

AGENDA

Regular Meeting #2022-05

Kingston Frontenac Public Library Board

May 18, 2022 at 4:30 PM

Virtual Format (with livestream)

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
3. Disclosure of Conflict of Interest
4. Presentation: Caitlyn Cox, Senior Manager – Audit, KPMG to present the 2021 Draft Financial Statements

Consent Agenda

5. Adoption of Minutes
 - 5.1. Regular KFPL Board Meeting #2022-04 of April 20, 2022 (attached)
 - 5.2. Committee of the Whole Meeting #2022-02 of May 4, 2022 (attached)
6. Information Items
 - 6.1. Correspondence / Information Received and Sent
 - 6.1.1. To registered candidates in the Provincial election, for the electoral districts of Kingston and the Islands and Lanark-Kingston-Frontenac, a letter from the Board Chair advocating for continued support of Ontario's libraries. **(added)**
7. Monitoring Reports
 - 7.1. Communication and Counsel (report attached)
 - 7.1.1. Key Activities and Highlights (attached)
 - 7.1.2. Requests for Review of Materials (attached)

- 7.1.3. Statistical Report – Q1 2022 (attached)
- 7.2. Staff Relations and Volunteers (report attached)
- 8. Motion to accept Consent Agenda (motion)

Action Agenda

- 9. Business Arising from the Minutes
 - 9.1.
- 10. Items Removed from the Consent Agenda for Discussion
 - 10.1.
- 11. Action Items
 - 11.1. Audit Approval Consent (2021 Draft Financial Statements) (motion)
 - 11.2. Policy Review and Approval
 - 11.2.1. Health and Safety Policies (report attached)
 - 11.2.1.1. Occupational Health and Safety (policy attached) (motion)
 - 11.2.1.2. Workplace Harassment (policy attached) (motion)
 - 11.2.1.3. Workplace Violence Prevention (policy attached) (motion)
 - 11.2.2. Video Surveillance (deferred to October 2022)

Items for Discussion / Exploration

(No items this month)

Other Business

- 12. Facilities Master Plan Update
- 13. Board Meeting Evaluation Survey

Adjournment and Next Meeting

Regular Board Meeting, Wednesday, June 15, 2022 at 4:30 PM, virtual format with livestream.

MINUTES (unconfirmed)

Regular Meeting #2022-04

Kingston Frontenac Public Library Board

April 20, 2022 at 4:30 PM

Virtual Format (with livestream)

Attendance:

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

Staff Present: Graeme Langdon (Manager, Branches and Collections), Kimberly Sutherland Mills (Director, Service Design and Delivery), Bill Purvis (Technical Support), Shelagh Quigley (Director, Human Resources), Amy Rundle (Recording Secretary)

Others Present: Todd Brown (President/Principal Planner, Monteith Brown Planning Consultants), Anand Desai (Associate Planner, Monteith Brown Planning Consultants), Carol Ravnaas (Executive Director – Client Services, Addiction & Mental Health Services KFL&A), Shawn Seargeant (Director of Operations, Lionhearts)

Regrets: none

1. Call to Order

The meeting was called to order at 4:31 PM.

2. Adoption of the Agenda

Move item 12 ahead in the agenda to take place following item 4.

Motion #: 2022-24

Moved by: D. Kerr Seconded by: L. Moody

That the agenda be adopted as amended.

Carried

3. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

4. Presentation: Shawn Seargeant, Director of Operations, Lionhearts and Carol Ravnaas, Executive Director – Client Services, Addiction & Mental

Health Services KFL&A

S. Seargeant and C. Ravnaas provided an overview of the ongoing efforts in the Kingston area to support individuals experiencing homelessness, including the Homelessness Collective Impact Committee (HCIC).

C. Ravnaas emphasized that homeless individuals often feel undeserving of housing/support and want to give back to the community. These individuals typically need long-term support that meets them where they are, helps them gain esteem and confidence and provides opportunities to forge relationships and reconnect with society.

S. Seargeant stated there are different levels of homelessness and being unhoused. Someone might have shelter, but it may not be a safe place, or there is nowhere to cook. Others might have shelter at night, but need somewhere to be during the day and evenings. He also expressed appreciation that during the height of the pandemic, and during the past winter, the Library opened to ensure that people had a place to be and something useful to do during their time. It changes people's lives to know they have support and that people care.

L. Carter represents KFPL at the bi-weekly HCIC meetings and reported that the Library can best contribute to anti-stigma efforts that the Committee has identified as one of their four priorities.

C. Ravnaas and S. Seargeant were thanked for their presentation and left the meeting at this time. (4:57 p.m.)

12. Facilities Master Plan Update – presentation by consultant

A. Desai and T. Brown provided an update on the process to date:

- Municipal planning documents and other relevant data have been received and in-person branch tours have been completed.
- The first round of community engagement has also been completed (survey, open houses, community leader workshops, etc.) with an excellent response rate.
- The initial findings report was distributed as part of the agenda package.

The following trends emerged from the community feedback:

- Additional hours and access (e.g. holds lockers)
- Expansion of digital and streaming resources
- Connect library users to the outdoors, expand outdoor spaces
- Green initiatives and sustainability
- Better noise management

- Inclusive and comfortable spaces
- Expansion of multicultural and multilingual resources
- Improved vehicular and bicycle parking
- Keep pace with growth
- Bridge the digital divide

Questions and comments were received from the Board and the following information was provided:

- COVID has resulted in a much greater awareness of outdoor recreational space, and is also more cost-effective than building new indoor spaces
- Recognize that the survey responses might not be representative of the community as a whole, but pulled together with all engagement feedback it balances out. There was an incredible turnout for the Community Leader Workshops that spoke to many demographics and user groups.
- Community agencies that support individuals with mental health, addiction and homelessness are interested in building partner relationships with the Library to help connect people with resources. Community agencies are also interested in meeting more frequently to share ideas, concerns and resources.
- There are different expectations and needs in urban and rural areas that need to be addressed in ways that are fiscally responsible and sustainable.
- A book mobile was voiced in relation to the large geographic areas in the Townships to serve additional locations instead of building more branches. Residents also expressed an interest in a mobile service that could offer library resources, medical care, etc. with multiple agencies sharing the costs. There was also talk of kiosk spaces or book lockers to improve access.

A. Desai and T. Brown were thanked for their presentation and left the meeting at this time. (5:50 p.m.)

Consent Agenda

5. Adoption of Minutes

- 5.1. Regular KFPL Board Meeting #2022-03 of March 16, 2022

6. Information Items

- 6.1. Correspondence / Information Received and Sent
 - 6.1.1. From K. Marsh, a letter of resignation from their position on the Board dated April 2, 2022.

7. Monitoring Reports

7.1. Communication and Counsel

7.1.1. Key Activities and Highlights

7.1.2. Report from the Director, Service Design and Delivery

K. Sutherland Mills highlighted recent updates to Library programs and services in response to the new Ends statements.

7.2. Financial Condition – Q1 2022

7.2.1. Budget Variance Report as of March 31, 2022

8. Motion to accept consent agenda

Motion #: 2022-25

Moved by: A. Revill Seconded by: N. Nossal

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 from the minutes.

10. Items Removed from the Consent Agenda

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

11. Action Items

There were no action items this month.

Items for Discussion / Exploration

There were no items for discussion / exploration this month.

Other Business

12. Facilities Master Plan Update – presentation by consultant

This item was moved ahead in the agenda to follow item 4.

13. Meeting Format

Due to the prevalence of COVID-19 in the region, it was agreed that a return to in-

person meetings should be postponed for at least another month. Meetings will continue to take place virtually for the month of May.

14. Board Meeting Evaluation Survey - report

This item was deferred to the Committee of the Whole meeting on May 4, 2022.

Adjournment / Next Meeting

There being no further business, it was moved by L. Moody to adjourn the meeting at 6:10 p.m.

The next Committee of the Whole meeting will be held at 4:30 p.m., Wednesday, May 4, 2022, virtual format with livestream.

The next regular Board Meeting will be held at 4:30 PM, Wednesday, May 18, 2022, virtual format with livestream.

Signatures:

Monica Stewart, Chair

Amy Rundle, Recording Secretary

MINUTES (unconfirmed)

Committee of the Whole Meeting #2022-02

Kingston Frontenac Public Library Board

May 4, 2022 at 4:30 PM

Virtual Format (with livestream)

Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Kate Betts-Wilmott, Dave Kerr, Mark Kerr, Councillor Robert Kiley, Louise Moody, Natalie Nossal (Vice-Chair), Jennifer Ross, Monica Stewart (Chair), Bhavana Varma

Staff Present: Kimberly Sutherland Mills (Director, Service Design and Delivery), Bill Purvis (Technical Support), Shelagh Quigley (Director, Human Resources), Amy Rundle (Recording Secretary)

Regrets: Councillor Alan Revill

1. Call to Order

The meeting was called to order at 4:32 p.m.

The agenda was amended as follows:

- Item 3.3 was moved to the start of Other Business.

2. Policy Review

2.1. Health and Safety Policies

S. Quigley reported that these policies undergo an annual review by the Joint Health and Safety Committee (JHSC) prior to the annual Board review. No changes are required or recommended at this time.

2.1.1. Occupational Health and Safety

2.1.2. Workplace Harassment

2.1.3. Workplace Violence Prevention

2.2. Video Surveillance (deferred to October 2022)

3. Other Business

3.3. Board Meeting Evaluation Survey – report (brought forward from April 2022)

N. Nossal reported on the evaluation responses received after the March meeting.

Overall respondents felt the Board mostly or always led by focusing on Ends, considered ownership input, encouraged a diversity of viewpoints, considered the impact and risk associated with decisions, made efficient use of time, and limited decisions to those within the Board's scope.

Some respondents felt that discussion tends to focus more on the past and present than on the future and that a return to in-person meetings might result in freer dialogue and more fulsome discussion on topics of strategic interest.

M. Stewart suggested that discussion take place at a future Committee of the Whole meeting regarding trends that emerge over the course of several evaluations.

3.1. Trustee Job Description

L. Carter reported that the draft document is a compilation of the previous Board recruitment brochure and suggestions received from Board members when this was discussed in March 2021.

It was felt that while the draft job description provides excellent background information about the Board and accurately states the duties, responsibilities and time commitment required of Board members, it would be best suited as additional information to be distributed to individuals already interested in submitting an application. A suggestion was made to have a brochure or bookmark available in branches to catch the eye of people that might not be aware of the opportunity. The Library's social media accounts and newsletters could also be used to promote the opportunity. It was noted that recruitment efforts would be especially beneficial in the County where few applications are received for consideration.

Board members discussed the possibility of providing recommendations to municipal nominations advisory committees identifying specific qualifications and lived-experience that would best support the work of the Board and the commitment to equity, diversity, inclusion and reconciliation. It was noted that a review of how the City of Kingston's nominations advisory committee makes decisions is underway and that it might still be possible to provide feedback for consideration.

L. Carter will reach out to City staff regarding the review of the nominations process.

The recruitment process for the next Board term will begin after the municipal elections later this year. K. Sutherland Mills will work on a promotional plan with publicity staff (bookmarks, posters, social media posts, etc.).

3.2. Facilities Master Plan – discussion of preliminary findings

L. Carter reported that the consultant is currently in the process of analyzing all information received, including planning documents, population statistics, and community feedback. A draft report will be presented to the Board at the June meeting for discussion and comment. Additional community engagement will also take place surrounding the draft report in the weeks following its release.

The final plan should be ready for the Board to review mid-summer. The Board will also have an opportunity to ask the consultant questions before endorsing the final plan at a special meeting during the summer break.

A Board member asked if the final plan will be used to inform future capital budget asks. L. Carter stated that the plan will be used as a road map for planning purposes. The final plan will be shared with municipal funding partners after it has been endorsed by the Board.

A Board member asked if recommendations on how branches could be used differently, for example the Pittsburgh Branch, are included in the scope of the plan. L. Carter stated that in regards to the Extended Hours Project at the Pittsburgh Branch, the consultant has been provided with relevant Board minutes, planning documents and media coverage to consider as part of their analysis. Recommendations made by the consultant will be backed up with specific data, but are unlikely to offer details on library operations. The Facilities Master Plan, along with analysis from the recent branch hours review survey and additional community engagement specific to the Extended Hours Project, will be used to inform decisions on how best to move forward.

A Board member noted that a desire for outdoor library space was emphasized during the community engagement survey and open houses and asked if this poses jurisdictional challenges with the municipalities (business owner vs. property owner). L. Carter stated that the Library works collaboratively with the municipalities when looking at both interior and exterior spaces. The Calvin Park branch is a good example of this. In 2021 the Library was unsuccessful in an application for a grant to fund a revitalization of the existing exterior courtyard. However, a partnership has since been formed with Loving Spoonful to operate a community garden and vegetable stand at the branch with approval granted by the City of Kingston.

4. Adjournment and Next Meeting

There being no further business, N. Nossal moved to adjourn the meeting at 5:20 p.m.

The next regular Board Meeting will be held at 4:30 p.m., Wednesday, May 18, 2022, virtual format with livestream.

KFPL Monitoring Report to the Board

Executive Limitation Policy L-9

Communication and Counsel

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

Accordingly, they 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:

- Audit (Draft Financial Statements 2021)
 - Requests for Review of Library Materials (Q1-2022)
 - Statistical Report (Q1-2022)
 - Staff Relations 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. This shall be done in a timely manner.**

Letter to Candidates in Kingston and the Islands and Lanark-Frontenac-Kingston

A letter is being drafted to send to all registered candidates in the Provincial election. It will highlight the importance of Ontario's public libraries and include an invitation to meet with the Board Chair and CEO to further discuss priority funding areas, as identified in the Ontario Library Association/Federation of Ontario Public Libraries pre-budget submission. The submission, along with KFPL's 2021 Annual Report will be enclosed. The letter will be distributed to the Board as correspondence once it has been sent.

COVID-19 Operational Impacts

Operating hours expanded on May 2, when evening hours resumed at the Central,

Calvin Park, Rideau Heights and Pittsburgh branches. The Isabel Turner Branch had resumed evening hours in November. Central, Calvin Park and Isabel Turner branches also added resumed service between 9 and 10am Monday to Thursday. Rideau Heights Branch Saturday hours also expanded from 10am-2pm back to 9am-5pm.

The hours expansion bring all branches back to full hours, with the exception of Central, Calvin Park and Isabel Turner branches, which close at 8pm instead of 9pm Monday to Thursday.

The data gathered through the Fall 2021 hours survey, along with feedback provided during the Facilities Master Plan process will be analysed and recommendations regarding operating hours will be brought to the Board later this year.

Comments and Suggestions

Library staff record suggestions and comments made by the public. This feedback is received through multiple avenues, including email, telephone, in person and via social media. Feedback is reviewed by management regularly and is distributed to library staff as appropriate. A summary of patron feedback is being provided for the Board's information.

Meetings, Professional Development and Partnerships

See Appendix A

KFPL Incident Reports by Category

See Appendix B

Summary of Patron Feedback

See Appendix C

- 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 Limitation Policy 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.



Laura Carter, CEO/Chief Librarian

May 10, 2022

Appendix A:

Meetings, Professional Development and Partnerships

My Kingston Event, Hosted by KFPL at the Central Branch in partnership with CBC
Ottawa

- April 21, 2022

Meeting with D. Korneluk, Facilities Management and Construction Services, City of
Kingston

- April 27, 2022

Annual Institute on Library as Place, Planning Committee Meeting

- April 28, 2022

Bishop's House Project Meeting

- May 2, 2022

Meeting with U. Wilkinson, President, Friends of the Library

- May 3, 2022

Audit Meeting with C. Cox, KPMG, S. Eyles and M. Purcell, City of Kingston and C.
Ridgley

- May 4, 2022

Friends of the Library Board Meeting

- May 5, 2022

Meeting with S. Kanellos and D. Korneluk, Facilities Management and Construction
Services, City of Kingston

- May 10, 2022

Appendix B:**KFPL Incident Reports by Category (April 12, 2022 to May 9, 2022)****Alcohol and Drugs**

- 2022-104 Teens blocking emergency exit and drug use (Isabel Turner Branch, April 26, 2022)
- 2022-103 Teens smoking a bong (Isabel Turner Branch, April 27, 2022)
- 2022-114 Patron found unresponsive in public washroom (Central Branch, May 5, 2022)
- 2022-116 Patron unwell, ambulance called (Central Branch, May 6, 2022)
-

Facilities

- 2022-95 Elevator stuck on second floor twice (Central Branch, April 16, 2022)
- 2022-96 Elevator call button activated after branch closed (Central Branch, April 18, 2022)
- 2022-98 No heat in branch, branch closure (Hartington Branch, April 20, 2022)
- 2022-101 Elevator stuck on second floor (Central Branch, April 22, 2022)
- 2022-107 Electronic access to Rideau Heights Community Centre not working (Rideau Heights Branch, April 30, 2022)
- 2022-110 Leak in roof (Rideau Heights Branch, May 4, 2022)
- 2022-115 Alarm not set (Cloyne Branch, May 6, 2022)
-

General

- 2022-94 Garbage bin damage (Sharbot Lake Branch, April 16, 2022)
- 2022-106 Unopened condom found in library (Isabel Turner Branch, April 29, 2022)
- 2022-109 Garbage and feces outside branch (Calvin Park Branch, May 3, 2022)
-

Patron Behaviour

- 2022-97 Disgruntled patron (Central Branch, April 20, 2022)
- 2022-99 Upset patron with vaping paraphernalia (Central Branch, April 21, 2022)
- 2022-100 Disruptive teen behaviour (Isabel Turner Branch, April 21, 2022)
- 2022-102 Patron asked to leave, police called (Central Branch, April 23, 2022)
- 2022-105 Inappropriate comment from patron (Isabel Turner Branch, April 21, 2022)
-

Theft or Property Damage

- 2022-108 RFID tag found (Sydenham Branch, April 29, 2022)

2022-111 Children's area iPad stolen (Isabel Turner Branch, May 5, 2022)

2022-112 Bollard cover removed by teens (Isabel Turner Branch, May 5, 2022)

Appendix C:

Summary of Patron Feedback (April 12, 2022 to May 9, 2022)

Branch Operations

- Feedback regarding changes to community notice board in lobby of Isabel Turner branch. (May 6, 2022)
-

Facilities

- Patron reported that the Central Branch feels very sterile and clinical. (May 4, 2022)
-

General

- Message of thanks for all that the library provides for the community. (April 24, 2022)
-

Staff

- Patron was thrilled with the assistance she received accessing Interlibrary Loans. (April 28, 2022)
 - Negative comment about change of regular staff at branch. (May 4, 2022)
-

KFPL Key Activities and Highlights May 2022

Programming and Outreach

- ▶ At the end of April, the Library partnered with the CBC on My Kingston Day and also hosted a live broadcast of All in a Day. My Kingston Day featured an art unveiling and artist discussion at the Central Branch with custom artwork by local artists Constance Itounas and Francisco Corbett, a Create Space activation, and a panel with community leaders. All in a Day showcased local musicians and topics in the first ever live broadcast of the show from Kingston.
- ▶ May marks a return to in-person programming with a range of indoor, outdoor, and virtual programs being offered. We are introducing new programming such as Books & Barks which is an outdoor book club where patrons can walk their dogs and connect over books.
- ▶ We have partnered with Queen's Connections to offer a unique program for ages 9-14, a non-competitive LEGO Robotics League. Participants will work on different challenges over a 6 week period.
- ▶ In early June, KFPL will be hosting an early literacy fair outside of the Isabel Turner Branch in Lions Civic Gardens. This event will provide activities related to Every Child Ready to Read, will highlight community partners such as EarlyON and will also have a foam machine! There will be giveaway books for the first 100 attendees.
- ▶ Outreach season is well underway. This month KFPL participated in Touch the Truck in Sydenham and will also have pop-up stations at the Grand Theatre and the Spring into Summer event at Lake Ontario Park.
- ▶ KFPL will be offering a partnered 3 session French Storytime with Le Conseil des écoles catholiques du Centre-Est (CECCE) in May and June.
- ▶ Kimberly accepted an invitation to the Frontenac Economic Development Working Table in May to share library resources of interest to local businesses and entrepreneurs.

Services and Collections

- ▶ A new partnership with the Kingston Humane Society (KHS) combines book and pet recommendations! Each week, the Library and the KHS share the profile of a pet who needs extra attention in order to pique the interest of potential adopters. This profile is paired with a book recommendation that matches the personality of the animal.

- Check out these **new releases** for May:



Staff News

- Tim Stranak has accepted the role of Manager, Facilities and will start at the end of May.
- Kimberly completed an intensive training on Designing Engagement Surveys with Delaney Academy.
- Kimberly attended Respectful Terminology: Creating a National Framework facilitated by the National Indigenous Language Alliance. This was the first Canada-wide conversation among cultural institutions about Indigenizing and decolonizing cataloguing practices.
- KFPL has hired Magnus Berg for the role of Librarian, Analytics. Magnus will start in July.
- KFPL is looking forward to onboarding a number of newly hired Pages and Library Assistants
- Adam Revington has joined KFPL as a Maintenance Assistant.

Facilities

- Offered in partnership with Loving Spoonful, a new community garden will be built at the Calvin Park Branch in May. The branch will also host a weekly outdoor low-cost produce market as part of Loving Spoonful's community outreach.

KFPL Report to the Board

Subject: Requests for Review of Library Materials (Q1-2022)

Prepared by: G. Langdon, Manager, Branches and Collections

Date of meeting: May 18, 2022

Background:

Kingston Frontenac Public Library provides a process for members of the public to identify concerns about books and other material in the Library's collection. The Request for Review of Library Materials is a means for patrons to communicate concerns about specific materials to Library staff and encourages meaningful conversation about intellectual freedom. Requests for Review are dealt with in the context of the Collections Development Policy, which was last approved by the Library Board in February 2022. The relevant section of the policy is restated here:

The Kingston Frontenac Public Library Board regards an individual's right of access to information through the public library as an important element of a democratic society. The presence of any material in the Library does not indicate an endorsement of its contents.

The content or manner of expressing ideas in material that is purposely selected to fill the needs of some Library users may be considered to be offensive by other Library users. The Library recognizes the right of any individual or group to reject Library material for personal use, but does not accord to any individual or group the right to restrict the freedom of others to make use of that same material. While Library staff will attempt to guide individuals and groups to materials suitable for their use, the ultimate responsibility for the choice made by the patron lies with the patron and/or their parent(s) or guardian(s).

Requests for Review of Library materials are made in writing by submitting a Request for Review of Library Materials form. Acknowledgement of the request is sent within 2 business days and a written response is sent within 30 days. Requests for Review are formally reviewed by a Collection Review Team (CRT) and communicated to requestors following the process outlined in the KFPL Guidelines for Requests for Review of Library Materials. Patrons who are not satisfied with the response will be invited to meet with the CEO and members of the review team. The final decision on any challenge to the collection rests with the CEO.

Analysis:

In the first Quarter of 2021, KFPL received one request for review of library materials asking that we relocate the junior graphic novel *Dracula* (2020) to the Teen Section. Upon review, the CRT decided the item should remain in the children's section.

Item Description

Dracula (2020) by Bram Stoker, adapted by Claire Bampton and Anthony Williams. The item is a junior graphic novel adaptation of the classic novel.

Summary of Patron Comments

The content of the graphic novel may frighten children aged 12 and under. The graphic novel should be relocated to the Teen section.

Findings and Action Taken

- The publisher recommends this title for a middle grade audience (grade 4 to 6), making it appropriate for inclusion in the junior graphic novel collection.
- Other library systems, including Toronto PL, Edmonton PL, Nashville PL, Seattle PL and El Paso PL, have this title in their children's collections.
- The CRT found that the violence is restrained and the vocabulary is appropriate for ages 10 and up. This adaptation of a classic work is an entry point to the original text for younger readers.
- The decision of the CRT accords with the Collection Development Policy language around children's collections:

The Library's children's collections serve children from infancy through age twelve. Materials for these collections reflect the wide range of reading and interest levels that this age group includes.

- This adaptation is suitable for older children. Parents and guardians are responsible for determining which books are appropriate for children in their care. The Collection Development Policy states:

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

- The CRT agreed that the item should remain in the children's section.
- The decision of the CRT was communicated to the patron as per the Guidelines for

Requests for Review of Library Materials. The patron expressed no dissatisfaction with the response.

Date Resolved: March 2022

Recommendations:

This report is for informational purposes only.

KFPL Monitoring Report to the Board

Communication and Counsel

Statistical Report – 1st Quarter 2022

Performance data for the first quarter of 2022 is available in Appendix A and reports 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) and engagement
- Programs (in-house and outreach) and attendance
- Meeting room bookings

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, until December 26, 2020 when Provincial regulations mandated the return to curbside service only.
- Library branches re-opened on February 11, 2021 until April 3, when all public libraries in Ontario were mandated to return to curbside service for the remainder of the second quarter. Rural branches operated at full hours, urban branches on reduced hours. Evening hours were re-introduced at the Isabel Turner branch the week of November 15, 2021.
- Rideau Heights opened for Saturday service from 10-2 beginning March 13, 2021. Starting November 17, 2021, the branch opened Wednesdays from 10-6.
- As of May 2, library branches returned to almost full operating hours. The Central, Calvin Park, and Isabel Turner Branches are closing at 8pm instead of 9pm Monday-Thursday.
- Rooms have been unavailable to rent several times since the start of the COVID-19

pandemic. They were available to rent for Q1 of 2022, but use has been impacted by the ongoing pandemic.

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 re-opened on March 23, 2019, having been closed since November 2016 for renovations. The 2019 statistics for other branches, particularly Calvin Park, Isabel Turner and Pittsburgh are impacted by Central resuming service, and a drop in circulation at those branches was expected.
- 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 was been out of service from March 17, 2020 to March 13, 2022 due to COVID-related closures.
- 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. There are fewer titles available through Flipster.

Appendix A: Performance Statistics – 1st Quarter 2022

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. The final column compares current circulation to pre-pandemic levels, but Q1 2019 was also impacted by the Central Branch reopening. Q1 Circulation in 2022 is 22% lower than it was in 2019, but is 23% higher than it was in 2021, so use of the Library's physical collections is increasing.

Figure 1: Circulation

Branch	2019	2020	2021	2022	19 vs 22
Arden	1,880	1,581	1,337	1,472	-21%
Calvin Park	74,237	49,790	37,544	39,239	-47%
Central	11,680	40,602	22,874	31,686	171%
Cloyne	1,796	1,666	978	1,389	-23%
Hartington	2,153	1,514	1,188	1,316	-39%
Howe Island	687	746	325	834	21%
Isabel Turner	98,193	73,331	40,077	70,201	-28%
Mountain Grove	642	443	323	491	-24%
Parham	1,134	743	750	693	-39%
Pittsburgh	19,565	15,054	13,358	13,494	-31%
Plevna	873	515	578	572	-34%
Rideau Heights	8,930	8,900	3,735	6,497	-27%
Sharbot Lake	3,360	2,601	1,864	2,191	-35%
Storrington	2,320	2,114	2,042	2,147	-7%
Sydenham	9,789	7,914	7,462	7,759	-21%
Wolfe Island	2,296	1,693	1,641	1,775	-23%
Mobile	357	104	n/a	3	n/a
Virtual (renewals)	65,743	57,613	57,872	57,717	-12%
Telephone (renewals)	641	403	417	n/a	n/a
TOTAL	306,276	267,327	194,365	239,476	-22%

*Telephone renewal system needs to be replaced. Staff are investigating options and pricing. Patrons are being called manually by staff in the interim.

Figure 2: Circulation Percentages Overview

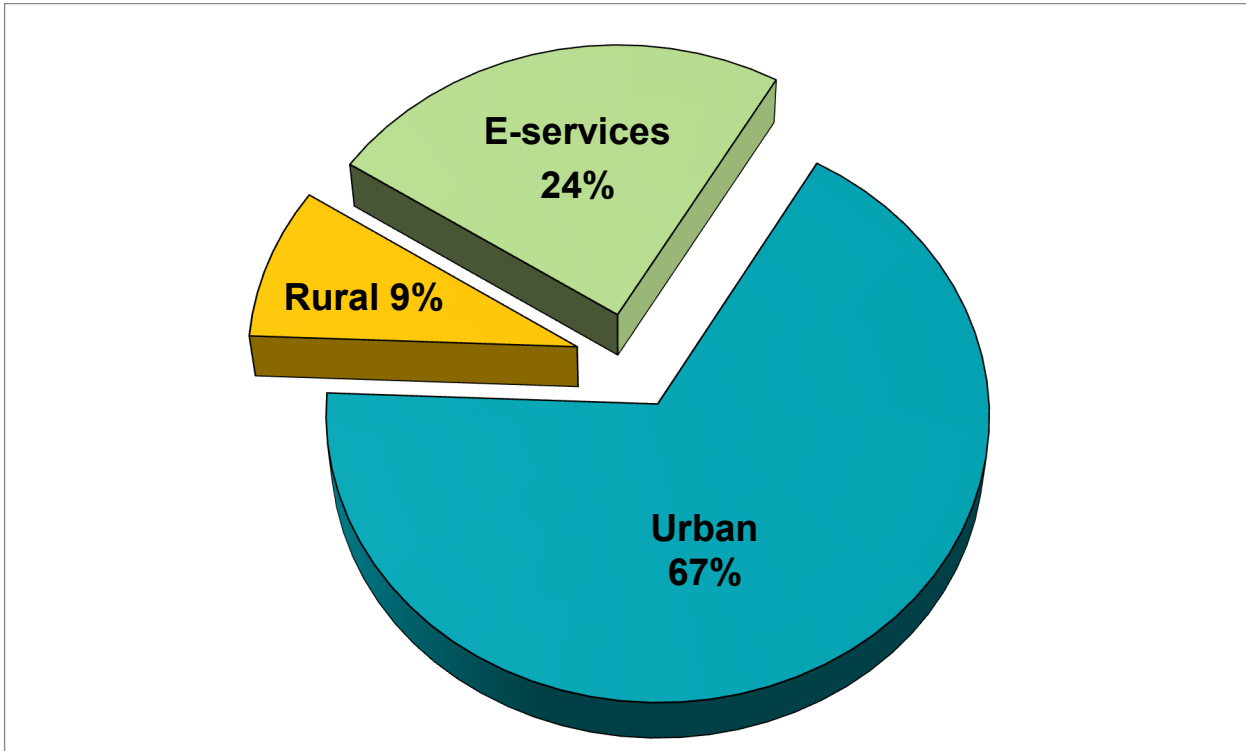


Figure 3: Circulation – Rural Branches

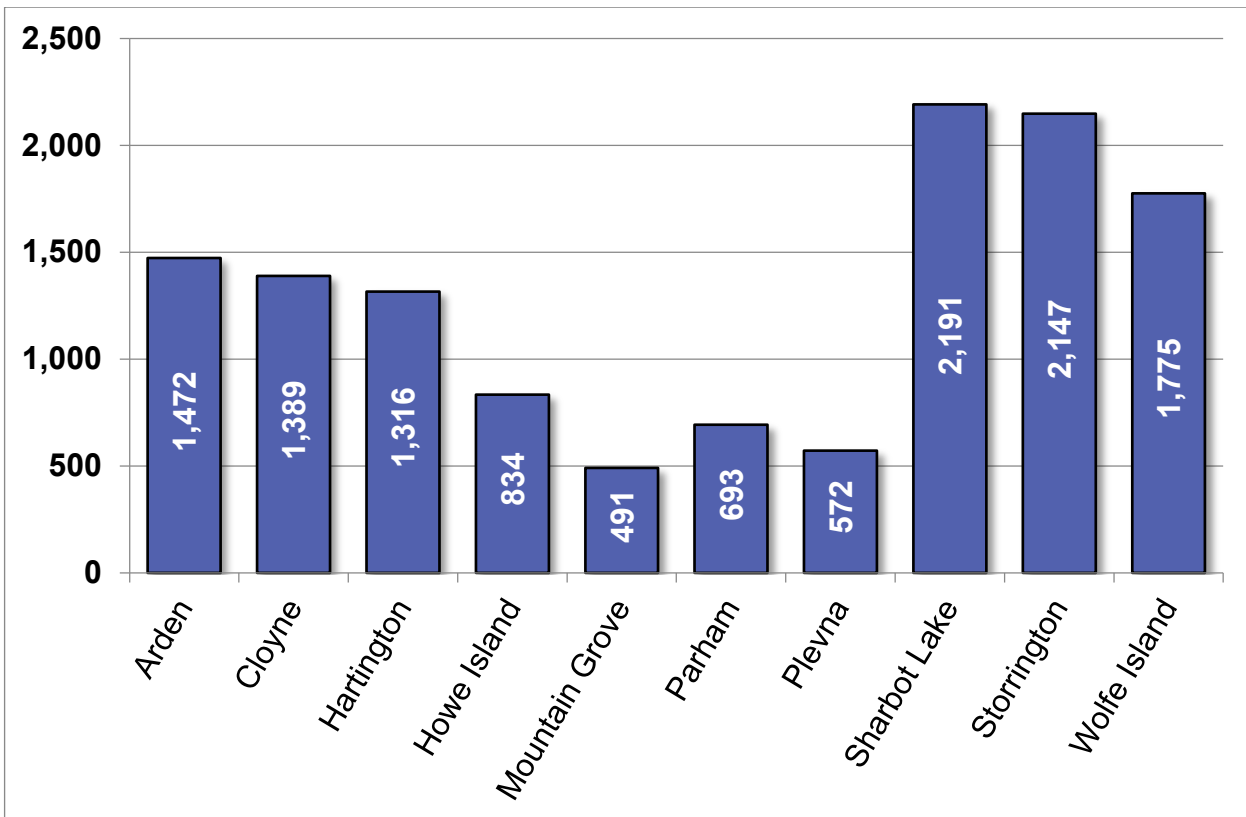


Figure 4: Circulation – Kingston and Sydenham

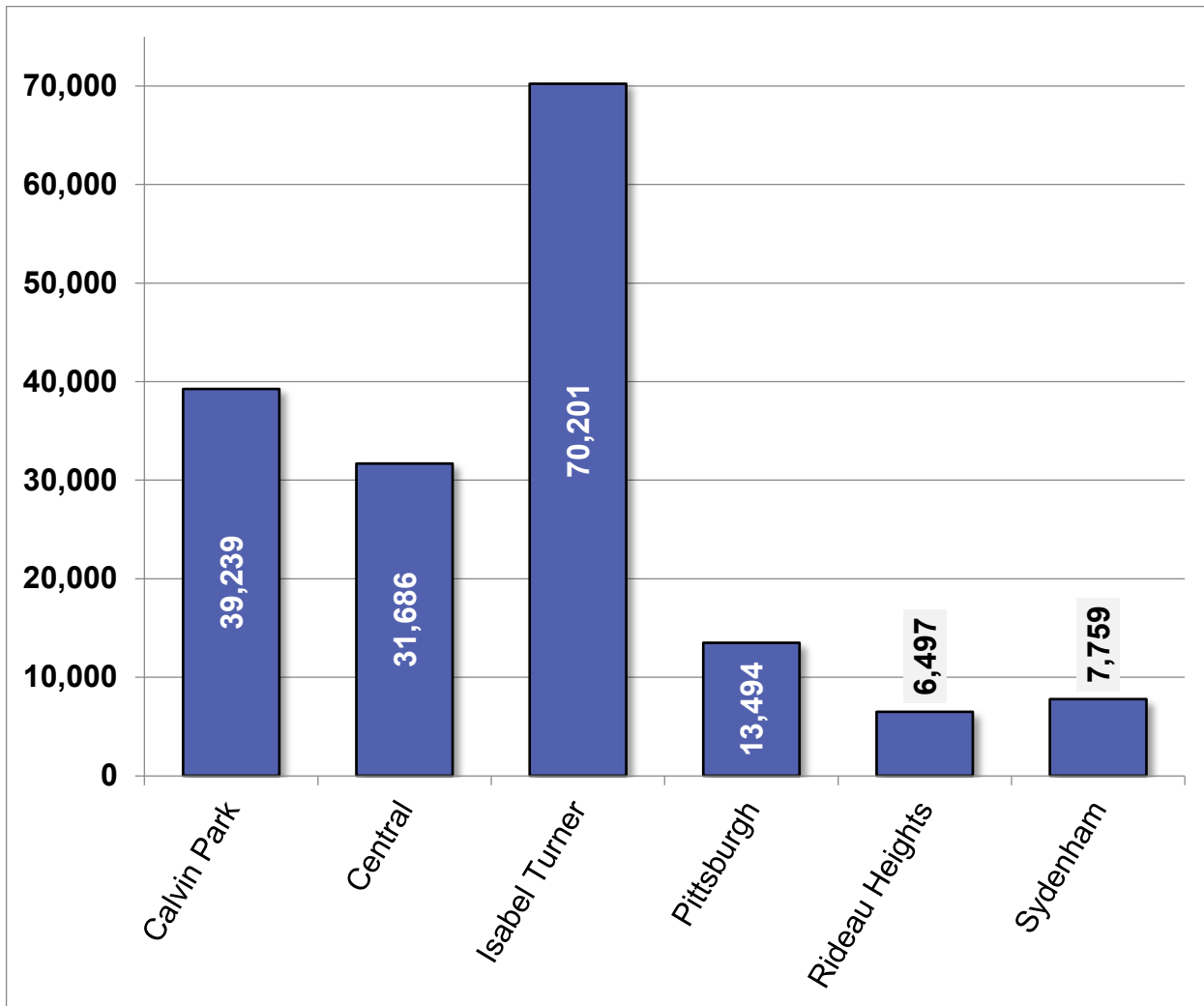


Figure 5: Circulation Per Capita

Region	Population 2021	Circulation Q1 2022	Circulation per capita
City of Kingston	132,485	161,117	1.22
Township of South Frontenac	20,188	11,222	0.55
Township of Central Frontenac	4,892	4,847	0.99
Township of North Frontenac	2,285	1,961	0.86
Township of Frontenac Islands	1,930	2,609	1.35

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 by Branch

Branch	2019	2020	2021	2022
Arden	425	364	373	269
Calvin Park	4,302	1,316	2,309	3,063
Central	2,451	4,025	3,055	3,415
Cloyne	432	332	74	205
Hartington	670	488	123	89
Howe Island	69	79	7	9
Isabel Turner	8,469	4,575	2,911	3,301
Mountain Grove	106	113	130	148
Parham	771	506	477	416
Pittsburgh	1,870	866	1,649	1,875
Plevna	243	243	102	151
Rideau Heights	1,585	656	618	768
Sharbot Lake	610	554	475	426
Storrington	81	110	133	165
Sydenham	578	351	1,297	777
Wolfe Island	966	729	665	526
Virtual	1,687	1,923	2,510	2,752
TOTAL	25,315	17,230	16,908	18,355

Internet and Wifi Use

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

Figure 7: Computer Bookings and WiFi

Branch	Category	2019	2020	2021	2022
Arden	Computer	87	41	1	1
	WiFi	286	299	100	141
Calvin Park	Computer	5,463	3,800	927	1,768
	WiFi	3,794	2,845	716	2,414
Central	Computer	308	3,647	912	1,894
	WiFi	982	7,123	2,583	2,812
Cloyne	Computer	33	22	0	8
	WiFi	366	243	119	568
Hartington	Computer	34	29	0	0
	WiFi	75	101	85	235
Howe Island	Computer	0	2	0	0
	WiFi	86	36	7	95
Isabel Turner	Computer	6,874	5,051	1,483	2,584
	WiFi	7,255	4,929	1,308	8,154
Mountain Grove	Computer	45	11	0	5
	WiFi	36	21	13	56
Parham	Computer	24	10	0	2
	WiFi	15	9	10	26
Pittsburgh	Computer	513	245	71	51
	WiFi	381	231	28	n/a
Plevna	Computer	16	7	0	8
	WiFi	139	161	315	649

Branch	Category	2019	2020	2021	2022
Rideau Heights	Computer	858	646	48	165
	WiFi	509	467	n/a	795
Sharbot Lake	Computer	174	177	12	32
	WiFi	392	260	273	362
Storrington	Computer	7	0	0	11
	WiFi	92	52	12	244
Sydenham	Computer	269	338	115	141
	WiFi	373	262	90	257
Wolfe Island	Computer	127	88	3	10
	WiFi	113	136	10	198
TOTALS	Computer	14,832	14,114	3,572	6,680
	WiFi	14,894	17,175	5,669	17,006

Social Media and Engagement

Social media statistics are used to measure the effectiveness of KFPL's digital marketing and engagement efforts, and to inform decisions around service design and delivery.

Figure 8: Social Media

Platform	Measure	2019	2020	2021	2022
Facebook	Engagement	4,463	8,589	2,154	3,192
	Likes	3,357	3,946	4,337	4,649
	Posts	82	133	204	331
Instagram	Engagement	1,105	1,178	781	4,232
	Followers	1,526	2,041	1,918	2,522
	Posts	39	46	35	75
	Views of Video	26	455	176	2,520
TikTok	Engagement	n/a	n/a	n/a	119
	Followers	n/a	n/a	n/a	19
	Posts	n/a	n/a	n/a	16
	Views	n/a	n/a	n/a	1,885
Twitter	Engagement	537	1,012	606	1,494
	Followers	3,621	3,814	3,924	4,170
	Mentions	653	276	157	380
	Tweets	162	261	260	534
YouTube	Posts	n/a	72	76	51
	Subscribers	35	610	686	962
	Views	n/a	8,188	7,489	8,021

Figure 9: Engagement

Engagement Type	Description / Title	Subscribers / Participants
KFPL Newsletters	Grow	826
	Connect	11,900
	Create	1,242
	Engage	386
KFPL Surveys	Facilities Master Plan (FMP)	1,371
KFPL Consultation	FMP – Community Leader Interviews	9
	FMP – Community Leader Workshops	30
	FMP – Community Open Houses	144
	FMP – Staff Workshops	33

Community Leader Interviews

- Interviews with leaders representing KFPL’s funding and service partners were conducted by the consultant. Conversations encompassed a variety of topics regarding the geographic distribution, responsiveness, partnerships and future use potential of Library branches.

Community Leader Workshops

- Workshops were held with community organizations and agencies that have an interest in library services delivered through KFPL. Facilitated by the consultant, workshop participants shared insights, concerns and perspectives about our communities and discussed the core strengths, trends, challenges and opportunities for library spaces.

Community Open Houses

- Open Houses were held at all 16 library branches, the South Frontenac Recreation and Leisure Services Fair and virtually via Zoom. Members of the public had the opportunity to review project-specific information and contribute feedback informing initial planning phases.

Staff Workshops

- Workshops were held with a diverse selection of staff representatives to discuss current library facilities and offer insights for future use.

E-services

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

Figure 10: E-Services

Resource	Category	2019	2020	2021	2022
Ancestry Library	Uses	5,336	6,957	39,761*	22,803
cloudLibrary	E-audiobooks	11,509	14,957	19,808	21,643
	E-books	32,407	39,141	51,354	47,443
Hoopla	Uses	4,106	3,685	4,384	4,531
Kanopy	Uses	n/a	n/a	n/a	2,815
LinkedIn Learning	Certificates completed	101	131	137	128
	Users	361	396	385	304
Mango Language	Uses	947	723	1,275	1,141
Newspapers & Articles	Uses	18,013	26,930	32,464	34,558
RB Digital / Flipster	Uses	5,277	6,720	622	2,760
Website	Visits	285,350	253,423	194,082	241,840
TOTAL		363,407	353,063	344,272	379,966

*Ancestry Library Edition was available for home use when COVID-19 restrictions were in place. The Library's license is for in-library use only.

Programming

Programming is an integral part of the Kingston Frontenac Public Library's service to the public. The events and programs offered are responsive to the interests and needs of the communities served by our branches and support the Library's mission, vision and strategic plan. All programs are designed with measurable outcomes and evaluated regularly. The Library also reviews suggestions for events and programs and uses various mechanisms to gather community input to assist in setting programming priorities and plans.

Figure 11: Session/Events and Attendance

User Group	Category	2019	2020	2021	2022
Adult	Session / Events	197	214	51	59
	Attendance	1,223	3,071	609	1,043
Children and Family	Session / Events	189	204	101	106
	Attendance	6,547	3,117	1,356	2,757
Mixed / All Ages	Session / Events	105	1	14	12
	Attendance	3,469	0	52	178
Outreach	Session / Events	54	7	0	8
	Attendance	3,282	760	0	309
Teen	Session / Events	22	12	24	11
	Attendance	263	128	179	137
TOTALS	Session / Events	567	438	190	196
	Attendance	14,784	7,706	2,196	4,424

Meeting Room Bookings

Meeting rooms and event spaces in KFPL's urban branches are available to rent when not being used for Library purposes (e.g. programs).

Figure 12: Room Bookings by Location

Branch	Room	2019	2020	2021	2022
Calvin Park	Community	148	67	0	2
Central	Meet 1	3	35	14	12
	Meet 2	2	35	3	13
	Meet 3	1	17	3	33
	Meet 4	1	9	1	68
Isabel Turner	Cataraqui	39	6	0	13
	Room A	29	5	0	45
	Room B	111	86	0	0
	Gates Training	73	24	0	0
TOTALS		412	350	33	295

Figure 13: Room Bookings by Type

Booking Type	2019	2020	2021	2022
Book Clubs	11	13	0	0
City of Kingston	21	18	0	0
Education	2	4	4	0
Government	6	2	0	0
In House	349	224	28	293
Private	0	64	1	2
Private Cultural	4	6	0	0
Read for Fun	19	19	0	0
Writersfest	0	0	0	0
TOTAL	412	350	33	295

Total Uses

Figure 15: Total Uses

Branch	Internet	Wireless	Program Attendance	E-services	Patron Queries	Circulation	TOTAL
Arden	1	141	-	-	269	1,472	1,883
Calvin Park	1,768	2,414	-	-	3,063	39,239	46,484
Central	1,894	2,812	-	-	3,415	31,686	39,807
Cloyne	8	568	-	-	205	1,389	2,170
Hartington	0	235	-	-	89	1,316	1,640
Howe Island	0	95	-	-	9	834	938
Isabel Turner	2,584	8,154	-	-	3,301	70,201	84,240
Mountain Grove	5	56	-	-	148	491	700
Parham	2	26	-	-	416	693	1,137
Pittsburgh	51	n/a	-	-	1,875	13,494	15,420
Plevna	8	649	-	-	151	572	1,380
Rideau Heights	165	795	-	-	768	6,497	8,225
Sharbot Lake	32	362	-	-	426	2,191	3,011
Storrington	11	244	-	-	165	2,147	2,567
Sydenham	141	257	-	-	777	7,759	8,934
Wolfe Island	10	198	-	-	526	1,775	2,509
System-wide	-	-	4,424	379,966	2,752	57,720	444,862
TOTAL	6,680	17,006	4,424	379,966	18,355	239,476	665,907

KFPL 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 unreasonably unfair or undignified.

With respect to staff, the Chief Librarian may not:

- 1. Fail to promote a work environment that is diverse and inclusive, free of discrimination and harassment, and that provides equal opportunity employment.**

CEO Interpretation:

KFPL promotes a workplace that is diverse and inclusive, free of discrimination and harassment, and that provides equal opportunity employment.

Compliance will be demonstrated:

When organizational documents and conduct reflect the Library's commitment to inclusion.

Evidence:

- Several policies, procedures and initiatives outline the Library's commitment to a diverse and inclusive workplace. These include the Workplace Harassment policy – reviewed and approved by Board annually; the Anti-nepotism policy – reviewed and approved by Board once per term; the Accommodation policy and the Standards of Conduct for KFPL Employees Policy, reviewed and approved by Board once per term. The Workplace Inclusion Committee is working to implement the Workplace Inclusion Charter, and diversity and accessibility statements are included on all job postings. Training has been provided to staff on a variety of topics, including cultural competence, gender identity and gender expression, workplace harassment, violence in the workplace and human rights. The Patron Code of Conduct is in place to establish expectations of patron behaviour and treatment of staff, including harassment. Signs have been posted prominently in City of Kingston branches regarding treatment of staff and other patrons.
- Banning guidelines have been developed to provide guidance for staff in dealing with inappropriate patron behaviour.

2. Operate without personnel procedures which clarify personnel rules for 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:

- Written procedures/agreements are in place.

Evidence:

- KFPL has collective agreements with its unionized staff (Canadian Union of Public Employees (CUPE) 2202 and 2202.01).
- KFPL has an agreement with its permanent non-union employees.
- Written policy and program descriptions are in place for KFPL volunteer positions.
- Several policies outline expectations for staff. These include the Standards of Conduct for KFPL Employees Policy, reviewed and approved by Board once per term; the KFPL Employee Online and Social Media Policy, reviewed and approved by Board annually; the Procurement of Goods and Service Policy and Asset Disposal Policy, reviewed and approved by Board once per term.
- Additional staff policies, such as, but not limited to, Service Feedback Standards and Impairment in the Workplace are in place to clarify expectations.

3. Discriminate against or discipline any staff member for expressing an ethical dissent.

CEO Interpretation:

I interpret dissent to mean the holding or expression of opinions at variance with those commonly or officially held and ethical to refer to moral principles that govern a person's behaviours. I interpret discriminate to mean unjust or unfavourable treatment of a person.

Compliance will be demonstrated:

No staff member has been disciplined or discriminated against for expressing an ethical dissent.

Evidence:

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

4. 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.

Compliance will be demonstrated:

When staff are provided with the time to review relevant policies and procedures and the opportunity to ask questions and seek clarification to confirm understanding.

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.

Staff are regularly assigned KFPL policy documents to review through the Library's Learning Management System (LMS).

5. Allow an employment environment that is detrimental to the morale and productivity of staff.**CEO Interpretation:**

I interpret this to mean that KFPL operates efficiently and effectively and offers mechanisms for staff to ask questions, state concerns and to provide feedback.

Compliance will be demonstrated:

When written procedures/agreements are in place and mechanisms are provided for staff to bring forward items of concern, including the Library's Joint Health and Safety Committee (JHSC) and the Union-Management Committee (U-M).

Evidence:

- Written policies and procedures are in place to provide direction to staff in carrying out their duties, and training is provided.
- Regular Union-Management and Joint Health and Safety Committee meetings are held.
- No grievances have been filed since the last report in February 2022.

I hereby present my monitoring report on Executive Limitation Policy L-2, Staff Relations and Volunteers.

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.

A handwritten signature in black ink, appearing to read 'LC', is positioned above the typed name of the signatory.

Laura Carter, CEO/Chief Librarian

May 10, 2022

Meeting 2022-05

Agenda item 10.2.1.

KFPL Report to the Board: Health and Safety Policies

KFPL Report to the Board

Subject: Health and Safety Policies

Prepared by: S. Quigley, Director, Human Resources

Date of meeting: May 18, 2022

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 May 2021 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 no changes are required or recommended.

The policies were reviewed by members of the Board at the Committee of the Whole meeting on May 4, 2022. No changes were suggested.

Recommendations:

That the policies be approved.

Occupational Health and Safety (DRAFT)

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: February 2022

Changes made: no changes

Next Review: February 2023

9. Signatures

Signed / date: _____
Chief Librarian / CEO

Signed / date: _____
Chair, KFPL Board

Signed / date: _____
Joint Health and Safety Committee – Union Representative

Workplace Harassment (DRAFT)

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, 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.

Related Documents:

KFPL Workplace Harassment Program

Document Control:

Last Reviewed: February 2022

Changes made: no changes

Next Review: February 2023

Signatures:

Signed / date: _____
Chief Librarian / CEO

Signed / date: _____
Chair, KFPL Board

Signed / date: _____
Joint Health and Safety Committee – Union Representative

Workplace Harassment Program (DRAFT)

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.
- h) 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 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.

3.5. 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.

3.6. 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.

5. Appendices

- a) Types and Examples of Harassment
- b) Workplace Harassment Complaint Form

6. Document Control

Original Policy Date: January 2017

Last Reviewed: May 2022

Changes made: no changes

Next Review: May 2023

7. Signatures:

Signed / date: _____
Chief Librarian / CEO

Signed / date: _____
Chair, KFPL Board

Signed / date: _____
Joint Health and Safety Committee – Union 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 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)

Workplace Violence Prevention (DRAFT)

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

- 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:	2022 May
Changes made:	no changes
Next Review:	2023 May

9. Signatures:

Signed / date: _____

Chief Librarian / CEO

Signed / date: _____

Chair, KFPL Board

Signed / date: _____

Joint Health and Safety Committee – Union 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.