

Agenda

Regular Meeting # 2020-10
Kingston Frontenac Public Library Board
Wednesday, December 16, 2020 – 4:30 PM
Meeting Room #1 – Central Branch

She:kon, Aanii, Boozhoo, Waychaya, Kwey Kwey, Tawnshi. Let us bring our good minds and hearts together, to honour and celebrate these traditional lands as a gathering place of the Original Peoples and their Ancestors who were entrusted to care for Mother Earth since time immemorial. It is with deep humility, that we acknowledge and offer our gratitude for their contributions to this community, having respect for all as we share this space now and walk side-by-side into the future.

1. Call to Order / Regrets
2. Adoption of the Agenda (motion)
3. Disclosure of Conflict of Interest

Consent Agenda

4. Adoption of Minutes
 - 4.1. Regular KFPL Board Meeting #2020-09 of November 18, 2020 (attached)
5. Information Items
 - 5.1. Correspondence/Information Received and Sent (no correspondence to report on)
6. Monitoring Reports
 - 6.1. Communication and Counsel
 - 6.1.1. Chief Librarian's Report (attached)
 - 6.2. KFPL Vision 2020 – Status Report (July – December 2020) (attached)
7. Motion to accept consent agenda (motion)

Action Agenda

8. Business Arising from the Minutes
9. Items Removed from the Consent Agenda
 - 9.1.

10. Action Items

10.1. Policy Approval

10.1.1. 3D Printing (policy and report attached) (motion)

10.2. Kingston Workplace Inclusion Charter (attached) (motion)

10.3. Closed Meeting (motions)

10.3.1. That the Board resolve itself into a Closed Meeting to discuss the following items:

- a. Employee Negotiations – Review CEO Remuneration
- b. Personal Matters About an Identifiable Individual(s) – Appointment of KFPL Representative to the Kingston Literacy and Skills Board of Directors

(motion to rise from Closed Meeting)

Items for Discussion / Exploration (none this month)

Other Business

11. 2021 Board Planning Cycle (Annual Workplan) (*brought forward from November 2020*)

12. Central Branch Renovations Update

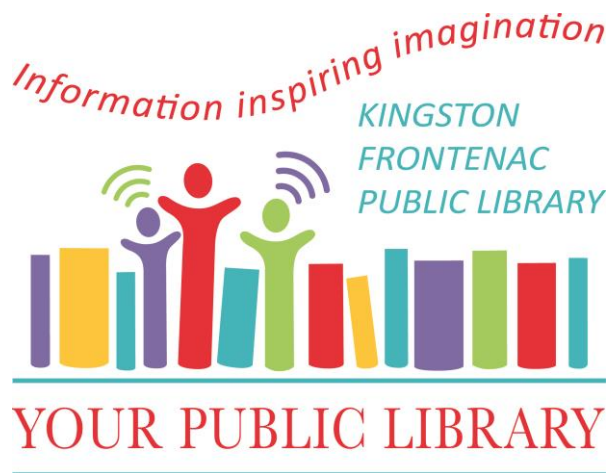
13. Radon Testing Update

Adjournment / Next Meeting

Regular Board Meeting: 4:30 PM, Wednesday, January 20, 2021, Meeting Room #1, Central Branch

Committee of the Whole Meeting: 4:30 PM, Wednesday, February 3, 2021, Meeting Room #1, Central Branch

The Kingston Frontenac Public Library exists to offer all people throughout our service area access to broadly based resources in support of personal enrichment, life long learning, and community interaction, in person or in virtual space. These services are provided by expending revenues in a fiscally responsible manner.



Minutes of Regular Meeting #2020-09 of the Kingston Frontenac Public Library Board

November 18, 2020 - 4:30 PM (unconfirmed)

Meeting Room #2 – Central Branch

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Kate Betts-Wilmott (via WebEx), Dave Kerr (via WebEx), Mark Kerr (via WebEx), Kamryn Marsh (via WebEx), Louise Moody (via WebEx), Natalie Nossal (Vice-Chair), Holly Platz (via WebEx), Councillor Alan Revill (via WebEx), Jennifer Ross (via WebEx), Monica Stewart (Chair)

Staff Present: Kimberly Sutherland Mills (Manager, Programming and Outreach) (via WebEx) (left at 5:24 PM), Bill Purvis (Technical Support) (left at 5:24 PM), Amy Rundle (Recording Secretary) (via WebEx), Lester Webb (Director, Outreach and Technology) (via WebEx) (left at 5:24 PM)

CUPE 2202 / 2202.01: Steve Naish (left at 5:24 PM)

Others Present: Craig Desjardins (Director, Strategy, Innovation and Partnerships, City of Kingston) (via WebEx) (left at 5:04 PM)

Regrets: Councillor Robert Kiley

1. Call to Order

The meeting was called to order at 4:32 PM.

2. Adoption of the Agenda

2020-43 Revill – M. Kerr

That the agenda be approved as distributed.

Carried

3. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

4. Ownership Linkages – Presentation: Kingston’s Workforce Development and In-Migration Strategy

C. Desjardins provided background information on the project and talked about the Workplace Inclusion Charter and related program components. L. Carter noted that KFPL has not formally signed on to the Charter, but has taken informal steps to encourage diversity and inclusion in the workplace. Board members expressed support for the Charter and are interested in reviewing the full document. Further discussion will take place at the December meeting.

Mr. Desjardins continued his presentation with an overview of the Smart Cities initiative, noting that it supports many of the City’s strategic goals. The term “smart” refers to evidence-based decision making and using data to design a city that is people-centric. Ways that KFPL could assist the initiative were briefly discussed and included help with public engagement, educational support for economic development and acting as a repository of information.

Mr. Desjardins was thanked for his presentation and left the meeting at this time. (5:04 PM)

Consent Agenda

5. Adoption of Minutes

5.1. Regular KFPL Board Meeting #2020-08 of October 18, 2020

6. Information Items

6.1. Correspondence/Information Received and Sent (no correspondence to report on)

7. Monitoring Reports

7.1. Communication and Counsel

7.1.1. Chief Librarian’s Report

7.2. Staff Relations and Volunteers

7.3. Asset Protection

7.4. Compensation and Benefits

7.5. Statistical Report (3rd Quarter 2020)

7.6. Strategic Planning – Action Plans for 2021

8. Motion to accept consent agenda

To accept the Consent Agenda, thereby accepting the materials on the consent agenda.

Carried

Action Agenda

9. Business Arising from the Minutes

There was no business arising.

10. Items Removed from the Consent Agenda

No items were removed from the Consent Agenda for discussion.

11. Action Items

11.1. Policy Approval

11.1.1. 3D Printing

K. Sutherland Mills provided an overview of 3D printing at KFPL, including the move to a self-serve model that was approved by the Board in 2019. To further streamline the service and reduce administrative requirements, staff would like to adjust the pricing model from a price per gram of plastic used to a flat fee for use of the equipment and supplies per timeslot. Based on average cost sampling of print jobs from 2015-2018, staff recommend a rate of \$10 per 4 hour booking. Patrons wishing to print larger items may book back-to-back sessions at a cost of \$20. Under this new pricing model patrons will be able to complete as many items as they wish during their booking time. To avoid barriers associated with the fee, 3D printers will be available for small projects free of charge during weekly Art Hive programs.

A Board member voiced concern about the fee and suggested it creates two tiers of service. Ms. Carter acknowledged that charging for printing costs and other fee-based services is a balance between cost recovery and equitable access. It was also noted that patrons using other equipment in the Create Space, such as sewing machines, are required to supply, at their own cost, any fabric and/or supplies needed. This is not a safe option for the 3D printers, as using the wrong type of filament poses health and safety risks to users and potential damage to the equipment. Board members suggested alternative cost-recovery methods such as a pay-it-forward model, or a fund that could be accessed by patrons through an application process. Ms. Carter requested time to research the proposed options. It was decided that staff will report back for further discussion at the December meeting.

11.2. Closed Meeting

- 11.2.1. That the Board resolve itself into a Closed Meeting to discuss a personal matter about an identifiable individual (Chief Librarian / CEO Performance Review). (5:24 PM)

2020-45 Nossal – Revill

That the Board resolve itself into a Closed meeting to consider the following:

- a. Personal matter about an identifiable individual (Chief Librarian / CEO Performance Review).

Carried

Board members remained in attendance. All others left the meeting at this time.

2020-46 Nossal - Ross

That the Board rise from the Closed Meeting without reporting.

Carried

L. Carter and A. Rundle returned to the meeting at this time. (5:34 PM)

Items for Discussion / Exploration

12. Kingston's Workforce Development and In-Migration Strategy

M. Stewart talked briefly about the basic concept of the strategy. Several Board members expressed interest in reviewing additional materials on the subject.

13. Library Boards – What Is Your Data Telling You (SOLS Webinar)

L. Carter talked about the statistics collected annually during Typical Week for the Ministry of Heritage, Sport, Tourism and Culture Industries and completion of the annual qualifying survey for the Public Library Operating Grant. This data is also a good way to look at library use in comparable cities.

Ms. Carter also talked about the data presented in her monitoring reports and reminded the Board that additional statistics can be provided if they would be useful. A Board member noted that data about how branches are used (e.g. circulation of children's materials) would be useful for decision-making.

Staff were asked if data is analyzed and used to adjust spending, etc. Ms. Carter reported that data is analyzed regularly and is used for budget planning and allocation. A full collection audit was completed in 2018, but branch snapshots could be provided to the Board throughout the year for information purposes.

Other Business

14. 2021 Board Planning Cycle (Annual Workplan) (*deferred to December 2020*)

15. Central Branch Renovations Update

D. Kerr reported that the Central Branch Renovation Committee met on October 27, 2020

and the Project Management Committee met on November 6, 2020. The project manager also provided a construction update via email on November 13, 2020. Next meetings will be scheduled when there is a substantive reason to do so.

Workers are on site on an irregular basis wrapping up deficiencies with possible completion in a few weeks. There have been no new expenditures and the project budget is fully allocated.

The Board was reminded that the Central Branch Renovation Committee is a committee of the Board and will need to be dissolved by Board motion when required.

16. Radon Update

L. Carter reported that the portable reader at the Cloyne branch has detected levels that are slightly higher than the minimum risk threshold. Staff at the Township have been contacted and remediation discussions are taking place. The exposure for staff at the branch is minimal with staff working in-branch for approximately 7 hours per week each.

Levels at the Sharbot Lake branch continue to register above the minimum threshold. Remediation plans have been finalized by the Township and work is slated for completion by the end of the year.

17. Policy Checklist

M. Stewart noted that a large number of policies are due for review in early 2021. Ms. Carter stated that these are the Carver policies that were deferred from earlier this year. A consultant from the Governance Coach has been engaged to assist with the review of the Ends Statement and Executive Limitations policies at the Committee of the Whole meeting in February 2021. The consultant will also provide feedback and guide the Board into the Strategic Planning process. Ms. Carter reminded Board members that access to the online Carver training is available until the end of this year and additional free resources are available on the Governance Coach website.

Adjournment / Next Meeting

The next regular Board Meeting will be held at 4:30 PM, Wednesday, December 16, 2020, Meeting Room #1, Central Branch.

There being no further business, it was moved by K. Marsh to adjourn at 5:59 PM.

Signatures:

Monica Stewart, Chair

Amy Rundle, Recording Secretary

Monitoring Report to the Board

Executive Limitations L-9: Communication and Counsel

With respect to providing information and counsel to the Board, the Chief Librarian may not permit the Board to be uninformed.

Accordingly, the Chief Librarian may not:

- 1. Neglect to submit monitoring data required by the Board (see policy on Monitoring Chief Librarian Performance) in a timely, accurate and understandable fashion, directly addressing provisions of the Board policies being monitored.**

According to the schedule for submission of monitoring data for Executive Limitations and Ends, the following report(s) are included:

- KFPL Vision 2020 – Status Report (July – December 2020)

- 2. Let the Board be unaware of relevant trends, significant changes in provincial or municipal policies, anticipated adverse media coverage, and/or public reaction, material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established.**

The Kingston, Frontenac and Lennox and Addington Health Unit moved to the Yellow (Protect) level in the Ontario Government's COVID-19 Response Framework on November 23. The only change to current KFPL protocols is the requirement to collect contact information from all meeting attendees when a room is rented to an external group.

The Ontario Library Association and Federation of Ontario continue to advocate for the library section in their joint submission to the Federal Government's Canadian Heritage Roundtables. The submission had five priority recommendations:

- Align with provincial efforts to ensure that modern broadband connectivity is available in more Canadian public library branches.
- Implement the Canadian Urban Library Council (CULC) recommendations to ensure access to e-content for Canada's public libraries from multinational publishers.
- Maintain the Canada Post Library Book Rate; strengthen and support Canada's publishing sector.
- Strategy to support libraries serving Official Language Minority Communities (OLCMs).
- Support non-profits and associations that strengthen the library and archival sectors.

The full submission can be read on [OLA's website](#).

3. **Fail to advise the Board if, in the Chief Librarian's opinion, the Board is not in compliance with its own policies on Governance Process and Board-Staff Relationship, particularly in the case of Board behaviour which is detrimental to the work relationship between the Board and the Chief Librarian.**

To my knowledge, the Board is in compliance with its policies.

4. **Fail to marshal for the Board as many staff and external points of view, issues and options as needed for fully informed Board choices.**

Staff and external points of view are provided as needed.

5. **Present information in unnecessarily complex or lengthy form or in a form that fails to differentiate among information of three types; monitoring, decision-preparation or other.**

Every effort is made to keep reports brief and to the point.

6. **Fail to provide a mechanism for official Board, officer or committee communications.**

Mechanisms are provided for these purposes, including the board portal.

7. **Fail to deal with the Board as a whole except when (a) fulfilling individual requests for information or (b) responding to officers or committees duly charged by the Board.**

My dealings have either been with the Board as a whole or with the chair on matters within her jurisdiction.

8. **Fail to report in a timely manner an actual or anticipated non-compliance with any policy of the Board.**

Compliance is anticipated in all areas.

9. **Fail to supply for the consent agenda all items delegated to the Chief Librarian, yet required by law or contract to be board-approved, along with the monitoring assurance pertaining thereto.**

All such items appear on this month's agenda.

I hereby present my monitoring report on Executive Limitations L-9: Communication and Counsel according to the schedule set out. I certify that the information contained in this report is true and represents compliance with a reasonable interpretation of all aspects of the policy unless stated otherwise.

Original signed copy on file

Laura Carter, CEO/Chief Librarian

Date: December 8, 2020

Meetings, conferences and events attended by the CEO or delegate

Date	Meeting
November 18	Community Check-In, Facilitated by Rob Wood (Zoom)
November 24	Union-Management Meeting
November 26	United Way Touchdown Breakfast
November 26	Meeting with M. Stewart and N. Nossal
November 26	Meeting with S. Bates, H. Pardy, Friends of the Library
November 27	Canadian Urban Libraries Council Meeting
November 27	Queen's University Archives Lecture
November 30	Joint Health and Safety Committee Meeting
December 2	Friends of the Library Board Meeting

Incident Reports (December 2020 Board Agenda)

Incident #	Title	Branch	Date
2020-266	Assistance – patron in distress, ambulance called	CE	11/28/2020
2020-268	Banning – banned patron in branch, asked to leave	CP	12/01/2020
2020-246	Behaviour - dispute over pet dog being in branch	CE	11/11/2020
2020-267	Behaviour - disruptive patrons	CP	11/30/2020
2020-254	Behaviour - inappropriate conduct	CP	11/19/2020
2020-263	Behaviour - man sleeping by front entrance	IT	11/26/2020
2020-253	Behaviour - mask compliance	CE	11/17/2020
2020-255	Behaviour - patron sleeping in fiction section	CE	11/19/2020
2020-260	Behaviour - patron slow to leave at end of day, swears at staff	CE	11/21/2020
2020-261	Behaviour - teens gathering, fighting and doing drugs outside Turner	IT	11/20/2020
2020-248	Behaviour - teens hanging out at Turner	IT	11/13/2020

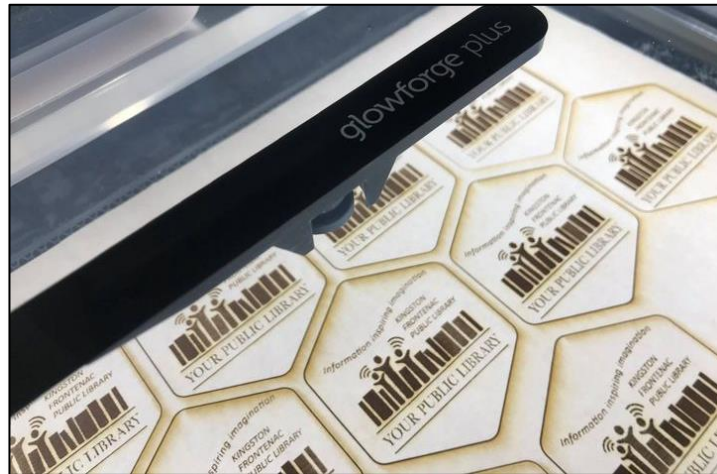
Incident #	Title	Branch	Date
2020-262	Behaviour – young man sleeping inside the branch	IT	11/25/2020
2020-247	Drugs - suspected drug activity after hours at Turner	IT	11/12/2020
2020-251	Facilities - alarm not set	WI	11/14/2020
2020-249	Facilities - automatic door opener left on	MG	11/13/2020
2020-250	Facilities - broken glass	IT	11/14/2020
2020-252	Facilities - diaper in drop box	CP	11/16/2020
2020-256	Facilities - fire alarm at Central	CE	11/19/2020
2020-245	Facilities - plumbing mishap	CE	11/10/2020
2020-264	Facilities - sewer back up	CE	11/26/2020
2020-265	Facilities - teen on the roof	IT	11/28/2020
2020-258	Facilities - trashed women's washroom	CP	11/21/2020
2020-259	General – study room capacity	CE	11/21/2020
2020-257	Property Damage – graffiti, garbage and drug use outside branch	IT	11/19/2020
2020-244	Property Damage - vandalism, garbage, broken glass and needle, probable loitering	IT	11/09/2020
2020-270	Property Damage – vehicle misadventure in parking lot of Greek church	CE	12/03/2020
2020-269	Theft - after hours car theft at knife point	IT	12/02/2020



December 2020

Programming & Outreach

- ▶ We are working with Orange Boy to **launch Savannah**, a cloud-based community engagement and analytics platform. Savannah will help us **implement our marketing and communications plan**, beginning with the creation of **targed e-blasts** in the new year. Our new, focused e-blasts will connect with new members, children and families, and adult patrons.
- ▶ Staff who deliver Art Hive programs are being trained to use our **Glowforge laser printer** and related design tools. The Glowforge will be available for use in future Art Hive programs.







- ▶ **Improvements to video and live-streaming quality are being made.** An interdepartmental team of systems, programming and marketing staff have recommended equipment to support a standard of picture and sound quality. DSLR cameras, microphones and lighting equipment have been provided for all programming locations.
- ▶ KFPL, Kingston WritersFest, and libraries and festivals across Canada, are partnering on the **One Page Virtual Literary Series**. Spearheaded by Toronto Public Library, a small team is creating free online programming **featuring international, Canadian and local writers**. All events appear in KFPL's event calendar, allowing our patrons to access a wide range of events. One of our own programs in January will be part of the series.
- ▶ Two new **STEM-based take-home kits** for children will launch in January. Patrons will be able to borrow a **MakeyMakey kit** or a **Dash robot kit** to use at home, with staff providing video content to add value to the experience. The kits will be managed as a program that will rotate between branches for easy pick-up, and will be offered at all urban branches, Sydenham

and Sharbot Lake.

- ▶ **Two Indigenous writers** will join us for virtual programs next month - **Richard Van Camp**, author of *Moccasin Square Gardens*, and **Bob Joseph**, author of *21 Things You Should Know About the Indian Act*.
- ▶ Our **Kids' Book Review program** encouraged a love of reading, created web content, and provided a new learning experience for participants. Children received personalized selections from our children's librarian, along with guidance on writing thoughtful reviews. For many, it was their first such writing assignment – and keeping their book was a great reward! **Reviews will be posted on our website through the month of December.**



Social Media Statistics:

Facebook 	Total Page Likes: 4244 Page Likes This Month: 24 Top KFPL Posts by Engagement: Hello! Bonjour! (410); Community Casting: Grandparents (298); Kids' Book Reviews (119); T-Rex at Central (109); In It To Win It (105); PressReader (102)
Twitter 	Total Follows: 3797 New Follows This Month: 7 Top KFPL Tweets by Engagement: Hello! Bonjour! promotion (169); Community Casting: Grandparents (9); Recommended Program – Harmon the Space Dog (10); Wonderbooks promotion (11); Poetry Blackboard (52)
Instagram 	Total Followers: 1998 New Followers This Month: 16 Top KFPL Posts by Engagement: T-Rex at Central (536 views, 81 likes); Customized Pillows with Cricut (31 likes); Day 6 of Trek the Akshayuk (30 likes); Glowforge in Action (255 views, 17 likes)
YouTube 	Total Subscribers: 590 New Subscribers This Month: 31 Top KFPL Videos by Views: Puppet Zoom Meeting (409); Hello! Bonjour! #1 (199); cloudLibrary Download and Setup (153); Hello! Bonjour! #2 (115); Keep Track of Your Genealogy Research (94); Get Creative! (93)

Services and Collections

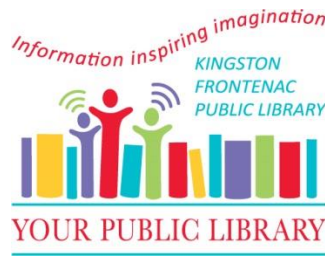
- ▶ With the increasing awareness of our new COVID environment, we **removed the Greeter** position from our Isabel Turner, Central and Calvin Park branches. **Large signage** graces the entrances of these branches with **hand sanitizer stations**.
 - ▶ Our annual **Typical Week statistics** were recorded in the third week of November. These statistics are submitted each year to the Ministry of Heritage, Sport, Tourism, and Culture. The Ministry also recognizes that 2020 is not a typical year and that numbers will look different when reporting for 2020.
 - ▶ **Saturday hours (9-5)** resumed at the **Pittsburgh branch** on **November 28th**.
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Staff News:

- ▶ In light of the pandemic, **all staff have been provided with access** to online training through the Centre for Addiction and Mental Health (CAMH) on **“Personal Resilience in the Workplace”**.
 - ▶ Staff have also been asked to complete an **online training module** on the Ontario Human Rights Commission’s website called **“Call it Out: racism, racial discrimination and human rights.”**
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Facilities

- ▶ **New carpet** has been installed in the **Cataraqui Room** at Isabel Turner branch.
 - ▶ **Parking lot lines were repainted** at both the Isabel Turner and Calvin Park branches.
 - ▶ Worked closely with MPS Mechanical to ensure the **air balancing at Central can be completed** and the project closed out.
 - ▶ **Completed roof flashing repairs** at the Isabel Turner branch (delayed from February due to COVID-19).
 - ▶ **Completed the annual Health & Safety Audit** for all branches and work orders have been issued based on the reports.
 - ▶ The **elevator at the Central branch** is temporarily out-of-service due to mechanical issues. Replacement parts have been ordered and the current **estimated repair date is mid-to-late January 2021**. Coordination between Maintenance and Branch Operations staff is underway to handle the internal transportation of materials between floors.
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Kingston Frontenac Public Library
KFPL Vision 2020
Status Report – July to December 2020

Strategic Direction: A. Unique Impactful Services

Our services are our hallmark. While the library provides a vast array of electronic data, e-books, books, movies, music and local history, it is our services that transform these resources into facts, solutions, ideas and reading enjoyment for the people of Kingston Frontenac. We will design and deliver unique services to enable the people of our community to manage this digital environment effectively.

A.1 Review and adjust our portfolio of services and programs.

KFPL has subscribed to OrangeBoy's Savannah, which "is a cloud-based community engagement platform backed by market leading analytics and a team of dedicated, experienced professionals that is designed exclusively to help you connect with your community in new, meaningful ways." It will assist in evaluating our services and collections in the future.

A.2 Segment the market for our services.

Savannah's customer support team will guide us in using their tool and assist us in moving forward with targeted e-blasts to new members, children and families, and adult patrons in Q1 of 2021. We will also use the tool to communicate our fine-free status to the community. Setup and planning are underway now.

A.3 Review how and when services are offered, exploring and most importantly, piloting different hours, alternative delivery modes and non-traditional spaces.

Hours have been reduced at all urban branches in the KFPL system as part of KFPL's response to the ongoing pandemic. Rural branches are operating for all of their regular hours, but some are offering curbside services only, or a mix of curbside and fully open hours.

A.4 Complete a Collections Audit, specifically examining the collections in terms

of balance of format, content relevance, overuse/underuse and budget allocation.

Early in 2020, KFPL subscribed to BookNet, a service that compiles book sales and library sales data to support the book and library industries. BookNet is useful for analyzing and evaluating our collection, comparing collection performance to other libraries and identifying gaps in our collection. Staff were trained on BookNet in November.

A.5 Investigate and implement a new service delivery model in cooperation with our funding partners and communities.

KFPL is partnering with the Limestone District School Board to offer a service point in the Kingston Secondary School, which is opening on December 15. A survey to determine which technologies will be purchased to provide library service in the school has been launched.

Strategic Direction: B. Difference-Making Spaces

The book-bound hushed library has long passed. It has, rightfully, been replaced with spaces that bring information alive to spark ideas, deepen understandings, and engage people in community-specific discussions. Our spaces must make a difference for the people of Kingston Frontenac at all ages and stages. Our spaces must blend the paper and digital worlds with service options ranging from self-serve to staff-intensive consultations. Using technologies and innovative approaches we will push our walls ever further out, extending our resources and personalized problem-solving services to where residents are. We will configure virtual and physical spaces that are accessible, inviting and purposeful for residents to explore, discover, create, study and read.

B.1 Explore a new facility model for both physical and virtual spaces that most effectively complements our service delivery model.

See A.3

B.2 Redefine the role of the Central Library to better reflect its unique position in downtown Kingston and the potential for stronger partnerships with other organizations and a greater contribution to municipal objectives for the downtown, cultural and heritage resources, tourism and economic development.

The Friends of the Library Create Space re-opened by appointment in Fall 2020, with the space quarantined for 72 hours between patron visits. Equipment offerings continue to expand. Programming staff began training on the Janome embroidery machine and Glowforge laser printer in late November. The embroidery machine

will be available for self-serve use in Q1 2021. The Glowforge will be available for Art Hive participants when the program resumes.

KFPL supported the city's Love Kingston Marketplace initiative to support the downtown, providing in-person Stories in the Square programs in August and September. Through October, KFPL offered a StoryWalk in downtown Kingston to draw families into the shopping district and to the Central Branch, where the story concluded and participants could pick up a StoryWalk button.

B.3 Consistent with the identified facility model, improve and strengthen branches/buildings by a) participating in the City, County and Township asset management plans and b) creating flexible, welcoming, accessible branches.

Facilities staff focussed on completing outstanding projects in Q3 and Q4.

- Work on Central Branch deficiencies continued, including the installation of anchors to allow roof work to be done safely.
- Replacement of exterior signage at rural branches was completed.
- Carpet was installed in the Isabel Turner Branch Cataraqui Room.
- The mechanical room was re-configured at the Calvin Park Branch to provide more separation between information technology and mechanical equipment.
- Dry wall to cover new conduit for new security cameras and checkout machines was completed at the Calvin Park Branch.

Strategic Direction: C. Community-Focused Relationships

In today's world no organization is an island, nor should it be. We have always partnered with community organizations and suppliers to extend our service possibilities and maintain operational efficiencies. During this planning period we will intensify our collaborations with other organizations, focusing always on how – together – we will best enable the people of Kingston Frontenac to participate in the digital information-intensive world. We'll collaboratively deliver specialized programs that will provide the information and knowledge which people in all phases of their lives need to pursue their aspirations.

C.1 Intensify our partnerships and collaborative relationships with a few organizations to design and deliver unique, highly needed services that no one organization can do alone.

We continue to develop new programming partnerships, with twenty partners - some new and some longstanding - supporting Q3 and Q4 events.

The Marketing plan recommends fostering partnerships to coordinate marketing efforts. We will be pursuing this in Q1 2021.

C. 2 Develop mechanisms to share information and expertise with community leaders and organizations, specifically the Mayors, CAO's, Councils and City and County Staff.

Library Board minutes are distributed to the City of Kingston and County of Frontenac Councils.

Strategic Direction: D. 21st Century Capabilities

Though our services are our hallmark, it is our staff, technologies and approaches that are our heart, our mind and our engine. We will grow our organizational capabilities, including our training, technologies, processes and practices to provide staff with the experiences, approaches and learning events to thrive, with the community, in the 21st century information world. We will monitor new developments and research on the effects of technology on information access and use. We will develop creative new mechanisms to improve communication between residents as a whole and library users to understand better their library services needs and to monitor our effectiveness in repositioning the library as top-of-mind.

D. 1 Review our Organizational Design ensuring we are aligned with this strategic plan.

The organizational design was reviewed in 2015.

Minor changes were made in Q4 2020 to clarify reporting relationships by bringing Collections and Technical Services staff under the same Director.

D. 2 Identify roles and competencies required to deliver and manage our service portfolio.

KFPL staff have all been asked to complete an online training module on the Ontario Human Rights Commission's [website](#) called "Call it out: racism, racial discrimination and human rights."

Staff have also been provided with access to online training through the Centre for Addiction and Mental Health (CAMH) on "Personal Resilience in the Workplace."

D.3 Develop and Implement a learning development plan, specifically focusing on technologies and our service portfolio.

D. 4 Audit our technologies, identifying gaps that must be addressed.

Library staff developed an internal COVID application to assist in screening for COVID-19 symptoms in KFPL staff, contractor and volunteers.

Laptops have been purchased and are being deployed to Library staff.

New computers have been purchased for public service desks.

New equipment was purchased to support a consistent, high standard of quality in recorded and live-streamed content, including DSLR cameras, microphones and lighting. Programming staff began using the equipment in Q4 2020.

D. 5 Review and adjust our policies, practices and procedures that are no longer in keeping with our strategies and service portfolio.

The 3D printing policy has been brought to the Board for approval.

The Library Board approved the permanent elimination of overdue fines beginning January 1, 2021. Library staff are reviewing changes to circulation policies, overdue notice content and frequency and are developing a communications strategy to make the announcement in mid-December.

D. 6 Develop performance measures and improved approaches to planning and evaluating our services to ensure that we are all well positioned to identify and respond to community needs, either alone or collaborating with other organizations; to make the best use of available resources; and to communicate effectively our contribution to the community.

A survey looking for feedback on future KFPL Live programs is open for responses now, and a survey is being developed to seek feedback on KFPL's program and service changes during the pandemic.

KFPL Report to the Board

Subject: 3D Printing Policy
Date: December 8, 2020
Prepared by: K. Sutherland Mills, Manager, Programming and Outreach

Background:

At their November meeting, Board members instructed staff to develop a system that would allow patrons without financial means to make use of the 3D printer.

Use of all Create Space equipment is free to all patrons, and outside of Art Hive programs they are expected to provide their own supplies – fabric for sewing projects, vinyl and paper for Cricut projects, a thumb drive for photo scanning, etc.

3D printers are unique among our Create Space equipment in that we must provide users with the proper filament to prevent damage to the machines and ventilation problems in the space.

Option A:

Provide free filament for the 3D printers during weekly Art Hive programs. Patrons will be able to produce print jobs of less than ½ hour, allowing hands-on experience with staff support, and to take their item home.

Provide self-serve 3D printing for a flat fee of \$10 per 4-hour appointment; patrons may use as much filament as they wish during the appointment. The proposed fee is based on the average cost of a sampling of past print jobs; a flat fee would keep administrative processes to a minimum and aid cost recovery for filament purchases.

Option B:

Provide self-serve 3D printing for a flat fee of \$10 per 4-hour appointment, waiving the fee for patrons on request. This option is **not recommended** since it requires patrons to request financial support which creates a barrier.

Option C:

Provide self-serve 3D printing on a sliding payment scale of \$0-10, with patrons determining what they think is reasonable. With this system, patrons printing smaller jobs will not be subsidizing the larger print jobs of others, and patrons who are unable to pay the full amount can decide whether and what they want to pay with less intrusiveness. There is a risk that costs will not be recovered.

Option D:

Provide self-serve 3D printing by donation, with patrons determining what they would like to pay to support the service. This option is similar to B, but the amount is open-ended and allows for a patron to “pay-it-forward” for others. There is a risk that costs will not be recovered.

Option E:

Provide self-serve 3D printing at no charge to all patrons. This option is **not recommended** since no cost recovery would occur and the costs would need to be completely absorbed by our operating budget.

Recommendations:

That the Board approve the revised 3D Printing Policy and one of the proposed options to provide affordable access.

KFPL Statement of Policy

3D Printing Policy

1. Purpose

The purpose of this policy is to provide guidelines for self-serve 3D printing services at the Library.

2. Scope

This policy applies to all 3D printing services at the Kingston Frontenac Public Library.

3. Policy

Kingston Frontenac Public Library supports innovation, imagination and free access to information. We endeavour to be recognized as a problem-solver and a key supporter of learning. In keeping with these vision items, the Library will make 3D printing services available to members of the Kingston Frontenac Public Library under the following conditions:

1. Library membership is required.
2. Use of the 3D printers is limited to patrons 16 years of age and older.
3. Participation in a 3D printing orientation session is mandatory before use of the machines.
4. Patrons must sign a waiver prior to using any equipment in the Create Space, including the 3D printers.
5. Use of the 3D printers is by appointment only, and the availability of the printer will determine the length of time available for printing.
6. Pricing is based on a flat fee that includes the cost of materials, and is subject to change. The fee is not refundable if the print job fails.
7. Patrons are expected to monitor the 3D printer throughout the process.
8. 3D printers may not be used to print weapons, weapon components, keys or materials that are subject to copyright.
9. 3D printers will be housed in a public area, and the user and their print job will be visible to staff and members of the public.
10. KFPL reserves the right to decline or discontinue any print job, subject to library policies.

4. Document Control

This policy shall be reviewed on an annual basis.

Last Reviewed: November 2020

Next Review: November 2021

Workplace Inclusion Charter

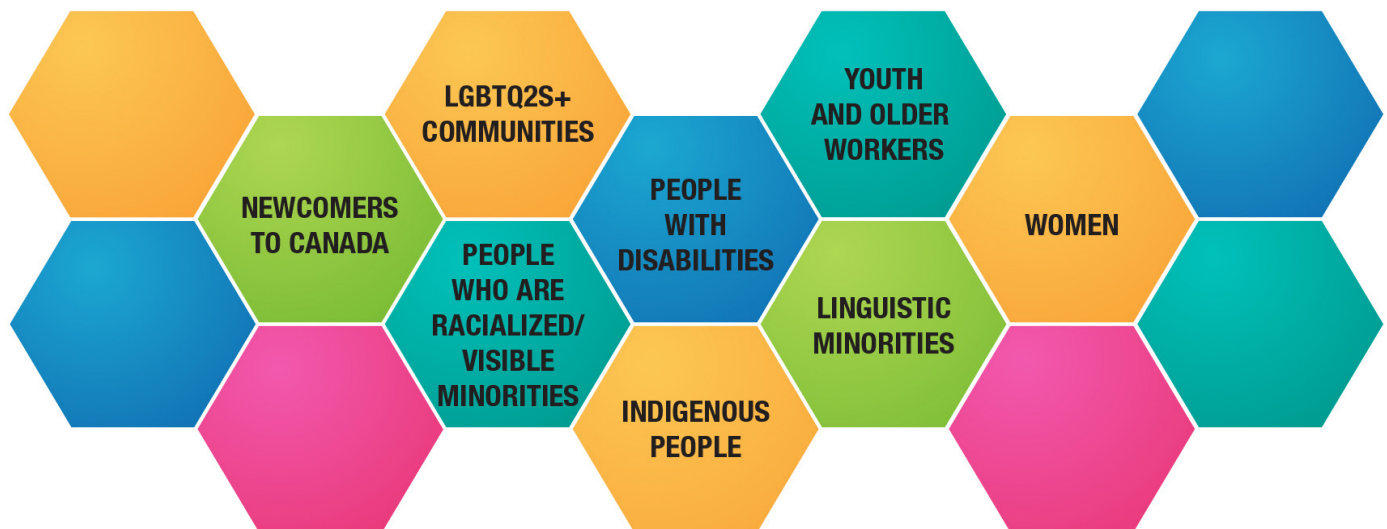
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Introduction

The Kingston labour market loses an average of 400 workers each year. The percentage of the working age population continues to decline and is expected to drop by almost 10% over the next decade. Kingston needs to attract, deploy, and retain talent from underutilized communities.

A 2017 City of Kingston survey found that a majority of Kingston residents (88%) feel our community is enriched by having a diverse and inclusive population. These results are in line with significant evidence that demonstrates the benefits of diversity in the workplace. Nonetheless, members of marginalized communities continue to face racism and discrimination as evidenced by a 2019 KEYS Job Centre study on immigrant recruitment and retention in Kingston:

- 7 out of 10 survey participants reported witnessing racism and discrimination in the community.
- Nearly 50% of newcomers have experienced racial or cultural discrimination at work.

Kingston's **Inclusion Charter** aims to create and promote safe spaces for marginalized populations including:

- newcomers
- marginalized populations including newcomers,
- people who are racialized/visible minorities,
- people with disabilities,
- Indigenous people,
- linguistic minorities (i.e. Francophones),
- women,
- youth,
- older workers, and
- people from LGBTQ2S+ communities.

By collaborating with local employers and supporting inclusion initiatives, the Charter will contribute toward building equitable and prosperous workplaces.

In 2018, recent immigrants to Canada experienced nearly twice the unemployment (9.4%) of the general population (5.8%). At over 12%, both youth and Indigenous people have double the unemployment rates of the general population and people with disabilities face a 35% unemployment rate. By incorporating inclusive practices into the workplace, Kingston businesses will be well-positioned to attract and retain highly skilled, underutilized talent.

The purpose of the Charter is to promote employment practices and provide strategies that will improve inclusion, diversity, and equity in the workplace. The following definitions clarify the Charter's areas of focus and intended impact on participating workplaces:

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Diversity is the presence of a wide range of human qualities and attributes, both visible and invisible, within a group, organization, or society.

Equity is a condition or a state of fair, inclusive, and respectful treatment that recognizes and acknowledges the accommodation of differing needs and expectations. Equity acknowledges that equal treatment does not always yield equal results.

Inclusion is what happens when diversity and equity meet. It involves creating an environment where people have both the feeling and reality of belonging and are able to grow and develop their potential. It is a situation where disadvantaged communities and designated group members share power and decision making at all levels in projects, programs, and institutions.

The Inclusion Advantage

Diversity is a fact. Inclusion is a mindset.

Inclusive practices in diverse workplaces go beyond ethics – they present significant business advantages and opportunities for organizations that are willing to embrace them. Comprehensive research published by Forbes, Deloitte, Catalyst, and McKinsey among others all points to the same conclusion: diverse and inclusive businesses perform better. Here are just a few of the benefits associated with a diverse workforce:

The relationship between diversity and workplace performance is proven

The statistically significant correlation between a diverse leadership team and financial outperformance demonstrated by McKinsey & Company, in 2015, three years ago continues to hold true on an updated, enlarged and global data set.

Reinvigorate productivity and innovation

Diverse organizations are able to problem-solve from a broader perspective and make better, more informed decisions yielding higher net income growth when compared to homogenous workplaces.

Tap into new markets

Diverse employees bring a wide variety of backgrounds, levels of knowledge, skill sets, and expertise to their workplaces. Incorporating inclusion into hiring practices will help identify such

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assets and in turn, allow organizations to serve a broader clientele. Research published in the Harvard Business Review states that diverse companies are 70% more likely to report that they have captured a new market.

Attract high-level talent

Businesses that are able to recognize and use the skills and talents of a truly diverse workforce have a distinct advantage in a global economy.

Retain expertise

In a competitive labour market, workplace retention strategies are essential to success. Employees do not stay when they feel disconnected or unwelcome. Staff turnover is costly in terms of recruitment and training. It also leads to an unsettled team environment and fractured supplier and customer relations. Implementing inclusive policies promotes employee retention, team consistency, and morale.

Boost employee morale and improve wellness

An inclusive workplace inspires diverse employees and makes them feel valued. This builds loyalty, supports teamwork, and promotes a sense of belonging. Practicing inclusion also improves the overall wellbeing of employees, contributing to increased productivity and fewer sick days.

Build the reputation of your company and your city

An open commitment to inclusion and diversity has significant reputational advantages for individual organizations. Join a growing number of local employers who strive to build Kingston's reputation as an inclusive and appealing place to live, work, play, learn, and do business.

The Inclusion Charter

In April 2017, the City of Kingston endorsed a Workforce & In-migration Strategy for the community. A key priority identified in the strategy is the advancement of diversity and inclusion in the workplace. To implement the priority, a group of dedicated community members formed the Inclusive Workplaces working group. The Inclusion Charter is the result of their work. It aims to guide local businesses in creating and upholding inclusive workplaces. The Charter is designed for businesses and organizations of all sizes and at all stages of advancing diversity, equity and inclusion.

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By signing the Charter Declaration, organizations are taking the first step toward becoming more inclusive. All signatories commit to developing and implementing an action plan.

The action plan can focus on any population facing barriers – newcomers, people who are racialized/visible minorities, people with disabilities, Indigenous peoples, linguistic minorities, women, youth, older workers and people from LGBTQ2S+ communities can all benefit from inclusive practices. These groups are the focus of inclusion strategies because they continue to experience systemic barriers to employment, high rates of unemployment and underemployment, and disproportionate representation in low-pay and low-status jobs. We recognize that there are other populations not listed here who experience regular discrimination and would benefit from equitable and inclusive practices in the workplace. Furthermore, we acknowledge that there is intersectionality among these populations and that often people cannot be confined to one category.

This Inclusion Charter is an opportunity for Kingston employers to embrace the future. It sets out a forward-looking vision for Kingston that actively supports a healthy, vibrant, and sustainable community in which all residents are respected and supported. Having the best talent requires tapping into the entire talent pool.

The Process

Each organization has its unique inclusion needs and challenges. The process outlined here is the blueprint for organizations that endorse the Charter. We encourage you to set an achievable goal for your workplace and go for it. Depending on your focus, we may be able to help you with the tools and resources to implement your individual strategy (See Workplace Intercultural Inclusion Strategy for more information).

ENDORSE

- Show your organization's commitment by signing the Declaration.
- Commit to one year of actively working on your individual action plan.

ASSESSMENT AND GOAL-SETTING

- Assess your organization's current practices, determine needs, and develop an inclusion work plan with goals and metrics that are specific and achievable. A project staff may be able to help you set goals and develop an action plan.

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IMPLEMENT

- Tell the World! Announce your organization's participation internally and externally.
- Set up meetings with senior leaders to ensure their ongoing buy-in and communicate your commitment to all employees.
- Make use of project staff as well as the resources available through our website to carry out your action plan.
- Commit to on-going assessment and evaluation to ensure you are reaching your goals.

CELEBRATE

- The City of Kingston will recognize the efforts of local organizations to improve inclusion, diversity, and equity in our community. Organizations that sign the declaration and can demonstrate progress to the Inclusive Workplaces working group will be celebrated as inclusion champions through press releases and a certificate.

EVALUATE

- Complete a questionnaire about your organization's experience with the Charter program.
- Share your feedback on the tools you implemented and how well they worked for your organization.
- Consider committing to a new goal for the coming year.

The Next Step

Once your organization decides to endorse the Inclusion Charter, please connect with us by email at inclusion@keys.ca. The Inclusion Charter project team will work with your organization to design a unique action plan, set achievable goals, and recommend resources that will help you succeed on your inclusion journey. The research mentioned in this document as well as other resources are available online at: <https://possiblemadehere.org/inclusion-charter/>.

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Declaration

VISION

We envision Kingston to be a place where:

- Residents feel respected, valued, and supported to participate, succeed, and stay in the workplace and the community.
- Employers celebrate diversity, encourage intercultural understanding, uphold worker rights, and support colleague development.
- Employers are leaders in creating a welcoming and inclusive community.

PRINCIPLES

We uphold that:

- Diversity contributes to the strength and prosperity of our organizations and our community.
- Equity is fundamental to successful inclusion.
- Everybody deserves a safe and respectful work environment.
- Employers play an important role in facilitating successful inclusion for Kingston residents.
- Inclusive, diverse and equitable workplaces benefit all.

ENDORSEMENT

On behalf of _____, I/we the undersigned endorse the vision and principles of the Inclusion Charter. I/we commit to the development and implementation of an action plan for the organization that demonstrates this commitment over the course of one year.

SIGNED & DATED

x

x

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Kingston Frontenac Public Library
Annual Workplan 2021
 Board Term Year 3

January 20, 2021 – Regular Meeting 2021-01	
Ownership Linkages	<ul style="list-style-type: none"> • Discuss Workplan for the year, including Ownership Linkages
Board Education	<ul style="list-style-type: none"> • Determine board education needs for the year
Governance Process	<ul style="list-style-type: none"> • Election of Officers • Strategic Planning
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Emergency Executive Succession
Discussion/Exploration	<ul style="list-style-type: none"> • Discourse on the development of a land acknowledgement statement

February 3, 2021 – C.O.W. Meeting 2021-01	
Discussion / Review	<p><u>Carver Policies:</u></p> <ul style="list-style-type: none"> • Executive Limitations (L1-L10) <i>(brought forward from Nov. 2020)</i> • Governance Process (G1-G9) <i>(brought forward from Nov. 2020)</i> <p><u>Policies:</u></p> <ul style="list-style-type: none"> • Collection Development • Community Engagement • KFPL Employee Online and Social Media • Public Use of KFPL Online Forums and Social Media • Room and Event Space Rental

February 17, 2021 – Regular Meeting 2021-02	
Ownership Linkages	<ul style="list-style-type: none"> • Friends of the Library – 2020 Year in Review
Board Education	<ul style="list-style-type: none"> • OLA SuperConference – report from attendees
Governance Process	<ul style="list-style-type: none"> • Strategic Planning – 2021 and beyond
Items Requiring Action	<p><u>Policy Review and Approval:</u></p> <ul style="list-style-type: none"> • Executive Limitations (L1-L10) <i>(brought forward from Nov. 2020)</i> • Governance Process (G1-G9) <i>(brought forward from Nov. 2020)</i> • Collection Development

February 17, 2021 – Regular Meeting 2021-02	
	<ul style="list-style-type: none"> • Community Engagement • KFPL Employee Online and Social Media • Public Use of KFPL Online Forums and Social Media • Room and Event Space Rental
CEO Information Reports	<ul style="list-style-type: none"> • Statistical Report (4th Quarter 2020)
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Staff Relations and Volunteers • Financial Condition (Year End 2020)
Discussion/Exploration	<ul style="list-style-type: none"> • Report on Requests for Reconsideration of Library Materials in 2020

March 17, 2021 – Regular Meeting 2021-03	
Ownership Linkages	<ul style="list-style-type: none"> • To be determined
Board Education	<ul style="list-style-type: none"> • To be determined
Governance Process	<ul style="list-style-type: none"> • Strategic Planning – 2021 and beyond
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Annual Report
Discussion/Exploration	<ul style="list-style-type: none"> • To be determined

April 21, 2021 – Regular Meeting 2021-04	
Ownership Linkages	<ul style="list-style-type: none"> • To be determined
Board Education	<ul style="list-style-type: none"> • To be determined
Governance Process	<ul style="list-style-type: none"> • Strategic Planning – 2021 and beyond
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Annual Report • Director / Manager Report (Director, Human Resources) • Financial Condition (1st Quarter 2021) • Treatment of Public
Discussion/Exploration	<ul style="list-style-type: none"> • To be determined

May 5, 2021 – C.O.W. Meeting 2021-02	
Discussion / Review	<p><u>Self-Evaluation:</u></p> <ul style="list-style-type: none"> • Board Self-Evaluation Forms <p><u>Policies:</u></p> <ul style="list-style-type: none"> • Occupational Health and Safety • Workplace Harassment • Workplace Violence Prevention • Anti-Nepotism • Criminal Record Checks • Standards of Conduct for KFPL Employees • Volunteer

May 19, 2021 – Regular Meeting 2021-05	
Ownership Linkages	<ul style="list-style-type: none"> • To be determined
Board Education	<ul style="list-style-type: none"> • To be determined
Governance Process	<ul style="list-style-type: none"> • Strategic Planning – 2021 and beyond
Items Requiring Action	<p><u>Policy Approval:</u></p> <ul style="list-style-type: none"> • Occupational Health and Safety • Workplace Harassment • Workplace Violence Prevention • Anti-Nepotism • Criminal Record Checks • Standards of Conduct for KFPL Employees • Volunteer
CEO Information Reports	<ul style="list-style-type: none"> • Statistical Report (1st Quarter 2021)
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Staff Relations and Volunteers • Asset Protection: Audit • Audit Approval Consent
Discussion/Exploration	<ul style="list-style-type: none"> • To be determined

June 16, 2021 – Regular Meeting 2021-06	
Ownership Linkages	<ul style="list-style-type: none"> • To be determined
Board Education	<ul style="list-style-type: none"> • To be determined
Governance Process	<ul style="list-style-type: none"> • Strategic Planning – 2021 and beyond
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Director / Manager Report (Manager, Branch Operations) • Communication and Counsel • Access to Facilities & Maintenance • Yearly Board Self-Evaluation
Discussion/Exploration	<ul style="list-style-type: none"> • To be determined

September 15, 2021 – Regular Meeting 2021-07	
Ownership Linkages	<ul style="list-style-type: none"> • To be determined
Board Education	<ul style="list-style-type: none"> • To be determined
Ends	<ul style="list-style-type: none"> • KFPL 2021 and Beyond – Status Report (January – June 2021)
CEO Information Reports	<ul style="list-style-type: none"> • Statistical Report (2nd Quarter 2021)
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Financial Condition (2nd Quarter 2021) • Report on results of yearly board self-evaluation
Discussion/Exploration	<ul style="list-style-type: none"> • discuss Ownership Linkages and Education for next year

October 6, 2021 – C.O.W. Meeting 2021-03	
Discussion / Review	<p><u>Carver Policies:</u></p> <ul style="list-style-type: none"> • Board-Staff Relationship (B1-B5) <p><u>Policies:</u></p> <ul style="list-style-type: none"> • Board-Staff Relationship (B1-B5) • Community Partnerships • Media • Programming • Accessibility for Users with Disabilities

October 20, 2021 – Regular Meeting 2021-08	
Ownership Linkages	<ul style="list-style-type: none"> • To be determined
Board Education	<ul style="list-style-type: none"> • To be determined
Ends	<ul style="list-style-type: none"> • Strategic Planning – 2021 and Beyond
Items Requiring Action	<u>Policy Approval:</u> <ul style="list-style-type: none"> • Board-Staff Relationship (B1-B5) • Community Partnerships • Media • Programming • Accessibility for Users with Disabilities
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel • Financial Condition (3rd Quarter 2021) • Financial Planning and Budgeting • Budget Approval Consent
Discussion/Exploration	<ul style="list-style-type: none"> • To be determined

November 17, 2021 – Regular Meeting 2021-09	
Ownership Linkages	<ul style="list-style-type: none"> • To be determined
Board Education	<ul style="list-style-type: none"> • To be determined
Ends	<ul style="list-style-type: none"> • Strategic Planning – Action Plans 2022
CEO Information Reports	<ul style="list-style-type: none"> • Statistical Report (3rd Quarter 2021) • 2022 Workplan
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Chief Librarian’s Performance Review • Communication and Counsel • Staff Relations and Volunteers • Asset Protection
Discussion/Exploration	<ul style="list-style-type: none"> • To be determined

December 15, 2021 – Regular Meeting 2021-10	
Ownership Linkages	<ul style="list-style-type: none"> • To be determined
Board Education	<ul style="list-style-type: none"> • To be determined
Ends	<ul style="list-style-type: none"> • KFPL 2021 and Beyond – Status Report (July – December 2021)
Items Requiring Action	<ul style="list-style-type: none"> • Review CEO remuneration
Monitoring CEO and Self-Evaluation	<ul style="list-style-type: none"> • Communication and Counsel
Discussion/Exploration	<ul style="list-style-type: none"> • To be determined