

Agenda

Regular Meeting # 2021-05
Kingston Frontenac Public Library Board
Wednesday, May 19, 2021 – 4:30 PM
Virtual Meeting - Zoom

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

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

Consent Agenda

4. Adoption of Minutes
 - 4.1. Regular KFPL Board Meeting #2021-03 of March 17, 2021 (attached) (*brought forward from April 2021*)
5. Information Items
 - 5.1. Correspondence/Information Received and Sent – no correspondence to report
6. Monitoring Reports
 - 6.1. Communication and Counsel
 - 6.1.1. Chief Librarian's Report (attached)
 - 6.2. Annual Report (attached) (*brought forward from April 2021*)
 - 6.3. Financial Condition (1st Quarter 2021) (attached) (*brought forward from April 2021*)
 - 6.4. Treatment of Public (attached) (*brought forward from April 2021*)
 - 6.5. Staff Relations and Volunteers (attached)
 - 6.6. Statistical Report (1st Quarter 2021) (attached)

- 6.7. Asset Protection: Audit (see 10.1)
- 6.8. Director / Manager Report – Human Resources (see 14)
- 7. Motion to accept consent agenda (motion)

Action Agenda

- 8. Business Arising from the Minutes
- 9. Items Removed from the Consent Agenda
 - 9.1.
- 10. Action Items
 - 10.1. Audit Approval Consent (2020 Draft Financial Statements) - Presentation by KPMG (motion to receive the audit)
 - 10.2. Policy Review
 - 10.2.1. Health and Safety related policies (report attached)
 - 10.2.1.1. Occupational Health and Safety (policy attached) (motion)
 - 10.2.1.2. Workplace Harassment (policy attached) (motion)
 - 10.2.1.3. Workplace Violence Prevention (policy attached) (motion)
 - 10.2.2. Anti-Nepotism (report and policy attached) (motion)
 - 10.2.3. Criminal Record Checks (report and policy attached) (motion)
 - 10.2.4. Standards of Conduct for KFPL Employees (report and policy attached) (motion)
 - 10.2.5. Volunteer (report and policy attached) (motion)

Items for Discussion / Exploration (none this month)

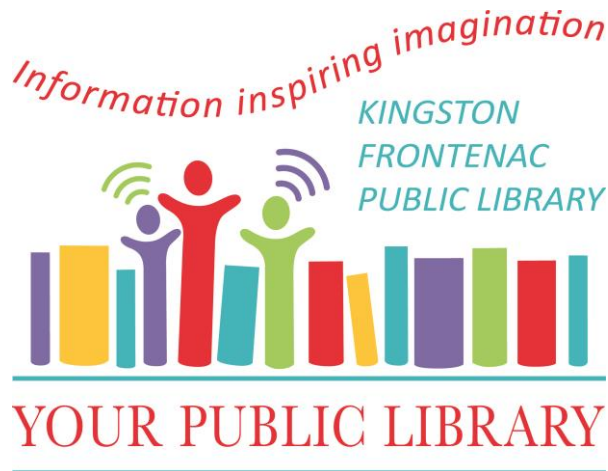
Other Business

- 11. Organizational Design Changes (report attached)
- 12. Central Branch Renovations Update
- 13. COVID-19 Operations Update
- 14. Workplace Inclusion Charter Update
- 15. Board Self-Evaluation Update

Adjournment / Next Meeting

Regular Board Meeting: 4:30 PM, Wednesday, June 16, 2021, location TBD

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 #2021-03 of the Kingston Frontenac Public Library Board

March 17, 2021 - 4:30 PM (unconfirmed)

Virtual Meeting – Zoom

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

Staff Present: Liz Coates (Manager, Branch Operations), Kimberly Sutherland Mills (Manager, Programming and Outreach), Bill Purvis (Technical Support), Shelagh Quigley (Director, Human Resources), Amy Rundle (Recording Secretary)

Regrets: Councillor Robert Kiley, Kamryn Marsh

Others Present: Heather Mitchell (Supervisor, Ontario Works, City of Kingston) (left at 4:50 PM)

1. Call to Order

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

2. Adoption of the Agenda

2021-12 Revill - Moody

That the agenda be adopted as distributed.

Carried

3. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

4. Presentation: Heather Mitchell, Supervisor, Ontario Works, City of Kingston to discuss local EarlyON programs

H. Mitchell provided background information on the EarlyON initiative and talked about the local programs. It was also noted that EarlyON staff are always interested in new collaborations and partnerships in the community. Staff reported that an official partnership with EarlyON at the Central branch was discussed but didn't work out. However, the EarlyON group from Rideau Heights Public School has built strong connections with staff at the Rideau Heights branch, and the Children's Services Librarian visits each EarlyON site at least once each year.

H. Mitchell was thanked for her presentation and left the meeting at this time. (4:50 PM)

Consent Agenda

5. Adoption of Minutes

5.1. Regular KFPL Board Meeting #2021-02 of February 17, 2021

6. Information Items

6.1. Correspondence/Information Received and Sent

- 6.1.1. To Franceen Neufeld, a letter dated March 3, 2021, regarding the appeal of the staff decision to retain Irreversible Damage in the collection, summarizing the Board's discussion and decision to retain the book in the collection.

7. Monitoring Reports

7.1. Communication and Counsel

- 7.1.1. Chief Librarian's Report

7.2. Annual Report

8. Motion to accept consent agenda

2021-13 Nossal - Platz

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. Policy Approval

11.1.1. Collection Development (*brought forward from February 2021*)

2021-14 Revill - M. Kerr

That the Board approve the Collection Development Policy.

Carried

Items for Discussion / Exploration – no items this month

Other Business

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

D. Kerr noted that the major intake of new Board members happens every four years, with occasional recruitment when vacancies arise. A brochure was created in 2018 to help prospective members understand the role before applying, but it wasn't well-circulated and many applicants didn't view it. M. Stewart added that members who resign mid-term often didn't understand the commitment before applying. Board members suggested adding information about the governance model, testimonials and more inclusive, accessible language. D. Kerr stated that the brochure can also be used to ensure consistent communication on the City and County websites and provide a basis for a letter to nominating groups. D. Kerr will circulate an updated document for further suggestions. L. Carter suggested that Board members look at the Governance Hub website for explanations of the role and stated that staff can complete formatting once the content is developed. It was noted that two separate documents might be needed – one for initial recruitment and another with more in-depth information.

13. Central Branch Renovations Update

D. Kerr reported that the Central Branch Renovation Committee hasn't met since the last Board meeting, but the Committee continues to receive bi-weekly updates from the Project Manager via email. Progress has been made and the final construction-related hurdle is the balancing report which has been reviewed by the consultant and passed back to the sub-contractor for final corrections.

14. Radon Update

No new information to report at this time.

15. COVID-19 Operations Update

L. Carter reported that since the last meeting, the Rideau Heights branch has reopened on Saturdays from 10 to 2. Senior staff are waiting to see if a third wave develops with the new variants of concern before returning to full hours of operation. Ms. Carter noted curbside pickup will continue at some rural locations due to the limited space inside buildings and the difficulties faced by the Townships to meet cleaning requirements for open hours.

16. Policy Checklist

The updated policy checklist is included in the agenda package.

Adjournment / Next Meeting

The next regular Board Meeting will be held at 4:30 PM, Wednesday, April 21, 2021, Meeting Room #1, Central Branch.

There being no further business, it was moved by A. Reville to adjourn at 5:13 PM.

Signatures:

Monica Stewart, Chair

Amy Rundle, Recording Secretary

Monitoring Report to the Board

Executive Limitations L9: Communication and Counsel

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

Accordingly, the Chief Librarian may not:

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

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

- Financial Condition (1st Quarter)
- Treatment of Public
- Treatment of Staff and Volunteers

- 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.**

There are no such items.

- 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

Date: May 11, 2021

Laura Carter, CEO/Chief Librarian

Meetings, conferences and events attended by the CEO or delegate

Date	Meeting
March 22	D. Kennedy, L. Foulds, City of Kingston
March 24	Community Check-In, Facilitated by Rob Wood (Zoom)
March 26	Annual Institute on Library as Place Conference Planning Committee
April 7	Friends of the Library Board Meeting
April 9	Chief Executives of Large Urban Public Libraries Meeting (CELUPL)
April 9	Federation of Ontario Public Libraries, Development Charges Workshop
April 14	Community Check-In, Facilitated by Rob Wood (Zoom)
April 14	United Way Workplace Awards Luncheon
April 16	Annual Institute on Library as Place Conference Planning Committee
April 20	Librarians' Meeting
April 21	Union-Management Committee Meeting
April 29	Canadian Urban Libraries Council (CULC) Meeting
May 4	Joint Health and Safety Committee Meeting
May 5	Community Check-In, Facilitated by Rob Wood (Zoom)
May 11	Mayor Paterson

Incident Reports (May 2021 Board Agenda)

Incident #	Title	Branch	Date
2021-100	Assistance – injured person outside library before opening, ambulance called	CP	05/08/2021
2021-058	Assistance - Kingston Police looking for suspect in library	IT	03/17/2021
2021-092	Assistance - minor car accident in library parking lot	IT	04/29/2021
2021-068	Assistance - patron found sleeping outside library, Home Base Housing and local shelters contacted, patron was verbally abusive to security	IT	03/25/2021
2021-060	Assistance – patron reports being hit and robbed, mental health team and police responded	CP	03/17/2021
2021-070	Assistance - patron returns after soon after closing to retrieve bag	CE	03/26/2021

Incident #	Title	Branch	Date
2021-050	Assistance – patron upset and incoherent, mental health team and police called	CE	03/11/2021
2021-066	Assistance - person in distress in parking lot, mental health team contacted to perform wellness check	CE	03/24/2021
2021-054	Behaviour – agitated patron complains about issues with library technology	SY	03/16/2021
2021-075	Behaviour - attempted assault at Turner front doors	IT	04/07/2021
2021-089	Behaviour – computer patron ignored physical distancing protocols when leaving branch	CE	04/27/2021
2021-061	Behaviour - group of teens fighting outside library	IT	03/18/2021
2021-072	Behaviour – inappropriate behaviour in study room, patrons asked to leave	CE	03/29/2021
2021-082	Behaviour - inappropriate viewing material on public computer	CE	04/21/2021
2021-080	Behaviour - mask compliance issue	PI	04/15/2021
2021-083	Behaviour - mask compliance issues with patron	CP	04/24/2021
2021-099	Behaviour – non-compliance with COVID safety protocols	CE	05/06/2021
2021-094	Behaviour – non-compliance with COVID safety protocols, angry and disruptive when asked to leave	CE	05/03/2021
2021-067	Behaviour - patron angry about computer access	IT	03/25/2021
2021-064	Behaviour - patron angry about computer access, aggressive toward security when asked to leave	IT	03/23/2021
2021-074	Behaviour – patron disrespectful to staff at curbside	IT	04/06/2021
2021-078	Behaviour – patron frustrated with curbside setup left angrily in car	IT	04/12/2021
2021-090	Behaviour - patron ignored physical distancing protocols when leaving branch	CE	05/01/2021
2021-084	Behaviour - patron in warming/cooling area not following COVID protocols	CE	04/24/2021
2021-076	Behaviour – patron not wearing mask at curbside pickup	PI	04/08/2021
2021-079	Behaviour - patron not wearing mask, medical exemption	PI	04/13/2021
2021-085	Behaviour - patron walks past patrons being served and into the foyer	CE	04/24/2021

Incident #	Title	Branch	Date
2021-077	Behaviour - person wanting access to RHPS to collect purse	RH	04/09/2021
2021-057	Behaviour - teens asked to leave (mask compliance)	IT	03/17/2021
2021-059	Behaviour - teens fighting outside library, police called	IT	03/17/2021
2021-087	Facilities - alarm malfunction, reported to company	CP	04/24/2021
2021-055	Facilities - alarm not set	WI	03/16/2021
2021-052	Facilities - alarm not set	PL	03/13/2021
2021-088	Facilities - broken beer bottles	CP	04/26/2021
2021-069	Facilities - broken water pipe	IT	03/24/2021
2021-081	Facilities - curbside sign blew over	PI	04/20/2021
2021-093	Facilities - discarded heater on library property	CP	05/03/2021
2021-063	Facilities - dropbox vandalism	CP	03/22/2021
2021-062	Facilities - gasoline smell in the basement	CE	03/19/2021
2021-101	Facilities - graffiti	RH	05/10/2021
2021-097	Facilities - graffiti	CP	05/06/2021
2021-065	Facilities - motion alarm	CE	03/23/2021
2021-073	Facilities - patrons complaining about warm temps	IT	03/30/2021
2021-056	Facilities – pile of sand on desk	SL	03/16/2021
2021-098	Facilities – syringe disposal	CE	05/06/2021
2021-091	General – patron entered lobby to use pay phone, was told the phone was not available for use	IT	05/01/2021
2021-095	General - patron failed screening	CE	05/04/2021



May 2021

Programming & Outreach

- ▶ Shayla Bradley joined KFPL in a temporary role as **Publicity Assistant**. Reporting to Kimberly, Shayla will take the lead on our **social media and marketing initiatives**, with a focus on increasing engagement across rural communities and with non-users and infrequent users.
- ▶ Supported by the Frontenac Community Futures Development Corporation, KFPL is working with **a Frontenac-based videographer** to create a series of videos **highlighting creators** based in communities across the County. The videos will serve as both virtual programs and a means to increase visibility of some of the talented people living and working in our service area. **The series will be released through July and August.**
- ▶ Our **KFPL Live speakers' series** will be **revamped in fall 2021** using community feedback gathered over the winter. Four new series will focus on the most popular areas of interest – **arts and culture, food and gardens, health and science, and climate change**. Staff will strive to incorporate Indigenous voices and knowledge into those series when possible, and we will be formalizing our current efforts around Indigenous-focused programs with two series to engage the broader community featuring Indigenous writers and speakers on Indigenous history and current issues.
- ▶ **If pandemic restrictions allow**, outdoor in-person children's programs will be offered through the summer through our popular **Stories in the Park/Square events**. Staff have set in place registration protocols to keep limits within what is allowed for outdoor gatherings and to facilitate contact tracing.

Services and Collections

- ▶ We received a Community Investment Fund to support a new partnership with the Alzheimer's Society. New **"Reminiscing Kits"** will soon be available to loan to patrons who are **caregivers of loved ones with dementia**. Each kit will include books, manipulatives and games that were selected by the Society's staff to provide engaging activities. The Society will also be providing training to all KFPL staff on dementia-friendly service. Kits will be available at every branch.
 - ▶ On Saturday, April 3, KFPL branches **returned to curbside pickup** under the provincial Stay-at-Home order. In addition to curbside pickup, the Central branch also offers computer access, printing/photocopying and a cooling/warming centre.
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Key Activities & Highlights – May 2021

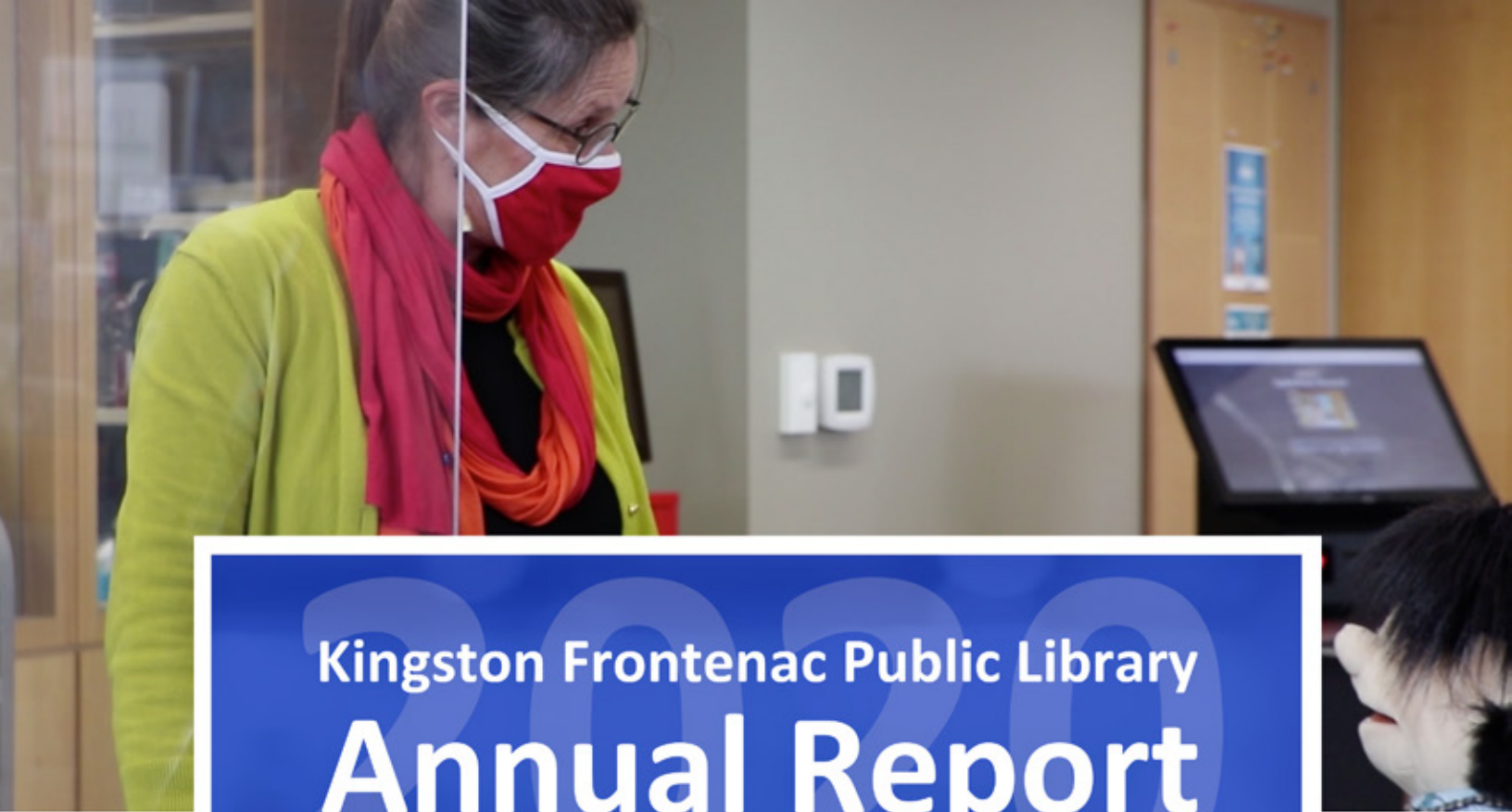
- ▶ **Mystery Packs** proved to be popular once we moved back into curbside pickup. Based on feedback from both customers and staff, we've made improvements like **additional categories, larger batches, and a comments field** for more information.
 - ▶ The Library's **May We Suggest** program which offers personalized reading recommendations also increased in popularity during lockdown with 25 patron requests since the beginning of April.
 - ▶ Internally, we launched the first in a series of **training challenges for staff**, a customer service video and activity about connecting with patrons during the pandemic.
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Staff News

- ▶ Lester Webb and Lori O'Connor attended the **VUsers virtual conference**.
 - ▶ KFPL **volunteers** received gift baskets in recognition of **Volunteer Week**.
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Facilities

- ▶ On April 12, Andrew Morton and Nicole Charles took a **tour of the library space at Kingston Secondary School (KSS)**.
 - ▶ Continued coordination with City of Kingston building services in regards to **Bishop's House envelope upgrades**, Isabel Turner Branch curtain wall upgrades, and Pittsburgh Branch servicing.
 - ▶ Coordination with Frontenac County Townships in regards to email issues in Central Frontenac and alarm issues in Frontenac Islands.
 - ▶ Addressed small gas leak at main service at Central Branch while coordinating the new gates for the gas enclosure.
 - ▶ Completed filter changes and summer start-ups of mechanical systems in urban branches.
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Kingston Frontenac Public Library Annual Report



“Based on today’s Amazon pricing: I have saved \$277.61 in the month of January by choosing the @KFPL over online shopping. That’s 13 books for me, not including the other books for C. I wonder what it will be by the end of 2020. Not exactly sure who needs to hear this, but do yourself a favour & get a library card! It's not just about the books - there are so many other perks. My fav from @KFPL >> FREE access to Lynda.com, Museum & Park passes, Audiobooks ...+ more!”

“Wow the @KFPL selection continues to blow my mind. I haven't had to buy books in a while cause of my library. Libraries are important folks! #ygtk”



This report chronicles an extraordinary year (to say the least!). The COVID-19 pandemic required a 12-week closure of all 16 of our physical locations from mid-March to early June, and near constant reinvention of our programs and services.

Despite these challenges, Kingston Frontenac Public Library staff have provided the best public library service under the circumstances, and excellent library service by any measure.

Our staff have shown incredible resilience and have continued to work innovatively and collaboratively, both in response to the pandemic and to advance initiatives to make a difference in our community.

I am pleased to present KFPL's 2020 Annual Report, and am extremely proud to lead this incredible organization.

Sincerely,

Laura Carter
Chief Librarian/CEO

Message from the Chief Librarian

“All the libraries, whenever I go in, have such a great atmosphere. I really think the staff must love what they do!”

“Just wanted to thank you for the great help I received at the main branch, both in person and on the phone about downloading audiobooks. I'm a real rookie and the 2 ladies I talked to were most helpful and patient.”

New year, new opportunities



The Friends of the Library Create Space



In January, KFPL launched The Friends of the Library Create Space. Sewing machines, Cricut makers, photo scanners, video transfer stations, and more were made available free of charge to support our community's creativity and skill-building.

Weekly Art Hive programs and hands-on workshops provided guidance as our patrons explored new activities.



“This is really cool - you can use a sewing machine, cricut, button maker, 3D printer..and even the technology to transfer those home videos to digital. Thank you @FriendsofKFPL for this fantastic addition to @KFPL Central! #loveyourlibrary”

“This is so cool!! I'm happy to know sewing machines are available thru my public library ♥”

Brain Storm Speakers' Series

The Gut-Brain Axis: Fact or Fiction?

KFPL partnered with the Queen's Centre for Neuroscience Studies (CNS) for our newest event series. Brain Storm featured student research into the inner workings of the brain and its impact on health and well-being.

Brain Storm

Pop Up Programs

As labour disputes impacted local schools, we offered pop-up programming on rotating strike dates – keeping kids entertained and learning with LEGO builds, ukulele workshops, crafting and more.



Virtual reality programs

Virtual reality programming was introduced for teens and adults. Sharing this popular technology means entertainment and fitness for everyone!



Sensory Storytime

KFPL piloted a new sensory program for young children on the autism spectrum or with multi-sensory needs. Feedback from parents was gathered as staff planned an expansion of the program later in the year.

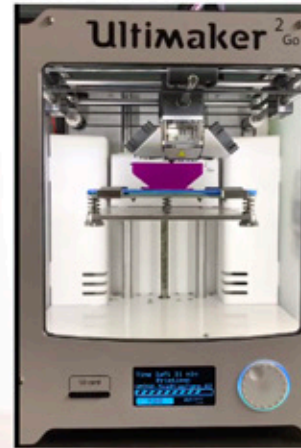


COVID-19 response

As the COVID-19 pandemic reached Ontario and public libraries across the province closed down, KFPL moved rapidly to provide access to as many library services as possible from home. We worked closely with other organizations to support local urgent projects.

Repurposing the Create Space

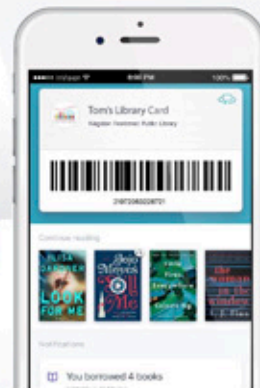
Our largest 3D printers were loaned to a team of Queen's medical students to print essential PPE for frontline health workers. Staff set up our smallest printer to create gadgets to fold bias tape so that community volunteers could more easily sew fabric masks for patients in local hospitals.



Increased access to digital resources

cloudLibrary was set to launch in late spring, but we unlocked it early to give patrons immediate access to more eBooks and eAudiobooks.

The switch to cloudLibrary provides KFPL patrons with a greater selection of titles. We now have access to the cloudLibrary collections of other Ontario libraries.



“At the age of 71, I have discovered reading books on a computer. Thank you for the cloud library. I can change the size of the print, hurray! I know what page I am on. Started using it and love it. Thank you, KFPL.”

“ I recently enjoyed my very first audiobook via cloudLibrary. I discovered I could multitask, playing Spider Solitaire on my PC, while comprehending the story. I'm hooked.”



With Ancestry providing free home access to their library edition, many newly inspired genealogists started exploring their roots. Our local history librarian created video tutorials to support patrons using this valuable research tool.

How to Access Ancestry Library Edition from Home

Ancestry Library Edition from home

Capturing the moment

Recognizing that everyone has seen their life change in some way during this unique time in history, our StoryMe project gathered pandemic stories and photos from community members.



Programs go virtual



Our staff quickly shifted from in-person to virtual programming, starting with Facebook groups and pre-recorded content, and gradually expanding to live events on Zoom. Patrons could connect to discuss books, meet authors, enjoy stories and songs with their children, and more.

“Today’s group was amazing!!!! It was so uplifting to take part in something that was so important to my well-being with my first son, and that had evaporated this time around. A massive thanks!!!!”



“We loved what you put together. My daughter asks for the "Library show" every day. Please keep doing what you are doing and know that your efforts are being enjoyed and are longed for.”



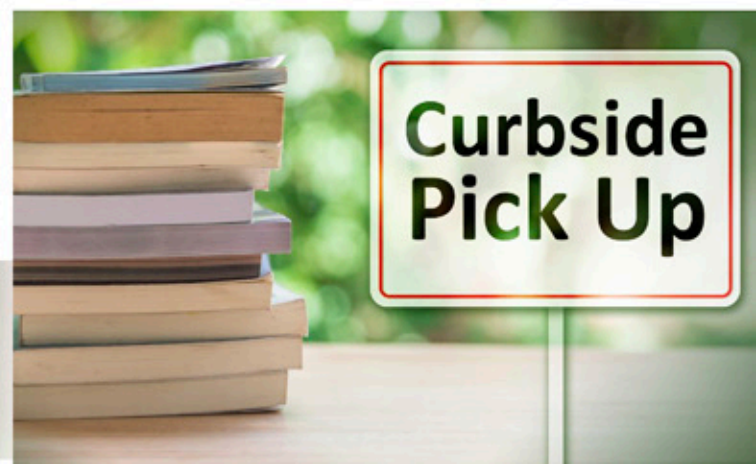
“I'm very grateful that the library is offering programs via video calls; the children really miss their activities and this is one way that they can still participate in them. As a high-risk person, I really appreciate it.”

Easier access to library services



Technology allowed us to continue service while our doors were closed, automating membership applications and using software that allowed staff to answer our phones from their own homes.

As our community began to open up, library staff prepared for curbside pickup and the monumental task of processing weeks of returns in only a few days. Logistics for quarantine, safe interactions and curbside pickup were developed.



“Just picked up a few books curbside for my nine year old. Perfect timing, she complained she was bored and when I brought out the books she was dancing with joy! KFPL has made it so easy to pick up books curbside, highly recommend!”

Global view, local action

Anti-Racism Resources



Local celebrations for Pride and Indigenous Peoples Day coincided with protests and increased attention to the Black Lives Matter movement, and our community turned to us as a trusted source of information.

“Thank you so much for providing us with a great list of books and resources on anti-racism. Good work!”



Here comes the sun

With the arrival of summer, our YouTube channel flourished with increased virtual programming. And as our community settled into a new, COVID-safe routine our branches began a gradual reopening.



Phased Re-Opening

Strategic response to community needs



The City of Kingston enacted new programs and spaces to draw residents downtown and support the local economy. KFPL pitched in with weekly Stories in the Square through August and early September, and invited families to StoryWalk the streets in October.

“I attended the stories in the square today with my 6 month old and it was wonderful!”

**“Our family had an excellent afternoon in downtown @cityofkingston completing the @KFPL Downtown Storywalk. Great afternoon with amazing Fall weather and experiencing everything our fantastic city has to offer!
#ykg #familytime #supportlocal”**

Hotspots for loan

With the pandemic pushing so many aspects of life online, internet access became even more essential. To help bridge a local gap in access, we began loaning wireless internet hotspots with the support of the Cameron & Laurie Thompson Fund at the Community Foundation of Kingston & Area.



“This made my day!”

“Fabulous idea!”

New community partnerships

Local concern about the growing climate emergency was not dimmed by the pandemic, and KFPL’s new community partnerships brought residents together to learn and share ideas.

Kingston Youth Climate Council Meeting



New programs for teens

In It to Win It



Our Teen Advisory Group worked with us to support their peers, launching a new by-teens and for-teens tutoring service and developing workshops to help youth cope.

“Thank you so much for offering this! It's a great way for us to add structure to the day.”

Casting Call

Burgeoning virtual programs emphasized the need for greater inclusivity and representation in our video content. Working with the City of Kingston, we launched a new process to engage community members from across our service area in marketing and creative projects.



“Please keep these videos available for a long time! We are already on viewing #2 of the day. Thank you very much for some great programming!”

No more fines



And as the year drew to a close, our Board decided to permanently eliminate overdue fines – another step to make the library accessible and inclusive to all.

Special thanks to the students from Amherstview Public School, École Catholique Cathédrale, Fairfield Elementary School, Lord Strathcona Public School, Module de l'Acadie, Polson Park Public School and Sydenham Public School who created many of the snowflakes displayed in windows across all 16 library branches.



“♥ this!! Strength based, people centred policy. Thanks@KFPL #Equity”

“Thank you @KFPL, this removes a significant access barrier for the most vulnerable in our community.”

“Thank you, @KFPL for being proactive and going fine free. This is great news for all of us.”

Our 2020 partners

ACFOMI • Black Luck Collective • Cataraqui Region Conservation Authority • City of Kingston • Community Response to Neighbourhood Concerns • County of Frontenac • Downtown Kingston • Friends of the Library • Frontenac Heritage Foundation • Juvenis • KEYS • King Con Collective • Kingston Association of Museums, Galleries and Historic Sites • Kingston Branch, Ontario Genealogical Society (Ontario Ancestors) • Kingston Historical Society • Kingston Indigenous Language Nest • Kingston Pride • Kingston WritersFest • Office of Justice, Peace and Integrity of Creation, Sisters of Providence • One Page Virtual Literary Series • Ontario Parks • Queen's Centre for Neuroscience Studies • Queen's Connections Engineering Outreach • Queen's Office of Indigenous Initiatives • Science Rendezvous • Scientists in Situ • Student Engagement Office, Queen's University • Sustainable Kingston • Tone Deaf • United Empire Loyalists Association of Canada (UELAC) • Women in Science at Queen's (WiSQ) • and several downtown Kingston businesses who took part in our StoryWalk.

Our funders and donors

Library service is funded by the City of Kingston, County of Frontenac and Province of Ontario through your tax dollars. The Kingston Frontenac Public Library appreciates your support as well as that of the Friends of the Library and the many donors who help to fund programs and other initiatives outside the scope of our operating budget.

More than 60 people/organizations donated a total of \$14,406.81 in 2020.



2020 operating budget & expenditures (unaudited)



83%	City of Kingston	\$6,631,582
11%	County of Frontenac	\$863,489
4%	Province of Ontario	\$297,138
1%	Room Rental, Fines, Photocopier	\$48,699
1%	Grants, Donations and Other	\$80,749

Total Revenue	\$7,921,657
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72%	Salaries, Wages and Benefits	\$5,283,963
13%	Library Collection Materials	\$952,418
8%	Program-Related	\$557,910
3%	Utilities (including telephone)	\$244,737
3%	Facility-Related	\$211,370
1%	Computers and Equipment	\$76,329

Total Expenditures	\$7,326,726
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Surplus/(Deficit)	\$594,931
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“Wow - late fines will be permanently eliminated at KFPL as of January 2021. What a great start to a new year! Books for everyone!”

2020 statistics

1,202,178
Checkouts
(Digital & Physical)



51,173
Library
Card Holders

4,386
New
Members



718,479
Items Borrowed

829,926
Visits

www.kfpl.ca



37,647
Internet/WiFi Uses

483,699

Digital Checkouts



Top eAudiobook
Becoming
by Michelle Obama

Top eBook
**Where the
Crawdads Sing**
by Delia Owens

Top Movie
The Gentlemen

Top Magazine
The Economist

Top Album
2020 GRAMMY® Nominees



Top Book
A Better Man
by Louise Penny



Top DVD
**Once Upon a Time
in Hollywood**



Top Language Learned Online
French



10,171
Program
Participants



28,135
Views on
YouTube

"I just wanted to say how much my son and I are enjoying these virtual sessions. It's provided us with book recommendations and exposed us to music and nursery rhymes I haven't heard before. I imagine there's a lot of work behind the scenes and I just wanted to let you know that we appreciate it very much."

KFPL Board 2020



Trustee

Kate Betts-Wilmott

David Kerr

Mark Kerr

Councillor Robert Kiley

Kamryn Marsh

Louise Moody

Natalie Nossal (Vice-Chair)

Holly Platz

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Jennifer Ross

Monica Stewart (Chair)

Appointing Body

Kingston City Council

Kingston City Council

Kingston City Council

Kingston City Council

Kingston City Council

Frontenac County Council

Frontenac County Council

Kingston City Council

Frontenac County Council

Kingston City Council

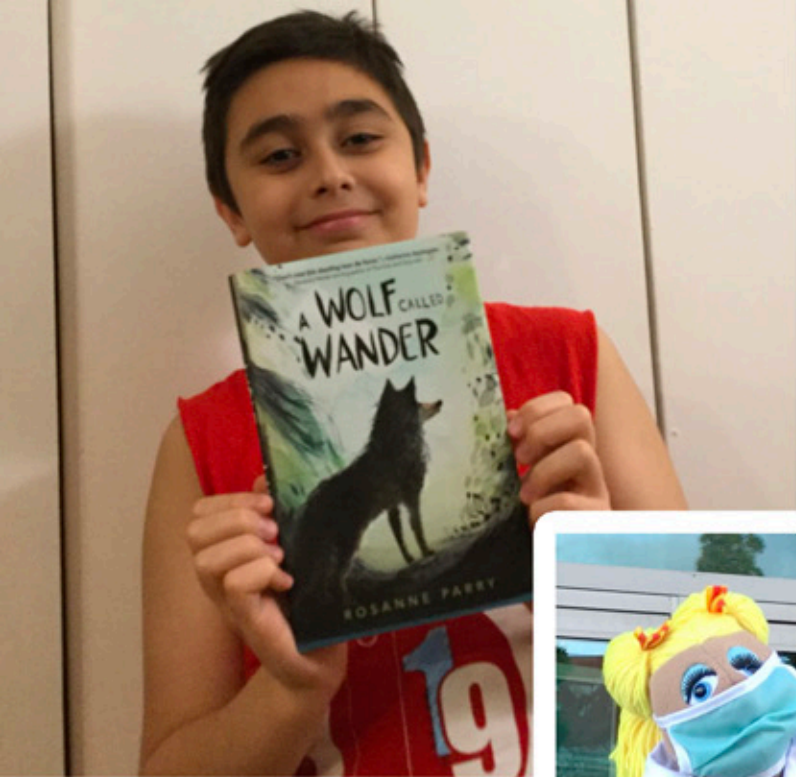
Kingston City Council

Statistics

	Patron Queries	Items Borrowed	Internet/WiFi Use
Arden	1,103	3,807	879
Calvin Park	6,294	138,577	13,647
Central	11,958	98,908	20,549
Cloyne	676	3,939	1,953
Hartington	809	3,561	515
Howe Island	125	1,840	147
Isabel Turner	10,476	190,908	18,439
Mountain Grove	231	1,356	160
Parham	731	2,039	89
Pittsburgh	2,806	40,166	799
Plevna	325	1,439	1,612
Rideau Heights	1,036	17,366	1,953
Sharbot Lake	1,383	6,068	1,240
Storrington	177	5,982	123
Sydenham	797	23,731	1,387
Wolfe Island	1,016	4,286	465
System-Wide	8,863	174,506	
Total	48,806	718,479	63,957



“Just went inside the #library for the first time in 4.5 months! I was only there for 5 minutes to pick up a hold, but it felt like a huge honour and privilege!”



“Happiness is getting your @KFPL card in the mail after months of worrying how I was going to be able to pick it up. It doesn’t take much to make me happy, and a library card is one of the best things ever!”

www.kfpl.ca

An accessible version of this document is available upon request.

Monitoring Report to the Board

Executive Limitations Policy L-5: Financial Condition: First Quarter 2021

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, he or she 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 March 31, 2021 shows that expenses were at 25% while revenues came in at 24%. This is consistent with previous years, and is due to a number of pre-paid expenses, such as materials processing fees from Library Services Centre and annual service agreements for products such as the Integrated Library System (ILS) and other software used by the Library. The Public Library Operating Grant (PLOG) has not yet been received from the province.

- 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 March 31, 2021 shows that expenses were at 25% while revenues were 24%. It is anticipated that the revenues will be equal to or greater than expenses in Q2. Self-generated revenues are lower than forecasted this quarter because of pandemic-related reductions in service.

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. The reserves have been approved by the Board and municipal councils.

Compliance will be demonstrated when:

- a) the reserves are used for the purposes designated by the Board and municipal councils, and
- 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 funds have been used for specific purposes approved by the Library Board and municipal councils.

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 accounts 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, 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, and
- c) the auditor reports that no falsified information is uncovered by a random sampling of filing.

Evidence:

1. 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.
2. The 2020 “Annual Public Library Statistics” submission deadline was April 30, 2021. It was submitted on April 22, 2021. This survey is a condition of the Library receiving the Public Library Operating Grant from the Province later in the year.
3. The auditors will present the 2020 audited financial statements at the May 19, 2021 meeting.

7. Make a single purchase or commitment of greater than the amount allowed in the Purchasing Procedure.

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 without the required authorities.

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 March 31, 2021 has been provided to the Library Board at the May 19, 2021 meeting.

I report compliance.

I hereby present my monitoring report on Executive Limitation Policy L-5, Financial Condition: 1st Quarter 2021. I certify that the information contained in this report is true.

Signed copy on file

Date: May 11, 2021

Laura Carter, CEO/Chief Librarian



Kingston Frontenac Public Library Budget Variance Report March 31, 2021

2020 Comparison

Description	Actuals Q1 2021	2021 Budget	Variance \$	Actuals to Budget %	Actuals Q1 2020	Actuals to Budget %
EXPENSES						
Salaries and wages	720,857	3,133,868	-2,413,011	23%	663,859	21%
Part-Time Wages	224,693	1,126,490	-901,797	20%	316,131	29%
Pages Part-Time Wages	54,685	306,260	-251,575	18%	69,005	23%
Overtime	2,466	31,432	-28,966	8%	8,528	28%
Payroll benefits	309,191	1,397,729	-1,088,539	22%	314,602	23%
Retirees benefits	17,544	67,861	-50,317	26%	14,287	28%
WSIB	0	300	-300	0%	-	0%
Total Staff Costs	1,329,437	6,063,941	-4,734,504	22%	1,386,413	23%
Adult popular mat'ls	148,179	415,630	-267,451	36%	153,422	37%
Child/youth pop mat'ls	68,145	170,200	-102,055	40%	56,848	33%
Electronic resources	16,924	147,500	-130,576	11%	39,538	29%
Serials	22,417	42,000	-19,583	53%	40,455	99%
Collection databases	79,643	127,365	-47,722	63%	78,554	65%
Total Material	335,308	902,695	-567,387	37%	368,816	41%
Office Supplies	9,925	60,000	-50,075	17%	10,543	18%
Computer Supplies	963	5,000	-4,037	19%	2,192	44%
Vehicle repairs & maintenance	521	5,000	-4,479	10%	93	2%
Vehicle fuels and lubricants	1,946	9,400	-7,454	21%	1,332	14%
Computer Equipment	903	70,000	-69,097	1%	4,098	6%
Software	2,687	9,000	-6,313	30%	4,017	45%
Furniture and fixtures	57	14,250	-14,193	0%	8,673	61%
Advertising	2,678	9,000	-6,322	30%	3,008	33%
Telephones/Cell Phones	6,228	34,889	-28,661	18%	6,205	18%
Internet Connectivity	9,585	37,000	-27,415	26%	8,026	18%
Fees, subscription, membership	5,225	10,850	-5,625	48%	6,339	61%
Mileage	767	11,600	-10,833	7%	612	5%
Education and training	7,437	40,600	-33,163	18%	15,049	37%
Misc Expense	431	7,000	-6,569	6%	4,521	48%
Delivery, postage & shipping	445	10,000	-9,555	4%	1,023	10%
Cash over (short)	-0	0	0	0%	60	0%
Professional services	0	26,500	-26,500	0%	-	0%
Contracted services - system wide	195,105	302,569	-107,465	64%	164,680	59%
Programs	4,231	24,500	-20,269	17%	5,575	23%
Equipment rentals	2,531	12,700	-10,169	20%	3,139	23%
Interest & Service Charges	360	2,500	-2,140	14%	154	6%
Allocated Insurance	5,495	20,000	-14,505	27%	4,805	24%
Total System-Wide	257,520	722,359	-464,839	36%	254,145	36%
Facilities						
Protective Clothing	540	2,025	-1,485	27%	1,204	60%
Cleaning supplies	3,925	28,700	-24,775	14%	5,452	26%
Tools & Equipment	0	3,200	-3,200	0%	1,796	41%
Furniture and equipment	0	7,550	-7,550	0%	-	0%
Repairs & maintenance	2,723	6,500	-3,777	42%	421	3%
Water and Sewer	2,195	12,575	-10,380	17%	2,495	17%
Natural Gas	21,460	55,438	-33,978	39%	18,866	32%
Electricity	41,164	207,984	-166,819	20%	46,546	22%
Contracted Services	36,603	164,250	-127,647	22%	31,510	20%
Total Facilities	108,610	488,222	-379,611	22%	108,290	22%
Total Expenditures	2,030,875	8,177,217	-6,146,341	25%	2,117,664	26%
REVENUES						
Provincial Subsidy	0	-297,138	297,138	0%	-	0%
Project Grants	-5,137	-30,000	24,863	17%	- 9,758	33%
Printer/Photocopier Revenue	-1,335	-23,465	22,130	6%	- 5,112	17%
Fines/Damages	-855	-14,000	13,145	6%	- 14,739	16%
Non-Resident Fees	-1,183	-9,289	8,106	13%	- 2,144	23%
Facility Rentals	0	-45,000	45,000	0%	- 9,449	17%
Donations	-5,952	-10,000	4,048	60%	- 54,525	779%
Expenditure Recovery	-22,042	-40,000	17,958	55%	- 13,726	34%
Miscellaneous Revenue	-6,871	-10,000	3,129	69%	- 7,945	59%
County of Frontenac	-221,626	-886,505	664,879	25%	-	0%
City of Kingston	-1,702,955	-6,811,820	5,108,865	25%	- 1,657,895	25%
Total Revenue	-1,967,956	-8,177,217	6,209,261	24%	- 1,775,292	22%
Net Deficit/(Surplus)	62,919	0	62,919		342,371	

Monitoring Report to the Board

Executive Limitation Policy L-3: Treatment of the Public

With respect to interactions with patrons, potential patrons or the general public, the Chief Librarian shall not cause or allow conditions, procedures, or decisions which are unsafe, disrespectful, unnecessarily intrusive, or which fail to comply with the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*.

Accordingly, the Chief Librarian may not:

- 1. Use application forms or procedures that elicit information for which there is no clear necessity.**

CEO Interpretation: Application forms and procedures are limited to the collection of personal information required to administer library operations and to provide library services and programs.

Evidence: Under the *Public Libraries Act*, R.S.O. 1990, c. P. 44 and *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)* R.S.O. 1990 c. M. personal information is collected for the administration of library operations and the provision of library services and programs. Personal Information (name, address, email address, telephone, month and year of birth) is limited to information required to identify individual patrons and to allow the library to contact them.

As per *MFIPPA* a notice of collection is provided on forms (paper and online versions) with the legislated authority, use of the personal information and contact information for the staff member responsible for *MFIPPA*.

- 2. Use methods of collecting, reviewing, transmitting or storing client information that fail to protect against improper access to, or transmission of, the information elicited.**

CEO Interpretation: Policies and procedures are in place to protect against improper access to, or transmission of, the information elicited.

Evidence: Communication between the branches and main server at the City of Kingston is secure because it is on the City's private network.

Firewalls limit patron access to the branches and patron database. Only minimal services are available on the public side of the firewall.

The KFPL Access to Information and Protection of Privacy Policy and *MFIPPA* set out that staff members are to handle all patron information as confidential. Access to the patron

database in the integrated library system is password protected. Procedures are in place to safe-guard personal information for those patrons registering for a library card, a program or to use a public access computer, for example, shredders are provided in every branch.

Patron records are not used for any purpose other than for which the information is gathered.

The KFPL Access to Information and Protection of Privacy policy is posted on the library website.

3. Operate without a written policy on customer service based on the principles of consistent, patron-oriented public service.

CEO Interpretation: Written policies and procedures on customer service based on the principles of consistent, patron-oriented public service are in place.

Evidence: The Kingston Frontenac Public Library operates with written policies and procedures, including accessibility, collection development, code of conduct, circulation of materials, library membership, programming, Internet/WIFI access and meeting room rentals. These policies and procedures are posted on the library website. Policies and procedures are reviewed on a regular basis.

4. Fail to ensure that staff are equipped with the necessary training to provide excellent service to library users in all areas.

CEO Interpretation: Staff members are provided with the necessary training to provide excellent service to library users and with training that is required by legislation/regulation.

Evidence: Staff members are equipped with the necessary training, including the *Accessibility for Ontarians with Disabilities Act* customer service training, to provide excellent service to library patrons.

All staff completed “Foundations of Inclusion and Cultural Competence” training and “Call it out: racism, racial discrimination and human rights” training in 2020.

In 2017, a staff committee developed and delivered customer service training based on industry standards. All staff members participated in the training. That training is being updated and adapted for online delivery. A series of brief “training challenges” is underway to refresh staff on the principles learned in the 2017 training.

Staff members participate in Tech challenges that provide ongoing opportunities to explore KFPL technology products and services so that they may be assist patrons in using these products and be able to promote these products.

5. Fail to monitor regularly patron satisfaction with the quality of service.

CEO Interpretation: Procedures are in place to monitor patron satisfaction with the quality of service.

Evidence: Patron satisfaction is measured through periodic surveys and through their comments received in the suggestion boxes, emails, telephone calls, in person.

Launched in February 2018, KFPL offers feedback@kfpl.ca, an email address where the public can write in to a Manager with their comments and suggestions about library services.

Patron comments are logged and reviewed by the management team bi-weekly. A summary has also been provided to the customer service training committee to help guide their efforts.

Between February 23 and March 12, 2021, we surveyed our patrons to solicit feedback on the Library's response to the COVID-19 pandemic, and on programs and services offered over the past year. Surveys were available online and in hardcopy through library branches. A report will be available on the Engage KFPL site soon.

I hereby present my monitoring report on Executive Limitations L-3: Treatment of the Public 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.

I report compliance.

Signed copy on file

May 11, 2021

Laura Carter, CEO/Chief Librarian

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 February 2021.

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: May 11, 2021

Report to the Board
Communication and Counsel

From: Laura Carter, Chief Librarian/CEO
Meeting Date: May 19, 2021
Subject: Monitoring Report: Performance Report 2021 – 1st Quarter

The first quarter of 2021 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

Factors Influencing Year-Over-Year Comparisons:

COVID-19 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, 2020 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, 2020 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.
- Library Branches returned to the hours outlined above on February 11, 2021 until April 3, when we were mandated to return to curbside service.
- Rideau Heights opened for Saturday service from 10-2 beginning March 13, 2021.

Other Closures and Service Changes or Interruptions:

- 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.
- 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.
- Hoopla borrows were lowered from 6 to 4 per month in May 2019.
- Digital magazines were provided by RBDigital until December 2020. The company was sold and the service discontinued, forcing a change in vendors. Our new digital magazine service, Flipster, launched February 1, 2021.

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-Q1	2018	2019	2020	2021	% Change '19 vs '21
Arden	1,730	1,880	1,581	1,337	-29%
Calvin Park	74,466	74,237	49,790	37,544	-49%
Central	*22,508	*11,680	40,602	22,874	n/a
Cloyne	1,863	1,796	1,666	978	-46%
Hartington	1,589	2,153	1,514	1,188	-45%
Howe Island	726	687	746	325	-53%
Isabel Turner	92,592	98,193	73,331	40,077	-59%
Mountain Grove	644	642	443	323	-50%
Parham	844	1,134	743	750	-34%
Pittsburgh	21,329	19,565	15,054	13,358	-32%
Plevna	661	873	515	578	-34%
Rideau Heights	**323	8,930	8,900	3,735	-58%
Sharbot Lake	2,983	3,360	2,601	1,864	-45%
Storrington	2,323	2,320	2,114	2,042	-12%
Sydenham	9,359	9,789	7,914	7,462	-24%
Wolfe Island	2,898	2,296	1,693	1,641	-29%
Mobile	303	357	104	-	
Virtual (renewals)	64,007	65,743	57,613	57,872	
Telephone (renewals)	527	641	403	417	
TOTAL	301,675	306,276	267,327	194,365	-37%

* The Central Branch was closed for renovations in 2018 and early 2019. The numbers presented here represent circulation at temporary spaces in Central's service area.

**The numbers presented for 2018 represent circulation at Pop-Up Library locations in the Rideau Heights Branch service area.

Figure 2: Circulation percentages - Q1

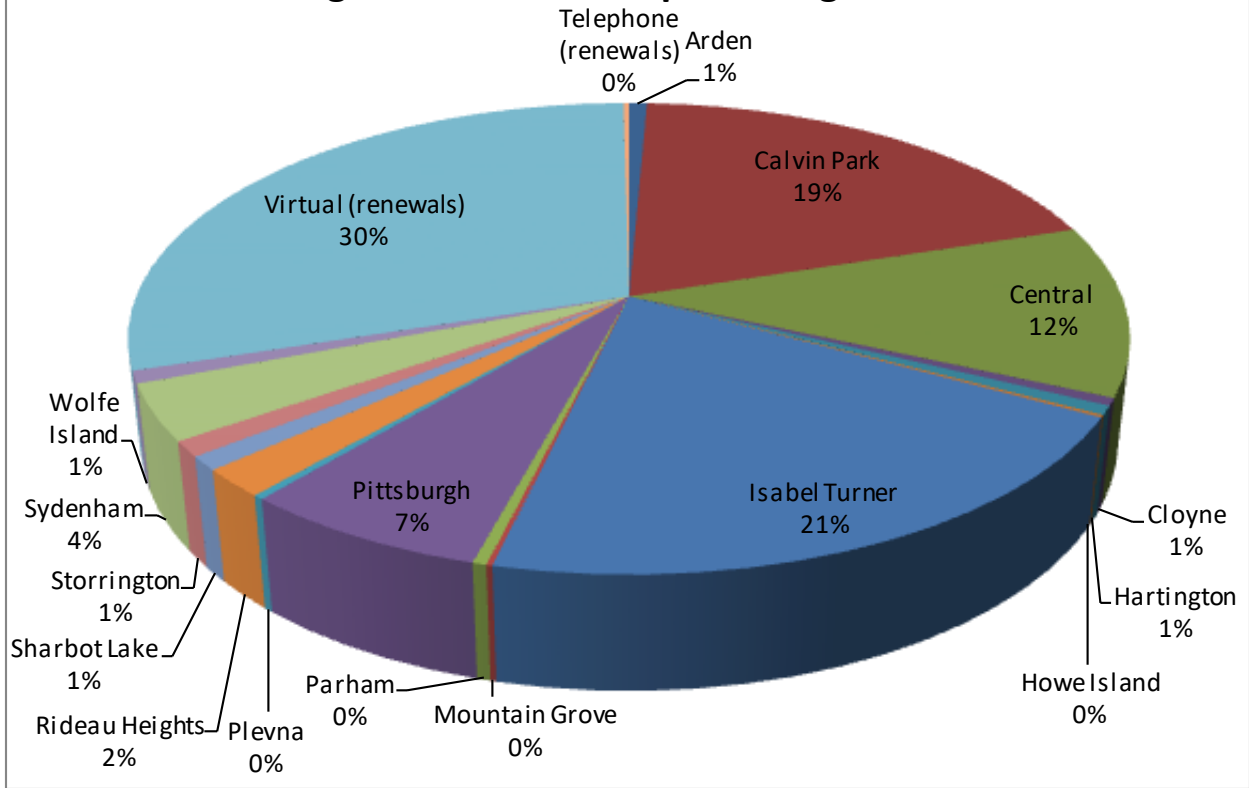


Figure 3: Circulation - Frontenac Branches - Q1

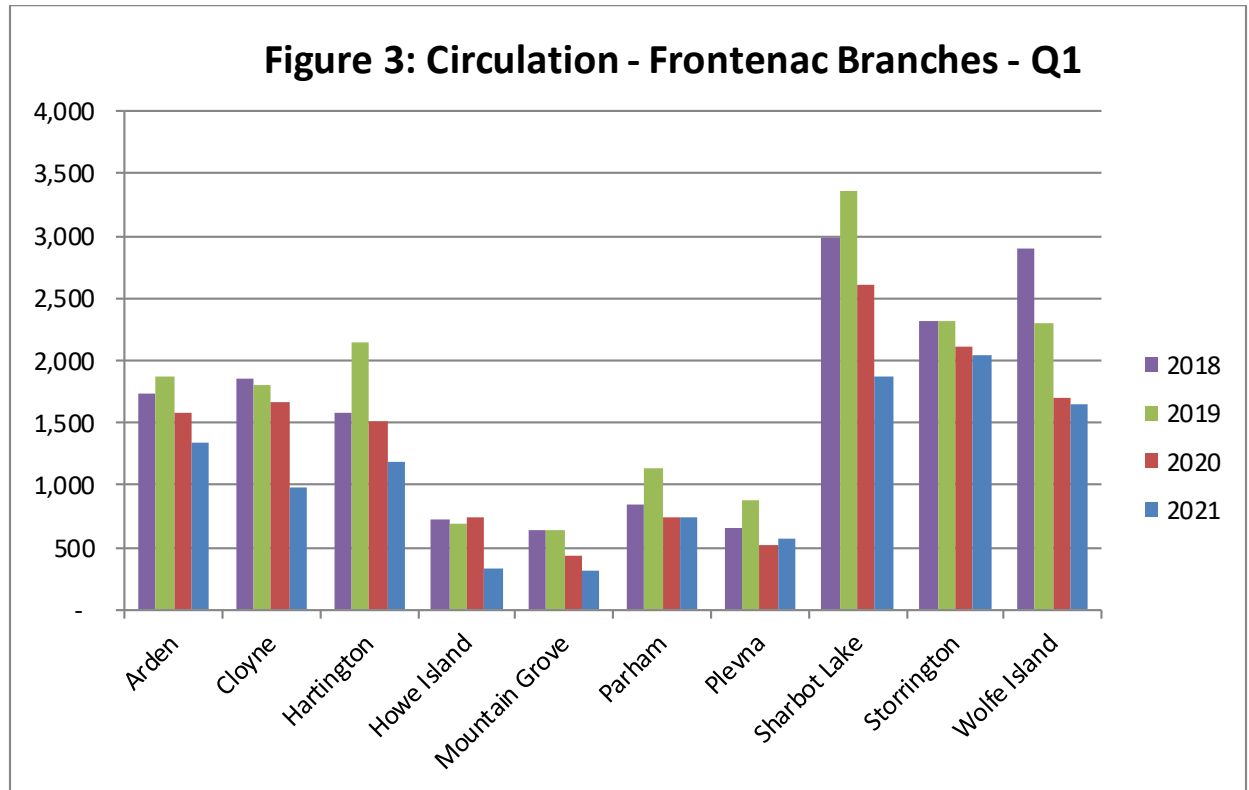


Figure 4: Circulation - Kingston/Sydenham - Q1

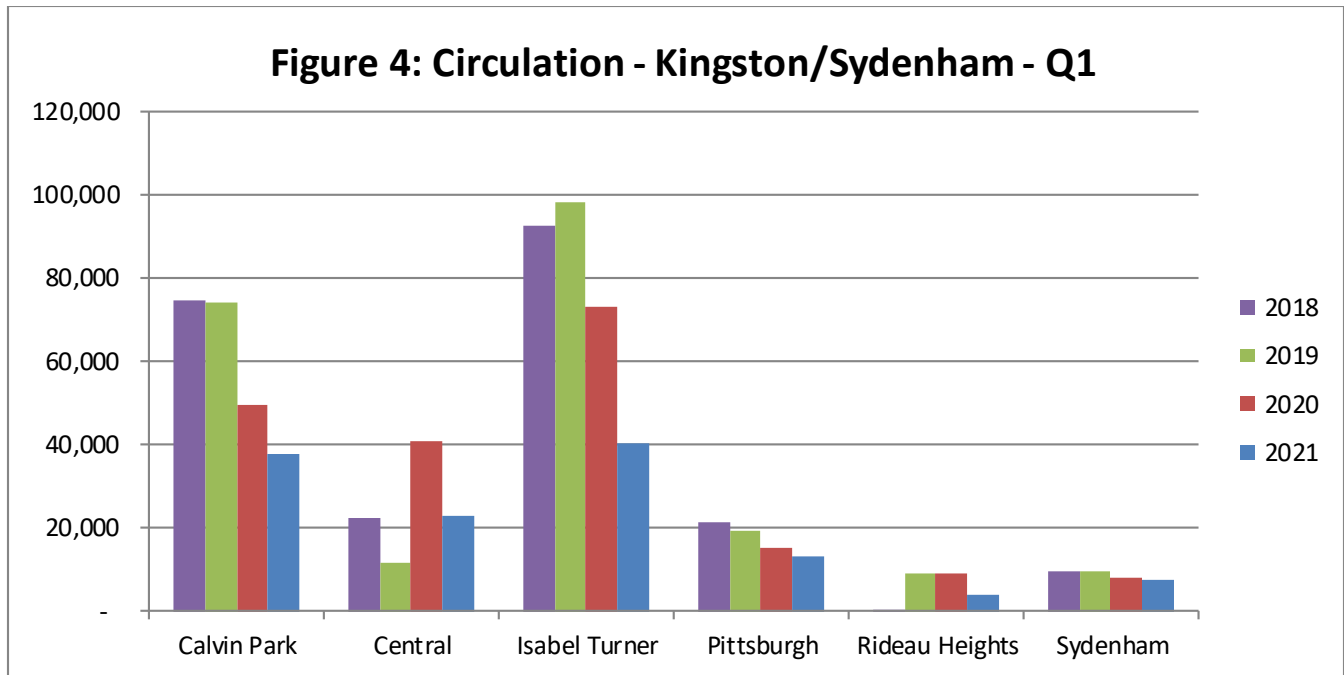


Figure 5: Circulation per capita-Q1	Population- permanent (2016 Census)	Circulation	Circulation per capita
Township of North Frontenac	1,898	1,556	0.82
Township of Central Frontenac	4,373	4,274	0.98
Township of South Frontenac	18,646	10,692	0.57
Township of Frontenac Islands	1,760	1,966	1.12
City of Kingston	123,798	187,781	1.52

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-Q1	2018	2019	2020	2021
Arden	671	425	364	373
Calvin Park	6,876	4,302	1,316	2,309
Central	*2,412	*2,451	4,025	3,055
Cloyne	584	432	332	74
Hartington	585	670	488	123
Howe Island	36	69	79	7
Isabel Turner	7,685	8,469	4,575	2,911
Mountain Grove	167	106	113	130

Figure 6 : Patron queries-Q1	2018	2019	2020	2021
Parham	191	771	506	477
Pittsburgh	2,820	1,870	866	1,649
Plevna	220	243	243	102
Rideau Heights	**91	1,585	656	618
Sharbot Lake	582	610	554	475
Storrington	181	81	110	133
Sydenham	953	578	351	1,297
Wolfe Island	383	966	729	665
Virtual	630	1,687	1,923	2,510
TOTAL	25,067	25,315	17,230	16,908

* The Central Branch was closed for renovations in 2018 and early 2019. The numbers presented here represent circulation at temporary spaces in Central's service area.

**The numbers presented for 2018 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-Q1	2018	2019	2020	2021
Arden	98	87	41	1
Calvin Park	6,239	5,463	3,800	927
Central	*1,338	*308	3,647	912
Cloyne	45	33	22	0
Hartington	63	34	29	0
Howe Island	1	0	2	0
Isabel Turner	7,207	6,874	5,051	1,483
Mountain Grove	73	45	11	0
Parham	18	24	10	0
Pittsburgh	566	513	245	71
Plevna	34	16	7	n/a
Rideau Heights	-	858	646	48

Sharbot Lake	153	174	177	12
Storrington	15	7	-	0
Sydenham	345	269	338	115
Wolfe Island	181	127	88	3
TOTAL	16,376	14,832	14,114	3,572

Figure 8: Wireless-Q1	2018	2019	2020	2021
Arden	347	286	299	100
Calvin Park	3,956	3,794	2,845	716
Central	*1,510	*982	7,123	2,583
Cloyne	308	366	243	119
Hartington	52	75	101	85
Howe Island	-	86	36	7
Isabel Turner	8,226	7,255	4,929	1,308
Mountain Grove	87	36	21	13
Parham	9	15	9	10
Pittsburgh	373	381	231	28
Plevna	187	139	161	315
Rideau Heights	-	509	467	**0
Sharbot Lake	351	392	260	273
Storrington	85	92	52	12
Sydenham	476	373	262	90
Wolfe Island	79	113	136	10
TOTAL	16,046	14,894	17,175	5,669

* The Central Branch was closed for renovations in 2018 and early 2019. The numbers presented here represent Internet/WiFi use at temporary spaces in Central's service area.

** Data was unavailable at the time of this report.

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-Q1	2018	2019	2020	2021
Hoopla	3,032	4,106	3,685	4,384
Lynda.com				
Users	286	361	396	385
Certificates completed	62	101	131	137
cloudLibrary				
E-books	25,919	32,407	39,141	51,354
E-audiobooks	7,631	11,509	14,957	19,808
RB Digital / Flipster	2,715	5,277	6,720	622
Online database use	25,866	99,795	143,981	68,877
Website visits	258,265	285,350	253,423	194,082
Virtual patron queries	1,567	1,936	1,812	2,510
Total	325,343	440,842	464,246	342,159

Figure 10: Social Media-Q1	2018	2019	2020	2021
Facebook				
Posts	65	82	133	204
Engagement	3,206	4,463	8,589	2,154
Likes	2,981	3,357	3,946	4,337
Twitter				
Tweets	173	162	261	260
Engagement	440	537	1,012	606
Mentions	372	653	276	157
Followers	3,503	3,621	3,814	3,924
Instagram				
Posts	73	39	46	35
Likes and Comments	1,558	1,105	1,178	781
View of Video	170	26	455	176
Followers	1,070	1,526	2,041	1,918
YouTube				
Posts (public-facing)	-	-	72	76
Views	-	-	8,188	7,489
Subscribers	-	35	610	686

5. Programming

Figure 11: Total sessions/events-Q1	2018	2019	2020	2021
Family and Children	227	189	204	101
Teen	31	22	12	24
Adult	167	197	214	51
All ages	5	105	1	14
Outreach	43	54	7	0
TOTAL	473	567	438	190

Figure 12: Program attendance-Q1	2018	2019	2020	2021
Family and Children	6,609	6,547	3,117	1,356
Teen	317	263	128	179
Adult	604	1,223	3,071	609
All ages	1,027	3,469	-	52
Outreach	2,101	3,282	760	-
TOTAL	10,658	14,784	7,076	2,196

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-Q1	2018	2019	2020	2021
Calvin Park	162	148	67	0
Central: Meeting Room 1 (2016-Wilson Room)	-	3	35	14
Central Meeting Room 2 (2016-Delahaye Room)	-	2	35	3
Central Meeting Room 3 (2016-Boucher Room)	-	1	17	3
Central Meeting Room 4 (2016-Chown Room)	-	1	9	1
Central Gather/Create	-	5	66	11
Isabel Turner Cataraqui	36	39	6	0
Isabel Turner A	44	29	5	0
Isabel Turner B	100	111	86	0
Isabel Turner Training	37	73	24	1
TOTAL	379	412	350	33

Figure 14: Meeting Room Bookings-Q1	2018	2019	2020	2021
Book Club	10	11	13	0
City of Kingston	25	21	18	0
Education	0	2	4	4
Government (e.g. Hospitals, OHRT)	21	6	2	0
In house	242	349	224	28
Private	52	0	64	1
Private Cultural	0	4	6	0
Read For Fun	29	19	19	0
TOTAL	379	412	350	33

7. Total Uses

Figure 15: Total uses-Q1	Patron queries	Internet	Wireless	Circulation	Program Attendance	E-services	TOTAL
Arden	373	1	100	1,337	-	-	1,811
Calvin Park	2,309	927	716	37,544	-	-	41,496
Central	3,055	912	2,583	22,874	-	-	29,424
Cloyne	74	0	119	978	-	-	1,171
Hartington	123	0	85	1,188	-	-	1,396
Howe Island	7	0	7	325	-	-	339
Isabel Turner	2,911	1,483	1,308	40,077	-	-	45,779
Mountain Grove	130	0	13	323	-	-	466
Parham	477	0	10	750	-	-	1,237
Pittsburgh	1,649	71	28	13,358	-	-	15,106
Plevna	102	0	315	578	-	-	995
Rideau Heights	618	48	-	3,735	-	-	4,401
Sharbot Lake	475	12	273	1,864	-	-	2,624
Storrington	133	0	12	2,042	-	-	2,187
Sydenham	1,297	115	90	7,462	-	-	8,964
Wolfe Island	665	3	10	1,641	-	-	2,319
System-wide	2,510	-	-	58,289	2,196	342,159	405,154
TOTAL	16,908	3,572	5,669	194,365	2,196	342,159	564,869

KFPL Report to the Board

Subject: Occupational Health and Safety Policies

Date: May 11, 2021

Prepared by: S. Quigley, Director, Human Resources

Background:

The *Occupational Health and Safety Act*, R.S.O. 1990 c. 0.1 requires employers to review the following policies at least annually. The policies were last reviewed and approved at the October 2020 Library Board meeting.

- Occupational Health and Safety
- Workplace Harassment
- Workplace Violence Prevention

Analysis:

The policies were reviewed by members of the Joint Health and Safety Committee and the only changes recommended are to amend the policies to reflect gender neutral pronouns.

Recommendation:

That the policies be approved with the recommended amendments.

KFPL Statement of Policy

Occupational Health and Safety

1. Purpose

The Kingston Frontenac Public Library is dedicated to continuing to meet or exceed the requirements of the *Occupational Health and Safety Act (OHSA)*.

2. Scope

This policy applies to all workers of the Kingston Frontenac Public Library.

3. Definitions

Under the *OHSA*, “**worker**” includes a person who performs work or supplies services for monetary compensation. “**Worker**” includes library employees working full-time, part-time, or casual, in unionized, non-unionized, supervisory or management positions. Students and student interns involved in work experience programs are also included in the definition of worker. “**Worker**” does not include contractors, sub-contractors or volunteers.

4. Guiding Principles

Through a comprehensive occupational health and safety program, management of the Library will ensure that operational activities remain safe and productive.

5. Policy

- 5.1. The management of the Kingston Frontenac Public Library is responsible for developing and implementing standards to ensure a hazard free workplace.
- 5.2. Workers will have ongoing training programs provided to familiarize them with safety regulations.
- 5.3. A healthy and safe workplace is everyone’s responsibility. Workers of the Kingston Frontenac Public Library will report any unsafe condition to management and/or a member of the Joint Occupational Health & Safety Committee and management will respond by correcting the situation as required.
- 5.4. This Policy Statement, officially signed, has been posted on all Branch Health & Safety Bulletin Boards.
- 5.5. This policy will be reviewed annually by the Board of the Kingston Frontenac Public Library.

6. Appendices

Not applicable.

7. Authorities

Occupational Health and Safety Act, R.S.O. 1990, Chapter 0.1

8. Document Control

Last Reviewed: 2021 May

Changes made: no changes

Next Review: 2022 May

Signed / date: _____
Chief Librarian / CEO

Signed / date: _____
Chair, KFPL Board

Signed / date: _____
Union Health & Safety Committee representative

DRAFT

KFPL Statement of Policy

Workplace Harassment

The Kingston Frontenac Public Library is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace including patrons, customers, clients, volunteers, other employers, contractors, supervisors, workers and members of the public.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome or workplace sexual harassment. **Workplace sexual harassment** means:

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.

Workers are encouraged to report any incidents of workplace harassment to the appropriate person (e.g. supervisor, Manager or Director, Union).

Management will investigate and deal with all complaints or incidents of workplace harassment in a fair, respectful and timely manner. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

Managers, supervisors and workers are expected to adhere to this policy, and will be held responsible by the employer for not following it. Workers are not to be penalized or disciplined for reporting an incident or for participating in an investigation involving workplace harassment.

If a worker needs further assistance, ~~he or she~~ they may contact a member of the Joint Health and Safety Committee, the Union, the Ministry of Labour or the library Employee Assistance Program provider.

Document Control:

Last Reviewed: 2021 May
Changes made: see report to Board dated May 11, 2021
Next Review: 2022 May

Signed / date (Chief Librarian / CEO): _____

Signed / date (Chair, KFPL Board): _____

Signed / date: _____

Union Health and Safety Committee Representative

Kingston Frontenac Public Library

Workplace Harassment Program

The Kingston Frontenac Public Library is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace including customers, patrons, clients, volunteers, other employers, contractors, supervisors, workers, and members of the public.

The workplace harassment program applies to all workers including managers, supervisors, temporary employees, students and subcontractors.

1. Workplace Harassment

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome or workplace sexual harassment. *(See Appendix A for more definitions and examples)*

Workplace sexual harassment means:

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome;

Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment (e.g. scheduling, annual performance review).

2. Reporting Workplace Harassment

2.1 How to Report Workplace Harassment

Workers can report incidents or complaints of workplace harassment verbally or in writing. When submitting a written complaint, please use the workplace harassment complaint form (Appendix B). When reporting verbally, the reporting contact, along with the worker complaining of harassment, will fill out the complaint form.

The report of the incident should include the following information:

- a) Name(s) of the worker who has allegedly experienced workplace harassment and contact information.

- b) Name of the alleged harasser(s), position and contact information (if known).
- c) Names of the witness(es) (if any) or other person(s) with relevant information to provide about the incident (if any) and contact information (if known).
- d) Details of what happened including date(s), frequency and location(s) of the alleged incident(s).
 - Any supporting documents the worker who complains of harassment may have in their possession that are relevant to the complaint.
 - List any documents a witness, another person or the alleged harasser may have in their possession that are relevant to the complaint.

2.2 Who to Report Workplace Harassment To

An incident or a complaint of workplace harassment should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated in a timely manner.

Report a workplace harassment incident or complaint to your manager. If the worker's supervisor or reporting contact is the person engaging in the workplace harassment, contact the Director, Human Resources. If a manager or director is the person engaging in the workplace harassment, contact the Chief Librarian/CEO. If the Chief Librarian/CEO is the person engaging in the workplace harassment, contact the Chair of the KFPL Board. (Note: The person designated as the reporting contact should not be under the direct control of the alleged harasser.)

Human Resources shall be notified of the workplace harassment incident or complaint so that they can ensure an investigation is conducted that is appropriate in the circumstances. If the incident or complaint involves a senior executive or KFPL Board member, an external person qualified to conduct a workplace harassment investigation who has knowledge of the relevant workplace harassment laws will be retained to conduct the investigation.

All incidents or complaints of workplace harassment shall be kept confidential except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

3. **Investigation**

3.1 Commitment to Investigate

The Kingston Frontenac Public Library will ensure that an investigation appropriate in the circumstances is conducted when the employer, human resources, a manager or supervisor becomes aware of an incident of workplace harassment or receives a complaint of workplace harassment. (See *Appendix C – Investigation Template*)

3.2 Who Will Investigate

The Director, Human Resources will determine who will conduct the investigation into the

incident or complaint of workplace harassment. If the allegations of workplace harassment involve a Manager, Director or Chief Librarian/CEO, the employer will refer the investigation to an external investigator to conduct an impartial investigation.

3.3 Timing of the Investigation

The investigation must be completed in a timely manner and generally within 90 days or less unless there are extenuating circumstances (i.e. illness, complex investigation) warranting a longer investigation.

3.4 Investigation Process

The person conducting the investigation whether internal or external to the workplace will, at minimum, complete the following:

- a) The investigator must ensure the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation. The investigator should remind the parties of this confidentiality obligation at the beginning of the investigation.
- b) The investigator must thoroughly interview the worker who allegedly experienced the workplace harassment and the alleged harasser(s), if the alleged harasser is a worker of the employer. If the alleged harasser is not a worker, the investigator should make reasonable efforts to interview the alleged harasser.
- c) The alleged harasser(s) must be given the opportunity to respond to the specific allegations raised by the worker. In some circumstances, the worker who allegedly experienced the workplace harassment should be given a reasonable opportunity to reply.
- d) The investigator must interview any relevant witnesses employed by the employer who may be identified by either the worker who allegedly experienced the workplace harassment, the alleged harasser(s) or as necessary to conduct a thorough investigation. The investigator must make reasonable efforts to interview any relevant witnesses who are not employed by the employer if there are any identified.
- e) The investigator must collect and review any relevant documents.
- f) The investigator must take appropriate notes and statements during interviews with the worker who allegedly experienced workplace harassment, the alleged harasser and any witnesses.
- g) The investigator must prepare a written report summarizing the steps taken during the investigation, the complaint, the allegations of the worker who allegedly experienced the workplace harassment, the response from the alleged harasser, the evidence of any witnesses, and the evidence gathered. The report must set out findings of fact and come to a conclusion about whether workplace harassment was found or not.

3.5 Results of the Investigation

Within 10 days of the investigation being completed, the worker who allegedly experienced the workplace harassment and the alleged harasser, if ~~he or she~~ they are a worker of the employer, will be informed in writing of the results of the investigation and any corrective action taken or that will be taken by the employer to address workplace harassment.

3.6 Confidentiality

Information about complaints and incidents shall be kept confidential to the extent possible. Information obtained about an incident or complaint of workplace harassment, including identifying information about any individuals involved, will not be disclosed unless disclosure is necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

While the investigation is on-going, the worker who has allegedly experienced harassment, the alleged harasser(s) and any witnesses should not discuss the incident or complaint or the investigation with each other or other workers or witnesses unless necessary to obtain advice about their rights. The investigator may discuss the investigation and disclose the incident or complaint-related information only as necessary to conduct the investigation.

All records of the investigation will be kept confidential.

3.7 Handling Complaints

If an investigation confirms that an offence has occurred and remedial action is warranted it will be initiated without delay. This may include counselling, education and training, review and modification of policies and practices, or other disciplinary action up to and including dismissal. Where applicable, the relevant disciplinary procedures set out in the Collective Agreement or other employee agreements will be followed. In no circumstances shall this remedial action in a substantial case of harassment penalize the complainant.

4. Record Keeping

The employer (human resources or designated person) will keep records of the investigation including:

- a) a copy of the complaint or details about the incident;
- b) a record of the investigation including notes;
- c) a copy of the investigation report (if any);
- d) a summary of the results of the investigation that was provided to the worker who allegedly experienced the workplace harassment and the alleged harasser, if a worker of the employer;
- e) a copy of any corrective action taken to address the complaint or incident of workplace harassment.

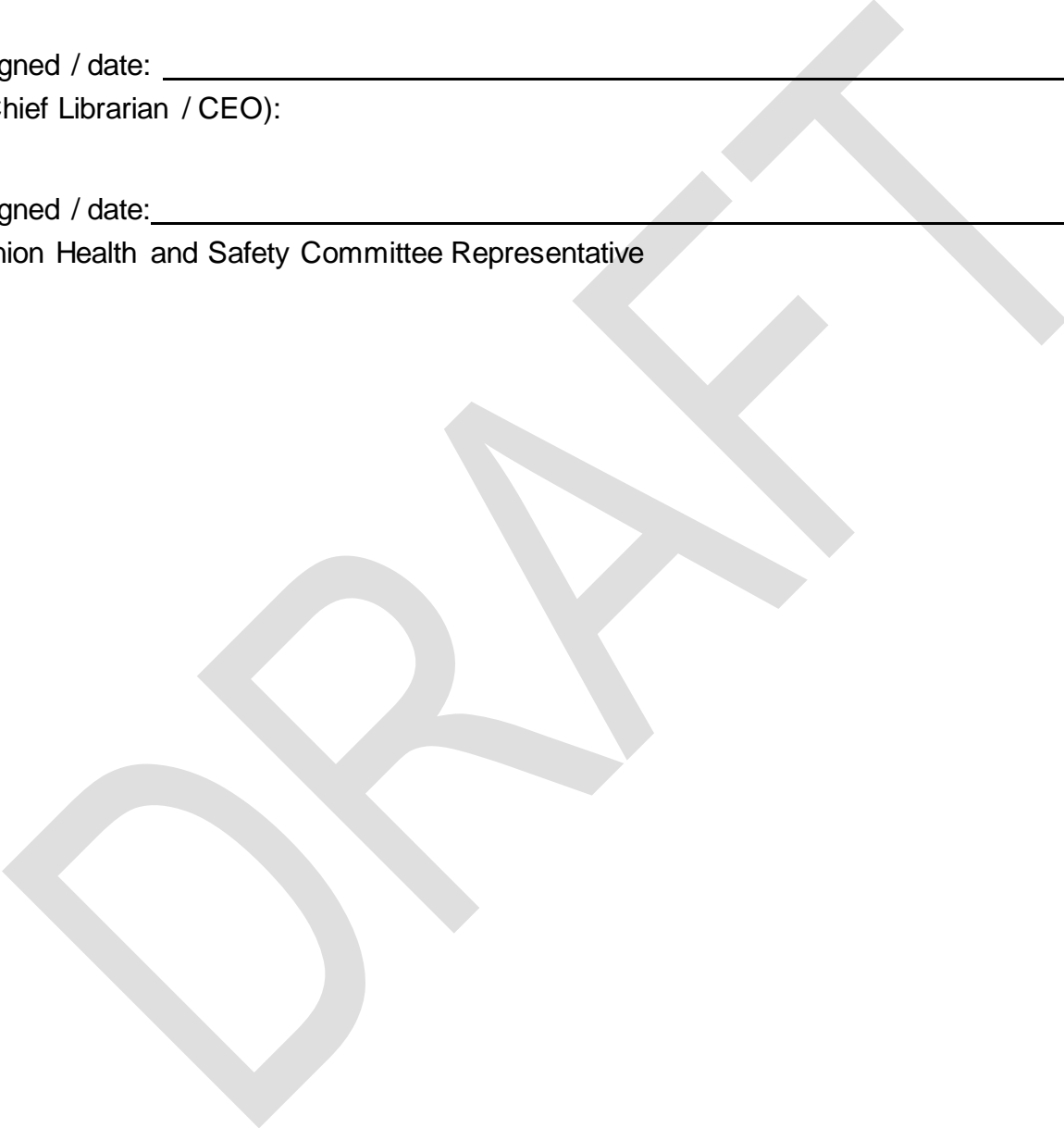
All records of the investigation will be kept confidential. The investigation documents, including this report should not be disclosed unless necessary to investigate an incident or complaint of workplace harassment, take corrective action or otherwise as required by law.

Records will be kept for six years.

Date created: January 2017 Annual review date: May 2022

Signed / date: _____
(Chief Librarian / CEO):

Signed / date: _____
Union Health and Safety Committee Representative



Appendix A: Types and Examples of Harassment

1. Sexual Harassment

1.1. Unwelcome Behaviour

Examples of this type of harassment include, but are not limited to:

- unwelcome physical contact such as touching, kissing, patting, or brushing up against a person
- suggestive staring or other obscene or offensive gestures
- physical assault
- display of pornographic materials, including graffiti
- unwelcome remarks, jokes, or taunting about a person's body, dress, or sex
- isolating or making fun of a person because of gender identity or gender expression
- enquiries or comments about a person's sex life, sexual preferences, etc.
- circulation or posting of sexist jokes or cartoons

1.2. Sexual Advances

This second type of sexual harassment occurs when a person in a position of power or authority makes unwanted sexual advances or requests for sexual relations.

2. Racial Harassment

Racial slurs and harassment and racial jokes are a form of discrimination that violate the Ontario *Human Rights Code* (the Code). The term "race" includes all race-related grounds: race, ancestry, place of origin, colour, ethnic origin, citizenship and creed.

Examples of this type of harassment include, but are not limited to:

- unwelcome remarks, jokes, innuendoes, or taunting about a person's racial or ethnic origin, colour, place of birth, citizenship or ancestry
- racist, ethnic or religious graffiti or the display of racist material
- practical jokes based on racial, ethnic or religious grounds which cause awkwardness or embarrassment
- refusal to work or converse with an employee because of ~~his or her~~ their racial or ethnic background
- use of racially derogatory nicknames

3. Poisoned Work Environment

Conduct or comments not directed at a specific individual can nonetheless create a degrading or offensive "poisoned" work environment and may therefore be considered a form of harassment. Examples of this type of harassment include, but are not limited to:

- display of material which degrades or denigrates a person or group on the grounds of gender, race, ethnic origin, disability, or sexual orientation
- patronizing behaviour, language or terminology which reinforces stereotypes and undermines other workers' self-respect or adversely affects work performance or working conditions
- intimidating behaviour by a person in authority which negatively affects the work performance of employees and is generally detrimental to the working environment
- a poisoned work environment constitutes harassment whether or not employees complain about the display of offensive materials, joking, or name-calling.

4. Personal Harassment

Personal harassment is improper conduct and/or comment, not related to a legitimate work purpose, directed at and offensive to another person or persons in the workplace and that the individual knows or ought to reasonably know would offend, harm or is derogatory, demeaning or causes humiliation or embarrassment.

Personal harassment often involves a course or grouping of behaviours. However a single serious incident of such behaviour that has a lasting harmful effect on an employee may also constitute personal harassment. Examples of this type of harassment include, but are not limited to:

- frequent angry shouting/yelling or blow-ups
- regular use of profanity and abusive or violent language
- physical, verbal or email threats, intimidation
- violent behaviours – slamming doors, throwing objects, knocking over chairs
- targeting individual(s) in humiliating practical jokes
- excluding, shunning, impeding work performance
- spreading gossip, rumours, negative blogging
- insults, name calling
- retaliation, sabotaging
- repeated offensive or intimidating phone calls or e-mails
- communication that is demeaning, insulting, humiliating, mocking

5. Bullying

Bullying can be defined as persistent actions, criticism or personal abuse, either in public or private, which humiliates, denigrates, undermines, intimidates or injures the recipient. Bullying includes cyberbullying.

6. What Harassment does not include

The term harassment is often used incorrectly. It does not include:

- reasonable and appropriate direction, evaluation or discipline by a manager or supervisor
- reasonable action taken by management relating to the management and direction of workers
- stressful events associated with the performance of legitimate job duties
- differences of opinion or minor disagreements between co-workers
- good-natured jesting and bantering which is mutually acceptable
- friendly or romantic behaviour which is welcome and mutual

Appendix B: Workplace Harassment Complaint Form

Note: Whether the worker uses the complaint form or not, the employer is still obligated to ensure an investigation appropriate in the circumstances is conducted into an incident of workplace harassment.

Name and contact information of worker who has allegedly experienced workplace harassment (your name):

Name of alleged harasser(s) and contact information, if available:

Details of the Complaint of Workplace Harassment: Please describe in as much detail as possible the bullying and harassment incident(s), including: (a) the names of the parties involved; (b) any witnesses to the incident(s); (c) the location, date and time of the incident(s); (d) details about the incident(s) (behaviour and/or words used); (e) any additional details. (Attach additional pages if required)

Relevant Documents/Evidence: Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted. If you are not able to attach documents and they are relevant to your complaint, please list the documents below. If someone else has relevant documents, please note that below.

Signature: _____

Date: _____

Appendix C: Workplace Harassment Investigation Template

This template may be used for guidance in investigating workplace harassment incidents or complaints. It may not be appropriate for complex workplace harassment investigations. The person conducting the investigation must not have been involved in the incident or complaint of workplace harassment and must not be under the direct control of the alleged harasser.

Name of investigator: _____

Date of investigation: _____

A. Background Information:

Who are the people involved? Are they workers as defined by *OHSA*? Who reported and when? (Attach more pages if necessary)

1. Name of person who reported workplace harassment:
2. If not the same person as above, name of person who allegedly experienced workplace harassment:
3. Date complaint/concern raised and how:
4. Name of worker(s) (complaining or possibly exposed to workplace harassment);
Position/Department:
5. Name of respondent(s) (alleged harasser); Position/ Department: If not a worker – provide details:

B. Investigation Plan:

Plan and **conduct** the investigation (Attach more pages if necessary):

1. Obtain the worker(s) concerns of harassment in writing, if possible. Assistance should be provided in completing the form where necessary.
2. An investigator needs to interview the worker who allegedly experienced workplace harassment and the alleged harasser (if a worker of the employer). If the alleged harasser is not a worker of the employer, the investigator should make reasonable efforts interview him or her.
3. Make a list of possible relevant witnesses. The worker who allegedly experienced workplace harassment and the alleged harasser should be asked for names of any relevant witnesses.
4. Interview relevant witnesses. Ask specific questions about what they have observed, are aware of or have personally experienced. If the witnesses are not workers of the employer, the investigator should make reasonable efforts to interview those witnesses.
5. Collect and review relevant documents from the worker, alleged harasser, witnesses and the employer.
6. Take detailed notes.
7. Keep the investigation confidential. Instruct the worker who allegedly experienced workplace harassment, the alleged harasser and witnesses not to talk to others about the investigation unless it is necessary, for instance, to obtain advice or counselling.

C. Worker(s) Concerns/Workplace Harassment Allegations:

When did the incident(s) occur? Confirm date of first incident and any subsequent behaviours or conduct. Note that recalling events of harassment can be stressful for the complainant.

(Attach more pages if necessary)

Date of first incident:

Date of last incident:

Date of other incident(s):

D. Alleged Harasser(s) Response:

The alleged harasser(s) will likely need details of the allegation of harassment to be able to respond. (Attach more pages if necessary)

DRAFT

KFPL Statement of Policy

Workplace Violence Prevention

1. Purpose

The Kingston Frontenac Public Library is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. The Library will take whatever steps are reasonable to protect workers from workplace violence from all sources.

2. Scope

This policy applies to all library workers including those of part-time, temporary or casual status, as well as to all Library Board appointees, and all elected officials, appointees or employees acting on behalf of the City of Kingston, the County of Frontenac, and the Townships of North Frontenac, Central Frontenac, South Frontenac and Frontenac Islands. The policy also applies to students, student interns, volunteers, contractors, members of the public and patrons.

3. Definitions

Workplace violence means:

1. the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
2. an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
3. a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker or other workers, in a workplace, that could cause physical injury to the worker or other workers.

The workplace:

Workplace violence can occur in any library location, not just library buildings. The workplace may include: meeting rooms, vehicles, locker rooms, cafeterias, or any other location where library business is conducted.

4. Guiding Principles

The Library is committed to a workplace free from violence.

5. Policy

The Kingston Frontenac Public Library, as the employer, will ensure that this policy and the supporting program are implemented and maintained and that all workers, supervisors and managers have the appropriate information and instruction to protect them from violence in the workplace.

There is a workplace violence program that implements this policy. It includes measures and

procedures to protect workers from workplace violence, a means of summoning assistance and a process for workers to report incidents or raise concerns.

Managers and supervisors will adhere to this policy and the supporting program. Managers and supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information that they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents and/or threats. This includes the threat of domestic violence that would likely expose a worker or workers to physical injury in the workplace.

The employer pledges to investigate and deal with all incidents and complaints of workplace violence in a timely and fair manner, respecting the privacy of all concerned to the extent possible. The investigation process is attached as Appendix A. Failure to uphold and abide by this policy may result in discipline, legal action and/or such other sanction as set out in Library policy.

This policy will be reviewed annually by the Board of the Kingston Frontenac Public Library and will be posted in each branch of the Library.

6. Appendices

Appendix A: Investigation Process

7. Authorities

Occupational Health and Safety Act, R.S.O. 1990, Chapter 0.1

8. Document Control

Original policy date: 2010
Last Reviewed: 2021 May
Changes made: no changes
Next Review: 2022 May

Signed / date: _____
Chief Librarian / CEO

Signed / date: _____
Chair, KFPL Board

Signed / date: _____
Union Health & Safety Committee representative

Appendix A: Investigation Process

The Kingston Frontenac Public Library will investigate any incident or threat of violence in the workplace. The principle that the Library will operate under is to communicate as much information as possible to workers, subject to the limitations of privacy legislation.

Patron or External Party Violence

Any worker who observes or is made aware of an act or threat of violence by an external party (i.e. not a worker) shall call the police immediately, and then contact a person in charge (e.g. Branch Supervisor, Librarian-in-Charge, Manager or Director). Where the worker is uncertain of the threat, they are required to contact the person in charge for direction. Where security is on-site, the guard should also be notified of the act or threat of violence.

An Incident Report is to be used for documenting threats and/or acts of violence in the workplace. The designated Manager and/or Director will investigate any incident or threat of violence in the workplace. Police and/or security may be involved depending on the circumstances. Remedial action may include banning patrons and/or criminal prosecution. Workers will be informed of the results of any investigation using the Incident Report and Banning Notification process. The Occupational Health and Safety Committee will review all Incident Reports.

Worker Violence

It is the responsibility of every worker to report threats or acts of violence made by any worker in the workplace. The designated Manager and/or Director will investigate any incident or threat of violence in the workplace. The Union, police and/or security may be involved depending on the circumstances.

An Incident Report is to be used for documenting threats and/or acts of violence in the workplace. For worker violence incidents, the Incident Report published on the Library staff intranet will be treated as confidential.

Domestic Violence

Where the Library becomes aware or ought reasonably to be aware that domestic violence would likely expose a worker or workers to physical injury, the Director, Human Resources in conjunction with other relevant staff and/or security will develop a safety plan for the identified worker and those workers that would reasonably be exposed to the violence. Where appropriate, the police will be contacted to assist with the safety plan.

The nature and circumstances of the incident and/or threat of violence will determine the level and content of communication to workers including any remedial action taken by the Library.

KFPL Report to the Board

Subject: Anti-Nepotism Policy
Date: May 11, 2021
Prepared by: S. Quigley, Director, Human Resources

Background:

The Kingston Frontenac Public Library has supported the employment of family members subject to certain limitations set out in the Anti-Nepotism policy. Section 24(1)(d) of the Ontario *Human Rights Code* permits an employer to either grant or withhold employment or advancement in employment to a person who is the spouse, child or parent of the employer or of an employee. This section of the *Code* protects an employer from a claim of discrimination in employment based on family status (a protected ground under the *Code*) if the employer declines, for example, to hire the spouse of a current employee. While the potential for workplace conflict due to nepotism, including a poisoned workplace, and conflict of interest situations exists, introducing an outright ban on the employment of family has not found favour with the courts. The Supreme Court of Canada decided that an outright ban on hiring relatives was a violation of the Quebec *Charter of Human Rights and Freedoms* in a case where the town declined to hire the child of a secretary in the municipal police station as a life guard. The court found that the hiring policy was discriminatory. The court said the anti-nepotism policy was overly broad and not rationally connected to the work of a lifeguard. The court did state, however, that ensuring that there were no real or potential conflicts of interest in the employment of municipal staff was a legitimate concern.

Analysis:

KFPL Employees

The current policy was reviewed in light of a number of conflicts that have been addressed in the workplace. The amendments were also reviewed with the Union, particularly given their role in the resolution of workplace conflicts.

The amendment under 5.3 addresses indirect reporting relationships given certain positions may provide indirect supervision to others in the organization (e.g. Library Assistant providing indirect supervision to the Page position).

Another addition to the policy addresses the potential for conflict of interest when employees or prospective employees are involved in a significant personal, social or intimate relationship. Situations that develop must be brought to the attention of Human Resources in order to address options to minimize conflict in the workplace. A review of other organizational policies

(e.g. Queen's University) for "significant relationship" conflict of interest policy provisions was undertaken. "Familial" is also referenced in other policies. The addition of "familial" would address other conflict of interest relationships (e.g. Director, Human Resources should not be hiring their nephew to a position at KFPL).

The addition of volunteers to the policy makes it clear that the Anti-Nepotism policy also applies to volunteers. For example, having a volunteer in a program lead by a family member, can create an inherent conflict of interest (e.g. if the parent has to provide an evaluation for the volunteer).

A procedural edit to the policy provides for the Director, Human Resources to be notified where there is a potential for a breach of policy, rather than to the "Chief Librarian". This edit brings the policy up to date regarding current reporting expectations.

KFPL Board

The current policy covers KFPL Board members, employees and is recommended to cover volunteers. Given the Board has a "Board Members Code of Conduct" (G-7) which addresses employment of members, it is recommended that references to Board members be removed from the current policy so that there is no duplication.

Recommendations:

That the Library Board approve the revised policy.

KFPL Statement of Policy

Anti-Nepotism Policy

1. Purpose

The Kingston Frontenac Public Library ~~Board~~ has an anti-nepotism policy to avoid real or perceived conflicts of interest.

2. Scope

This policy applies to ~~members of the Board of the Kingston Frontenac Public Library~~ all employees and volunteers of the Kingston Frontenac Public Library (except KFPL Board members).

3. Definitions

Immediate relative: the same meaning as "related person" under the *Income Tax Act* and includes spouse/partner, child, step-child, grandchild, parent, step-parent, parent-in-law, son/daughter-in-law, sibling, sibling-in-law, or anyone for whom the ~~member of the Board~~, volunteer or employee stands in loco parentis.

4. Guiding Principles

To avoid conflicts of interest in the recruitment and selection of Library employees and volunteers, and to ensure that the policy is consistent with the Ontario *Human Rights Code*.

5. Policy

~~5.1 Immediate relatives of members of the Board of the Kingston Frontenac Public Library are not eligible for employment with the Kingston Frontenac Public Library, except those employed prior to the appointment of the member to the Board.~~

5.1. Immediate relatives of the Chief Librarian or a Director/Manager are not eligible for employment ~~in~~ with the Kingston Frontenac Public Library, except those employed prior to the promotion of an employee to the position of Chief Librarian or Director/Manager.

5.2. Immediate relatives of any employee of the Kingston Frontenac Public Library may not be employed where there is a direct reporting relationship with authority or practical power to audit, supervise, remove, or discipline an immediate relative. The prospective employment of an immediate relative where there is an indirect reporting relationship will be reviewed by the Director, Human Resources to determine if a conflict would arise.

5.3. In the case where an employee applies for a promotion, transfer or reassignment which would lead to a breach of this policy, the applicant is responsible for making

the situation known to the Director, Human Resources, ~~Chief Librarian~~, to ensure that the intent of this policy is maintained.

- 5.4. This policy should also be applied in circumstances involving familial, significant social or intimate personal relationships.
- 5.5. This policy should also be applied when recruiting volunteers at the Library.

6. Appendices

Not applicable.

7. Authorities

Human Rights Code, R.S.O. 1990, Income Tax Act.

8. Document Control

Original Policy Date:	2006 November
Last Reviewed:	2021 May
Changes made:	see report to Board dated May 11, 2021
Next Review:	2025 May

KFPL Report to the Board

Subject: Criminal Records Check Policy
Date: May 11, 2021
Prepared by: S. Quigley, Director, Human Resources

Background:

In 2014, the Ontario Association of Chiefs of Police released the [Law Enforcement and Records Managers Network Guideline](#) which set voluntary standards and best practices for police services who conduct police record checks. In 2018, the Kingston Police Services adopted the recommendation to stop conducting vulnerable sector checks for persons under the age of eighteen. The federal *Youth Criminal Justice Act* (“YCJA”) restricts access to certain records kept under the Act, subject to a number of exceptions. Section 119(1)(o) does allow access to police records “to a person for the purposes of carrying out a criminal record check required by the Government of Canada or the government of a province or municipality for purposes of employment or the performance of services, with or without remuneration”. The Kingston Police Service determined that the Library is not a “municipality” under the YCJA. While there is no definition of “municipality” in the YCJA, in follow up with the Kingston Police Service, organizations that received funding from a municipality would not qualify for the exception under the YCJA.

The City of Kingston and the Kingston Frontenac Public Library are statutorily separate entities. Once a municipality creates a library, the *Public Libraries Act* provides that it has its own Board which is a separate corporation. Moreover, the *Municipal Act* does make a distinction between municipalities and local boards, which is defined to include a public library board.

A legal opinion about the application of the change was sought and confirmed that the Library would not fall under the definition of municipality.

Analysis:

The proposed revisions to the policy confirm that for new employees and volunteers, Criminal Record Vulnerable Sector Checks are only required for those who are age eighteen or older.

Recommendations:

That the Library Board approve the revised policy.

KFPL Statement of Policy

Criminal Record Checks

1. Purpose

The Kingston Frontenac Public Library ~~public library~~ serves the entire community including children and vulnerable adults who may have difficulty ensuring their own safety and protection. The Library ~~Board~~ is committed to providing a safe environment to its patrons, staff and volunteers.

2. Scope

This policy applies to all prospective employees, current employees, ~~and~~volunteers (except KFPL Board members) and placement students, age eighteen or older.

3. Definitions

Criminal Record Checks (CRCs) are made by the local Police Department through the Canadian Police Information Centre (CPIC) computer, local police records and other relevant sources. Given the vulnerable nature of the community served by the public library, a Vulnerable Sector check CRC is the police record check required for prospective employees and volunteers under this policy.

Annual Offence Declaration is an annual declaration form completed by employees and volunteers, disclosing any criminal record while an employee or volunteer of ~~KFPL the~~ Library. The declaration is for convictions under the *Criminal Code* of Canada.

4. Guiding Principles

In order to maintain the Library as a safe environment in the community the Library ~~Board~~ requires that all new employees, volunteers (except KFPL Board members) and placement students, age eighteen or older, provide a Criminal Record Check (CRC) including a Vulnerable Sector Check prior to their being confirmed in the position.

5. Policy

- 5.1 The successful candidate, to whom the employment offer has been made, shall be required to provide a current (within 90 days) CRC at their own expense as a condition of employment. New employees can begin work before the CRC is completed. Continued employment however, is conditional upon the Library receiving the completed CRC within 20 days of the employment start date.
- 5.2 A current CRC including a Vulnerable Sector Check must be provided before any new volunteer or placement student is accepted for placement. Once in receipt of an acceptable CRC the Library will reimburse the volunteer or placement student for the

cost of the CRC.

- 5.3 Applications for a CRC shall be made to the Kingston Police or the Ontario Provincial Police (OPP). ~~Persons under eighteen (18) must have the approval of a parent or guardian.~~
- 5.4 The presence of a criminal record shall not in itself be a ban to acceptance, but in arriving at a final decision the Chief Librarian shall take into account the following factors:
- a) the nature and number of convictions;
 - b) the length of time since the conviction(s);
 - c) rehabilitative efforts made by the candidate;
 - d) duties and responsibilities associated with the position; and
 - e) the potential risk to vulnerable persons as a result of accepting the candidate.
- 5.5 All information shall be used only for the intended purpose and shall be destroyed following such use. Only Part "A" of the CPIC Information Request report shall be retained on file for 12 months as evidence that a check was conducted.
- 5.6 All employees and volunteers will submit an annual Offence Declaration form. Where an employee or volunteer has been charged with a criminal offence, the employee or volunteer must report, in a timely manner, such charges to the Director, Human Resources. The presence of a criminal record or the laying of criminal charges will require a review of any impact on the volunteer or employment status of the individual.

6. Appendices

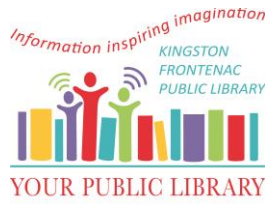
Offence Declaration Form

7. Authorities

Not applicable.

8. Document Control

Original policy date:	2002 October
Last Reviewed:	2021 May
Changes made:	see report to Board dated May 11, 2021
Next Review:	2025 May



Offence Declaration Form

All employees and volunteers (excluding Board members) age eighteen or older of the Kingston Frontenac Public Library are required to complete this form on an annual basis. Where an employee or volunteer discloses a criminal record, an assessment will be made regarding the impact such record will have on their employment or volunteer status. For employees represented by CUPE Local 2202 and 2202.01, article 13.03 of the respective collective agreements would apply. The declaration is for convictions under the *Criminal Code* of Canada. We do not want disclosure of convictions under any other provincial or federal law (e.g. *Highway Traffic Act*) or as a young offender (see *Youth Criminal Justice Act*).

It is also understood that any employee or volunteer must notify the library immediately if criminal charges are laid against them, so that an assessment may be made regarding any impact that the charges may have on employment (e.g. request for a leave of absence) or volunteering.

Employee or Volunteer Name: _____

I DECLARE, that:

As of this date _____ I have no convictions under the *Criminal Code* of Canada for which a pardon has not been issued or granted under the *Criminal Records Act* (Canada).

Or

I have the following convictions for offences under the *Criminal Code* of Canada for which a pardon under the *Criminal Records Act* (Canada) has not been issued or granted.
List of Offences (Identify Conviction, Date of Conviction and Court Location).

Signature of Employee or Volunteer: _____

Date: _____

Submit completed form to the attention of Human Resources, by December 1. Offence Declaration Forms will be retained in an employee's personnel file.

KFPL Report to the Board

Subject: Standards of Conduct for KFPL Employees

Date: May 11, 2021

Prepared by: S. Quigley, Director, Human Resources

Background:

The policy was reviewed in conjunction with the reviews of the Volunteer Policy and Anti-Nepotism policy. A number of amendments are proposed to the policy.

Analysis:

The policy was reviewed and an amendment is recommended to add KFPL volunteers to the Scope clause where currently employees and students are covered. This would exclude KFPL Board members given the Board has a Code of Conduct.

Under Section 5.9 Unlawful Activity, it is recommended that a procedural amendment be made to make it clear that if a criminal act is conducted or to be conducted by the Chief Librarian, then the Chair of the Board would have control over an investigation. This amendment is consistent with Board governance principles.

The policy was also reviewed with gender neutral amendments introduced.

Recommendations:

That the Library Board approve the revised policy.

KFPL Statement of Policy

Standards of Conduct for KFPL Employees

1. Purpose

Employees of the Kingston Frontenac Public Library (~~the Library~~) occupy positions of public trust and confidence. They are expected to discharge their duties and responsibilities professionally and impartially. The purpose of this Policy is to define a standard of conduct that exemplifies professional integrity.

2. Scope

This policy applies to all employees of the Library. The standards of conduct also apply to student interns working at the Library pursuant to an educational work placement program and volunteers (except KFPL Board members).

3. Definitions

Employee is any individual who is currently engaged in active employment with the Library, regardless of employment status (i.e. full-time, part-time, temporary, relief, contract, management, pages).

Confidential information is information that is not available to the public and that, if disclosed could result in loss or damage to the Library, or give the person to whom it is disclosed an advantage. See Access to Information and Protection of Privacy policy.

Conflict of interest means a situation in which an employee has personal interests that conflict with the public or corporate interests of the Library, even if no unethical or illegal act is involved. An actual conflict of interest is a situation in which an employee is asked to make a decision as a public officer that directly affects or impacts their personal or private interests. A perceived conflict of interest is a situation in which an employee's decision could be questioned based on a personal or private interest that may not actually have impacted any decision. A potential conflict of interest is a situation in which an employee has private interests that could conflict with ~~his/her~~ their official duties in the future, or where an employee has competing interests because ~~he/she~~ they hold more than one official role or public duty.

Family member has the same meaning as "related person" under the *Income Tax Act* and includes spouse/partner, child, step-child, grandchild, parent, step-parent, parent-in-law, son/daughter-in-law, sibling, sibling-in-law, or anyone for whom the employee stands in loco parentis.

Computer facilities refer to computers, whether networked or stand-alone; software; systems; networks; network ports; and gateways used to access external networks such as

the Internet and the World Wide Web. Includes all facilities owned, leased or administered by the Library whether used on or off library premises.

4. Guiding Principles

Employees shall act respectfully and professionally in their interactions with other employees and in all working relations including with members of the public, patrons, the Library Board, contractors and volunteers, vendors and in accordance with the standards established in this and other Library policies (e.g. Workplace Harassment policy).

Employees shall not make comments about a member of the public, an employee, a Library Board member or Library business that could be perceived as negatively impacting the Library.

5. Policy

5.1. Conflict of Interest

All employees must remain free of any obligation, interest, or distraction that may adversely affect or interfere with the employee's judgment and/or objectivity in the performance of their duties as an employee of the Library. Each employee is expected to anticipate and avoid conflicts of interest.

No employee shall give, in the performance of ~~their her~~ duties, preferential treatment to relatives or friends or to organizations in which friends or relatives have an interest, financial or otherwise.

No employee shall engage in any business or transaction, or have a financial interest, that conflicts with the discharge of the employee's library duties or corporate responsibility.

Any employee with a conflict or potential conflict shall disclose the situation to ~~their her~~ manager. The manager and the employee will agree upon a course of action to monitor or avoid the conflict.

If the manager agrees that there are exceptional circumstances the Chief Librarian shall be notified in writing and shall issue a ruling as to the appropriate course of action.

Both the employee and the employer will hold written documentation of the agreement, with a copy placed in the employee's personnel file.

5.2. Gifts and Contests

All employees must make decisions based on an impartial and objective assessment of each situation, free from the influence of gifts, favours, hospitality or entertainment.

No employee shall place ~~themselves herself~~ in a position where ~~they she-is are~~ under an obligation to any person who might benefit from special consideration or favour on ~~their her~~ part, or who might seek in any way preferential treatment.

No employee shall accept any free goods or services, gifts, rewards, benefits, entertainments or favours from an individual or company that could reasonably be construed as an incentive to encourage the employee to use ~~their~~ ~~her~~ influence with the Library for the purpose of the donor receiving preferential treatment.

Employees may accept gifts or honoraria of \$50 or less which are tokens of appreciation only, and are not such as to bring suspicion upon the employee's objectivity.

Employees may not participate in any Library or Friends of the Library sponsored contests open to members of the public. Immediate family members of employees may only participate in Library or Friends of the Library sponsored contests where the winners are chosen randomly.

5.2.1. Gifts from Publishers

Uncorrected proofs are meant for staff to read and can be given to patrons after this purpose has been served. If they are of good enough quality they could be used as prizes for various library events.

Final copies should be added to the collection if wanted after staff have had a chance to read the item. Items not wanted for the collection could be used as prizes for various library events. Items not wanted for either purpose can be offered to patrons or to staff.

5.3. **Nepotism**

See Anti-Nepotism Policy.

5.4. **Non-Library Business**

All employees shall refrain from engaging in any business or transaction, or having a financial interest that is incompatible with the discharge of the employee's library duties or corporate responsibility.

No employee shall engage in any outside work, activity, or business undertaking that interferes, or appears to interfere with the employee's ability to perform the employee's library duties or corporate responsibility.

No employee shall engage in any external business activities that compete with Library services.

No employee shall conduct non-library business on Library time. Non-Library business includes, but is not limited to, personal phone calls, texting, tweeting, using social media for non-library purposes, etc.

5.5. **Use of Library Property and Assets**

Employees shall ensure the proper use and protection of Library assets, including but not limited to, records, data, time, money, buildings, properties, vehicles and equipment against theft, fraud, harm, loss or misuse and in accordance with the *Public Libraries Act* R.S.O. 1990

c. P. 44, the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O., c. M.56. (MFIPPA) and Library policies.

All employees shall refrain from using Library property, equipment, or supplies for any personal or commercial business.

No employee shall use Library equipment, resources or facilities including communication channels to promote or benefit personal, business, political or religious interests.

5.6. Computer Facilities

5.6.1. Ownership of Computer Facilities

All employee documents reside on the server through a network system installed by the employer. The employer retains ownership of the entire computer system (including files, documents and electronic communications), therefore users have no reasonable expectation of privacy regarding the use of the employer's computer system.

5.6.2. Monitoring of Computer Facilities

The employer shall respect the privacy of user's files, however the employer reserves the right to scan all-users files in a non-specific way and to examine systems, directories and files and their contents to ensure compliance with this policy, software copyright policies and other laws and legislation.

The employer reserves the right to monitor Internet usage such as web surfing and electronic mail.

In cases of suspected misuse or unlawful activity when there is reasonable evidence that laws or this policy have been or are being violated, the employer will conduct investigations that are deemed necessary. This may include monitoring and inspecting the contents of files and email of specific users. Such personal files will not be examined without probable cause and due process.

5.6.3. Use of Computer Facilities

All employees shall refrain from using library computer facilities for other than bona fide work-related purposes.

All employees shall refrain from using library computer facilities for illegal activities, including harassment and the downloading of inappropriate material.

No employee shall use the computer facilities to perform work of a personal nature, including surfing and chatting, on library time.

No employee shall use the computer facilities for union business that contravenes the collective agreement.

No employee shall use library computer facilities for commercial or personal gain.

No employee shall use library computer facilities in any way that is considered threatening, discriminatory, harassing or obscene.

No employee shall poison the work environment by exposing employees to sites or jokes of an inappropriate and offensive nature.

No employee shall download pornographic or other illegal material.

No employee shall install or use unauthorized or pirated software, or otherwise violate copyright.

5.7. Confidential Information

Employees shall safeguard Library information, including confidential information and shall not release it to anyone other than the persons who are authorized to receive such information and in accordance with the *Public Libraries Act* R.S.O. 1990 c. P. 44, the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O., c. M.56. (MFIPPA) and other applicable law, policies and procedures, including the Access to Information and Protection of Privacy policy.

All employees shall refrain from disclosing confidential information concerning any employee, patron, or any other person, firm, association, partner, group or corporation, or any affairs of the Library without proper authorization.

No employee shall disclose confidential personnel or medical records.

No employee shall contravene the guidelines outlined in the Library's Access to Information and Protection of Privacy policy.

No employee shall furnish lists of names, addresses, and/or phone numbers of staff or patrons to outside interests.

No employee shall use or transmit confidential information or use knowledge gained from Library business for any financial or personal interest or transaction.

No employee with privileged access to other employees' computers, passwords and/or data shall disclose confidential content.

The Access to Information Officer (Chief Librarian) is ultimately held accountable for complying with the privacy policy.

5.8. Media Communication

The Chair of the Board, the Chief Librarian/Chief Executive Officer and ~~their~~ ~~her~~ designates (e.g. Manager, Programming and Outreach) are permitted to speak on behalf of the Library to the media. No one else is authorized to speak to the media without prior authorization from the Chief Librarian or ~~their~~ ~~her~~ designate.

5.9. Unlawful Activity

When an employee of the Library becomes aware while in the performance of ~~their~~ ~~her~~ duty

that a criminal act has been or is about to be committed at the workplace by a fellow employee, it shall be ~~her~~ their responsibility to report forthwith to the Chief Librarian.

The Chief Librarian and/or the Chair of the Library Board (*where the Chief Librarian is the subject of the criminal activity*) shall have full control and authority over any subsequent investigation and complete confidentiality shall be observed pending action.

5.10. Violation

Any violation of a standard of conduct will be subject to review and depending on the seriousness of the violation may result in disciplinary action up to and including dismissal.

6. Appendices

Not applicable.

7. Authorities

Public Libraries Act R.S.O. 1990 c. P. 44

Municipal Freedom of Information and Protection of Privacy Act, R.S.O., c. M.56

8. Document Control

Original policy date: 2003 July

Last Reviewed: 2021 May

Changes made: see report to Board dated May 11, 2021

Next Review: 2025 May

KFPL Report to the Board

Subject: Volunteer Policy
Date: May 11, 2021
Prepared by: S. Quigley, Director, Human Resources

Background:

Volunteers at the Kingston Frontenac Public Library (KFPL) range from Volunteer Drivers for our Extension Services Program, to our Teen and New Adult Advisory Group (TAG/NAAG) volunteers. As indicated in the policy, KFPL is governed by collective agreements with CUPE. Volunteers play an important role in the services KFPL delivers.

Analysis:

As KFPL welcomes volunteers from a diverse community, a statement in the guiding principles of the policy to re-inforce the commitment to diversity in our volunteers has been proposed (An acknowledgement to Queen's for the inclusive language example.).

Other amendments in the policy are editorial or reflect current practice (e.g. use of the United Way Volunteer site).

Recommendation:

That the Library Board approve the revised policy.

KFPL Statement of Policy

Volunteer Policy

1. Purpose

Kingston Frontenac Public Library (~~KFPL~~) recognizes the value of volunteers and acknowledges the contributions made by patrons and organizations who voluntarily extend their services to actively support the Library, without receiving remuneration, and who are officially accepted by the Library through the Library volunteer recruitment process.

2. Scope

This policy applies to volunteers in all programs and services authorized by and undertaken on behalf of ~~KFPL~~ the Library, with the exception of ~~the trustees of the~~ KFPL Board members, and the volunteers and members of the Friends of the Library.

3. Definitions

A volunteer is a person who performs tasks for ~~KFPL~~ the Library without wages, benefits, or expectation of compensation. Volunteers are not employees of the Library. The minimum age requirement for a volunteer is fourteen years of age (e.g. Teen Advisory Group).

4. Guiding Principles

Given the relationship between ~~KFPL~~ the Library and the Canadian Union of Public Employees (C.U.P.E.) Local 2202 and .01, any opportunities for volunteering at ~~KFPL~~ the Library will respect the collective agreements.

The Library is committed to diversity in volunteer opportunities and welcomes volunteer applicants from equity seeking groups such as women, racialized/visible minorities, Indigenous/Aboriginal peoples, persons with a disability, persons who identify in the LGBTQ+ community and others who reflect the diversity of Canadian society.

5. Policy

Opportunities for volunteers will be advertised on the ~~KFPL-public~~ Library website, in Library branches and on other websites (e.g. United Way Volunteer Centre). Volunteers are subject to the Library's Criminal Record Check policy ~~of KFPL~~, in addition to other relevant policies (e.g. Standards of Conduct for KFPL Employees, ~~Code of Conduct~~, Workplace Harassment, Mileage Reimbursement, etc.).

Volunteers must be covered by their own vehicle insurance where their voluntary activity involves the use of a vehicle and are liable for their own parking tickets and/or fines related to driving offenses. Volunteers are advised to inform their insurance company of their volunteer

driving activity to ensure adequate insurance protection.

As a representative of the Library, volunteers are responsible for presenting a good image to the community. Whenever possible, volunteers will wear their volunteer identification while engaged in Library business.

6. Appendices

Not applicable.

7. Authority

Not applicable.

8. Document Control

Original Policy Date: 2003 October

Last Reviewed: 2021 May

Changes made: see report to Board dated May 11, 2021

Next Review: 2025 May

DRAFT

KFPL Report to the Board

Subject: Organizational Design Changes

Date: May 11, 2021

Prepared by: L. Carter, Chief Librarian/CEO

Background:

Vacancies at the senior management level provide an opportunity to examine the Library's organizational structure to determine if any adjustments need to be made. The organizational design was restructured in 2012 when the roles of Manager, Branch Operations and Manager, Programming and Outreach were created. A Director level was added to the organization, and the roles of Director, Branch Experience and Director, Outreach and Technology were also created at that time. The structure was reviewed in 2014, and minor changes were made.

Analysis:

Lester Webb, Director, Technology and Outreach has announced his retirement, prompting a reviewing of current Director portfolios and reporting relationships. Following consultation with the management team and the Union, the following changes are being made in early June:

- Nicole Charles will become the Director with oversight of the Library's Facilities and Technology departments.
- Kimberly Sutherland Mills will become the Director in charge of the Programming and Outreach and Branch Operations departments.
- Elizabeth Coates will become Manager, Programming and Outreach.
- The Library's Collections and Technical Services departments will report to K. Sutherland Mills through the Manager of Branch Operations.
- Recruitment will begin for a new Manager, Branch Operations immediately.

Once a new strategic plan has been developed, the structure will be re-evaluated to ensure it is well-positioned to implement the plan.

Recommendation:

This report is for information only.