

Agenda

Regular Meeting # 2021-02

Kingston Frontenac Public Library Board

Wednesday, February 17, 2021 – 4:30 PM

Virtual Meeting - WebEx

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
4. Presentation: Friends of the Kingston Frontenac Public Library (FOL) to provide an update on their highlights and accomplishments over the past year
5. Delegation: Calvin Neufeld to address the Board in regards to KFPL's decision to retain *Irreversible Damage* in the collection. (correspondence 7.1.1. and 7.1.2., agenda item 12.1.1.)

Consent Agenda

6. Adoption of Minutes
 - 6.1. Regular KFPL Board Meeting #2021-01 of January 20, 2021 (attached)
 - 6.2. Committee of the Whole Meeting #2021-01 of February 3, 2021 (attached)
7. Information Items
 - 7.1. Correspondence/Information Received and Sent
 - 7.1.1. From Franceen Neufeld, an email dated January 28, 2021 requesting an appeal of the decision to retain *Irreversible Damage* in the Library's collection.
 - 7.1.2. From Franceen Neufeld, an email dated February 2, 2021, regarding

correspondence item 7.1.1. and asking to attend the board meeting as a delegation.

8. Monitoring Reports

8.1. Communication and Counsel

8.1.1. Chief Librarian's Report (report attached)

8.2. Staff Relations and Volunteers (report attached)

8.3. Statistical Report (4th Quarter 2020) (report attached)

8.4. Financial Condition (Year End 2020) (report attached)

9. Motion to accept consent agenda (motion)

Action Agenda

10. Business Arising from the Minutes

11. Items Removed from the Consent Agenda

11.1.

12. Action Items

12.1. Request for Reconsideration of Library Materials

12.1.1. Appeal: *Irreversible Damage* (report attached) (motion)

12.2. Policy Approval

12.2.1. Collection Development (report and policy attached) (motion)

12.2.2. Community Engagement (report and policy attached) (motion)

12.2.3. KFPL Employee Online and Social Media (policy attached) (motion)

12.2.4. Public Use of KFPL Online Forums and Social Media (policy attached) (motion)

12.2.5. Room and Event Space Rental (report and policy attached) (motion)

Items for Discussion / Exploration (none this month)

Other Business

13. KFPL Board Trustee Job Description – recommendations for the City of Kingston
Nominations Advisory Committee (NAC)

14. Central Branch Renovations Update

15. Radon Testing Update

16. COVID-19 Operations Update

Adjournment / Next Meeting

Regular Board Meeting: 4:30 PM, Wednesday, March 17, 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 #2021-01 of the Kingston Frontenac Public Library Board

January 20, 2021 - 4:30 PM (unconfirmed)

Virtual Meeting – WebEx

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Kate Betts-Wilmott, Dave Kerr, Mark Kerr, Councillor Robert Kiley (left at 5:32 PM), Kamryn Marsh, Louise Moody, Natalie Nossal (Vice-Chair), Holly Platz, Councillor Alan Revill, Jennifer Ross, Monica Stewart (Chair)

Staff Present: Nicole Charles (Director, Branch Experience), Kimberly Sutherland Mills (Manager, Programming and Outreach), Andrew Morton (Manager, Facilities), Bill Purvis (Technical Support), Shelagh Quigley (Director, Human Resources), Chris Ridgley (Budget/HR Analyst), Amy Rundle (Recording Secretary), Lester Webb (Director, Outreach and Technology)

Regrets: none

1. Call to Order

The meeting was called to order at 4:37 PM.

2. Election of Officers

In accordance with the By-Laws, L. Carter chaired the meeting pro tem during the election for the position of Chair.

A. Revill nominated M. Stewart for the position of Chair for 2021.

2021-01 Kiley – D. Kerr

That nominations for the position of Chair be closed.

Carried

M. Stewart was elected Chair by acclamation and assumed the position of Chair.

M. Stewart nominated N. Nossal for the position of Vice-Chair for 2021.

2021-02 Marsh – Ross

That nominations for the position of Vice-Chair be closed.

Carried

N. Nossal was elected Vice-Chair by acclamation.

3. Adoption of the Agenda

2021-03 Ross - Nossal

That the agenda be approved as distributed.

Carried

4. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

Consent Agenda

5. Adoption of Minutes

5.1. Regular KFPL Board Meeting #2020-10 of December 16, 2020

6. Information Items

6.1. Correspondence/Information Received and Sent

- 6.1.1. From the County of Frontenac, a letter dated December 16, 2020 to advise that Councillor Ron Vandewal has been appointed as Warden and Councillor Denis Doyle as Deputy Warden of Frontenac County.

Sent/Received since distribution of the agenda

- 6.1.2. From the Ontario Library Service-North and the Southern Ontario Library Service, a letter dated January 2021 providing an update on the Ontario Library Service amalgamation and information on the new Ontario Library Service Board.

7. Monitoring Reports

7.1. Communication and Counsel

- 7.1.1. Chief Librarian's Report

7.2. Emergency Executive Succession

8. Motion to accept consent agenda

2021-04 D. Kerr – M. Kerr

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

There were no items removed from the Consent Agenda for discussion.

11. Action Items

11.1. Appointment of Library Board Representative to Ontario Library Service Board Assembly

L. Carter reported that the Ontario Library Service North (OLS-N) and the Southern Ontario Library Service (SOLS) will amalgamate to become the Ontario Library Service Board (OLSB) as of April 1, 2021. All public libraries in Ontario have been invited to appoint an official representative to their respective Board Assembly. Board Assemblies are based on population served and provide members with opportunities to share information and concerns. Board Assemblies will meet virtually twice a year, once in the fall and once in the spring.

2021-05 Revill – Nossal

To confirm the appointment of Louise Moody to the Ontario Library Service Board Assembly.

Carried

11.2. Appointment of Library Board Representative to Kingston Literacy & Skills Board of Directors

L. Carter reported on a recent conversation with the Chair of the Kingston Literacy & Skills (KL&S) Board. She noted that KL&S are currently in the process of moving to online services, developing a new strategic plan and welcoming a new Executive Director. A recent fire in an adjacent building also caused damage to their workspace. With everything KFPL is currently managing (COVID, strategic planning, facility projects, etc.), it isn't feasible for a staff member to hold the position at this time, however a member of the Board could volunteer to represent the library. As there were no volunteers for the position, it was agreed that KFPL would decline representation now and reassess at a future date. Ms. Carter will communicate this decision with the KL&S Board Chair.

Items for Discussion / Exploration

12. Land Acknowledgement Statement – update and discussion

Development of a land acknowledgement statement for KFPL was started in late-2019 with several Board members offering to provide input for further discussion. The Board also hoped that the Indigenous Advisory Council being formed in 2020 could make recommendations on the statement. Unfortunately, COVID-19 restrictions in 2020 disrupted the formation of the Indigenous Advisory Council and further Board discussions on land acknowledgement. K. Sutherland Mills reported that the Indigenous Advisory Council is once again gaining momentum, with plans to add rural-based and student representatives and meet 4 times/year. A suggestion was made to learn more about land acknowledgements as a first approach, and engage a consultant to facilitate further discussion. L. Carter will reach out to various consultants and make arrangements for a future meeting.

Other Business

13. Ownership Linkages and Board Education – develop plan for 2021

Presentations and training sessions are typically staggered throughout the year among other staff reports. Two linkages from last year, EarlyON and Ontario Ancestors, were deferred due to COVID-19 and there is interest in carrying them forward into 2021. Board members also suggested learning more about the Kingston Community Health Centres (KCHC) Transgender Program, intellectual freedom and internet access for rural areas.

L. Carter will inquire with community partners and make arrangements for presentations at upcoming meetings.

R. Kiley left the meeting at this time. (5:32 PM)

13.1. 2021 OLA SuperConference

The conference is taking place virtually this year from February 3 to 6. Conference registration provides access to live sessions with participation in real time as well as archived access for later viewing. Board members who are interested in the conference should let L. Carter know by Friday.

13.2. Governance Coach – Ends Workshops

The upcoming Governance Coach workshops on February 3rd and 6th cannot take place in-person due to current COVID-19 restrictions. Sessions could go ahead virtually, but they might not be as effective in this format. Ms. Carter has spoken with the consultant and it's possible to delay the sessions if in-person workshops are preferred. It was agreed to postpone the training until later in the spring.

13.3. Cultural Competency Training

The Foundations of Inclusion and Culture Competence training module that KFPL staff were offered in 2020 is now available to Board members via the Board portal.

14. Central Branch Renovations Update

D. Kerr reported that the Central Branch Renovation Committee hasn't met since the last Board meeting, but a recent update from the Project Manager via email was positive in nature and noted that LEED commissioning should begin soon.

15. Radon Update

Remediation at the Sharbot Lake branch is now complete and radon levels are well within normal range.

Initial remediation work has been completed at the Pittsburgh branch and radon levels have stabilized within normal range. An air exchange unit has been ordered and should reduce levels even further once installed.

North Frontenac Township staff have met with a radon abatement contractor regarding levels at the Cloyne Branch and remediation plans are being developed.

16. COVID-19 Operations Update

Based on recent user statistics, and recent provincial orders, some adjustments have been made to KFPL services and hours. All branches have transitioned back to curbside pickup. Evening hours at Calvin Park have been reduced and the branch now closes at 6 p.m. Monday to Thursday. Sunday hours have also been cancelled for the duration of the provincial stay-at-home order. Calvin Park, Central and Isabel Turner continue to offer space for warming during regular operating hours.

Many staff are now working from home. Staff who are required to attend in-person for essential work (e.g. for maintenance, service desks, administration duties and management) continue to follow stringent COVID-19 protocols while on duty.

Mystery Packs have recently been launched to provide patrons an experience akin to browsing the shelves. Patrons can request a selection of items by genre or collection (e.g. mystery, teen, picture books) that can be picked up at the branch of their choice. There's been a very good response to this service and staff are enjoying filling the requests. It also provides an opportunity to highlight items in the collection that are underused.

17. Request for Review of Materials Process

L. Carter noted that the process regarding a review of materials is outlined in the KFPL Collection Development Policy. When a request for review is received, library staff read,

watch, or listen to the work in its entirety and then do additional research looking at the publisher, author, critical reviews, and availability at other libraries and retailers. When the review is complete a written response is sent to the individual outlining the decision and the appeal process. Appeals are directed to the Board for discussion.

Ms. Carter reported that 16 formal requests for review were recently received for the book *"Irreversible Damage: The Transgender Craze Seducing Our Daughters"*. Staff read the book in full and completed additional research. The decision was made to retain the title in KFPL's collection and written responses were sent out last week. Staff have heard back from several individuals, but no formal requests for appeal have been received at this time. Board members who wish to read the book should contact L. Carter.

Adjournment / Next Meeting

The next Committee of the Whole Meeting will be held at 4:30 PM, Wednesday, February 3, 2021, Virtual Meeting – WebEx.

The next regular Board Meeting will be held at 4:30 PM, Wednesday, February 17, 2021, Meeting Room #1, Central Branch.

There being no further business, it was moved by A. Revill to adjourn at 6:00 PM.

Signatures:

Monica Stewart, Chair

Amy Rundle, Recording Secretary



Minutes of Committee of the Whole Meeting 2021-01 of the Kingston Frontenac Public Library Board

February 3, 2021 - 4:30 PM (unconfirmed)

Virtual Meeting - WebEx

Present: Laura Carter (Chief Librarian/Chief Executive Officer), Kate Betts-Wilmott, Dave Kerr, Mark Kerr (joined at 4:35 PM), Councillor Robert Kiley, Kamryn Marsh, Louise Moody, Natalie Nossal (Vice-Chair), Councillor Alan Revill, Jennifer Ross, Monica Stewart (Board Chair)

Staff Present: Nicole Charles (Director, Branch Experience), Kimberly Sutherland Mills (Manager, Programming and Outreach), Bill Purvis (Technical Support), Shelagh Quigley (Director, Human Resources) (left at 5:55 PM), Amy Rundle (Recording Secretary), Lester Webb (Director, Outreach and Technology)

Regrets: Holly Platz

1. Call to Order

The meeting was called to order at 4:30 PM.

2. Adoption of the Agenda

The agenda was adopted with the following amendment:

- add Ontario Library Association (OLA) Super Conference to Other Business as item 4.1

3. Policy Review

3.1. Governance Process (G1-G9)

Discussion of the Governance Process policies has been deferred to allow for additional Carver Governance orientation in the spring.

3.2. Executive Limitations (L1-L10)

Discussion of the Executive Limitations policies has been deferred to allow for additional Carver Governance orientation in the spring.

3.3. Collection Development

A formal appeal request has been received in response to KFPL's decision to retain *Irreversible Damage* in the collection and the appellant has requested to appear as a delegation before the Board at the February 17, 2021 meeting. L. Carter recommended that a review of the Collection Development policy, and consideration of any changes, be deferred until the appeal process is complete.

M. Kerr joined the meeting at this time. (4:35 PM)

Clarification was requested on why some KFPL policies, such as the Public Use of KFPL Online Forums and Social Media and Room and Event Space Rental, include specific examples of content or uses that are unacceptable, but the Collection Development policy does not. This seems contradictory. Ms. Carter stated that she would like to have time to review these policy sections prior to answering in full, but generally the content of collection materials are vetted at a high level by publishers to avoid liability issues, while social media content and venue use needs to be vetted by KFPL staff.

Board members were also interested in how the Collection Development policy applies to KFPL's digital collections. Ms. Carter explained that KFPL purchases licenses to allow patrons access to the Kanopy and Hoopla collections, but doesn't choose the content for these platforms. KFPL does select collection materials in cloudLibrary, but patrons also have access to the collections of other libraries through the consortia, raising an interesting dilemma as we join other libraries to share resources. Currently, Hoopla offers the option to restrict access to individual titles, but cloudLibrary and Kanopy do not.

Several Board members supported a deferral of the review, suggesting that it would be inappropriate to alter the guidelines in the midst of the challenge process. Alternately, it was suggested that a deferral of the review could be misinterpreted as KFPL allowing the opinions of one group to influence policy amendments.

An explanation of the appeal process was requested. M. Stewart stated that the appeal is discussed by the Board and provides clear direction to the Chief Librarian. Ms. Carter noted that it's unusual for a review like this to come to a Carver Board. Most other libraries, such as Toronto Public Library, review challenges at the staff level, with appeals directed to the Chief Librarian. Board participation in KFPL appeals is likely left over from before the move to Carver and this might be something to consider going forward.

A Board member suggested that it might be prudent to consider the proposed changes now, during the Committee of the Whole (COW), when extra time is available for discussion. Ms. Carter reminded the Board that discussion would merely inform staff on

changes or updates that are desired by the Board, allowing staff to prepare a more complete draft for approval at a future meeting. It was agreed that discussion would take place, with approval of the policy deferred until the appeal process is complete.

L. Carter explained that the OLA Statement on Intellectual Freedom and the Intellectual Rights of the Individual was updated in 2020 to include programs, events and facility bookings.

An explanation of “reputable library reviewing sources” was requested. Ms. Carter reported that this refers to library publications that offer book reviews and comments specific to library suitability for staff to consult when selecting materials. This update was intended to clarify the prior term of “recognized” which was there to differentiate between individual opinions on the internet and more official commentary. It was suggested that the word “reputable” be removed as “library reviewing sources” seems sufficient, and that an example could be added to offer a better understanding of the sources used. A suggestion was also made to clarify that not every criteria listed applies to each collection item.

Changes to the Controversial Material section were discussed. Suggestions were made on how to simplify the wording, while maintaining that decisions aren’t based on perceived approval or disapproval. Updates to the timelines associated with Requests for Review of Materials were also considered. It was suggested that 28 business days was too long and that it would be more consistent to have the same number of days allotted for both the initial decision and the appeal decision processes. It was also noted that the term “response” is vague and that this language could be more specific.

Staff will incorporate the Board’s feedback into an updated draft for the next meeting.

3.4. Community Engagement

A suggestion was made to add specific language about inclusion to the policy to ensure that the diversity of the community is represented in engagement results. L. Carter acknowledged that more work can be done to implement engagement strategies that gather a diverse range of opinions and will look at incorporating this into the policy.

A Board member asked if the reporting on raw data, mentioned in section 8 of the policy, is done in an anonymous manner. Ms. Carter confirmed that data is reported anonymously.

3.5. Social Media Policies

K. Sutherland Mills reported that the social media policies have been in place for a year and the increased reliance on virtual services and social media due to COVID-19 provided ample opportunity to assess them.

No changes are recommended to the Public Use of KFPL Online Forums and Social Media policy.

Some minor clarifying statements are recommended for the KFPL Employees Online and Social Media policy in response to staff questions that arose over the past year.

A Board member expressed concern about aspects of the employee policy and asked if the document had been reviewed by a lawyer. L. Carter reported that a legal review was not undertaken, but KFPL's policy is based largely on the City of Kingston's policy. It is unknown if the City's policy underwent a legal review. S. Quigley noted that the courts have only recently recognized social media tort law and she regularly monitors relevant case law to help inform KFPL's policies.

3.6. Room and Event Space Rental

S. Quigley reported that the policy underwent an extensive legal review in 2018, and only one change is proposed. It is recommended that support of the OLA Statement on Intellectual Freedom and the Intellectual Rights of the Individual be included under the Guiding Principles section of the policy.

A suggestion was made to specifically mention smudging in the smoking policy, noting that it is provided for under the Smoke Free Ontario Act. Ms. Quigley will draft language for the Board to consider at the next meeting.

S. Quigley left the meeting at this time. (5:55 PM)

4. Other Business

4.1. Ontario Library Association (OLA) Super Conference

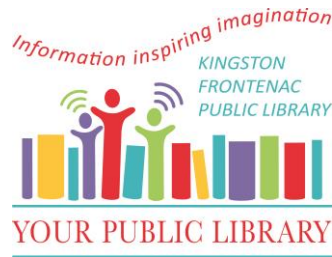
M. Stewart reminded members that the conference is taking place this week in a virtual format and recordings of the sessions will be available for several months.

5. Adjournment

There being no further business, it was moved by K. Marsh to adjourn at 5:57 PM.

6. Next Meeting

The next regular Board Meeting will be held on Wednesday, February 17, 2021 at 4:30 PM, Meeting Room #1, Central Branch.



Agenda item 8.1.1
Meeting 2021-02
Monitoring Report to the Board

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:

- Staff Relations and Volunteers
- Financial Condition (year-end 2020)
- Statistical Report 4th Quarter 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.**

Two funding announcements have been made recently:

Expanding access to broadband - On February 4th the Ontario government announced broadband funding for public libraries in unserved and underserved communities. This investment is part of the previously announced \$680 million funding in the [Up to Speed: Ontario's Broadband and Cellular Action Plan](#).

The Ontario Library Service will administer the project. They will conduct site surveys and assessments to identify eligible library branches, with priority given to those with inadequate broadband located within five kilometres of a secondary school. Some KFPL branches may meet the criteria for funding, and staff will work with OLS staff to complete the necessary assessments.

Canada Healthy Communities Initiative - COVID-19 has seriously impacted our access and use of public spaces which are the glue to our communities. They are a big part of what makes communities safe, vibrant and connected.

The Healthy Communities Initiative is a \$31 million investment from the Government of Canada to support communities as they create and adapt public spaces to respond to the new realities of COVID-19. Funding will be available to support organizations who are showing creativity and resourcefulness in creating solutions that enable people to connect and access public spaces safely while still respecting public health measures. This funding was announced February 9 at 3:00 p.m. Library staff will review eligibility criteria and consult with partners regarding eligible projects.

- 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.

Signed: Original signed copy on file

Laura Carter, Chief Librarian/CEO

Date: February 9, 2021

Meetings, conferences, etc. attended by the CEO or delegate

Date	Meeting
January 25 and 27	Trauma Informed Certification Training: CRI Course One
January 26	Budget Presentation, City of Kingston City Council
February 1	Joint Health and Safety Committee Meeting
February 1	Federation of Ontario Public Libraries Annual General Meeting
February 2	Ontario Public Library Association Annual General Meeting
February 2-6	Ontario Library Association SuperConference
February 5	Union-Management Committee Meeting
February 8	Multi-Sector Virtual Webinar, Minister Lisa MacLeod, Ministry of Heritage, Sport, Tourism and Culture Industries staff

Incident Reports (February 2021 Board Agenda)

Incident #	Title	Branch	Date
2021-026	Assistance – unwell patron, family called	IT	02/05/2021
2021-016	Behaviour - disruptive warming centre patron	IT	01/23/2021
2021-011	Behaviour - failure to comply with COVID protocols	CP	01/20/2021
2021-022	Behaviour - maskless patron enters branch	IT	02/01/2021
2021-015	Behaviour - noncompliant patron, improper mask use	IT	01/26/2021
2021-012	Behaviour - patron coming to curbside no mask	PI	01/21/2021

Incident #	Title	Branch	Date
2021-021	Drugs - suspected drug use in washroom	CP	01/29/2021
2021-023	Facilities – alarm activated	CP	02/03/2021
2021-018	Facilities - alarm not set	SY	01/28/2021
2021-009	Facilities - alarm sounding on arrival	AR	01/16/2021
2021-013	Facilities - fire alarm	IT	01/23/2021
2021-010	Facilities - no plowing or shoveling at the branch	PL	01/16/2021
2021-024	Facilities - unknown contractor working inside	CE	02/02/2021
2021-014	General - patron entered branch during curbside service	RH	01/25/2021
2021-020	Property Damage – garbage found in dropbox	CP	01/30/2021
2021-019	Property Damage – snowball thrown in dropbox, water damage to materials	SY	01/28/2021



February 2021





Programming & Outreach

- ▶ Our **upgraded newsletters** launched on February 5. Patrons may now opt to receive *Connect*, *Grow* and/or *Create*. **Connect** is a bi-weekly general newsletter for teen and adult audiences about KFPL services and programs. **Grow** targets families and children with bi-weekly messages. And **Create** will begin as a quarterly email that focuses on various creative endeavours and the resources KFPL has to support hobbies, new passions and skill development.
- ▶ KFPL partnered with the **Kingston Canadian Film Festival** which begins **February 26**. A small team of staff hand-picked book-film pairings to enhance the festival experience and guide exploration of the themes emerging from this year's festival lineup. As a community partner, KFPL is listed as a sponsor of the film **The Kid Detective**.
- ▶ We have **applied for a grant** from the City of Kingston and United Way's *Community Investment Fund* in **partnership with the Alheimers Society**. If the application is successful we will provide **Reminiscing Kits** to support patrons with dementia and their caregivers.
- ▶ We are **seeking community feedback** on our services and programs during the pandemic. Responses will guide decision-making as we continue to adjust library services to this new reality.



- ▶ As part of community **Black History Month** commemorations, KFPL is co-hosting a virtual film screening, and we have developed the **Ujima Winter Storytime series** with the Black Luck Collective.

Social Media Statistics:

<p>Facebook</p> 	<p>Total Page Likes: 4299 Page Likes This Month: 23</p> <p>Top KFPL Posts by Engagement: Mystery Pack Launch (67); Tsi Tyónnheht Onkwawén:na (TTO) animated series for kids (41); Bob Joseph 21 Things Event (30); Stay-at-Home Order (23); Time Travel Books on Ontario Morning (19)</p>
<p>Twitter</p> 	<p>Total Follows: 3865 New Follows This Month: 51</p> <p>Top KFPL Tweets by Engagement: Mystery Pack Launch (43); DASH robots (42); Stay-at-Home Order – series of 3 tweets (16); Jane Austen Event (13); Time Travel Books on Ontario Morning (13)</p>
<p>Instagram</p> 	<p>Total Followers: 2061 New Followers This Month: 35</p> <p>Top KFPL Posts by Engagement: Mary Balogh Bridgerton read-alike promo (25); The End of Her book promo (23); The Nesting book promo (20); Snowflakes from Ecole Cathedrale (25); Tales from Ivy Hill book promo (22)</p>
<p>YouTube</p> 	<p>Total Subscribers: 645 New Subscribers This Month: 35</p> <p>Top KFPL Videos by Views: Puppet Zoom Meeting (294); DASH promo (239); Genealogy – tracking research (151); Baby & Me Live promo (109); cloudLibrary download/setup (96); Storytime Express: Wild & Wooly (77); Storytime Express: In the Library (76); Storytime Express: Winter (69); Art Hive: Quilling (53); Holiday Favourites book promo (50)</p>

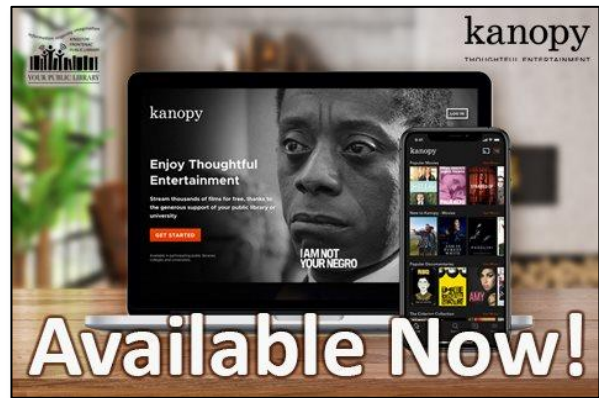
Services and Collections

- **Mystery packs** were released in January. Patrons can request a selection of materials by topic or genre for pick-up. We received **over 100 requests in the first 2 days** of the program's launch. The most popular categories are **Mystery, Children's Picture Books, Fiction and Junior Fiction**. More categories are coming soon, including French!



Key Activities & Highlights – February 2021

- ▶ We moved to a **new digital magazine platform** on February 1st. **Flipster** provides access to many of the magazines in our previous digital magazine collection, and though some titles may be unavailable at first, we are continually evaluating the collection to best serve the Kingston and Frontenac communities. The move to Flipster comes after our previous provider, RB Digital, was sold. **Find out more and get the app:** <http://ow.ly/gVzG50Dmg2o>



- ▶ **Kanopy** has officially arrived at KFPL! Watch **critically-acclaimed movies, inspiring documentaries, award-winning foreign films** and more. Don't miss their **Great Courses series** - explore **more than 6,000 videos** covering everything from gourmet cooking to Russian cultural history to outdoor survival. And families will love **Kanopy Kids!**

Monitoring Report to the Board

Executive Limitation Policy L-2: Staff Relations and Volunteers

With respect to relations with paid staff and volunteers, the Chief Librarian may not cause or allow conditions which are unfair or undignified.

Accordingly, the Chief Librarian may not:

- 1. Operate without personnel procedures which clarify personnel rules for the staff, provide for effective handling of grievances, and protect against wrongful conditions.**

CEO Interpretation: I interpret this to mean that KFPL operates with written personnel procedures which clarify rules, provide for the effective handling of grievances and protect against wrongful conditions.

Compliance will be demonstrated:

- a) Written procedures/agreements are in place.

Evidence:

- a) KFPL has collective agreements with its unionized staff (Canadian Union of Public Employees (CUPE) 2202 and 2202.01).
- b) KFPL has an agreement with its permanent non-union employees.
- c) Written policy and program descriptions are in place for KFPL volunteer positions.

- 2. Discriminate against any staff member for expressing an ethical dissent.**

CEO Interpretation: Dissent means the holding or expression of opinions at variance with those commonly or officially held and ethical refers to moral principles that govern a person's behaviours. I interpret discriminate to mean that staff members are not disciplined for expressing an ethical dissent.

Compliance will be demonstrated:

- a) No staff member has been disciplined for expressing an ethical dissent.

Evidence:

To my knowledge no staff member has been discriminated against for expressing an ethical dissent.

3. Fail to acquaint staff with their rights under this policy.

CEO Interpretation: I interpret this to mean that KFPL provides orientation and training to acquaint staff members with their rights.

Evidence:

Orientation of new staff includes coverage of rights and responsibilities, training required under the *Occupational Health and Safety Act* and time to meet with a CUPE representative as per the current collective agreements.

4. Allow an employment environment that is detrimental to morale and productivity of staff.

CEO interpretation: The number of grievances is one reflection of the employee environment.

Evidence: There have been no grievances filed since the last report in November 2020.

I report compliance.

I hereby present my monitoring report on Executive Limitation Policy L-2, Staff Relations. I certify that the information contained in this report is true.

Signed: Original signed copy on file

Laura Carter, CEO/Chief Librarian

Date: February 9, 2021

Report to the Board
Communication and Counsel

From: Laura Carter, Chief Librarian/CEO
Meeting Date: February 17, 2021
Subject: Monitoring Report: Performance Report 2020 – 4th Quarter

The fourth quarter of 2020 performance report provides data on the following measures:

- Circulation (direct and renewals) of all materials
- Patron queries (reference, reader's advisory, technology)
- Internet use (computer sessions and wireless access)
- E-services (website visits, patron queries, online database use and cloudLibrary (e-books/e-audiobooks)
- Social media activity (Facebook, Twitter, Instagram, YouTube)
- Programs (in-house and outreach) and attendance
- Meeting room bookings
- Total uses

Changes, Closures and/or Service Interruptions:

- All branches of the Library were closed as of March 16, 2020 to help prevent the spread of COVID-19.
- Reopening began with curbside pickup of reservations during the week of June 1 at all 16 branches. Branches were operating on reduced hours, offering a mix of open to the public and curbside hours, or were offering curbside only hours as follows, until December 26, when Provincial regulations mandated the return to curbside service only:
 - a. Central resumed offering access to public computers on July 6
 - b. Isabel Turner, Calvin Park and Central reopened with reduced hours during the last week of July
 - c. Sydenham reopened for all regular hours on August 4
 - d. Pittsburgh reopened on Tuesdays, Wednesdays and Thursdays on August 18
 - e. Rideau Heights reopened on Mondays and Fridays on September 11
 - f. Wolfe Island opened on Tuesdays starting September 15, other hours remain curbside
 - g. Storrington opened on Thursdays starting September 29, other hours remain curbside
 - h. Arden opened on Thursdays starting October 1, other hours remain curbside

i. Cloyne, Plevna, Mountain Grove, Parham and Hartington remain curbside only.

- The Arden Branch was closed October 9 – 29, 2019 for installation of flooring and shelving and to be painted.
- The Central Branch closed on November 26, 2016 for renovations and re-opened on March 23, 2019. The temporary Wellington Branch opened on November 23, 2016 and closed on December 14, 2018.
- The mobile library was in operation as of July 17, 2015 at Kingston Community Health Centre, and was moved to the Memorial Centre in November 2017. It was moved to its current location at the INVISTA Centre in mid-September 2019. The mobile library has been out of service since March 17, 2020 due to COVID-related closures.
- Hoopla borrows were lowered from 6 to 4 per month in May 2019.
- The Pop up library provided service after the closure of the Kingscourt Branch and before the opening of the Rideau Heights Branch and operated from September 18, 2017 to February 28, 2018. This category is also where books checked out at outreach events are reported. The Rideau Heights Branch opened on April 21, 2018.

1. Circulation

Circulation includes direct circulation as well as renewals. The circulation figures are generated by KFPL's integrated library system (ILS) on a monthly basis.

Figure 1: Circulation-Q4	2017	2018	2019	2020
Arden	1,792	1,708	1,409	1,198
Calvin Park	69,920	70,482	54,384	46,374
Central	*19,732	*16,679	44,479	30,181
Cloyne	2,075	1,829	1,871	956
Hartington	1,710	1,583	1,787	896
Howe Island	723	699	569	458
Isabel Turner	86,914	86,540	77,063	62,213
Mountain Grove	834	651	562	412
Parham	896	850	694	687
Pittsburgh	19,735	19,840	15,341	12,868
Plevna	638	718	721	388
Rideau Heights	**577	9,235	7,165	4,012
Sharbot Lake	2,724	2,970	2,886	1,845
Storrington	2,371	2,119	2,097	1,881
Sydenham	9,478	9,620	9,071	7,868
Wolfe Island	2,407	2,443	1,617	1,317
Mobile	179	422	117	-
Virtual (renewals)	61,616	66,910	71,013	64,697
Telephone (renewals)	258	444	486	495
TOTAL	284,579	295,742	293,332	238,746

* The Central Branch was closed for renovations in 2017 and 2018. The numbers presented here represent circulation at temporary spaces in Central's service area.

**The numbers presented for 2017 represent circulation at Pop-Up Library locations in the Rideau Heights Branch service area.

Figure 2: Circulation percentages-Q4

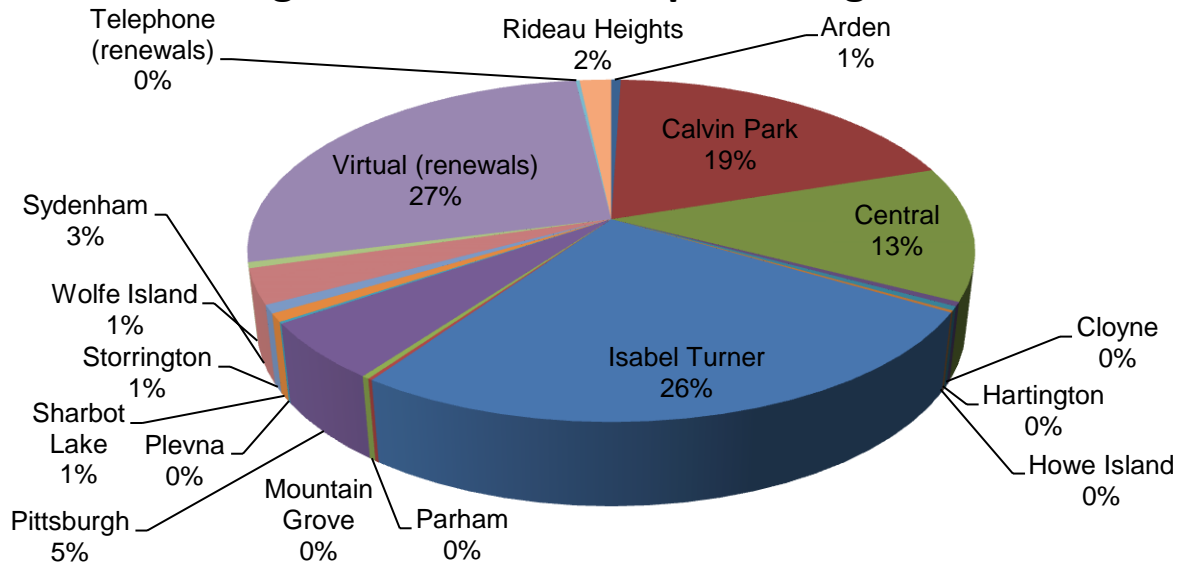


Fig. 3: Circulation-Frontenac Branches-Q4

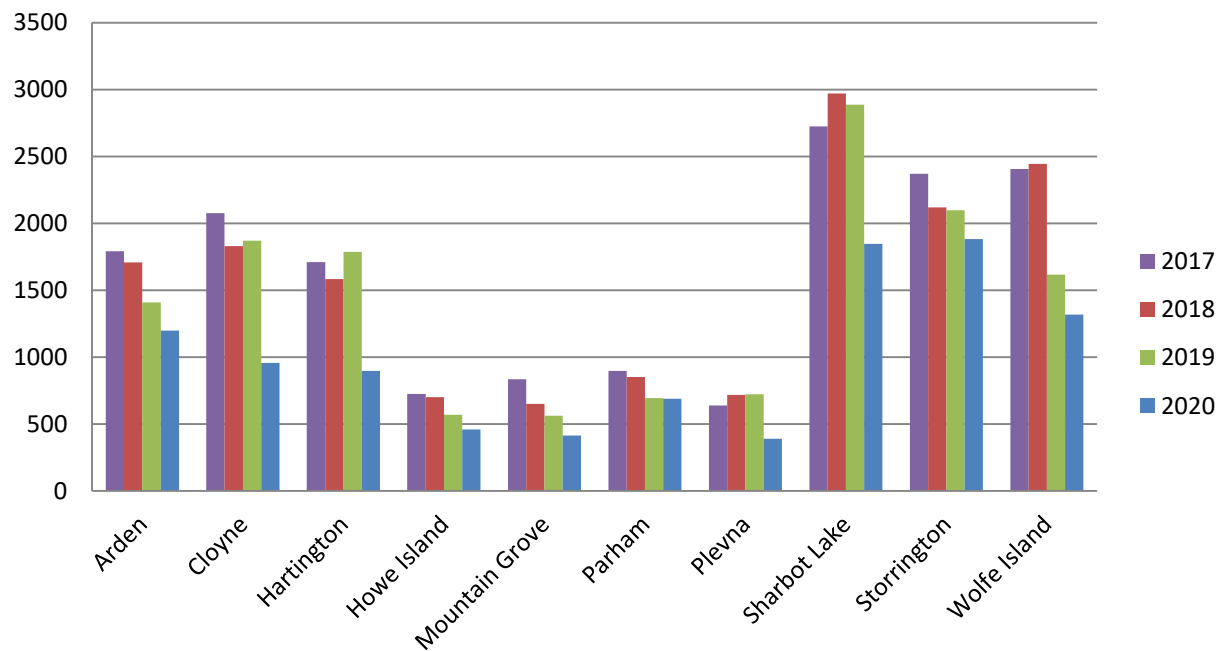


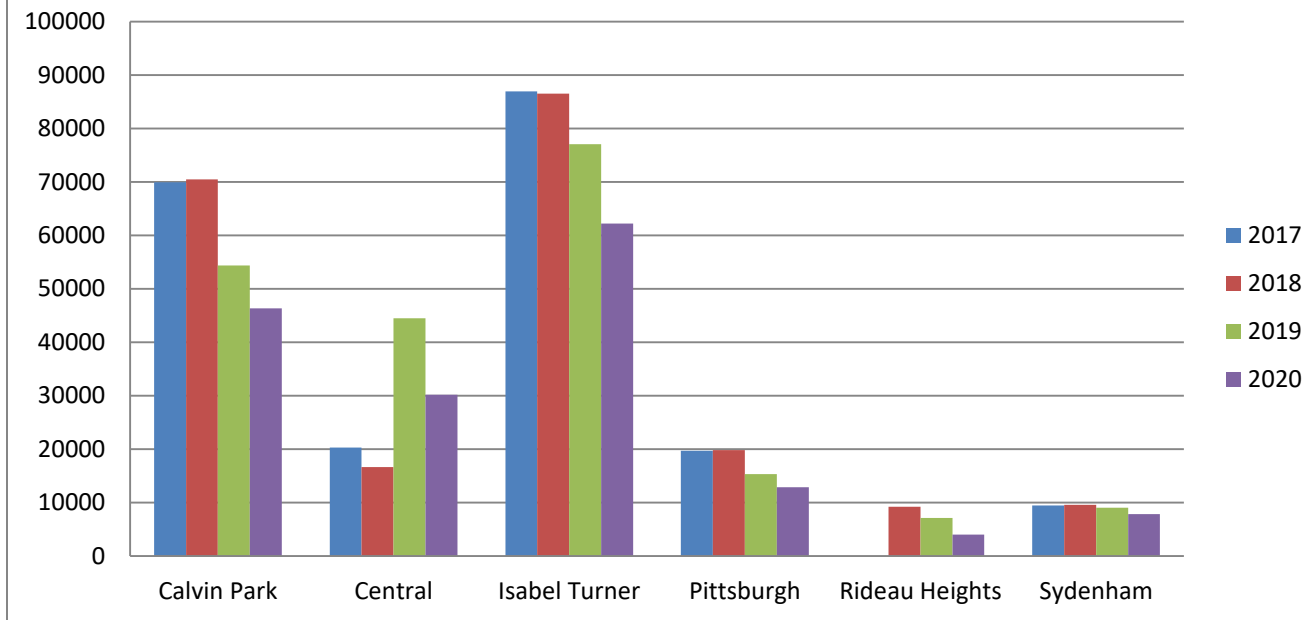
Fig. 4: Circulation-Kingston/SY-Q4

Figure 5: Circulation per capita-Q4	Population- permanent (2016 Census)	Circulation	Circulation per capita
Township of North Frontenac	1,898	1,344	0.71
Township of Central Frontenac	4,373	4,142	0.95
Township of South Frontenac	18,646	10,645	0.57
Township of Frontenac Islands	1,760	1,775	1.01
City of Kingston	123,798	155,648	1.26

2. Patron Queries

Patron queries include reference, reader's advisory and technology. Patron queries are reported by staff members using definitions from the Ministry of Heritage, Sport, Tourism and Culture Industries. Virtual questions include all patron queries (account, reference, reader's advisory, and technology).

Figure 6 : Patron queries-Q4	2017	2018	2019	2020
Arden	538	432	395	337
Calvin Park	8,200	3,385	2,172	2,578
Central	*3,258	*2,017	5,362	4,681
Cloyne	581	361	386	181
Hartington	480	566	436	226
Howe Island	74	50	49	46
Isabel Turner	7,862	6,536	6,214	3,677

Figure 6 : Patron queries-Q4	2017	2018	2019	2020
Mountain Grove	109	79	104	103
Parham	291	423	389	208
Pittsburgh	3,288	1,919	1,067	1,420
Plevna	197	261	274	50
Rideau Heights	**284	1,510	951	321
Sharbot Lake	478	532	600	464
Storrington	137	93	60	66
Sydenham	1,563	635	498	328
Wolfe Island	329	545	752	252
Virtual	1,209	1,567	1,936	1,812
TOTAL	28,878	20,911	21,645	16,750

* The Central Branch was closed for renovations in 2017 and 2018. The numbers presented here represent patron queries at temporary spaces in Central's service area.

**The numbers presented for 2017 represent circulation at Pop-Up Library locations in the Rideau Heights Branch service area.

3. Internet and WIFI use

Internet use statistics are the number of sessions initiated on KFPL's public access computers and express stations (use of the online public access catalogues (OPAC) and research stations are not included).

Figure 7: Internet bookings/Express-Q4	2017	2018	2019	2020
Arden	85	90	48	-
Calvin Park	6,302	5,693	4,901	2,427
Central	*1,244	*1,341	4,069	1,724
Cloyne	63	62	49	-
Hartington	52	39	19	-
Howe Island	0	1	2	-
Isabel Turner	7,427	6,973	6,064	2,932
Mountain Grove	79	49	16	-
Parham	16	12	6	-
Pittsburgh	197	490	304	93
Plevna	151	23	38	-

Figure 7: Internet bookings/Express-Q4	2017	2018	2019	2020
Rideau Heights	-	779	810	92
Sharbot Lake	195	167	204	4
Storrington	10	2	12	2
Sydenham	380	321	377	203
Wolfe Island	167	107	88	1
TOTAL	16,369	15,730	17,007	7,478

Figure 8: Wireless-Q4	2017	2018	2019	2020
Arden	274	352	238	136
Calvin Park	3,973	3,814	3,321	1,575
Central	*1,175	*1,537	8,295	4,239
Cloyne	374	510	423	385
Hartington	51	75	111	173
Howe Island	10	18	29	27
Isabel Turner	7,481	7,078	5,941	2,279
Mountain Grove	43	45	38	33
Parham	51	13	14	9
Pittsburgh	375	325	280	79
Plevna	327	259	307	412
Rideau Heights	-	388	540	304
Sharbot Lake	281	388	323	247
Storrington	81	91	107	30
Sydenham	469	340	411	140
Wolfe Island	61	94	75	20
TOTAL	15,026	15,327	20,453	10,088

* The Central Branch was closed for renovations in 2017 and 2018. The numbers presented here represent internet bookings and wireless use at temporary spaces in Central's service area.

4. E-Services and Social Media

The Kingston Frontenac Public Library offers a variety of online resources, including Hoopla (music, film, television); Lynda.com (online courses); cloudLibrary (e-books, e-audiobooks) and RB Digital (magazines). Online databases include Ancestry (library edition), Mango Language Learning, Press Reader, Novelist (reader advisory) and other products.

Figure 9: E-services-Q4	2017	2018	2019	2020
Hoopla	2,434	3,544	3,410	3,841
Lynda.com				
Users	257	247	272	532
Certificates completed	41	63	65	265
cloudLibrary				
E-books	21,913	27,255	35,116	48,734
E-audiobooks	6,953	10,073	13,825	17,796
RB Digital	2,747	4,685	5,821	7,292
Online database use	22,429	84,884	130,391	69,860
Website visits	240,720	252,314	237,779	173,748
Virtual patron queries	1,209	1,567	1,936	1,812
Total	298,703	384,632	428,615	323,880

Figure 10: Social Media-Q4	2017	2018	2019	2020
Facebook				
Posts	85	142	92	271
Engagement	2,844	6,790	3,384	2,929
Likes	100	98	2,346	2,072
Twitter				
Tweets	193	179	186	308
Engagement	383	465	215	607
Mentions	343	389	163	201
Followers	3,360	3,503	3,621	3,814
Instagram				
Posts	8	89	48	35
Likes and Comments	193	1,690	1,551	1,638
View of Video	224	2,783	5,903	1,092
Followers	441	1,070	1,526	2,041
YouTube				
Posts (public-facing)	-	-	-	72
Views	-	-	-	8,188
Subscribers	-	-	35	610

5. Programming

Figure 11: Total sessions/events-Q4	2017	2018	2019	2020
Family and Children	292	283	291	138
Teen	34	29	25	25
Adult	100	260	200	65
All ages	6	47	55	0
Outreach	66	43	15	0
TOTAL	498	662	586	228

Figure 12: Program attendance-Q4	2017	2018	2019	2020
Family and Children	6,216	7,873	7,873	2,380
Teen	520	250	86	214
Adult	475	873	386	1,010
All ages	4,111	176	393	0
Outreach	1,068	2,287	1,305	0
TOTAL	12,390	11,459	10,043	3,604

6. Meeting Room Bookings

The Kingston Frontenac Public Library provides community meeting rental space at the following branches: Central, Isabel Turner and Calvin Park.

Figure 13: Meeting Room Bookings-Q4	2017	2018	2019	2020
Calvin Park	160	127	97	0
Central: Meeting Room 1 (2016-Wilson Room)	-	-	57	41
Central Meeting Room 2 (2016-Delahaye Room)	-	-	29	18
Central Meeting Room 3 (2016-Boucher Room)	-	-	44	3
Central Meeting Room 4 (2016-Chown Room)	-	-	11	1
Central Gather/Create	-	-	129	21
Isabel Turner Cataraqui	99	65	104	0
Isabel Turner A	38	46	9	0
Isabel Turner B	30	32	2	14
Isabel Turner Training	51	45	31	3
TOTAL	378	315	513	101

Figure 14: Meeting Room Bookings-Q4	2017	2018	2019	2020
Book Club	10	10	14	0
City of Kingston	10	16	20	0
Education	1	7	19	11
Government (e.g. Hospitals, OHRT)	28	14	5	7
In house	250	194	357	82
Private	61	57	75	1
Private Cultural	0	6	12	0
Read For Fun	18	11	11	0
TOTAL	378	315	513	101

7. Total Uses

Figure 15: Total uses-Q4	Patron queries	Internet	Wireless	Circulation	Program Attendance	E-services	TOTAL
Arden	337	-	136	1,198	-	-	1,671
Calvin Park	2,578	2,427	1,575	46,374	-	-	52,954
Central	4,681	1,724	4,239	30,181	-	-	40,825
Cloyne	181	-	385	956	-	-	1,522
Hartington	226	-	173	896	-	-	1,295
Howe Island	46	-	27	458	-	-	531
Isabel Turner	3,677	2,932	2,279	62,213	-	-	71,101
Mountain Grove	103	-	33	412	-	-	548
Parham	208	-	9	687	-	-	904
Pittsburgh	1,420	93	79	12,868	-	-	14,460
Plevna	50	-	412	388	-	-	850
Rideau Heights	321	92	304	4,012	-	-	4,729
Sharbot Lake	464	4	247	1,845	-	-	2,560
Storrington	66	2	30	1,881	-	-	1,979
Sydenham	328	203	140	7,868	-	-	8,539
Wolfe Island	252	1	20	1,317	-	-	1,590
System-wide	1,812	-	-	65,192	3,604	323,880	394,488
TOTAL	16,750	7,478	10,088	238,746	3,604	323,880	600,546

Monitoring Report to the Board

Executive Limitations Policy L-5: Financial Condition: Year End 2020

With respect to the actual, ongoing condition of the Library's financial health, the Chief Librarian may not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditures from Board priorities established in Ends policies and under the *Public Libraries Act*, RSO 1990, c. P. 44.

Accordingly, the Chief Librarian may not:

1. Expend more funds than have been received in the fiscal year to date unless the debt guideline (in # 2 below) is met.

CEO interpretation: I interpret "shall not expend more funds than have been received" to mean that at no point in the year do expenses exceed revenues.

Compliance will be demonstrated when revenues are equal or greater than expenses at all times, except for debt consistent with # 2.

Evidence: The budget variance report to December 31, 2020 shows that expenses were at 90% while revenues came in at 98% ending the year with a surplus of \$616,193 (unaudited).

2. Indebt the library in an amount greater than can be repaid by certain, otherwise unencumbered revenues within 60 days.

CEO interpretation: I interpret "certain revenues" to be income that will definitely be received within 60 days, and "otherwise unencumbered revenues" to be income that is not required or committed for payment of other expenses.

Compliance will be demonstrated when there are no debts, or it can be shown that any debts are equal to or less than revenues that will definitely be available within 60 days and are not required or committed for other expenses.

Evidence: The budget variance report to December 31, 2020 shows that expenses were at 90% while revenues came in at 98% ending the year with a surplus of \$616,193 (unaudited).

3. Use any specifically designated Long Term Reserves, except for their designated purposes.

CEO interpretation: I interpret 'long term reserves' to mean a fund designated for a specific purpose and identified as such.

Compliance will be demonstrated when:

- a) The reserves are used for the purposes designated by the Board and Council.

- b) Bequests and other gifts held in long term reserves are used for the purposes designated by the donor.

Evidence:

The Board's reserve accounts for capital projects are held and administered by the City of Kingston.

The Verna Steele bequest is held in a reserve account with the City of Kingston and is administered by the Library. It has been used to purchase accessible library materials as per the terms of the bequest.

The parking reserve is funded through parking fees at the Central Branch (covered parking lot) and is used for repairs and upgrades to the lot. It is held in a reserve account with the City of Kingston and is administered by the Library.

4. Conduct inter-fund shifting in amounts greater than can be restored to a condition of discrete fund balances by certain, otherwise unencumbered revenues within 30 days.

CEO interpretation: The City of Kingston administers the payroll and account payable functions. There is no inter-fund shifting by Kingston Frontenac Public Library staff.

5. Allow cash to drop below the amount needed to settle payroll and debts in a timely manner, except where unavoidable due to Municipal funding flow.

CEO interpretation: The City of Kingston administers the payroll and account payable functions. Cash flow is monitored by the City of Kingston and by the Library's Budget/HR Analyst.

6. Allow tax payments or other government-ordered payments or filings to be overdue or inaccurately filed.

CEO interpretation: I interpret "tax payments" to mean source deductions for employee income taxes. "Other government ordered payments or reports" include employee source deductions for pensions, workers' compensation, employment insurance and associated monthly and annual reports related to these payments. "Government reports" also include the Ministry of Heritage, Sport, Tourism and Culture Industries annual survey and grant application and the Registered Charity Information return.

"Overdue" is interpreted to mean paid or filed after the due date. "Incorrectly filed" is interpreted to mean deliberately falsified, or containing errors other than minor calculation errors.

Compliance will be demonstrated when:

- a) Statements of accounts from the City of Kingston/government agency verify on-time

receipts of payments and reports.

- b) No penalties have been assessed for late payments.
- c) The auditor reports that no falsified information is uncovered by a random sampling of filing.

Evidence:

- a) The City of Kingston administers the payroll and accounts payable functions and submits source deductions and tax instalments on behalf of the Kingston Frontenac Public Library.
- b) The Library's charitable return was completed by the auditor, KPMG, submitted by mail on June 25, 2020 and received by the Canada Revenue Agency on July 2, 2020. Receipt of the return was received on September 8, 2020 (dated August 31, 2020). The return is usually due at the end of June, but the deadline was extended to December 31, 2020.
- c) The 2019 annual survey data was submitted to the Ministry of Heritage, Sport, Tourism, Culture Industries on August 17, 2020 (due August 31, 2020).
- d) The applications for the Ministry of Heritage, Sport, Tourism, Culture Industries Public Library Operating Grant and Pay Equity report were submitted on July 9, 2020 (due July 22, 2020).
- e) The Public Library Operating Grant and Pay Equity Subsidy were received on August 10, 2020.
- f) From January 1-December 31, 2020 \$163.58 was assessed for late payments.
- g) The 2020 audited financial statement is scheduled to be reviewed at the May 2021 board meeting.

7. Make a single purchase or commitment of greater than the amount allowed in the Procurement of Goods and Services Policy.

CEO interpretation: I interpret "single purchase" to mean a one-time discrete purchase of a good or service. "Commitment" means a promise to purchase or lease a good or service either as a one-time discrete purchase or as a multi-year contract or lease.

Compliance will be demonstrated when the CEO has not made purchases or commitments of greater than the amount allowed in the Procurement of Goods and Services Policy.

Evidence: No purchases or commitments of greater than the amount allowed in the Procurement of Goods and Services Policy were made during the period covered by this report.

8. Acquire, encumber or dispose of real property.

CEO interpretation: I interpret "real property" to mean land and building as per s.19(1) of the *Public Libraries Act*, R.S.O. 1990, c. P44. "Acquire" and "encumber" mean by purchase,

lease, expropriation or otherwise erect, add or alter buildings (PLA, s.19 (1)(b)(c)). “Dispose” means sell, lease or otherwise dispose of any land or structure that is no longer required for the Board’s purpose (PLA, s. 19 (d)).

Evidence:

The Library Board receives operating funding for the operation and maintenance of the buildings housing the branches in the City of Kingston. Large scale renovations and maintenance projects are funded through the capital funds which are designated for this purpose. Funding for maintenance and operation are funded in the operating and capital budgets which are approved by the Library Board and municipality.

The buildings housing County of Frontenac branches are owned, operated and maintained by the Frontenac Townships.

In compliance with the *Public Libraries Act* and this policy I did not acquire, encumber or dispose of real property on behalf of the Library Board during the time period covered by this report.

9. Fail to provide quarterly accurate and detailed financial statements showing budgeted and year-to-date figures.

CEO interpretation: I interpret “accurate” to mean that the financial statements are free from material misstatements, either due to fraud or error. I interpret “detailed” to mean that financial statements show budgeted and year-to-date figures as well as year over year comparisons.

Compliance will be demonstrated when quarterly financial statements are presented to the Library Board.

Evidence: The budget variance report to December 31, 2020 has been provided to the Library Board at the February 17, 2021 meeting.

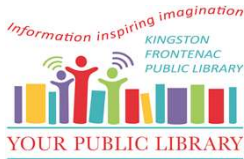
I report compliance on all items.

I hereby present my monitoring report on Executive Limitation Policy L-5, Financial Condition: Year-end. I certify that the information contained in this report is true.

Original signed copy on file

Date: February 9, 2021

Laura Carter, CEO/Chief Librarian



Kingston Frontenac Public Library
Budget Variance Report
December 31, 2020

2019 Comparison

Description	Actuals Year to Date	Annual Budget	Variance \$	Actuals to Budget %	Actuals 2019	% 2019
EXPENSES						
Salaries and wages	2,781,320	3,111,027	- 329,707	89%	2,887,899	94%
Part-Time Wages	1,023,110	1,089,777	- 66,667	94%	1,200,455	112%
Pages Part-Time Wages	208,764	301,526	- 92,762	69%	277,648	87%
Overtime	18,179	30,781	- 12,602	59%	29,301	101%
Payroll benefits	1,176,563	1,397,767	- 221,204	84%	1,277,715	95%
Retirees benefits	67,998	50,589	17,409	134%	29,965	68%
WSIB	-	300	- 300	0%	-	0%
Total Staff Costs	5,275,934	5,981,767	- 705,833	88%	5,702,982	97%
Adult popular mat'ls	464,900	417,630	47,270	111%	438,813	105%
Child/youth pop mat'ls	156,519	173,300	- 16,781	90%	165,598	96%
Electronic resources	171,778	137,800	33,978	125%	139,997	108%
Serials	40,667	41,000	- 333	99%	41,071	102%
Collection databases	118,554	120,500	- 1,946	98%	125,135	109%
Total Material	952,418	890,230	62,188	107%	910,614	104%
Office Supplies	65,451	60,000	5,451	109%	54,019	90%
Computer Supplies	4,803	5,000	- 197	96%	4,962	99%
Vehicle repairs & maintenance	5,979	5,000	979	120%	5,825	94%
Vehicle fuels and lubricants	4,811	9,400	- 4,589	51%	7,880	85%
Computer Equipment	71,526	70,000	1,526	102%	70,385	101%
Software	8,803	9,000	- 197	98%	8,968	100%
Furniture and fixtures	26,190	14,250	11,940	184%	48,817	300%
Advertising	4,980	9,000	- 4,020	55%	8,837	98%
Telephones/Cell Phones	26,506	34,218	- 7,712	77%	29,038	77%
Internet Connectivity	35,423	45,467	- 10,044	78%	33,366	73%
Fees, subscription, membership	10,611	10,450	161	102%	10,758	100%
Mileage	6,738	12,500	- 5,762	54%	7,468	60%
Education and training	37,646	40,600	- 2,954	93%	38,306	94%
Misc Expense	8,002	9,500	- 1,498	84%	39,591	396%
Delivery, postage & shipping	2,771	10,000	- 7,229	28%	4,220	42%
Cash over (short)	64	-	-	0%	- 236	0%
Professional services	6,736	26,000	- 19,264	26%	24,208	93%
Contracted services - system wide	256,750	278,073	- 21,323	92%	298,668	111%
Programs	31,463	24,000	7,463	131%	57,304	239%
Equipment rentals	10,525	13,550	- 3,025	78%	14,898	115%
Interest & Service Charges	1,816	2,500	- 684	73%	1,910	76%
Allocated Insurance	20,350	20,000	350	102%	18,270	91%
Total System-Wide	647,945	708,508	- 60,563	91%	787,462	111%
Facilities						
Protective Clothing	2,028	2,000	28	101%	1,423	71%
Cleaning supplies	23,219	21,200	2,019	110%	19,862	109%
Tools & Equipment	3,264	4,335	- 1,071	75%	3,058	70%
Furniture and equipment	5,821	6,425	- 604	91%	4,940	50%
Repairs & maintenance	13,737	13,350	387	103%	6,723	54%
Water and Sewer	10,025	14,450	- 4,425	69%	12,880	88%
Natural Gas	36,420	58,700	- 22,280	62%	35,616	70%
Electricity	171,787	213,850	- 42,063	80%	195,510	93%
Contracted Services	162,525	157,357	5,168	103%	169,486	109%
Total Facilities	428,826	491,667	- 62,841	87%	449,497	94%
Total Expenditures	7,305,123	8,072,172	- 767,049	90%	7,850,555	99%
REVENUES						
Provincial Subsidy	- 297,138	- 297,138	-	100%	- 297,138	100%
Project Grants	- 21,262	- 30,000	8,738	71%	-	0%
Printer/Photocopier Revenue	- 11,271	- 29,660	18,389	38%	- 24,194	76%
Fines/Damages	- 24,698	- 94,360	69,662	26%	- 74,822	75%
Non-Resident Fees	- 5,211	- 9,443	4,232	55%	- 8,385	90%
Facility Rentals	- 12,731	- 56,000	43,269	23%	- 25,339	49%
Investment & bank interest	- 6,754	- 3,500	- 3,254	193%	-	0%
Donations	- 23,880	- 7,000	- 16,880	341%	- 83,031	1186%
Expenditure Recovery	- 22,595	- 40,000	17,405	56%	- 50,430	126%
Miscellaneous Revenue	- 706	- 10,000	9,294	7%	- 22,790	228%
County of Frontenac	- 863,489	- 863,489	-	100%	- 850,282	100%
City of Kingston	- 6,631,582	- 6,631,582	-	100%	- 6,509,613	100%
Total Revenue	- 7,921,316	- 8,072,172	150,856	98%	- 7,946,024	100%
Net Income	- 616,193	-	- 616,193		- 95,469	

KFPL Report to the Board

Subject: Request for Review of Library Materials Appeal – *Irreversible Damage*
Date: February 9, 2021
Prepared by: L. Carter, Chief Librarian

Background:

The KFPL Collection Development Policy provides a mechanism for people to request that the Library reconsider materials in the collection. Completed “Request for Review of Library Materials” forms are forwarded to the Librarian responsible for the collection area in which the material is held. The Librarian reviews the request, and then reads, watches, or listens to the item in its entirety and researches the material in question. The Librarian often also consults with their colleagues or Manager/Director before making a decision regarding the request and communicating it to the person who submitted the form. The form asks people what they “would like the Library do about this material”. Requests have included the addition of warning labels, reclassification of material from children’s or teen collections to the adult collections, restriction of material to certain audiences, and removal of materials from library shelves.

If the person is not satisfied with the Librarian’s decision, the complaint can be escalated to the Board for their consideration. The Board and the Chief Librarian will jointly rule on the complaint and report the decision to the complainant within 30 days of the next Board meeting.

The item in question, *Irreversible Damage: The Transgender Craze Seducing our Daughters* was published by Regnery Press in June 2020, and is shelved in the adult non-fiction collections under 306.768, which is the Dewey Decimal classification for Transgender and Intersex people. It is not shelved with the parenting collection. The book was added to the collection following a “Request for Purchase” submission from a patron. It has been borrowed twice and there are 10 people on the waiting list for it currently. It is available in public libraries across Canada, through Hoopla Digital, an online music, audiobook, eBook and movie and television streaming service to which KFPL subscribes, and is available through KFPL’s cloudLibrary service, as it is included in other library’s digital collections.

Analysis:

Between December 28, 2020 and January 6, 2021, KFPL staff received 16 “Request for

Review of Materials” forms regarding *Irreversible Damage*. The form asks “Did you read, view or listen to the entire work? If not, why not.” Some submitters indicated they had read reviews, did research on the item, or read excerpts, but none of them had read the item in its entirety.

Every form requested that the book be removed from the Library shelves. Training for Library staff, letters of apology, requests to purchase specific items, additional queer and trans positive books or books by transgender authors were also requested on the forms.

KFPL’s Collections Librarian, A. Robinette-Woods, responded to all 16 people on January 13 informing them of her decision to retain the item in the Library’s collection. Her response letter is included as Appendix A with this report.

On February 1, F. Neufeld asked that their review form and subsequent correspondence with A. Robinette-Woods be forwarded to the Board for consideration as an appeal to the decision to retain *Irreversible Damage* in the collection. The form is attached to this report as Appendix B, and email correspondence between F. Neufeld and A. Robinette-Woods is attached as Appendix C. The *Psychology Today*ⁱ article referenced in the emails is attached as Appendix D, and a 2013 paper presented at the annual conference of the Association of College & Research Libraries (ACRL), a division of the American Library Association, also referenced by F. Neufeld, is attached as Appendix E.

Recommendations:

The Board will be hearing F. Neufeld’s appeal at its February 17th meeting. This report is intended as background information as the Board considers the appeal of the decision to retain this item in the Library’s collection.

ⁱ *Psychology Today* is a popular magazine, not a peer-reviewed journal. It describes itself as “devoted exclusively to everybody’s favorite subject: Ourselves. We’ve gathered here a group of renowned psychologists, academics, psychiatrists and writers to contribute their thoughts and ideas. We’re a live stream of what’s happening in ‘psychology today’.”

Appendix A: Review Decision Response Letter

January 13, 2021

XXXXXXX

XXXXXXX

XXXXXXX

XXXXXXX

Dear XXXXX,

Thank you for taking the time to complete a Request for Review form regarding the book *Irreversible Damage: The Transgender Craze Seducing Our Daughters* by Abigail Shrier. We take such requests seriously and appreciate your thoughtful concerns. When reviewing an item I start with our Collection Development Policy:

The presence of any material in the Library does not indicate an endorsement of its contents. *The library recognizes that many library materials are controversial and that any given item may offend some patrons. Selection will not be made on the basis of any anticipated approval or disapproval, but solely on the evaluation of the item's literary merit, authenticity, honesty of presentation and use to the community.*

I am also guided by the Ontario Library Association's Statement Freedom which states:

That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.

*That it is **the responsibility of libraries to maintain the right of intellectual freedom** and to implement it consistently in the selection of books, periodicals, films, recordings, other materials.*

Additionally, I read the book as well as reviews from reputable sources, review the material within the library collection as a whole, discuss the book with fellow librarians, and look to other libraries' collections.

The book's publisher, Regnery Publishing, is a recognized conservative publishing house and the author, Abigail Shrier, is a writer for the Wall Street Journal. As librarians we are not subject experts and therefore must evaluate the author on their works and ability to write rather than content. Abigail Shrier is not a psychologist or medical professional but rather a journalist and she states this clearly in her book.

Irreversible Damage was named one of The Economist's Books of the Year as well as one of the Best Books of 2021 by The Times and The Sunday Times. It has also received negative reviews online, although very little in print. As reviews are subjective, both negative and positive ones are

not used as a reason for purchasing library material. However *Irreversible Damage*'s place on several end of year lists does have an impact on our decision.

Irreversible Damage is available at almost all major public libraries in Canada in either book or ebook format. Books in Canada are held to a high standard of compliance when it comes to hate speech. *Irreversible Damage*'s publication in Canada by a known publishing house as well as its place on book store shelves and public libraries, indicates that it does not fit the criteria for hate speech.

Over the past decade KFPL has endeavoured to develop a robust and progressive queer and trans collection. Having reviewed this collection and spoken to my colleagues I feel that the trans community is being both served and represented. If you feel that books or films are missing please do let me know or place a Request for Purchase on our website. We welcome your suggestions.


Irreversible Damage was requested by a library patron and currently has 13 holds. Although offensive and upsetting to many in our community, the public library serves all, including people whose views differ from our own. For these reasons *Irreversible Damage* will be retained in our collection.

Sincerely,

Alice Robinette-Woods
Collections Librarian
arobinettewoods@kfpl.ca
(613) 549-8888 x 3519

Appendix B: Request for Review Form (original and transcribed version)

Appendix B:
Request for Review of Library Materials or Displays form



Request for Review of Library Materials

Name: FRANCEEN NEUFELD
Address: [REDACTED]
Phone: [REDACTED] Email: [REDACTED]
You represent yourself ☒ or ☐ (name of organization, group, etc.)

Items for Review:
Title: Irreversible Damage: The Transgender Craze Seducing Our Daughters
Author/Publisher/Producer: Abigail Shrier

1. What do you find objectionable or unsuitable about the material? Please be specific (include page numbers, if possible).
The title, subtitle & description on KFPL, identify this book as anti-trans propaganda contradicting scientific, medical & social justice consensus

2. What do you feel might be the result of reading, viewing or hearing this material?
As a mother of a trans son, and co-founder of TransFamily Kingston, I have borne witness to the trauma inflicted by transphobia. This book will result in the fracturing of lives and families.

3. Did you read, view or listen to the entire work? If not, why not?
The destructive disinformation in this book is an attempt at "conversion therapy," which is dangerous and has no place in an inclusive society.

4. What would you like the library to do about this material?
I refuse to subject myself or others to it.
Remove the book from your shelves and catalogues.

Date: December 29th, 2020 Signature: Franeufeld

Personal information collected by the Kingston Frontenac Public Library is done so under the authority of the Public Libraries Act, R.S.O. 1990, c. F44, s. 4(2) and s. 20 and the Municipal Freedom of Information and Protection of Privacy Act, R.S.O., c. M.56, s. 28(2). The information collected will be used in the process of the library's business. Questions regarding the collection of this information should be directed to the CEO & Chief Librarian, Kingston Frontenac Public Library, 130 Johnson Street, Kingston, ON K7L 1K5 613-549-8888

Request for Review of Library Materials

Name: Franceen Neufeld

Address: _____

Phone: _____

Email: _____

You represent yourself yes

or _____

(name of organization, group, etc.)

Items for Review:

Title: Irreversible Damage: The Transgender Craze Seducing Our Daughters

Author/Publisher/Producer: Abigail Shrier

1. What do you find objectionable or unsuitable about the material? Please be specific (include page numbers, if possible).

The title, subtitle, description on KFPL, identify this book as anti-trans propaganda contradicting scientific, medical, and social justice consensus.

2. What do you feel might be the result of reading, viewing or hearing this material?

As a mother of a trans son, and co-founder of TransFamily Kingston, I have borne witness to the trauma inflicted by transphobia. This book will result in the fracturing of lives and families.

3. Did you read, view or listen to the entire work? if not, why not?

The destructive disinformation in this book is an attempt at "conversion therapy", which is dangerous and has no place in an inclusive society. I refuse to subject myself or others to it.

4. What would you like the library to do about this material?

Remove the book from your shelves and catalogues.

December 29, 2020

Franceen Neufeld

Date

Signature

Appendix C: *Email Correspondence between F. Neufeld and A. Robinette-Woods*

From: Franceen Neufeld

Sent: January 28, 2021 1:17 PM

To: Alice Robinette-Woods

Subject: Re: Request for Review response

Dear Alice,

Thank you so much for your thoughtful reply. I appreciate the close attention you've given this matter. I also recognize and applaud the library's commitment to a diversity of materials in its collection.

In this age of mass misinformation, however, I believe that libraries have a responsibility not only to resist censorship of controversial materials, but also to recognize weaponized propaganda and avoid spreading it. In her "Information as Weapon: Propaganda, Politics, and the Role of the Library"

(http://www.ala.org/acrl/sites/ala.org.acrl/files/content/conferences/confsandpreconfs/2013/papers/Saunders_Information.pdf), Laura Sanders argues that:

... it might be possible that libraries occasionally over-extend themselves in their pursuit of balance and representing diverse points of view. If news media can be criticized for misrepresenting the scale of argument or the balance of debate when giving air time to outlying opinions on scientific questions that have been settled by a majority of experts, might not libraries be distorting information or misleading patrons if they consciously stock inaccurate information solely to ensure that a particular perspective is represented?

I notice a discrepancy between your evaluation of *Irreversible Damage* as "decently written," and the scathing critique of the book provided by Jack Turbin MD MHS, fellow in child and adolescent psychiatry at Stanford University School of Medicine, in his Psychology Today article (<https://www.psychologytoday.com/ca/blog/political-minds/202012/new-book-irreversible-damage-is-full-misinformation>).

I would be grateful to accept your offer to forward my original request and email to the Board Chair and Chief Librarian.

Thank you again for your kind attention to this matter,

Franceen

From: Alice Robinette-Woods
Sent: January 19, 2021 5:16 PM
To: Franceen Neufeld
Subject: Re: Request for Review response

Dear Franceen,

Thank you for your comments. I do appreciate that you took the time to follow up with me. I also appreciate that this is a painful issue for many people. As the Collections Librarian it is very important that I adhere to our Collection Development policy and both the Ontario Library Association's (OLA) and Canadian Federation of Library Associations' (CFLA) statements on intellectual freedom. The CFLA states: "libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship." This is easily done when I have to defend a queer or trans positive book but harder, on a personal level, when I have to defend books that I find offensive. The truth is I have bought and will continue to buy many books I find problematic because they fall within our collection criteria. I am a cis, queer woman who has been engaged in the queer community for over 20 years. I definitely have a lens through which I see the world. Imagine if I were a cis, straight, conservative man. I would still be beholden to these ideals, and our queer and trans community would still be represented in the collection. This is why collection policies and intellectual freedom have to take precedence over my, and others', personal opinions.

In terms of the selection criteria and our collection policy, it is important to take the policy as a whole. Books are purchased for many reasons including literary merit, presentation, demand, style and much more. Having read *Irreversible Damage* I can confirm that it is decently written, interviews many different people including therapists and trans activists, and does not claim to be a medical or parenting text. I can also confirm it uses what could be described as inflammatory and transphobic language. I was offended many times reading it and yet stand by my decision to keep it on our shelves. It is a book in demand by our patrons, available at every public library I have checked in Canada, and made The Economist's Top Books of the Year list. The Economist is both a reputable and popular magazine and we own or have on order every book on its year end list currently available in Canada.

We are currently reviewing our Collection Development policy in the hopes of clarifying some of these issues. Controversial materials will always be part of the public library but we do want to make sure people understand that these views do not reflect the values of the library or its employees. We also want to make sure that how and why we purchase materials is clearly communicated to our community. Please let me know if you have any further input on this issue.

If you would like to appeal the decision, I can forward your original request and email to the Board Chair and Chief Librarian. The Board would then discuss the matter.

All the best,

Alice Robinette-Woods (she/her)
Collections Librarian
Kingston Frontenac Public Library

From: Franceen Neufeld

Sent: January 15, 2021 3:26 PM

To: Alice Robinette-Woods

Subject: Re: Request for Review response

Thank you for your reply, Alice. I am deeply disappointed in your assessment of *Irreversible Damage* and believe that your reasons for retaining it in your library collection are flawed. The Collection Development Policy that you cite indicates that "selection will not be made on the basis of any anticipated approval or disapproval, but solely on the evaluation of the item's literary merit, authenticity, honesty of presentation and use to the community." I believe that this book is seriously defective in every single one of those categories.

Please see the attached *Psychology Today* article by Jack Turban MD MHS, a writer and fellow in child and adolescent psychiatry at Stanford University School of Medicine, who expresses dismay at how this "bizarre" book gained traction because of the way "politically charged misinformation" spreads on the internet. He points out that gender-affirming care for transgender and gender diverse youth follows clear guidelines supported by broad medical consensus. He describes *Irreversible Damage* as "full of irresponsible journalistic practices and outright falsehoods" including false data, false statistics, ideological bias, prejudicial interviewing and reporting techniques, all of which clearly demonstrate that this book lacks literary merit, authenticity, and honesty of presentation. As for use to the community, the article describes the alarming impact that the book's transphobic message will have on trans youth and their families:

Transgender youth are commonly harassed and experience stigma in their communities, which has led to substantial mental health disparities, including high rates of suicide. Recently, radical social conservatives have been trying to take away their medical care by threatening to put parents and doctors in prison if they follow standard-of-care medical practices to support these adolescents. This book adds fuel to that fire. But even scarier is that it tells parents to reject their children's gender identity, which is one of the greatest predictors of suicide attempts among transgender kids.

<https://www.psychologytoday.com/ca/blog/political-minds/202012/new-book-irreversible-damage-is-full-misinformation>

As the mother of a transgender son - and the close friend of many other parents of transgender children - I speak from personal experience when I say that this book's propaganda is life-threatening.

I hope you will reconsider your decision.

Franceen Neufeld

Appendix D: *Psychology Today* Article

New Book “Irreversible Damage” Is Full of Misinformation

A new book has the potential to hurt transgender youth.

Jack Turban MD MDS - posted Dec 06, 2020

There's been a lot of stir about Abigail Shrier's new book *Irreversible Damage: The Transgender Craze Seducing Our Daughters*. The book's central (and false) premise is that there are massive numbers of transgender youth who are not truly transgender, but rather just confused, and that they are all being rushed into [gender](#)-affirming medical interventions and surgeries that they will later regret. As a physician and a researcher who has dedicated my [career](#) to taking care of and understanding transgender youth, I recognized the book as bizarre and full of misinformation. I assumed it wouldn't gain much traction. I was wrong.

I should have realized the internet has dramatically changed the way politically charged misinformation spreads. Online, it often doesn't matter what's actually true. The book, full of irresponsible journalistic practices and outright falsehoods, has taken off. After it snowballed to fame on Twitter, *The Economist* even named it a book of the year. Given the length of their list, I'm giving them the benefit of the doubt that they don't fact-check each book.

Within medicine, gender-affirming care for transgender and gender diverse youth is not controversial, outside of a few fringe groups like [The American College of Pediatricians](#) (an anti-LGBTQ group that is not to be confused with The American Academy of Pediatrics). There is broad consensus from [The American Psychiatric Association](#), [The American Academy of Pediatrics](#), [The Endocrine Society](#), [The American Academy of Child & Adolescent Psychiatry](#), and [The World Professional Association for Transgender Health](#) that gender-affirming medical care is appropriate for transgender youth so long as clinicians follow guidelines set forth by these major medical organizations (e.g., [The Endocrine Society Guidelines](#)). As one can read in the guidelines, recommended interventions depend on the developmental stage of a person, and a young person must meet specific criteria to be eligible for treatment. I wrote about this careful stepwise approach for [The New York Times](#) a few years ago.

Much of the [attention](#) *Irreversible Damage* has received is due to Shrier's talent for stirring controversy. After the book was briefly removed from Target's website due to (reasonable) accusations of transphobia, Shrier used the moment to claim a supposed infringement of her freedom of speech. She wrote about it in *The Wall Street Journal*. It didn't matter that the first amendment doesn't mean you can force Target to sell your book; emotions had been rattled, and the book received a flurry of attention. This concerns me.

Transgender youth are commonly harassed and experience stigma in their communities, which has led to [substantial mental health disparities](#), including high rates of [suicide](#). Recently, radical social conservatives have been trying to take away their medical care by [threatening to put parents and doctors in prison](#) if they follow standard-of-care medical practices to support these adolescents. This book adds fuel to that fire. But even scarier is that it tells parents to reject their

children's gender [identity](#), which is one of the [greatest predictors of suicide attempts](#) among transgender kids.

Transgender youth deserve better than mass consumption of misinformation about them. Here are some things you should know about *Irreversible Damage*.

Shrier did not interview most of the transgender adolescents she wrote about.

Shrier's book tells the stories of several young people who came out as transgender to their parents. The book claims that these adolescents and young adults were not actually transgender, but actually just confused. The problem is Shrier didn't actually interview any of these people she wrote about.

The author's note points out that she only interviewed their parents, who uniformly did not accept their children's transgender identities. Many of them were estranged from their kids because the children were so hurt by their parents' rejection. To actually understand the psychology of these young people, one would need to talk to them, not simply rely on stories from parents with whom they do not speak.

To make things worse, the author's note explains that Shrier changed details in the book to ensure the transgender people she wrote about would not be able to recognize themselves. In doing so, she ensured they could not provide their side of the story or point out any inaccuracies in her reporting.

The author claims she is apolitical, but the book was published by Regnery Publishing, a publisher whose mission is advancing politically conservative viewpoints.

Shrier claims that her book is apolitical and that she is a neutral investigative journalist. But her publisher Regnery calls itself "America's leading publisher of conservative books." Its other titles include *The Biden [Deception](#)* and *The Conservative Mind*. It boasts that its list of authors, "reads like a 'who's who' of conservative thought and action including Ann Coulter... and many more."

Further arguing against Shrier's objectivity is her crass and offensive language throughout the book. For example, when discussing the highly personal decision to undergo gender-affirming surgery, Shrier commented:

"Since they almost never undergo the phalloplasty necessary to achieve one of the defining features of manhood, it's hard not to see their male identifies as fragile; a quick trip to the urinal, and the jig is up."

Shrier claims that "in most cases—nearly 70 percent—[gender dysphoria](#) resolves," and thus youth should not be provided gender-affirming medical care. That statistic is false.

Shrier incorrectly uses this statistic to claim that trans youth shouldn't be offered gender-affirming medical interventions because most will change their minds and later regret their decision. The studies Shrier refers to used an old diagnosis of "[gender identity disorder](#)," not the [DSM-5](#) diagnosis of gender dysphoria.

The reason this is a problem is that one could meet this diagnosis without being transgender. The old criteria largely focused on gender expression (think a tomboy or a cisgender boy who likes

“feminine” toys). Those kids aren’t transgender, so it’s not surprising that most of them weren’t transgender at follow-up. This problem with the “gender identity disorder” diagnosis from the DSM-IV was fixed for the DSM-5.

Furthermore, those studies were of very young prepubertal children. Under the current medical consensus, gender-affirming medical interventions are not offered to prepubertal youth. They are only offered after youth have reached [adolescence](#). Once youth reach adolescence, [it's rare for transgender youth to later decide they are cisgender](#).

Shrier claims that a large number of kids who say they are transgender are actually LGB and afraid to say so because transgender identity carries less stigma than being LGB. Actual data suggest otherwise.

In one of her major arguments about how she thinks transgender youth aren't really transgender, Shrier writes about a teenager named Riley who told her that, due to contemporary social pressures, adolescents today can’t come out as LGB and need to come out as transgender instead to be accepted.

She argues that these kids aren't really transgender but rather just afraid to tell people they are LGB, so they choose to transition. This is complete nonsense. A recent [large study by GLSEN](#) found that transgender students experience more hostility at school than LGB students. The same study found that nearly 1 in 4 transgender kids needed to change schools because they were harassed for being transgender. [Data from The Centers for Disease Control and Prevention](#) show that adolescents are far more likely to self-identify as lesbian, gay, or bisexual (10.5 percent) than transgender (1.8 percent).

Shrier states there is evidence that providing adolescents with puberty blockers makes them more likely to continue to identify as transgender. That’s false.

Shrier dedicates much of the book to arguing that we shouldn't allow transgender youth to access pubertal suppression because she believes it makes them more likely to "persist" in their gender identity.

First off, it’s inappropriate to suggest that being transgender is a bad outcome. However, Shrier also simply misunderstands the scientific literature. She notes that only 1.9 percent of adolescents who started pubertal suppression in [a large study](#) in The Netherlands did not proceed to gender-affirming [hormones](#) (i.e., [estrogen](#) or [testosterone](#)). This is not because pubertal suppression made them identify more strongly as transgender. Rather, it is a result of the strict guidelines followed in the Netherlands before an adolescent is considered eligible for pubertal suppression: six months of attending a specialized gender clinic and undergoing rigorous assessment.

Shrier ignores all of the data showing that gender-affirming medical care results in improved mental health outcomes for transgender youth.

Though Shrier is quick to provide anecdotes from teenagers like "Riley" and stories from estranged parents as evidence, she is relatively less interested in the peer-reviewed scientific research that shows the benefits of gender-affirming medical care for transgender adolescents. I've listed several in the references for those interested in reading more.

In summary, physicians from [The American Academy of Pediatrics](#) and [The Endocrine Society](#) have issued clear guidelines regarding how to best support transgender youth. I encourage readers to rely on trustworthy sources such as these rather than books like *Irreversible Damage*. Transgender youth deserve for the public to have accurate information on how to best support them.

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Information as Weapon: Propaganda, Politics, and the Role of the Library

Laura Saunders

Information, from its creation and production to its dissemination and interpretation, and in all of its many formats, is an essential and ubiquitous element of everyday life, and is especially important for a functioning democracy. Individuals need access to quality information to support and inform their activities from participation in democratic elections and ballot initiatives to making decisions that will keep them safe and healthy. The purpose of this paper is to examine limitations of the concept of access to information as a human rights, and consider the roles and responsibilities of libraries in upholding such access. In particular, this paper builds on the conceptualizations of critical information literacy, as described by writers such as James Elmborg,¹ Rachel Hall,² Heidi Jacobs,³ and Troy Swanson⁴ and its place in supporting and enhancing information access through the development of information literacy competencies.

Kuklinkski et. al. contend that factual information is the currency of a democracy and under this premise, “its citizens must have ready access to factual information that facilitates the evaluation of public policy,” and “citizens must then use these facts to inform their preferences.”⁵ The United Nations affirms free access of information as a basic human right, stating in Article 19 of its *Universal Declaration of Human Rights* that freedom of expression encompasses the freedom to “seek, receive and impart information and ideas through any media and regardless of frontiers.”⁶ This statement was reinforced in the declaration related to the role of mass media, which states “access

by the public to information should be guaranteed by the diversity of the sources and means of information available to it, thus enabling each individual to check the accuracy of facts and to appraise events objectively.”⁷ While these declarations are not legally enforceable, they have underpinned the adoption of policies by various governments and NGOs that support access to information, and indeed there is evidence of legal and political for access to information as a human right.

Through an extensive review of international human rights law, Cheryl Ann Bishop builds on the work of Christopher Gregory Weeramantry and describes four conceptualizations of access to information as a human right.⁸ Bishop notes that such access is often viewed as an ancillary or supporting right in that citizens require access to information in order to properly exercise their other basic rights such as the rights of freedom of expression, information privacy, a healthy environment, and the right to truth such as truth about human rights abuses. She concludes that the right to freedom of expression appears to offer the most support for promotion of access to information as its own human right. As Weeramantry states, “if there is reality in human rights at any level it must necessarily follow that access to the information appropriate to the exercise of that right becomes a right in itself.”⁹ Indeed, in the decades since the United Nations *Universal Declaration of Human Rights* was adopted, countries around the world have enacted Freedom of Information (FOI) legislation that at least

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nominally guarantees access to specific public information for their citizens. According to *freedominfo.org*, 93 countries had enacted freedom of information laws as of October 2012.¹⁰

Libraries have always been in the business of information, and in democratic societies such as the United States, libraries historically have emphasized free and equitable access to information. On a philosophical level, these values are evidenced by the American Library Association (ALA) Code of Ethics which states “we uphold the principles of intellectual freedom and resist all efforts to censor library resources.”¹¹ The Library Bill of Rights further expounds on these ideas by maintaining that libraries should build diverse collections that reflect all points of view, avoid excluding materials because of “partisan or doctrinal disapproval” and resist the “abridgement of free expression and free access to ideas.”¹² On a more practical level, libraries enable access to information by providing free resources, including access to the technology necessary to engage with that information.

Such policy initiatives and efforts at enabling or increasing access might suggest that people’s basic information access needs are well supported, at least in countries with FOI laws like the United States. Nevertheless, information lives within existing power structures, and those in positions of power often have the ability to limit access to or distort information despite policies to the contrary. The question, then, is whether simply providing and protecting *access* to information is sufficient? The following sections will examine these questions, beginning with an overview of the current state and limitations of information access, with a particular focus on the United States. Next, the paper considers the place of libraries and information literacy within this context. Finally, it concludes by extending the argument for information access to include critical information literacy as part of a right to education.

Access to Information and its Limitations

The prevalence of FOI legislation suggests that governments worldwide recognize the importance of information access, and are making efforts to enable and improve such access. However, these laws only serve their purpose if governments establish infrastructures to make information available, and if they honor requests for information. In some instances, governments might purposely suppress information, and in

others the information may simply be so buried as to be essentially inaccessible. Further, not all information is equally valid or trustworthy. As noted above, entities in power—both public and private—can often distort information to serve their purpose. While it is beyond the scope of this paper to attempt to catalog all of the possible abuses and misuses of information, the following sections will outline some of the most common, along with specific examples and illustrations.

Suppression of Information

In general, freedom of information legislation protects a citizen’s right to access information about their governments. According to United States Department of Justice’s FOIA page, the majority of requests are fulfilled fully or in part. In 2011, only 6.9% were denied in full, while 53.9% were released in full and 39.2% were partially released.¹³ However, these numbers do not necessarily tell the whole story. To begin with, the numbers do not make clear what a partial release is. In some cases, requestors may receive documents that have been redacted to an extent that renders them essentially useless. Further, while these are overview numbers, different agencies differ in their responsiveness. Congressman Mario Diaz-Balart contends that the Federal Communications Commission denied 46% of its FOIA requests in 2011, and has proposed legislation to increase transparency in this agency.¹⁴ In addition, there is no indication of the time frame in which requests are fulfilled. At the moment, there is a backlog of 83,490 requests outstanding from 2011 alone.¹⁵

Nor is the United States alone in this matter. Around the world, governments are not always forthcoming in honoring the FOI requests that they receive. The Associated Press undertook an investigation of compliance in 105 countries, asking them to indicate how many arrests and convictions they had related to terrorism since the September 11 attacks in the United States.¹⁶ They conclude that nearly half of the governments do not follow their own laws. According to their reports, only 14 of the 105 governments responded to information requests in full and within their legal deadlines, while another 38 countries eventually provided at most of the requested information. The Associated Press suggests that newer democracies appear to be more responsive. For instance, it states that Guatemala, Turkey, India, and

Mexico provided full information within deadlines. By contrast, Canada requested a 200-day extension, the United States FBI “responded six months late with a single sheet with four dates, two words and a large section blanked” and Austria never responded.¹⁷

Another limitation to FOI laws exists. Because these laws tend only to apply to government information, private industries and businesses in most countries are exempted from these laws. In 2010, Siraj estimated that only 19 out of 70 countries had FOI laws that applied to private as well as public companies. For instance, in the United States, publicly traded companies are required to publish certain information with the Securities and Exchange Commission for public consumption, but privately-owned businesses do not have any such requirements. Further, Siraj points to the series of spectacular scandals and frauds such as Enron, Worldcom, Tyco, and Firebird to illustrate that even publicly traded companies are not always held to—or manage to evade—disclosure laws. For instance, Enron did publish its SEC filings, but executives were apparently manipulating the accounting in order to post stock prices higher than they were actually worth.¹⁸ While these examples focus mostly on government or government controlled information, other forms of suppression abound. When individuals or institutions strive to ban or destroy certain information altogether in order to deny people access to the ideas it embodies, it is often referred to as censorship.

Censorship and Destruction of Information

History is rife with examples of those in power censoring information. Knuth coined the terms *libricide* and *bibliocide* to describe such events, with the Nazi book burnings during World War II among the most famous examples. In addition to destroying documents and texts of many of the nations they invaded, the Nazis also burned research and documentation produced and housed in German institutions that did not reflect their perspective. For instance, in 1933 they burned the library and archives of the Institute for the Science of Sexuality in Germany, destroying years of research into sexuality, including supporting and legitimizing homosexuality. In a political context, when an aggressor gains control of a region or nation, one act of power often involves destroying libraries as a way of suppressing the cultural identity of the occupied nation.¹⁹ Such incidents continue to occur in the

present day, in all parts of the world. For instance, on March 20, 2011, the pastor of a small church in Florida oversaw the burning of the Koran, claiming the book contributed to crimes against humanity.²⁰ Similarly, in 2002, HarperCollins threatened not to release Michael Moore’s book *Stupid White Men*, and to destroy existing, undistributed copies, when he refused to retract or rewrite portions critical to then-president George W. Bush.²¹ ALA tracks reports of censorship and book banning in the United States, and according to its statistics, hundreds of books are challenged in libraries each year, with sexually explicit content being the reason most often given for challenging.²² These examples demonstrate that there are many parties that still actively seek to suppress information. Unfortunately, even when information is accessible, it is not always accurate, leading to the next section on misinformation.

Distortion and Propaganda

There are a variety of ways in which individuals or organizations—including politicians, lobbyists, public relations firms, and even news media—can manipulate information in order to distort the message or disseminate misinformation, influencing the thoughts and reactions of the message receiver. One obvious way to distort information is to only present one side of the story, and suppress or ignore information to the contrary. However, some researchers argue that media outlets often distort a message, especially in science-related topics, by giving too much attention to outlier viewpoints when most experts have agreed on conclusion. For instance, the vast majority of scientists agree that climate change is actually taking place, or that theory of evolution is accurate. However, in an effort to be fair or unbiased in their reporting, news reports will often give equal air time to those who object to or deny these theories. Such reporting can lend legitimacy to the objector’s argument and make it appear to viewers as if the issue is still being debated, when most scientists have accepted a certain point as fact.^{23,24} While it may not be the intention, these reports might influence viewers’ perceptions.

In the case of propaganda, individuals and organizations disseminate information with the purpose to persuade people to a certain point of view or opinion. For instance, Yasin Al-Yasin and Ali A. Dashti discuss the amount of money that foreign governments spend each year to hire American public rela-

tions and lobbying firms in order to bolster the image of their country in the United States, or to make lobby to Congress on behalf of that country. Their research shows that the Kingdom of Saudi Arabia spent over \$83 million dollars on such advertising in the 2000s, and over \$181 million in total from the 1970s to the present. They contend that some of these firms, in particular Hill & Knowlton (H+K), were hired by the government of Kuwait to help to make a case for going to war with Iraq under both presidents George H. W. Bush and George W. Bush.²⁵ While such campaigns do not necessarily involve false information or inaccuracies, there are certainly plenty of examples of public relations and advertising efforts that have deliberately spread misinformation. Al-Yasin and Dashti, in an eloquent understatement, note that “[f]alsehood in wartime is also, unfortunately, inevitable,” and mention, but do not elaborate on the public relation firm’s release of “some videotapes containing stories now known to be based on false and misleading information about events which never occurred.”²⁶ These videotapes involved testimony, also given to Congress, by a 15 year-old girl claiming to have seen Iraqi soldiers removing premature babies from incubators and leaving them to die on the hospital floor. It was later revealed that the girl was the daughter of the Kuwaiti ambassador to the United States, and was probably not even in Kuwait at the time the alleged atrocities took place. Eventually the entire story was discredited.²⁷ Other famous examples of propaganda include the tobacco industry which engaged in large-scale public relations efforts beginning in the 1950s to counter the growing scientific evidence of the harmfulness of smoking.²⁸

Effects of Censorship and Misinformation

The impacts of censorship and misinformation on individuals and the community can be damaging. Misinformation has lasting detrimental effects. Unfortunately, once misinformation is disseminated and received, it can be difficult to correct. When errors of fact are discovered in reporting, as was the case with the study on Autism and vaccines, the original source usually will issue a retraction. However, these retractions are usually disconnected in time and space from the original source. In general, the original article will appear in one issue of a journal, and the retraction will be printed in a later issue, sometimes separated by years. While some databases mark retracted articles,

others do not, meaning there is no visual cue to let a searcher know that an article has been discredited. As a result, retractions are often ineffective in correcting misinformation.²⁹ Research shows that retracted scientific articles continue to be cited as legitimate research well after the retractions are issued. A study of 235 articles retracted over a 30 year period found 2,000 citations, of which only 8% acknowledged the retraction.³⁰ An ongoing analysis of 1,164 articles retracted from science journals between 1997 and 2009 has found 391 citations so far, with only 6% acknowledging the retraction.³¹ In terms of misinformation, individuals often experience the *continued influence effect*, or “the persistent reliance on such misinformation, even when people can recall a correction or retraction.”³²

People who are uninformed or misinformed will still make judgments and decisions, many of which might be misleading or even harmful. If enough people form beliefs or make judgments based on misinformation, “it can lead to collective preferences that differ significantly from those that would exist if people were adequately informed.”³³ Examples of the impact on collective opinion and the continued influence effect can be seen in a wide variety of studies. For example, parents continue to choose not to vaccinate their children based on the now discredited study on Autism and MMR. Not only have those parents left their own children vulnerable to disease, but the actions have led to an overall increase in these diseases, and have led to costly public awareness campaigns.³⁴

Similarly, many Americans were swayed to support the two Persian Gulf Wars based on misinformation surrounding atrocities committed by Iraqi soldiers leading to the first war, and claims about the connections between Iraq and Al-Qaeda or the presences of weapons of mass destruction preceding the second war. In these cases, collective opinions and beliefs were constructed on a foundation of misinformation. In terms of continued influence effect, studies show nearly one-half of Americans polled believed the United States had evidence linking Iraq to Al-Qaeda, and just over 20% believed the United States had evidence of weapons of mass destruction in Iraq, even after the intense press coverage to the contrary.³⁵

Censorship and suppression of information are harmful. When people lack factual information, they still make judgments or decisions, and form opinions, based on what they do know, or believe. When infor-

mation is withheld or censored, people develop beliefs based on what information is available, and they eventually accept those beliefs as fact. In the absence of information, people supply the missing pieces with inferences, and “[o]nce people store their factual inferences in memory, these inferences are indistinguishable from hard data.”³⁶ Those inferences will be formed to fit into existing beliefs and knowledge system, and thus are likely to be biased toward an individual’s pre-existing beliefs. Once beliefs are encoded as fact, individuals tend to be confident in their own knowledge. Indeed, those holding the most inaccurate beliefs also display the highest level of confidence in those beliefs.³⁷ A study of political beliefs reveals that some subjects actually increase their belief in the misinformation when they were presented with correcting facts, a phenomenon known as backlash effect.³⁸

Not Just Access: Education

Knowing the issues and challenges surrounding the access to and use of information in society, the question is how to improve the situation? What conditions will lead to a better informed citizenry, and what can the library do to enable those conditions? Access to information has become central to many nations around the world, but simple access may not be enough if it is not supported by education. Indeed, even the right to free access of information is not meaningful if people do not know that they have that right. Not all citizens are aware of this right, and even those that are might not always be willing to pursue access to information that is not readily available. Steven Aftergood notes that those who seek information under FOI laws might need to be “prepared to litigate their request,” a course that might not appeal to many, and might also be costly, despite support from agencies like the James L. Knight Foundation.³⁹

Even when information is available, however, it can be misleading or distorted. Once inaccurate information is encoded by the receiver, it is difficult to correct. One important step in combatting the effect of misinformation is to educate the public to evaluate information and its sources, thus minimizing the chances of indiscriminately accepting inaccurate information. Those who are more educated “call upon many sources of information that can be utilized to question and counter new information,” thus making education “a powerful cognitive resource that can undermine political propaganda.”⁴⁰ For instance, in-

dividuals with higher levels of education generally exhibited greater factual accuracy about circumstances surrounding the Iraq War, although those who relied on unbalanced news sources were susceptible to misinformation regardless of their education level.⁴¹ Education that calls on higher-order skills such as deep reading and analysis of text and sources appears to be more effective than standard lectures or straight text in correcting misinformation and assumptions.⁴²

In particular, individuals need to learn how to assess information for credibility and validity, so that it becomes an internalized response whenever they are presented with new information. Lewandowsky et al. contend that such skepticism about information sources can reduce a person’s vulnerability to misinformation.⁴³ Their research found that suspicion or distrust of information sources, or underlying reasons for dissemination of information tends to result in more accurate understandings and processing of information,⁴⁴ and specific training in media literacy can also result in an individuals’ being less susceptible to bias in the news.⁴⁵ To that end, Carlson argues that evaluation of sources and credibility should be integrated into critical thinking, and laments that few courses on critical thinking explicitly address source validation.⁴⁶ Interestingly, some research also suggests that media literacy can help to overcome some of the backlash effect experienced when information consumers are confronted with information that contradicts strongly held positions. When individuals understand news production and dissemination, and are taught to evaluate the sources, they appear more able to overcome their biases when presented with correcting information.⁴⁷

As such, education is essential to ensure that individuals can not only access but also understand and interpret the information they need. Indeed, the United Nations Educational, Scientific and Cultural Organization affirms the right to education as a “fundamental human and essential to the exercise of all other human rights.”⁴⁸ It is worth noting that the United States Constitution does not include the right to education. In fact, while the states are forbidden to deny children access to education, the Supreme Court “stopped short of actually defining education as a fundamental right, thereby making educational policy vulnerable to variable constitutional interpretations and shifting political priorities.”⁴⁹ Administration of education is left to the states, and generally handled

at a local level. As a result, there is wide variability in education across the nation. Since public schools mostly are funded at the local level, schools in wealthier neighborhoods affording better facilities and staff. To put it plainly, while the United States Government has enacted legislation to support its citizens' access to information, it does not necessarily guarantee citizens the right to an education that would enable them to understand, evaluate, and effectively use that information.

The Role & Responsibility of Libraries

Libraries have the opportunity to play a fundamental role in supporting and advancing democratic citizenship through access to information and education. Both in their role as a facilitator of access, and in through education in information literacy competencies, librarians can contribute to creating information consumers. One of the core skills of information literacy is the ability to locate and access information efficiently and effectively. In libraries, we often interpret this to mean understanding subject cataloging systems, and knowing how to search physical and electronic resources. However, the ability to access information might also encompass understanding one's rights regarding that access. As such, libraries can help to publicize the right to information access, as well as support citizens in their requests, including educating them about sources of funding and legal aid such as the Knight Foundation and the American Civil Liberties Union (ACLU). Similarly, librarians could gather and disseminate information on education policy and debate, in order to keep the public informed about their rights regarding access to education.

However, as noted above, learning to evaluate information and its sources and developing a healthy skepticism are among the best ways to avoid or overcome the effects of misinformation. Librarians have been at the forefront of information literacy programs from the beginning, and should continue to identify opportunities to connect with patrons to help them develop their competencies. Part of information literacy involves evaluation of information, which could be framed as developing the kind of healthy skepticism toward information and its sources described by Lewandowsky et. al.⁵⁰ The need for such skepticism has been noted from other quarters as well. In one study, teaching faculty suggested that librarians have a role to play in helping develop the skepticism and

evaluative skills of college students.⁵¹ These faculty members note that students too often accept information unquestioningly, and fail to dig deeper to uncover sources, biases, and motivations behind the presentation of information. Certainly, librarians understand the importance of information evaluation, and generally try to address it in library instruction sessions. Nevertheless, research suggest that librarians tend to spend the bulk of their instruction time on the skills of searching and access, with substantially less time spent on evaluation of information and sources.⁵² Considering the limited time most librarians have for in-class sessions, it is a challenge to address the many skills and competencies adequately. However, the importance of evaluation might justify increased and regular attention to that area in library instruction.

Perhaps most importantly, librarians may need to re-examine our ethical codes and practices in light of research on information and misinformation, and engage in self-reflection regarding how well we carry out the roles we have set for ourselves in promoting information access in support of a democratic society. The guidelines and ethical codes of our profession are clear in their support of individual's rights to seek and access information regardless of race, age, background, etc., and are equally clear in their opposition to censorship. While there are various high-profile cases of librarians standing up to censors, it is unclear how well we uphold these ideals on a day-to-day basis. It is important to note that, while they are usually advocates for intellectual freedom and against censorship, and despite policies and ethical codes to the contrary, librarians sometimes consciously or unconsciously enable censorship themselves. In some cases, librarians take steps to limit access to materials in response to real or perceived public pressure. For instance, the librarians remove a title from the collection on the request (or demand) of powerful stakeholders, or they might avoid purchasing a provocative resource altogether in order to avoid potential controversy. In other cases, librarians will reclassify a book for instance from the children's section to the adult area, or keep resources in closed area to be circulated only by request. In each of these instances, the librarians are limiting access and thereby exercising a form of censorship or information control. In addition, by relying exclusively or heavily on publisher catalogs and popular review sources, librarians might be overlooking alternative or minority perspectives

that might only appear in smaller, independent catalogs or publishing houses.^{53,54} Finally, in an era when many libraries are adopting patron-driven acquisitions as a way to be more responsive to the desires of the community, are libraries running the risk of reinforcing the majority opinions of the community, or the perspectives of the most active users, and ignoring under-represented points of view? Possibly, libraries are creating echo chambers in which active or vocal community members will find their own ideas and opinions reflected back to them within library collections, while other perspectives will remain invisible.

Conversely, it might be possible that libraries occasionally over-extend themselves in their pursuit of balance and representing diverse points of view. If news media can be criticized for misrepresenting the scale of argument or the balance of debate when giving air time to outlying opinions on scientific questions that have been settled by a majority of experts, might not libraries be distorting information or misleading patrons if they consciously stock inaccurate information solely to ensure that a particular perspective is represented? Granted, libraries have goals in addition to informing the public, which include preserving information. And, too, even inaccurate information can be important for historical or political context. However, we might have to ask ourselves whether they are better or more responsible ways of collecting, organizing, and making accessible information that is known to be inaccurate or discredited so that it is not being censored but also is not being promoted as a legitimate or authoritative source. What is the appropriate balance between collecting and preserving the human record, and educating our patrons to be good consumers of information? There is not a clear answer to this question, but it may be time for librarians to open the debate.

Conclusion

Access to information, which has always been a central tenet of libraries, is finding increasing support from governments and non-governmental organizations around the world, as these entities recognize the importance of information access to democratic participation in government. Unfortunately, freedom of information legislation does not always work as it should. Further, access to information without education does not fulfill the purpose of developing an informed citizenry ready to engage in meaningful

debate and make decisions. People need support to develop the competencies necessary to understand and evaluate the information—and misinformation—with which they are confronted on a daily basis.

Librarians have long stood in support of intellectual freedom and against censorship. At this point, however, librarians need to consider where they fall in the balance of providing access to all kinds of information, regardless of point of view, authority, or credibility, and supporting, advocating for, and even developing the information literacy competencies that include the ability to understand and evaluate information. In its *Alexandria Proclamation*, the International Federation of Library Associations maintains that information literacy is “a basic human right in a digital world and promotes social inclusion of all nations.”⁵⁵ Paul Sturges and Almuth Gastinger go further, claiming that “a clear line of argument can be set out to link the (passive) intellectual freedom of information rights offered by Article Nineteen of the United Nations’ Universal Declaration on Human Rights, to a consequent responsibility on governments, professionals, and civil society activists for the (active) creation of suitable conditions for the effective exercise of intellectual freedom.”⁵⁶ The question for librarians now is how actively will we engage in developing and promoting these ancillary rights which underpin the exercise of all other human rights? The time is ripe for librarians to define their role in relation to freedom of information and information literacy as basic human rights.

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KFPL Report to the Board

Subject: Collection Development Policy
Date: February 9, 2021
Prepared by: L. Webb, Director, Technology and Outreach

Background:

The Collection Development Policy is reviewed and approved annually by the Library Board. Major changes were made to the policy in 2016 to remove procedural clauses and to modernize the policy.

Analysis:

All KFPL librarians, led by A. Robinette-Woods, the Collections Librarian, were asked to provide feedback on the policy and to suggest revisions.

Following discussion at the Committee of the Whole Meeting on February 3rd, the following changes are submitted to the Board for approval:

Selection Criteria

Add “may” to clarify that not all selection criteria apply to every item. “When selecting materials for the collection, Library staff may consider:”

Change from “Positive reviews in recognized reviewing sources” to “Reviews in library reviewing sources (e.g. *Publishers Weekly*, *Library Journal*).”

Controversial Materials

Remove the third sentence in the second paragraph of this section:

“Selection will not be made on the basis of any anticipated approval or disapproval but solely on the evaluation of the item’s literary merit, authenticity, honesty of presentation and use to the community. “

Request for Review of Library Materials form

Extend the timeline for reviewing materials. Acknowledgement of the request will be sent within two business days and a written response will be sent within 30 days.

Amend the “Request for Review of Library Materials” form as follows:

- Add: question to confirm if the KFPL Collection Development Policy and the OLA Statement of Intellectual Rights and Freedoms have been read

- Move: question about reading/viewing/listening the entire work from number four to number one

Appendices

OLA updated their “Statement on Intellectual Freedom and the Intellectual Rights of the Individual” in 2020. The new version will be appended to the policy.

Recommendations:

That the Library Board approve the Collection Development Policy as amended.

KFPL Statement of Policy

Collection Development Policy

1. Purpose

The purpose of this policy statement is to clarify the criteria used for selecting and acquiring materials, as well as the responsibility for maintaining the collections.

2. Scope

The Collection Development Policy applies to all formats in the Library collection, including print, non-print, audio-visual and electronic materials.

3. Guiding Principles

The mission of the Kingston Frontenac Public Library is to make a positive difference in the lives of everyone in Kingston Frontenac. The Library's collections are one of the primary ways the mission is realized. The Library strives to provide a dynamic collection of materials that is regularly evaluated and available in a variety of formats to serve the needs and support the interests of all members of our community.

The Library aims to provide community-driven and community-focused collections. Community input is obtained through direct suggestions from the public, discussions with stakeholder groups and continually evaluating the needs of the various cultural groups within Kingston and Frontenac County. Special consideration is given to materials with Kingston and Frontenac County authorship, content, or relevance.

The Library endeavors to provide equitable access to its extensive collections through a multi-tiered service delivery model which rationalizes the location, scope and focus of collections. In addition, items may be delivered to any branch at the user's request. The materials budget is maximized through coordinated and controlled expenditure.

Basic to the Library's Collection Development Policy is the [Ontario Library Association's Statement on Intellectual Freedom and the Intellectual Rights of the Individual \(2020\)](#).
(See Appendix A)

4. Policy

Responsibility for Selection

The responsibility for the selection of material rests legally with the Library Board. It, in turn, delegates the selection and withdrawal of materials to the professional staff who are responsible for the collection on a day-to-day basis.

Suggestions for purchase are welcomed from members of the public. All suggested purchases are reviewed by library staff who apply the same selection criteria that are applied to all other materials purchased by the Library.

Selection Principles

The materials purchased for the Library are selected with the purpose of carrying out the mission, vision and values of the institution. To that end, the Library has established the following goals of selection:

- To maintain a well-balanced and broad collection of materials for information, enjoyment, reference and research
- To foster intellectual growth, lifelong learning and the formal and informal education and enlightenment of the community
- To provide materials for the recreational and leisure pursuits of the public
- To stimulate thoughtful participation in community affairs by providing access to a variety of opinions and ideas

To assist in the process of selection, the following principles are used to judge the quality and the quantity of the items that are chosen:

- Contemporary materials representing various points of view, which are of current interest and possible future significance, including materials which reflect current conditions, trends and controversies
- Materials designed to increase the individual's ability to function effectively as a member of society
- Materials which provide access to practical information which develops the individual's dependence on self, thereby enhancing the quality of life
- Materials which provide an aesthetic experience, stimulate imagination and increase the individual's potential for creativity
- Materials, including the experimental or controversial, which may extend the individual's capacity to understand the world in which they live
- Materials which entertain and which may enhance the individual's enjoyment of life
- Source materials which thoughtfully interpret, document or illuminate the past
- In addition to English, French and Indigenous language materials, materials which reflect the diverse linguistic or cultural heritage of the community.

- Recognizing the responsibility to make works by Kingston Frontenac and Canadian writers widely available, the Library shall acquire Canadian materials in all categories.

Selection Criteria

When selecting materials for the collection, Library staff **may** consider:

Non-fiction

- Purpose and importance
- Authority and reputation
- Accuracy
- Style, clarity and presentation
- Access
- Format
- Need
- Demand
- Price
- Relationship to other items in the collection
- Quality of illustrations or art
- Reviews in library reviewing sources (e.g. *Publishers Weekly*, *Library Journal*)

Fiction

- Style
- Creativity
- Characterization
- Literary merit
- Appeal
- Demand
- Price
- Need
- Relationship to other items in the collection
- Quality of illustrations or art
- Reviews in library reviewing sources (e.g. *Publishers Weekly*, *Library Journal*)

Accessible Collections

Many of the resources available at the Kingston Frontenac Public Library are suitable for patrons with print disabilities.

a) Vision Enhancements:

- Downloadable audiobooks
- Downloadable eBooks – the settings can be adjusted with the majority of our downloadable eBooks to suit personal preferences for text size and typeface
- Books on CD
- DAISY (Digital Accessible Information System) books
- Large Print Books

b) Hearing Enhancements:

- Many DVDs have a sub-title option
- Many of our databases have text-to-speech capabilities

Children's Collections

The Library's children's collections serve children from infancy through age twelve. Materials for these collections reflect the wide range of reading and interest levels that this age group includes. The children's collections exist to encourage children to develop a lifelong habit of reading for both recreational and informational needs. Materials for children shall be chosen in accordance with the Kingston Frontenac Public Library's overall collection development policy.

Teen Materials

Teen materials are selected to meet the informational and recreational needs of teens aged thirteen through eighteen. An effort is made to provide materials that support the developmental stages of all teens. The teen collections are not intended to be comprehensive, serving all the needs and interests of teens, nor is it the Library's intention that teens should be confined to the use of these materials. Materials for teens shall be chosen in accordance with the Kingston Frontenac Public Library's overall collection development policy.

Parental Responsibility

Responsibility for a child's or teen's choice and use of materials rests with their parent(s) or legal guardian(s). The Kingston Frontenac Public Library believes in the freedom of the individual, and the right and obligation of parents(s) or legal guardian(s) to guide, develop, interpret and maintain their own code of values in their family.

Library users of all ages have open access to the Library's collections. Selection for the adult collection is not restricted by the possibility that children or teens may access materials their parent(s) or legal guardian(s) may consider inappropriate.

Textbooks/Homeschooling Needs

School libraries serve the curriculum needs of students. The Library does not attempt to acquire textbooks or other curriculum-related materials except as such materials may also serve the general public. The Library recognizes the need to provide a wide variety of cultural and recreational reading matter for students in traditional schools and those being homeschooled, and to provide basic materials for students seeking to complete assignments outside school hours.

Collection Maintenance

In order to maintain a current and relevant collection, it is necessary to withdraw materials from the library collections regularly and systematically. The following criteria are considered when withdrawing materials:

- Accuracy
- Timeliness
- Physical condition
- Frequency of use
- Availability of other copies
- Relevance to needs and interests of the community

If still needed, items may be replaced or rebound. Replacement depends on the demand for the title, the availability of more current materials on the topic and the extent of the coverage of the subject in the collection.

Controversial Material

The Kingston Frontenac Public Library Board regards the right of access by an individual to information, controversial or non-controversial, through the public library as an important element of a democratic society.

The presence of any material in the Library does not indicate an endorsement of its contents. The Library recognizes that many materials are controversial and that any given item may offend some patrons. ~~Selection will not be made on the basis of any anticipated approval or disapproval, but solely on the evaluation of the item's literary merit, authenticity, honesty of presentation and use to the community.~~ In the case of controversial issues, an effort is made to see that all points of view are represented. While library staff will attempt to guide individuals and groups to materials suitable for their use, the ultimate responsibility for the choice made by the patron lies with the patron and/or their parent(s) or guardian(s).

Request for reconsideration of material must be made in writing and on the understanding that selection will not be determined by pressure from any group or individual nor will material serving the purpose of the Library be removed from the collection. Completed Request for Review of Library Materials forms (See Appendix B) are forwarded to the Collections Librarian for review. **Acknowledgement of the request will be sent within 2 business days and a written response will be sent within 30 days.**

If the patron is still not satisfied, a written request for the review to be appealed will be forwarded to the Board for their consideration. The Board and the Chief Librarian will jointly rule on the appeal and report the decision to the complainant within 30 days of the next Board meeting.

Labeling of Collections

The Library does not label materials to indicate approval or disapproval of the content, nor does it expurgate any material in the collection. No catalogued book or other item will be placed on closed shelves, except due to space limitations or to protect it from damage or theft.

5. Appendices

Appendix A: Ontario Library Association (OLA) Statement on the Intellectual Rights of the Individual (2020)

Appendix B: Request for Review of Library Materials form

6. Document Control

This policy shall be reviewed on an annual basis.

Original Policy Date: 2007 February

Last Reviewed: 2021 February

Changes made:

Next Review: 2022 February

Appendix A:

Ontario Library Association

Statement on Intellectual Freedom and the Intellectual Rights of the Individual

Introduction

The Ontario Library Association and its divisions are committed to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms.

Ontario Libraries have the important responsibility to facilitate expressions of knowledge, creativity, ideas, and opinion, even when viewed as unconventional or unpopular.

The Ontario Library Association declares its acceptance of the following principles for libraries:

1. Equitable access to library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.
2. Intellectual freedom requires freedom to critically examine and create other ideas, opinions, views, and philosophy of life, other than those currently approved by the local community or by society in general and including those ideas and interpretations which may be unconventional, uncommon or unpopular.
3. The free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen, view, and create is fundamental to such free traffic.
4. Library governance ensures that the principles of intellectual freedom and expression of thought are upheld.

Library Service, Collections and Resources:

5. It is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, and other materials including the provision of access to electronic sources of information and access to the internet. Materials are not excluded from library collections based on race, place of birth, origin, ethnic origin, ethnicity, citizenship, age, creed, disability, family structure, sex, and sexual orientation.
6. It is part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate, censor or curtail access to information, the freedom to read, view, listen or participate by demanding the removal of, or restrictions to library information sources in any format.

Library Programming, Events, and Space Bookings

7. It is the responsibility of libraries to maintain the right of intellectual freedom and expression by implementing it consistently when hosting programs and events within the public space of the library including rented public space by individuals and community organizations.
8. Libraries create welcoming community spaces where community members are free from discrimination and may engage in peaceful assembly. Libraries may cancel or deny permits to individuals or organizations when speech or displays are used in a way that is unlawful.

Applicable legislation:

[Canadian Charter of Rights and Freedoms](#): Section 2(b) of the Charter of Rights and Freedoms protects “freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication”.

[Criminal Code](#): Section 63 pertains to Unlawful Assemblies and Riots. Section 297 pertains to defamatory libel. Section 318 pertains to hate propaganda.

[Ontario Human Rights Code](#): Sub-section 13 pertains to infringing on freedom from discrimination.

Appendix B:



Request for Review of Library Materials

The Kingston Frontenac Public Library Board regards the right of access by an individual to information, controversial or non-controversial, through the public library as an important element of a democratic society. In the case of controversial issues, an effort is made to see that all points of view are represented. All requests for reconsideration of material must be made in writing.

Completed Request for Review of Library Materials forms are forwarded to the Collections Librarian for review. Acknowledgement of the request will be sent within 2 business days and a written response will be sent **within 30 days**.

Name: _____

Address: _____

Phone: _____ **Email:** _____

I represent: ☐ myself ☐ other: _____

Please confirm if you have read the following:

☐ KFPL Collection Development Policy ☐ OLA Statement on Intellectual Rights & Freedoms

Item for Review:

Title: _____

Author/Publisher/Producer: _____

1. Did you read / listen / view the entire work?

☐ yes ☐ no (*please explain*): _____

Please continue on next page ➡

- 2. What do you find objectionable or unsuitable about the material? Please be specific (include page numbers if possible).**

- 3. What do you feel might be the result of reading, viewing or hearing this material?**

- 4. What would you like the Library to do about this material?**

Signature _____ **Date** _____

KFPL Report to the Board

Subject: Community Engagement Policy and Toolkit

Date: February 9, 2021

Prepared by: L. Carter, Chief Librarian/CEO

Background:

In 2016 the Library Board struck an ad hoc committee composed of Library Board members and two members of the community to develop a community engagement policy and process. The community engagement policy and toolkit were approved at the March 22, 2017 Library Board meeting.

The Library Board changed the scope of the policy at the June 28, 2017 meeting when it passed the following motion: “That the Library Board exempt maintenance and repair issues from the community engagement process, except for the requirement to “inform” the public”.

At the June 28, 2017 meeting it was agreed that a group of board members would review the community engagement toolkit. Proposed revisions to the toolkit were included in the September 27, 2017 agenda. The revisions include reducing the number of questions and revising the assessment matrix to make it more basic, resulting in an assessment of low, medium, or high. The changes were approved at the September 27, 2017 meeting. At the same meeting it was agreed that because internal staff policies are between management and employees, they do not require community engagement.

The policy was approved with no changes in 2018, 2019 and 2020.

Analysis:

The revised toolkit (2017) is much easier to use and provides greater flexibility in determining the level of engagement required.

COVID-19 has forced the Library to pause in-person engagements but has not fundamentally changed the need to engage with our communities.

Based on the discussion at the Committee of the Whole Meeting on February 3, 2021, the INCLUSION statement in the Guiding Principles section has been updated. It is highlighted in red in the attached policy. No other changes are recommended at this time.

Recommendations:

That the Library Board approve the revised policy.

KFPL Statement of Policy

Community Engagement

1. Purpose

The purpose of this policy is to ensure that community engagement is integrated into decision making and planning at KFPL. The policy also serves to ensure that community consultation is conducted in a manner that appropriately reflects the complexity, community interest and impact of KFPL decisions.

Community engagement is an important tool for building and sustaining community trust.

2. Scope

The policy applies to all KFPL services and operations, with the exception of maintenance and repair issues which are exempt except for the requirement to “inform” the public.

3. Definitions

Stakeholders are defined as library users, individuals and/or communities, funding bodies or organizations that have an interest in the outcomes of a project or initiative.

4. Guiding Principles

- **INCLUSION:** We want to hear from and include all who have an interest or stake in the outcome of a decision. KFPL prioritizes relationship building outside of the formal engagement process and is actively building connections with agencies and grassroots groups that work with underserved and underrepresented populations. These connections will be leveraged during any community engagement process to ensure feedback includes those voices. We will maximize accessibility by utilizing a variety of engagement tools.
- **RESPECT:** Our engagement with the community will take place in an atmosphere of mutual respect.
- **TRANSPARENCY:** We will be open about decision processes, procedures and limits. We will communicate clearly in a timely and publicly accessible way. We will provide relevant background and context when informing or engaging the community about the initiative.
- **CLARITY:** We will be clear about defining the community’s role in any public participation process. The promise, purpose and limitations on engaging the community and all stakeholders will be clear.
- **EFFECTIVENESS:** We will allocate sufficient resources to provide the appropriate level of engagement, use these resources wisely, setting and meeting reasonable timelines.

- **ACCOUNTABILITY:** We will be accountable for the process and outcome during and after the engagement process. We will report back to stakeholders regarding what we heard and how these results were used in reaching the decision.

5. Policy

The Community Engagement Toolkit shall be used to determine when and what level of community engagement is needed.

6. Communication

When communicating with stakeholders, the Library will do so in accordance with the complexity and impact of the issue as determined by the Community Engagement Toolkit and in a manner that reflects the guiding principles.

In order for owners and stakeholders to provide meaningful input, they need to understand the project or initiative. KFPL will build this knowledge by sharing the details of the project in plain language. Details shall include what has been done so far, why engagement is needed, what is being considered, what are the constraints, and how input is going to be used. To build credibility and trust in the engagement process, stakeholders will also need to understand:

- The overall engagement timeline
- Details of the engagement activities
- Who will be reviewing the input and making decisions
- What is expected of them as a stakeholder

It is important to develop a clear communication plan that will shape the whole engagement process and provide clear answers to stakeholder questions/concerns from the earliest stages to reporting back results. Owners and stakeholders are unable to provide input if they don't know about the opportunity to do so.

The engagement plan should work together with the project's communication plan to generate awareness about the engagement opportunities.

7. Engagement Planning

The Library will utilize the Community Engagement Toolkit to help shape a plan for engagement. The engagement plan serves as a roadmap for the engagement process and helps clarify:

- Engagement goals and objectives
- What KFPL are seeking input on
- Who KFPL stakeholders are
- Details such as engagement scope, budget, timelines, dates, roles and

responsibilities

- At what level on the Spectrum of Strategies and Promises stakeholders will be engaged
- Decisions that are not open to input

8. Reporting Back and Evaluation

One of the foundations of a good engagement process is to ensure stakeholders know what has been done with their input. If stakeholders take the time to provide input they want to know what was done with it.

KFPL will compile and consider stakeholder feedback and report back on:

- What was heard (pulling all sources of input together).
- What decision was made and how the input was used.
- If nothing was changed as a result of the feedback, why?

It is best to include raw data in an Appendix in order for contributors to see their individual voices represented and ensure the reporting is an accurate reflection of the data.

By ensuring this feedback loop happens, stakeholders will be more inclined to participate in future engagement opportunities. If they know their time and efforts are being respected, we will continue to gain trust and credibility.

Evaluation is important for continuous improvement. KFPL will evaluate both the engagement process and engagement outcomes. Good engagement is not a formula.

The engagement plan should be designed to meet the unique needs of the stakeholders and the project at hand. By evaluating the process and engagement outcomes, KFPL can document lessons learned that can be applied to future projects. This extra step ensures we continually refine and improve our engagement efforts and approach.

9. Appendices

KFPL Community Engagement Toolkit

10. Authorities

11. Document Control

Original Policy Date: 2017 March

Last Reviewed: 2021 February

Changes made:

Next Review: 2022 February

KFPL Statement of Policy

KFPL Employee Online & Social Media Policy

The Kingston Frontenac Public Library uses online and social media to extend library service and engage with the community in a manner consistent with the Library's mission, vision and values, within the framework of the Library's Strategic Plan.

This policy will:

- promote the effective use of social media to support customer service;
- explain what is expected of KFPL staff in the use of KFPLs online and social media outlets;
- help to minimize exposure to risk by setting out clear guidelines for use and participation.

1. Scope

This policy applies to Library social media and online activities including, but not limited to, blogs, social networks and online communities, websites and mobile applications.

This policy applies to all KFPL staff. Employees are expected to seek clarity from supervisors or managers should they encounter instances not anticipated or fully addressed by this policy.

This policy is applied in conjunction with other library policies where applicable, including the Standards of Conduct for KFPL Employees policy.

2. Roles and Responsibilities

The official KFPL corporate social media channels are managed and monitored by the Manager, Programming and Outreach and designated social media users. Designated social media users are approved by the Manager.

While using KFPL corporate social media channels, employees should adhere to the same guidelines as outlined in the Public Use of KFPL Online Forums and Social Media policy. Other forms of inappropriate communication that are applicable to KFPL employees **contributing to KFPL social media** are as follows:

1. Violation of any policies or procedures of KFPL including the Standards of Conduct for KFPL Employees policy.
2. Violation of provincial and federal legislation such as the *Municipal Freedom of Information and Protection of Privacy Act* and the *Canadian Anti-Spam Legislation*.

3. Expression of opinion regarding government policies (municipal, provincial or federal).

KFPL employees are committed to providing high quality service to their patrons; the Library expects this to be the case whether service is provided through traditional or online channels.

Postings, comments and online content should reflect the mission and values of KFPL and serve to enhance the Library's position in the community. If an employee becomes aware of library content that contravenes service policies, or undermines the image of the Library, then they should bring it to the attention of a supervisor at once.

Responses to public comments and suggestions regarding library services and programs shared via social media will be governed by the KFPL Service Feedback Standards policy.

Staff are encouraged to promote KFPL and KFPL programs using their personal accounts as appropriate, although this is not a requirement.

When using social media for personal use, staff should be mindful of their role in the organization, **and the policies of KFPL (e.g. Harassment)**, and consider the potential impact of their communications on the reputation and brand of the Library, and therefore act appropriately and with good judgement.

3. Library Content

Content is created by KFPL staff to assist in fulfilling our mission in serving the informational, educational, recreational, and cultural needs of our community. As such it will represent a broad range of ideas and opinions, and library materials referenced in online or social media content may come from any area of the collection. Online or social media content created by an employee in the performance of his or her duties is the property of KFPL, not the employee.

4. Risk Management

This policy, along with guidelines and training for staff, are intended to prevent incidents or problems that may occur when communicating online.

The Library will engage in best practices for managing online and social media channels, including:

- requiring approval for establishing channels;
- adhering to the terms and conditions of each social media platform;
- creating guidelines to assist employees in the effective and appropriate use of channels;
- monitoring channels to assess relevance and adherence to guidelines;

- providing appropriate staff resources to manage channels;
- training staff prior to use of KFPL online and social media channels;
- creating, posting and enforcing social media policies;
- evaluating the success and sustainability of channels.

In the event that an issue or an incident occurs, the Library will investigate the matter and take appropriate action, which may include one or more of the following:

- issuing a response, correction or apology;
- deleting a comment or post;
- pursuing legal advice and/or action;
- applying human resources procedures, including disciplinary action up to and including dismissal of an employee;
- reviewing incidents after the fact to determine if preventive measures or the Library's response could be improved.

Following on Twitter or Instagram, or joining/liking a page or group on Facebook, is a means of gathering content and information. It does not imply endorsement by the Library.

5. Specific Directives

No new online or social media channels will be established without prior approval of the Director.

The Library will post the KFPL Online and Social Media policy on online and social media channels. From time to time, as appropriate, the Library may post excerpts of the policy.

6. Accountability

The Director, Outreach and Technology is responsible for the implementation of this policy.

7. Appendices

- a) List of Related KFPL Policies and Documents

8. Document Control

Original Policy Date: February 2020

Last Reviewed: February 2021

Changes made:

Next Review: February 2022

Appendix A: List of Related KFPL Policies and Documents

Standards of Conduct for KFPL Employees

Service Feedback Standards Policy

KFPL Social Media Guidelines

Public Use of KFPL Online Forums and Social Media Policy

KFPL Strategic Plan

Collection Development Policy

DRAFT

KFPL Statement of Policy

Public Use of KFPL Online Forums

1. Purpose

The Kingston Frontenac Public Library uses online and social media forums to extend and promote library services, engaging with the community in a manner consistent with the Library's mission, vision and values.

This policy outlines expectations regarding public participation in KFPL's online and social media forums.

2. Scope

This policy applies to Library social media and online activities including, but not limited to, blogs, social networks and online communities, websites and mobile applications. Other library policies, including the Patron Code of Conduct, may also apply.

3. Patron Responsibilities

KFPL encourages the community to engage with our social media communities. Photos, videos, comments, posts, messages and creative content are welcome. Contributors must not post content that infringes on the rights and privacy of others.

KFPL may capture community-created content for use in marketing materials and the KFPL annual report. Written content may be edited for length, spelling or grammar.

KFPL is committed to providing a safe and welcoming online community. If communication received through social media contains any of the following, KFPL will not respond and content may be removed at the discretion of Library. This includes:

- profane language or content, or violent, threatening, abusive, harassing, or disruptive language;
- content that promotes, or would have the effect of promoting discrimination, contempt or hatred for any group or person on the basis of race, ethnic origin, place of origin, citizenship, colour, ancestry, language, creed (religion), age, sex, gender identity, gender expression, marital status, family status, sexual orientation, disability, political affiliation, membership in a union or staff association, receipt of public assistance, level of literacy or any other similar factor;
- inappropriate sexual content or links to such content;
- conduct or encouragement of illegal activity;
- information that may compromise the safety or security of the public, public systems or employees of KFPL;

- personal information or personal information of others;
- content that violates legal ownership interests of any other party;
- seriously inaccurate or intentionally misleading information;
- commercial endorsements or solicitations;
- content that otherwise violates the policies or procedures of KFPL, including the library's Patron Code of Conduct;
- comments unrelated to the topic or article being discussed;
- or harassment to the Library or to the online community by means of trolling.

KFPL reserves the right to hide, remove or block content and/or users who interact inappropriately with any of KFPL's social media accounts. Contributors of such content may be blocked from the Library's social media properties, and may result in the loss of library privileges, including access to library locations. All appeals for suspension must be directed to the Chief Librarian in writing.

Social media channel use shall abide by all legislation, regulation and other legal obligations of the library regarding privacy and freedom of information. KFPL is subject to Ontario's *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M.56 ("*MFIPPA*"), as amended and other privacy legislation. Information and communication contained on the Library's social media channels are subject to *MFIPPA* and may be deemed releasable under this legislation. Anonymity or confidentiality of the sender and any information contained within the correspondence cannot be presumed or relied upon.

4. Risk Management

The Library will engage in best practices for managing online and social media channels, including:

- monitoring channels to assess relevance and adherence to guidelines;
- creating, posting and enforcing our social media policies.

In the event that an issue or an incident occurs, the Library will investigate the matter and take appropriate action, which may include one or more of the following:

- issuing a response, correction or apology;
- deleting a comment or post;
- pursuing legal advice and/or action;
- applying the Patron Code of Conduct to exclude patrons from use of Library facilities, depending on the seriousness of the incident;

- reviewing incidents after the fact to determine if preventive measures or the Library's response could be improved.

5. Accountability

The Director, Outreach and Technology is responsible for the implementation of this policy.

6. Appendices

- a) List of Related KFPL Policies and Documents
- b) Online & Social Media Policy Statement

7. Document Control

Original Policy Date: February 2020

Last Reviewed: February 2021

Changes made:

Next Review: February 2022

Appendix A: List of Related KFPL Policies and Documents

Patron Code of Conduct

Collection Development Policy

KFPL Strategic Plan

Service Feedback Standards Policy

Online and Social Media Policy Statement

KFPL Social Media Guidelines

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Appendix B: KFPL Online & Social Media Policy Statement

Online and Social Media Policy Statement

The Kingston Frontenac Public Library (KFPL) is committed to operating its social networking sites as an effective method of communication with interested users. Sites will be monitored during regular business hours of Monday to Friday, 9:00am to 5:00 pm.

KFPL welcomes your participation in the Library's virtual community. Your comments, photos, messages and creative content are welcome. KFPL reserves the right to hide, remove, or block content and/or users who post, tweet, comment, or communicate inappropriately with the library's social media accounts as outlined in our Online and Social Media Policy.

KFPL may capture community-created content for use in marketing materials and the KFPL annual report. Written content may be edited for length, spelling or grammar.

While KFPL will make every effort to respond to concerns and questions directed to our social media accounts, at our discretion we may request that the discussion be redirected to either our phone or email support channels. The reason(s) for this would include, but is not limited to, privacy concerns (yours, a fellow resident(s) or employee(s) of KFPL), character limitations for messages, and amount of detail required to resolve a situation.

Social media channel use shall abide by all legislation, regulation and other legal obligations of the Library regarding privacy and freedom of information. KFPL is subject to Ontario's *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M.56 ("*MFIPPA*"), as amended and other privacy legislation. Information and communication contained on the library's social media channels are subject to *MFIPPA* and may be deemed releasable under this legislation. Anonymity or confidentiality of the sender and any information contained within the correspondence cannot be presumed or relied upon.

Report to the Board

Subject: Room and Event Space Rental Policy
Date: February 9, 2021
Prepared by: S. Quigley, Director, Human Resources

Background:

In response to the experiences of other libraries, as well as new legislation related to cannabis and smoking, substantial changes were made to the policy in 2018. A human rights legal review and a commercial legal review also took place resulting in an overhaul of the policy prior to final Board approval in February 2019.

Intellectual Freedom

The Ontario Library Association (OLA) updated its Statement on Intellectual Freedom and the Intellectual Rights of the Individual, including a reference to rentals (see attached Statement). It is recommended that support of the Statement be included in the Room and Event Space Rental Policy under the Guiding Principles section of the policy as follows:

“The Library supports intellectual freedom as the prerequisite for an informed, democratic society and supports the Ontario Library Association Statement on Intellectual Freedom and the Intellectual Rights of the Individual.”

Smudging

At the Committee of the Whole meeting on February 3rd, there was a question raised about smudging being included in the policy. When the policy was amended in 2018, a reference to the *Smoke-Free Ontario Act, 2017* was included. The Act acknowledges the traditional use of tobacco as part of Indigenous culture and spirituality. Making accommodations for smudging is part of the room rental application process where a party is asked if there are special requirements (e.g. smudging). This is also where other accommodations could be identified by the party (e.g. no WIFI due to Electromagnetic hypersensitivity). The Library follows a protocol for room rentals and Library programs where smudging is planned. This protocol addresses communication and essential Fire Watch procedures (e.g. notification to Kingston Fire and Rescue).

It is recommended that the following language be added to the policy under Section 4.1.1 to acknowledge the Indigenous cultural practice of smudging:

“The Library acknowledges the traditional use of tobacco and other medicines (such as sage, sweetgrass and cedar) i.e. smudging, by Indigenous persons for traditional Indigenous cultural or spiritual purposes, consistent with the *Smoke-Free Ontario Act*.

Accommodations for smudging will be addressed in the Room and Event Space Rental Agreement.”

It is also recommended that (See Section 4.1.1 for Smudging) be added to 4.5.10 Smoking so that renters are referred back to the Smudging accommodation section.

Analysis:

Include support of OLA Statement and the Smudging acknowledgement.

Recommendations:

That the Board review and approve the Room and Event Space Rental Policy as presented.

Kingston Frontenac Public Library

Room and Event Space Rental Policy

1. Purpose

Kingston Frontenac Public Library (the “**Library**”) meeting rooms and event spaces are made available to the general public for a fee when not being used for Library purposes (e.g. programs). The Library encourages the use of Library spaces by non-profit organizations for cultural and education purposes, government and other organizations including commercial or private entities. The Library also provides rental space to raise revenue to benefit library programs and services. The purpose of this policy is to set out terms and conditions governing the use of rental space in Library branches.

2. Scope

This policy applies to any individual, organization or group (each, a “**Client**”) holding an event, meeting, course or other activity (each, an “**Event**”) at the Library, including facility room(s) and event spaces, (collectively, the “**Facilities**”) pursuant to a Rental Agreement (as defined below).

3. Guiding Principles

The Library supports intellectual freedom as the prerequisite for an informed, democratic society and supports the Ontario Library Association Statement on Intellectual Freedom and the Intellectual Rights of the Individual. The Library promotes equitable access to services, while maintaining a welcoming and supportive environment free from discrimination and harassment.

4. Policy

4.1. Library Policies on Use of Facilities

1. Compliance with Law. Any Client’s use of the Facilities shall be subject to, and the Client shall comply with, all applicable laws and all reasonable rules and regulations prescribed, from time to time, by the Library. In particular, all Clients must adhere to the Ontario *Human Rights Code*, the *Criminal Code of Canada*, the *Smoke-Free Ontario Act*, the *Ontario Cannabis Act, 2017*, as amended, and any other relevant legislation.

The Library acknowledges the traditional use of tobacco and other medicines (such as sage, sweetgrass and cedar) i.e. smudging, by Indigenous persons for traditional Indigenous cultural or spiritual purposes, consistent with the *Smoke-Free Ontario Act*.

Accommodations for smudging will be addressed in the Room and Event Space Rental Agreement.

2. Code of Conduct. All Clients must also abide by and all Events must be conducted in a manner consistent with the Library's Code of Conduct and Accessibility for Users with Disabilities Policy.
3. No Endorsement. Permission to rent Library spaces does not imply any endorsement of the aims, policies or activities of any individual, organization or group.
4. Right to Refuse or Terminate Rental Agreements. When making the Library's meeting rooms and event spaces available for use, the Library is committed to ensuring the dignity and safety of the public and staff without disruption to Library services, and to maintain the security of Library property. The Library may, in its sole discretion, refuse any Rental Agreement (as defined below) that is incomplete or lacking in accompanying information. The Library reserves the right to refuse or terminate any Rental Agreement when it reasonably believes:
 - a. the Facilities will be used for a purpose that is likely to promote, or would have the effect of promoting discrimination, contempt or hatred for any group or person on the basis of race, ethnic origin, place of origin, citizenship, colour, ancestry, language, creed (religion), age, sex, gender identity, gender expression, marital status, family status, sexual orientation, disability, political affiliation, membership in a union or staff association, receipt of public assistance, level of literacy or any other similar factor;
 - b. the Facilities will be used for a purpose or action that is contrary to the law or any of the Library's policies or Code of Conduct, including violent, threatening, abusive, harassing, or disruptive language or conduct; or
 - c. the Client has made any misrepresentation to the Library in respect of its intended use for the Facilities;
 - d. the Client is in breach of any of the terms of the Rental Agreement, including, for certainty, the terms of this policy;
 - e. in granting use of the Facilities to the Client, there is a likelihood of physical hazard to any person, whether participants, audiences or other patrons of the Library;
 - f. in granting use of the Facilities to the Client, there is a likelihood of misuse of Library premises or Library equipment; or
 - g. the Client has misused Library premises or Library equipment in the past, or has failed to pay any amounts due and payable to the Library, including without limitation any Fees or Security Fees (as defined below).

5. Appeal. Clients who are denied permission to rent space may, upon written request, have the decision reviewed by the Chief Librarian, whose decision shall be final.
6. Library Access to Facilities. Library staff must have access to the Facilities at all times and may attend any Event free of charge for the purpose of auditing or reviewing compliance with Library policies and the terms and conditions of the Rental Agreement. Further, the Library may require a security plan to be submitted by the Client and/or the presence of police officers or security guards may be required during the event, the cost of which shall be borne by the Client. (See 4.3.2. for fees)

4.2. Rental Procedures

1. Rental Agreement. Clients must complete and sign the Room and Event Space Rental Agreement (the “**Rental Agreement**”) for the use of the Facilities, agreeing to be bound by the terms and conditions including, without limitation, the room and event space rental policy set out in this Schedule, which must be submitted to the Library’s administration office either electronically or in hard copy at its Central Branch at 130 Johnson Street, Kingston, Ontario.
2. Submission Deadline. Rental Agreements, completed in full, must be received by the Library at least two (2) weeks prior to the date requested and not earlier than one (1) year prior to the date requested.
3. Payment of Fees. Payment for the full amount of the Fees (as defined below) must be submitted with the Rental Agreement.
4. Late Termination by Client. Termination by a Client of a Rental Agreement with less than seventy-two (72) hours’ notice will result in a penalty of up to fifty (50%) percent of the Fees paid plus any Security Fees (as defined below) and additional costs which may have been incurred by the Library in preparing the Facilities for the Event. Penalties may be waived if the Facilities are subsequently booked by another Client, at the Library’s sole discretion.

4.3. Fees

1. Fees. Rental fees (the “**Fees**”) shall be set by the Library Board. The current fee schedule for rentals of the Facilities is available on the Library website, www.kfpl.ca, and attached to the Rental Agreement as Schedule A.
2. Security Fee. An additional fee will be charged where the Facilities will be in use by a Client before or after ordinary operating hours for the Library branch in question or at such other times when such Library branch is not open to the public (a “**Security Fee**”). A Security Fee may also be charged for Sunday rentals, and rentals at such other times when security personnel are not regularly scheduled. The Security Fee payable

by a Client will vary on a case by case basis, depending on the date and duration of the Event, as determined by the Library in its sole discretion. The current fee schedule for the Security Fee is attached to the Rental Agreement as Schedule B.

3. Equipment Fees. At the option of the Client, the Library shall provide certain equipment rentals for the duration of an Event, for an additional fee (an "Equipment Fee"). The current fee schedule for Equipment Fees is attached to the Rental Agreement as Schedule C.
4. Student Music Recitals. A reduced Fee may be charged by the Library to certain Clients in connection with student music recital Events held at the Facilities, provided such Events meet the criteria set out in Schedule A to the Rental Agreement.
5. Currency. Clients shall pay to the Library the Fees and any Security Fee or other fees as are specified in the Rental Agreement. All such amounts shall be payable to the Library in Canadian funds.

4.4. Fee Exempt Clients

1. Fee Exempt Clients. The following groups and organizations shall be exempt from paying the Fees in connection with a rental of the Facilities:
 - a. the Library and groups for which the Library has agreed to act as sponsor or co-sponsor;
 - b. Friends of the Library;
 - c. Committees on which Library staff are serving members on behalf of the Library;
 - d. City of Kingston and County of Frontenac Committees;
 - e. Committees of the Municipalities of the Townships of Frontenac; and
 - f. the Pittsburgh Community Benefit Fund,(collectively, "Fee Exempt Clients").
2. Applicable Fees. For certainty, Fee Exempt Clients may still be charged a Security Fee in connection with any rental of the Facilities pursuant to Section 4.3.2, if applicable.

4.5. Obligations of Clients

1. Use. The Facilities shall be used only for the event as described in the Rental Agreement and only during the times specified in the Rental Agreement (the "**Rental Hours**"). The Client shall comply at all times with the terms and conditions of the Rental Agreement. The Library shall at all times maintain control of the Facilities and the Client and its guests shall not have access to or use of offices, product storage

areas or other non-public areas of the Facilities. The Client shall not overload the electrical service provided by the Library. At the beginning of an Event, the Client, or a representative of the Client, must identify to its guests the location of the nearest emergency exit from the Facilities.

2. Number of Guests. As of the date of the Rental Agreement, the Client will confirm the estimate of the number of guests expected to attend the Event.
3. Decorations. The Client shall not construct, erect, or place any decorations or other improvements in or on the Facilities without the prior written approval of the Library. The cost of all such decorations and improvements shall be the responsibility of the Client. Immediately following the Event and within the Rental Hours, the Client shall remove all decorations and improvements constructed, erected, or placed in or upon the Facilities, and shall repair any damage caused by such installation or removal. In no event shall the Client use nails, screws, staples, industrial type adhesive tape, or any other manner of affixing decorations or signs which would result in damage to the walls, ceiling, or floor of the Facilities. Any existing décor belonging to the Library and forming part of the Facilities cannot be removed or altered in any way without the express written consent of the Library. The Client shall pay the cost of such removals or alterations and returning to original placement. The Library may remove any decorations, signs, or improvements that have not been approved, and the Client shall pay the cost of such removal. The Client shall not use nor permit the use of (a) confetti; (b) wax candles; (c) open flames or (d) small appliances anywhere in the Facilities.
4. Parking. The Client, and its agents, employees, invitees, and guests shall park only in areas designated by the Library and shall comply with all parking regulations governing such designated areas. If the Client, or anyone associated with the Client, parks vehicles in restricted areas, the Library may arrange to tow away such vehicles at the Client's expense.
5. Conclusion of the Event. The Client and its guests and invitees must vacate the Facilities by no later than the time set out on the first page of the Rental Agreement. Immediately following the Event and not later than the end of Rental Hours, the Client, at its own cost and expense, shall remove all signs, decorations, and improvements and shall leave the Facilities in a clean and tidy condition, free from all rubbish, debris, waste, unused materials, combustible materials and items of personal property brought into the Facilities by the Client or its guests. The Client shall be responsible for any costs incurred by the Library in remedying or restoring damage or breakage caused by the Client, its guests or invitees, which sum shall be in addition to any Fees paid or payable to the Library.

6. Conduct of Event. The Client, or the representative of the Client who executed the Rental Agreement on behalf of the Client, must be in attendance at the Facilities for the duration of the Event. The Client shall conduct the Event in a lawful and orderly manner and shall not do, or permit anything to be done to or at the Facilities that may become a nuisance, annoyance, or cause damage or inconvenience to the Library, Library patrons or the Facilities. The Library, and its managers and employees, in their sole discretion shall determine what constitutes a nuisance, annoyance, damage, or inconvenience and the extent of the Client's responsibility for such matters, and the Library's decision in this respect shall be final. The Library may issue any orders or directions that the Library determines are necessary or advisable with respect to any nuisance, annoyance, damage, or inconvenience and the Client shall forthwith comply with same. The Client shall ensure that any public address system, music, or entertainment does not exceed levels of volume, which the Library, in its sole discretion, finds reasonable, nor which exceeds municipal standards.
7. Default by Client. The Client expressly waives any and all rights that it may have against the Library for the termination of its Rental Agreement and agrees that the Client shall make no claim against the Library arising from such termination and without limiting the forgoing, shall make no claim with respect to loss of profits, loss of economic opportunity, or consequential damages. The termination of a Rental Agreement pursuant to this section shall not prejudice any claims that the Library may have against the Client.
8. Release and Indemnity.
 - a. The Client agrees that the Library, and its officers, directors, members, employees and agents, including the City of Kingston, (collectively, the "**Library Group**") shall not be liable for any bodily injury to or death of, loss or damage to any property belonging to, the Client or its employees, invitees, or guests or any other person in, on, or about the Facilities, or for any interruption in the Event carried on in the Facilities.
 - b. The Client releases and discharges each of the Library Group from any and all actions, causes of action, claims, damages, demands, expenses, and liabilities which the Client now or hereafter may have, suffer, or incur, notwithstanding that the negligence or other conduct or omission of the Library Group or anyone for whose conduct the Library Group is responsible may have caused or contributed to such matter.
 - c. The Client hereby agrees to indemnify and save harmless each of the Library Group in respect of all claims of any nature and kind including, without limitation, claims for bodily injury or death, property damage, infringement of royalty rights,

charges, slander, sedition and subversion which may occur as a result of public performance, actions or speeches, or other loss or damage arising from the Event or any act or omission of the Client or any agent, employee, invitee, or guest of the Client, and in respect of all costs, expenses, and liabilities incurred by the Library in connection with or arising out of such claims, including legal fees, disbursements and the expenses of any actions or proceeding pertaining thereto, and in respect of any of its covenants and obligations under this Policy. This indemnity shall survive the expiry of termination of the Rental Agreement without limitation of time.

- d. If the Library is restricted from or unable to supply the Facilities on the applicable rental date or during all or any portion of the Rental Hours for reasons beyond the reasonable control of the Library, including but not limited to governmental action, strikes, lock-outs, failure of utility services, fire, earthquake, wind, lightening, insurrection, interruption or delay in the supply of goods and services to the Library due to reasons beyond the reasonable control of the Library, the Client releases the Library from all liability, costs, expenses action, claims, or suits. If the Library is unable or restricted from providing the Facilities for any other reason, the Client does hereby acknowledge and agree that the Library's maximum liability arising from costs, expenses actions, claims, or suits which the Client may have either in law or equity is limited to an amount equivalent to the Fees as set out in this Policy.
 - e. The Facilities are made available in an "as is" condition. The Library makes no representations, express or implied, regarding the condition, suitability or profitability of the Facilities for any purpose including the Event.
9. Alcohol. The Client acknowledges that the Library is not licensed to sell alcohol. With the prior written consent of the Library, a Client may apply to the Alcohol and Gaming Commission of Ontario (AGCO) Ontario for a special occasion permit for the consumption of alcohol. With all such applications to the AGCO, the terms of the City of Kingston Municipal Alcohol Policy must be followed, including the requirement that the Client obtain appropriate insurance.
10. Smoking. Any smoking, vaping or similar consumption of any substance including, without limitation, tobacco and cannabis products, is expressly prohibited in any area of the Library, including the Facilities. (See Section 4.1.1 for Smudging)
11. Gambling. Any gaming or games of chance, including bingo and lotteries, are expressly prohibited at any Event held at the Facilities.

12. Sales of Goods and Services; Fundraising. The sale of any goods and/or services, including, for certainty, charitable fundraising activities, (collectively, “**Sales**”) on Library premises is expressly prohibited, except as follows:
- a. Sales by a commercial organization or entity that has entered into a co-sponsorship agreement with the Library;
 - b. Sales by community organizations or non-profit organizations that have received written authorization from the Library;
 - c. Sales for the purpose of charitable fundraising by any organization or individual who has received written authorization from the Library; or
 - d. Sales of books in the context of a book launch Event.
13. Publicity and Advertising. The Client will be required to specify its full name or title in any publicity campaign or advertising for Events to be held at the Facilities. All advertising must identify the Facilities as the “Kingston Frontenac Public Library – [Branch Name]”. All advertising, including via social media, must be approved in writing by the Library before being published, posted or otherwise made available to the public.

5. General

1. Entire Agreement. The Rental Agreement, together with all schedules and exhibits appended thereto, constitutes the entire agreement between parties and the parties agree that there are no representations or warranties, express or implied, statutory or otherwise and no collateral agreements or conditions hereto affecting the Rental Agreement or stipulated hereby other than as expressly set forth or referred to herein.
2. Amendments. No amendment or waiver of the Rental Agreement shall be binding unless executed in writing by the parties to be bound thereby. No waiver of any provision of the Rental Agreement shall constitute a waiver of any other provision, nor shall any waiver of any provision of the Rental Agreement constitute a continuing waiver unless otherwise expressly provided.
3. Assignment. The Rental Agreement is not assignable in whole or in part by the Client, but may be assigned in whole or in part by the Library.
4. Time of the Essence. Time shall be of the essence of the Rental Agreement.
5. Applicable Law. The Rental Agreement shall be governed by and interpreted in accordance with the laws of the Province of Ontario and the laws of Canada, as applicable. The parties hereby irrevocably attorn to the exclusive jurisdiction of the courts of Ontario sitting in Kingston with respect to any matter arising under or related to this Agreement.

6. Successors and Assigns. The Rental Agreement shall enure to the benefit of and be binding upon the parties hereto and their respective heirs, executors, administrators, successors and permitted assigns.
7. Headings. The captions appearing in the Rental Agreement, and in particular, in this policy, are inserted for convenience of reference only and shall not affect the interpretation of the Rental Agreement.
8. Gender and Number. The Rental Agreement is to be read with all changes of gender or number required by the context.
9. Severability. If any covenant or provision contained in the Rental Agreement, including without limitation, in this policy, is determined to be void or unenforceable in whole or in part, it shall not be deemed to affect or impair the enforceability or validity of any other covenant or provision of the Rental Agreement or any part thereof.
10. Schedules. Each of the schedules attached to the Rental Agreement are hereby incorporated into the Rental Agreement and form a part thereof. All terms defined in the body of the Rental Agreement and/or each of the schedules thereto, as may be applicable, shall have the same meaning in each of the other schedules attached hereto.
11. Execution in Counterpart and Electronic Signatures. The Rental Agreement may be executed in counterparts, each of which when so executed shall be deemed to be an original and such counterparts together shall constitute one and the same instrument and shall be effective as of the date hereof. The Rental Agreement may be transmitted electronically by scan or facsimile and the reproduction of signatures by scan or facsimile will be treated as binding upon the parties as if originals.

6. Attachments

Appendix A: Room and Event Space Rental Application Form

Schedule A: Rental Fee Schedule

Schedule B: Security Fee Schedule

Schedule C: Equipment Fee Schedule

7. Document Control

Last Reviewed: February 2021

Next Review: February 2025