

AGENDA

Regular Meeting #2022-06

Kingston Frontenac Public Library Board

June 15, 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

Consent Agenda

4. Adoption of Minutes
 - 4.1. Regular KFPL Board Meeting #2022-05 of May 18, 2022 (attached)
5. Information Items
 - 5.1. Correspondence / Information Received and Sent (correspondence log separate)
6. Monitoring Reports
 - 6.1. Communication and Counsel (report attached)
 - 6.1.1. Key Activities and Highlights (attached)
 - 6.1.2. Report: Fine Free Impact Analysis (attached)
 - 6.2. Service Accessibility (report attached)
7. Motion to accept Consent Agenda (motion)

Action Agenda

8. Business Arising from the Minutes

8.1.

9. Items Removed from the Consent Agenda for Discussion

9.1.

10. Action Items

10.1. Library Facilities Plan – Update (motion)

- Presentation by Monteith Brown Planning Consultants

10.2. Closed Meeting to discuss the following item(s): (motions) **(added)**

a. Labour Relations or Employee Negotiations

Items for Discussion / Exploration

11. Planning the Transition to a New Library Board (deferred)

Other Business

12. Land Acknowledgement and Statement of Solidarity (report attached)

13. Extended Hours Project Update (report attached) (motion) **(added)**

14. Board Meeting Evaluation Survey – report

Adjournment and Next Meeting

Regular Board Meeting, Wednesday, September 21, 2022 at 4:30 PM, TBD.

Correspondence List

5.1. Correspondence / Information Received and Sent

- 5.1.1. From the Bradford West Gwillimbury Public Library Board, a letter addressed to the Simcoe County Council (dated May 27, 2022) expressing the Board's serious concerns with the decision to dissolve the Simcoe County Library Co-operative.

Correspondence regarding the Extended Hours Project (*copies of all distributed to all Board members*)

- ★ form letter used
- ◆ resides in Kingston East
- ⊙ resides outside Kingston-Frontenac

- 5.1.2. From S. Davis, an email dated June 5, 2022★⊙
- 5.1.3. From A. Monk, an email dated June 5, 2022★
- 5.1.4. From J. Hazlett, an email dated June 5, 2022
- 5.1.5. From A. Hammond, an email dated June 5, 2022
- 5.1.6. From V. Colgan, an email dated June 5, 2022
- 5.1.7. From D. MacDonald, an email dated June 5, 2022★⊙
- 5.1.8. From W. Bogue, an email dated June 5, 2022⊙
- 5.1.9. From P. Barrett, an email dated June 5, 2022★
- 5.1.10. From J. McHenry, an email dated June 5, 2022★
- 5.1.11. From J. Finkle, an email dated June 5, 2022★
- 5.1.12. From H. Bardell, an email dated June 5, 2022★
- 5.1.13. From M. Muir, an email dated June 5, 2022◆
- 5.1.14. From H. Garrison, an email dated June 5, 2022★
- 5.1.15. From P. Liddy, an email dated June 5, 2022★⊙
- 5.1.16. From N. Jones, an email dated June 5, 2022★
- 5.1.17. From L. Wolsey, an email dated June 5, 2022★
- 5.1.18. From N. Lees, an email dated June 5, 2022★
- 5.1.19. From E. Cummins-Woods, an email dated June 5, 2022
- 5.1.20. From R. Revi, an email dated June 5, 2022★
- 5.1.21. From J. Hey, an email dated June 5, 2022★

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- 5.1.22. From L. Cardamone, an email dated June 5, 2022★
 - 5.1.23. From O. Delcourt, an email dated June 5, 2022★⊙
 - 5.1.24. From R. Stasel, an email dated June 5, 2022★
 - 5.1.25. From A. Copland, an email dated June 5, 2022★
 - 5.1.26. From M. Farr-Eagan, an email dated June 5, 2022★
 - 5.1.27. From T. Wannamaker, an email dated June 5, 2022★⊙
 - 5.1.28. From D. Inkster, an email dated June 5, 2022★
 - 5.1.29. From D. Mathers, an email dated June 5, 2022★
 - 5.1.30. From K. Wood, an email dated June 5, 2022★
 - 5.1.31. From E. Cassell, an email dated June 5, 2022★
 - 5.1.32. From P. Mary, an email dated June 5, 2022★
 - 5.1.33. From R. Bol, an email dated June 5, 2022★⊙
 - 5.1.34. From S. Payne, an email dated June 5, 2022★
 - 5.1.35. From W. June, an email dated June 5, 2022★⊙
 - 5.1.36. From M. Johnson, an email dated June 5, 2022★
 - 5.1.37. From G. Morris, an email dated June 5, 2022★
 - 5.1.38. From C. Stock, an email dated June 5, 2022★
 - 5.1.39. From M. Oddie, an email dated June 5, 2022★
 - 5.1.40. From C. Snooks, an email dated June 5, 2022★
 - 5.1.41. From S. Taylor, an email dated June 5, 2022★⊙
 - 5.1.42. From R. Wehlau, an email dated June 6, 2022★
 - 5.1.43. From J. O'Connor, an email dated June 6, 2022★
 - 5.1.44. From J. King, an email dated June 6, 2022★
 - 5.1.45. From S. Boyce, an email dated June 6, 2022★
 - 5.1.46. From G. Mathers, an email dated June 6, 2022★
 - 5.1.47. From S. Hurley, an email dated June 6, 2022★⊙
 - 5.1.48. From E. Jones, an email dated June 6, 2022★⊙
 - 5.1.49. From H. Jones, an email dated June 6, 2022★⊙
 - 5.1.50. From I. Wimmer, an email dated June 6, 2022★
 - 5.1.51. From B. Miranda, an email dated June 6, 2022★
 - 5.1.52. From D. Parfett, an email dated June 6. 2022★

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- 5.1.53. From M. Ireland, an email dated June 6, 2022★
 - 5.1.54. From K. Gervais, an email dated June 6, 2022★
 - 5.1.55. From L. Gibson, an email dated June 6, 2022★
 - 5.1.56. From E. Markuschewky, an email dated June 6, 2022★⊙
 - 5.1.57. From D. Beckstead, an email dated June 6, 2022★
 - 5.1.58. From C. O'Hara, an email dated June 6, 2022★⊙
 - 5.1.59. From L. Miller, an email dated June 6, 2022★
 - 5.1.60. From T. Manion, an email dated June 6, 2022★
 - 5.1.61. From D. Duttle, an email dated June 6, 2022★◆
 - 5.1.62. From B. Hetherington, an email dated June 6, 2022★
 - 5.1.63. From S. Miller-Davis, an email dated June 6, 2022★
 - 5.1.64. From H. Kent, an email dated June 6, 2022★
 - 5.1.65. From D. Demers, an email dated June 6, 2022★
 - 5.1.66. From T. Jones, an email dated June 6, 2022★⊙
 - 5.1.67. From M. McKay, an email dated June 6, 2022
 - 5.1.68. From C. Dunning, an email dated June 6, 2022★
 - 5.1.69. From J. Milloy, an email dated June 6, 2022★
 - 5.1.70. From D. Nesbitt, an email dated June 6, 2022
 - 5.1.71. From K. Morrissey, an email dated June 6, 2022★
 - 5.1.72. From K. Gould, an email dated June 6, 2022★
 - 5.1.73. From A. Trefzger, an email dated June 6, 2022
 - 5.1.74. From J. Hale, an email dated June 6, 2022★
 - 5.1.75. From M. Hughes, an email dated June 6, 2022
 - 5.1.76. From K. Tucker, an email dated June 6, 2022
 - 5.1.77. From L. Morgan, an email dated June 6, 2022
 - 5.1.78. From M. Cameron, an email dated June 6, 2022★
 - 5.1.79. From P. Chaves, an email dated June 6, 2022★
 - 5.1.80. From G. Ledbetter, an email dated June 6, 2022★
 - 5.1.81. From L. Donovan, an email dated June 6, 2022★◆
 - 5.1.82. From M. Hamilton, an email dated June 6, 2022★
 - 5.1.83. From L. Westlake, an email dated June 6, 2022

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- 5.1.84. From T. Kainer, an email dated June 6, 2022★
 - 5.1.85. From C. Douglas, an email dated June 6, 2022★
 - 5.1.86. From J. Kane, an email dated June 6, 2022★
 - 5.1.87. From A. Lucas, an email dated June 6, 2022★
 - 5.1.88. From S. Beckstead, an email dated June 6, 2022★
 - 5.1.89. From J. Shefrin, an email dated June 6, 2022
 - 5.1.90. From S. Bodner, an email dated June 6, 2022★
 - 5.1.91. From M. Higginson, an email dated June 6, 2022
 - 5.1.92. From S. Wiseman, an email dated June 6, 2022★
 - 5.1.93. From L. Rand, an email dated June 6, 2022★
 - 5.1.94. From A. Carson-Trefzger, an email dated June 6, 2022
 - 5.1.95. From P. Ferner, an email dated June 6, 2022
 - 5.1.96. From M. Iezzi, an email dated June 6, 2022★
 - 5.1.97. From D. Barber, an email dated June 6, 2022★⊙
 - 5.1.98. From A. Parrott, an email dated June 6, 2022
 - 5.1.99. From M. Reay, an email dated June 6, 2022★
 - 5.1.100. From D. Downey, an email dated June 6, 2022★
 - 5.1.101. From J. Best, an email dated June 6, 2022★
 - 5.1.102. From D. Maynard, an email dated June 6, 2022
 - 5.1.103. From A. Good, an email dated June 6, 2022★
 - 5.1.104. From S. Khan, an email dated June 6, 2022★
 - 5.1.105. From A. Emerson, an email dated June 6, 2022★
 - 5.1.106. From M. Huggard, an email dated June 6, 2022★
 - 5.1.107. From S. Emerson, an email dated June 6, 2022★
 - 5.1.108. From K. Sauvé, an email dated June 6, 2022★⊙
 - 5.1.109. From S. Wilkinson, an email dated June 6, 2022★
 - 5.1.110. From L. Wyatt, an email dated June 6, 2022★
 - 5.1.111. From T. Boudreau, an email dated June 6, 2022★◆
 - 5.1.112. From J. Larkin, an email dated June 6, 2022★
 - 5.1.113. From K. Innes, an email dated June 6, 2022
 - 5.1.114. From S. Jaffer, an email dated June 6, 2022

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- 5.1.115. From J. Jardin, an email dated June 6, 2022★
 - 5.1.116. From C. London, an email dated June 6, 2022★
 - 5.1.117. From M. Myers, an email dated June 6, 2022★
 - 5.1.118. From D. Zoutman, an email dated June 6, 2022★
 - 5.1.119. From N. Myers, an email dated June 6, 2022★
 - 5.1.120. From N. Hunt, an email dated June 6, 2022★⊙
 - 5.1.121. From B. Leifso, an email dated June 6, 2022★
 - 5.1.122. From P. Ryan, an email dated June 6, 2022★
 - 5.1.123. From S. Clements, an email dated June 6, 2022★
 - 5.1.124. From Q. Bui, an email dated June 6, 2022★
 - 5.1.125. From S. Wight, an email dated June 6, 2022★
 - 5.1.126. From L. Jamieson, an email dated June 6, 2022★
 - 5.1.127. From L. MacDougall, an email dated June 6, 2022★
 - 5.1.128. From J. Stanton, an email dated June 6, 2022★
 - 5.1.129. From S. Weima, an email dated June 6, 2022★
 - 5.1.130. From E. Saaltink, an email dated June 6, 2022★
 - 5.1.131. From S. Ryan, an email dated June 6, 2022★
 - 5.1.132. From H. Lamb, an email dated June 6, 2022★
 - 5.1.133. From G. Coburn, an email dated June 6, 2022★◆
 - 5.1.134. From B. Gluska, an email dated June 6, 2022★
 - 5.1.135. From T. Hagberg, an email dated June 6, 2022★
 - 5.1.136. From S. Harmer, an email dated June 6, 2022
 - 5.1.137. From J. Glatt, an email dated June 6, 2022★
 - 5.1.138. From K. Flowers, an email dated June 6, 2022★
 - 5.1.139. From S. Garrison, an email dated June 6, 2022★
 - 5.1.140. From D. Garrison, an email dated June 6, 2022★
 - 5.1.141. From P. Cox, an email dated June 6, 2022★
 - 5.1.142. From J. Pacheco, an email dated June 6, 2022★
 - 5.1.143. From R. Matheson, an email dated June 6, 2022★
 - 5.1.144. From K. Florent, an email dated June 6, 2022★⊙
 - 5.1.145. From C. Caccomo-Finlayson, an email dated June 6, 2022★

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- 5.1.146. From D. Doran, an email dated June 6, 2022★◆
 - 5.1.147. From B. Tozzo, an email dated June 6, 2022★
 - 5.1.148. From H. Mathers, an email dated June 6, 2022★
 - 5.1.149. From L. O'Connor, an email dated June 6, 2022★
 - 5.1.150. From M. Montgomery, an email dated June 6, 2022★
 - 5.1.151. From R. Dykins, an email dated June 6, 2022★
 - 5.1.152. From V. Johnston, an email dated June 6, 2022★
 - 5.1.153. From D. Sadler, an email dated June 6, 2022
 - 5.1.154. From K. McDevitt, an email dated June 7, 2022★
 - 5.1.155. From J. McAvoy, an email dated June 7, 2022★
 - 5.1.156. From M. Jones, an email dated June 7, 2022★⊙
 - 5.1.157. From C. Dwane, an email dated June 7, 2022★⊙
 - 5.1.158. From K. Cornfield, an email dated June 7, 2022★
 - 5.1.159. From L. Reid, an email dated June 7, 2022★◆
 - 5.1.160. From L. Thompson, an email dated June 7, 2022★
 - 5.1.161. From A. Stewart, an email dated June 7, 2022★
 - 5.1.162. From E. Todd, an email dated June 7, 2022★
 - 5.1.163. From K. Lewis, an email dated June 7, 2022★
 - 5.1.164. From B. O'Connor, an email dated June 7, 2022★⊙
 - 5.1.165. From N. Gingras, an email dated June 7, 2022★
 - 5.1.166. From D. Reid, an email dated June 7, 2022★
 - 5.1.167. From A. Itzkow, an email dated June 7, 2022★
 - 5.1.168. From A. Kaufman, an email dated June 7, 2022★
 - 5.1.169. From A. Boks, an email dated June 7, 2022★
 - 5.1.170. From N. Carrie, an email dated June 7, 2022★◆
 - 5.1.171. From M. Burke, an email dated June 7, 2022★
 - 5.1.172. From I. Robson, an email dated June 7, 2022★◆
 - 5.1.173. From L. MacLellan, an email dated June 7, 2022★⊙
 - 5.1.174. From K. Phillips, an email dated June 7, 2022★
 - 5.1.175. From B. Edwards, an email dated June 7, 2022★
 - 5.1.176. From F. Graham, an email dated June 7, 2022★⊙

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- 5.1.177. From V. T. Bui, an email dated June 7, 2022★
 - 5.1.178. From R. Fraser, an email dated June 7, 2022★
 - 5.1.179. From C. Sinclair, an email dated June 7, 2022★
 - 5.1.180. From C. Lavery, an email dated June 7, 2022★
 - 5.1.181. From S. McKeown, an email dated June 7, 2022★
 - 5.1.182. From B. Allen, an email dated June 7, 2022★
 - 5.1.183. From K. Braun, an email dated June 7, 2022
 - 5.1.184. From G. Grisenthwaite, an email dated June 7, 2022★⊙
 - 5.1.185. From K. McNeill, an email dated June 7, 2022★
 - 5.1.186. From R. Dykins, an email dated June 7, 2022★⊙
 - 5.1.187. From T. Bruce, an email dated June 7, 2022★
 - 5.1.188. From W. L. Perkins, an email dated June 7, 2022
 - 5.1.189. From C. Kalil, an email dated June 7, 2022◆
 - 5.1.190. From D. Crawford, an email dated June 7, 2022★
 - 5.1.191. From D. Redmond, an email dated June 7, 2022★
 - 5.1.192. From M. Kalil, an email dated June 7, 2022◆
 - 5.1.193. From G. Van houten, an email dated June 7, 2022⊙
 - 5.1.194. From N. Salay, an email dated June 7, 2022★
 - 5.1.195. From J. Vince, an email dated June 7, 2022★◆
 - 5.1.196. From S. Campbell, an email dated June 7, 2022★◆
 - 5.1.197. From C. Son, an email dated June 7, 2022★
 - 5.1.198. From M. Lloyd, an email dated June 7, 2022
 - 5.1.199. From M. Grimard, an email dated June 7, 2022★⊙

MINUTES (unconfirmed)

Regular Meeting #2022-05

Kingston Frontenac Public Library Board

May 18, 2022 at 4:30 PM

Virtual Format (with livestream)

Attendance:

Present: Kimberly Sutherland Mills (Acting Chief Librarian / Chief Executive Officer), Kate Betts-Wilmott, Mark Kerr, Louise Moody, Natalie Nossal (Vice-Chair), Councillor Alan Revill, Bhavana Varma

Staff Present: Graeme Langdon (Manager, Branches and Collections), Bill Purvis (Technical Support), Shelagh Quigley (Director, Human Resources), Chris Ridgley (Budget/HR Analyst), Amy Rundle (Recording Secretary)

Others Present: Caitlyn Cox, Senior Manager - Audit (KPMG), Amal Shaji, Senior Auditor (KPMG)

Regrets: Dave Kerr, Councillor Robert Kiley, Jennifer Ross, Monica Stewart (Chair)

1. Call to Order

N. Nossal assumed the position of Chair and called the meeting to order at 4:32 p.m.

2. Adoption of the Agenda

Motion #: 2022-26

Moved by: A. Revill Seconded by: B. Varma

That the agenda be adopted as distributed.

Carried

3. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

4. Presentation: KPMG to present the 2021 Draft Financial Statements

C. Cox and A. Shaji were introduced and welcomed to the meeting. C. Cox reviewed the draft financial statements and reported a clean audit. Library staff were thanked for being well-prepared and facilitating a smooth and easy audit process.

C. Cox and A. Shaji were thanked for presenting the audit and left the meeting at this time. (4:49 p.m.)

Consent Agenda

5. Adoption of Minutes

- 5.1. Regular KFPL Board Meeting #2022-04 of April 20, 2022
- 5.2. Committee of the Whole Meeting #2022-02 of May 4, 2022

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 and CEO advocating for continued support of Ontario's libraries.

7. Monitoring Reports

- 7.1. Communication and Counsel
 - 7.1.1. Key Activities and Highlights
 - 7.1.2. Requests for Review of Materials
 - 7.1.3. Statistical Report – Q1 2022
- 7.2. Staff Relations and Volunteers

8. Motion to accept consent agenda

Motion #: 2022-27

Moved by: L. Moody Seconded by: A. Revill

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

11.1. Audit Approval Consent (2021 Draft Financial Statements)

Motion #: 2022-28

Moved by: A. Revill Seconded by: M. Kerr

That the Board receive the 2021 audited report.

Carried

11.2. Policy Review and Approval

11.2.1. Health and Safety Policies

11.2.1.1. Occupational Health and Safety

Motion #: 2022-29

Moved by: M. Kerr Seconded by: A. Revill

That the Board approve the Occupational Health and Safety Policy.

Carried

11.2.1.2. Workplace Harassment

Motion #: 2022-30

Moved by: K. Betts-Wilmott Seconded by: L. Moody

That the Board approve the Workplace Harassment Policy.

Carried

11.2.1.3. Workplace Violence Prevention

Motion #: 2022-31

Moved by: M. Kerr Seconded by: B. Varma

That the Board approve the Workplace Violence Prevention Policy.

Carried

11.2.2. Video Surveillance

The review and approval of this policy was deferred to October 2022.

Items for Discussion / Exploration

There were no items for discussion / exploration this month.

Other Business

12. Facilities Master Plan Update

K. Sutherland Mills reported that due to negative associations with the term “master”, the plan will be referred to as the Library Facilities Plan going forward.

13. Board Meeting Evaluation Survey

The quarterly meeting evaluation survey will be available on the Board portal and Board members were encouraged to complete it.

Adjournment / Next Meeting

There being no further business, it was moved by K. Betts-Wilmott to adjourn the meeting at 4:55 p.m.

The next regular Board Meeting will be held at 4:30 PM, Wednesday, June 15, 2022, virtual format with livestream.

Signatures:

Monica Stewart, Chair

Amy Rundle, Recording Secretary

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:

- Service Accessibility

- 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.**

Extended Hours Project

A motion ([see Appendix D](#)) has been brought forward to Kingston City Council by Councillor Holland and seconded by Councillor Neill regarding the Extended Hours Project proposed for the Pittsburgh Branch. I have requested to attend the meeting on June 7th and to speak to Council regarding the motion as a delegation along with the Board Chair. A letter writing campaign regarding the project was launched by CUPE 2202 and 2202.01 and the Kingston & District Labour Council on Monday, June 6, resulting in a large volume of correspondence directing to the Library Board, Mayor of Kingston and Kingston City Councillors. Correspondence received until noon on June 7 is reflected in the correspondence log.

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.

A handwritten signature in black ink, appearing to read 'LC', with a stylized flourish at the end.

Laura Carter, CEO/Chief Librarian

June 7, 2022

Appendix A:

Meetings, Professional Development and Partnerships

Annual Institute on Library as Place Planning Committee Meeting

- May 12, 2022

Canadian Urban Libraries Council Spring Meeting

- May 15-17, 2022

Meeting with L. Hurdle and N. Carbone, City of Kingston

- May 19, 2022

Frontenac County Economic Development Charter Update Focus Group

- May 25, 2022

Joint Health and Safety Committee Meeting

- May 26, 2022

Meeting with U. Wilkinson, President, Friends of the Kingston Frontenac Public Library

- May 26, 2022

Land Acknowledgement Workshop

- May 31 and June 6, 2022

Friends of the Kingston Frontenac Public Library Board Meeting

- June 1, 2022

Library Facilities Plan Project Team Meeting

- June 3, 2022

Union-Management Committee Meeting

- June 7, 2022

Appendix B:**KFPL Incident Reports by Category (May 10, 2022 to June 6, 2022)****Alcohol and Drugs**

- 2022-123 People sleeping in covered parking lot (Central Branch, May 16, 2022)
2022-145 Teens and a bong (Isabel Turner Branch, June 2, 2022)
2022-146 Agitated patron (Calvin Park Branch, June 2, 2022)
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Facilities

- 2022-128 Water alarm sounding (Wolfe Island Branch, May 19, 2022)
2022-129 Excessive amount of garbage outside (Isabel Turner Branch, May 19, 2022)
2022-131 Alarm (Cloyne Branch, May 20, 2022)
2022-132 Yellow powder in men's 1st floor washroom (Central Branch, May 21, 2022)
2022-133 Yellow powder in men's 2nd floor washroom (Central Branch, May 21, 2022)
2022-137 Alarm (Plevna Branch, May 27, 2022)
2022-140 Trouble light on alarm (Plevna Branch, May 28, 2022)
2022-141 Alarm (Cloyne Branch, May 31, 2022)
2022-147 Alarm (Sydenham Branch, June 2, 2022)
-

General

- 2022-118 Kids behaving inappropriately (Rideau Heights Branch, May 9, 2022)
2022-120 Bat in cottage (Pittsburgh Branch, May 11, 2022)
2022-122 Sleeping patron in parking lot (Central Branch, May 16, 2022)
2022-124 Youth misbehaviour (Rideau Heights Branch, May 16, 2022)
2022-125 Report of racist comments (Isabel Turner Branch, May 17, 2022)
2022-134 Smoking at entrance to branch (Calvin Park Branch, May 24, 2022)
2022-135 Banned patron in library, police attend (Central Branch, May 26, 2022)
2022-138 Teens setting off fireworks (Isabel Turner Branch, May 27, 2022)
2022-143 Scooter in branch (Rideau Heights Branch, June 1, 2022)
-

Patron Behaviour

- 2022-119 Upset patron (Central Branch, May 12, 2022)
2022-121 Patron asked to leave – language (Calvin Park Branch, May 12, 2022)
2022-126 Sleeping patron (Calvin Park Branch, May 17, 2022)

2022-127 Patron yelling profanities and throwing sanitizer (Calvin Park Branch, May 17, 2022)

2022-144 Agitated young man, police called (Central Branch, June 2, 2022)

2022-148 Suspicious patron behaviour (Central Branch, June 4, 2022)

Theft or Property Damage

2022-136 Contractor's wallet stolen (Central Branch, May 26, 2022)

2022-139 Graffiti, alcohol and drugs (Isabel Turner Branch, May 30, 2022)

2022-142 Vandalism in accessible washroom (Isabel Turner Branch, May 31, 2022)

Appendix C:

Summary of Patron Feedback (May 10, 2022 to June 6, 2022)

Branch Operations

- Complaint about the cost of printing at KFPL. (May 14, 2022)
-

Customer Service

- Thank you so much for ordering a few of the books that I have requested. I really appreciate all that the staff does for us in Kingston. You are all fabulous. (May 17, 2022)
 - The Rideau Heights Branch should be open daily at least some of the hour so that would give us access when we need it. (June 6, 2022)
-

General

- Thank you for being there all through the pandemic, without wavering, without complaint. The library is a lifeline for me and one of our last honour systems. It truly makes a difference in so many lives. (May 12, 2022)
 - Have been visiting the Isabel Turner Branch recently. It's clean, staff are friendly & helpful, lots of cozy & quiet places to work/study, and free wifi access. It really is a lovely space. (May 13, 2022)
 - Re: Community Harvest Garden at Calvin Park
 - o This is truly incredible! Well done. (May 16, 2022)
 - o Incredible project! I'm excited too! Libraries make a difference. (May 16, 2022)
 - o What a great initiative and partnership! (May 17, 2022)
 - Our class enjoyed a beautiful walk to the Pittsburgh Branch today! Thank you to the wonderful librarians who welcomed us. (May 25, 2022)
-

Programs

- Thank you to KFPL for letting me facilitate the first three Lens Master photography sessions! (May 12, 2022)
- Thank you card and letter received from the kindergarten classes at Rideau Heights Public School after class visits with puppet shows. (May 12, 2022)
- The Bear for Breakfast Storywalk is such a great event idea! (May 14, 2022)
- Patron unhappy with technical issues during the Climate Emergency virtual event. (May 16, 2022)

-
- Merci KFPL for coming to École Kingston East Elementary School to dance, read a story and do a puppet show. The children really enjoyed it. (May 17, 2022)
 - I wanted to let you know how amazing the music class has been at City Park on Tuesday mornings for babies. I bring my toddler weekly and it has been a highlight to her week. (May 30, 2022)
 - Thank you for the storytime program at City Park. It's been so exciting for my 2.5 year old to see other babies outdoors and dance to some great music and listen to stories! (May 30, 2022)
-

Website

- I'd love for more integration of online streaming services in the library catalogue search. (May 25, 2022)
-

Appendix D:**Kingston City Council - motion re: Extended Hours Project**

(meeting of June 7, 2022)

2. Moved by Councillor Holland

Seconded by Councillor Neill

Whereas Kingston City Council recognizes the contribution public libraries make towards enhancing the quality of life for all residents; and

Whereas the pandemic has exacerbated ongoing challenges of serving a vulnerable population, thereby demonstrating the importance of ensuring libraries and library workers have the resources and tools to best serve their communities, while providing important services and good jobs; and

Whereas a pilot project for unstaffed libraries in KFL&A was introduced to expand library service at several branches; and

Whereas members of the public value the services of library workers and have expressed their desire to have fully staffed public libraries; and

Whereas, as part of the strategic planning process, Council approved an overall tax rate increase of 1.3% for 2023, plus 1% for capital investment purposes;

Therefore Be It Resolved That Kingston City Council express its opposition to the unstaffed pilot project and instead ensure that any expansion of hours at public libraries within the City of Kingston include the use of qualified library staff and that options for funding any additional staffing costs be considered in order to present an operating budget that continues to align with Council's targeted tax rate increase.

KFPL Key Activities and Highlights June 2022

Community Engagement

- ▶ Community members will be asked to share feedback on the draft Library Facilities Plan in early July, with the draft available online and in print at every branch.
- ▶ Members of the Kingston Indigenous Languages Nest's programming team will be joining KFPL staff at the Central Branch to provide some recommendations on how the space could be Indigenized.

Services and Collections

- ▶ Check out these **new releases** for June:



Programming and Outreach

- ▶ Outreach season has begun at KFPL. In May we offered pop-up libraries for Spring into Summer at Lake Ontario Park and a youth celebration in Parham with Rural Frontenac Community Services. We also celebrated the Grand Opening of the Kingston Indigenous Languages Nest building.

- ▶ On June 3, KFPL hosted an early literacy fair which featured community partners from EarlyON, the Learning Disabilities Association of Kingston, and Queen's as well as many activities showcasing early literacy practices. This event attracted over 200 participants!
- ▶ June is Indigenous History Month. KFPL is hosting diverse programming throughout the month and beyond including author talks by Jesse Wenthe, S.P. Joseph Lyons, and Sarah Brown-Dunkley, a book list, book displays, a crafting session and a live dance performance!



- ▶ June is also Pride Month. KFPL partnered with FUSE Youth Group to create teen-specific Pride take-home kits and we also created Pride take-home kits for adults and children. Registration opened Saturday June 4 and all kits were claimed by the end of the weekend! In addition to the take-home kits, KFPL will be participating in the Pride Parade, Pride community fair, offering a Drag Queen Storytime in partnership with Pride Kingston, participating in the Pride-themed Movies in the Square, and showcasing LGBTQ2+ collections both digitally and through physical displays in our branches.

Digital

- ▶ KFPL's migration to the Microsoft 365 environment is underway. In addition to the latest versions of the Microsoft 365 suite of apps, like Word, Excel and Powerpoint, moving to M365 provides better online security features as well as new opportunities for sharing and collaboration.
-

Staff News

- ▶ Dariush Kokabi has joined KFPL as a Maintenance Assistant.
-

Facilities

- ▶ Library staff continue to work with staff from the City of Kingston's Facilities Management and Construction Services as the roof, window and masonry work on the Central Branch's Bishop's House continues.
 - ▶ The Plevna and Arden branches were closed due to power outages for approximately a week after the storm that took place on May 23.
 - ▶ The Calvin Park Branch was used as a polling station for the recent provincial election on June 2 and advance polls from May 19 to May 28.
 - ▶ Window cleaning was completed by an external contractor at the Central, Turner, Calvin Park branches during the month of May.
-

KFPL Report to the Board

Subject: Fine-Free Impact Analysis

Prepared by: K. Sutherland Mills, Director, Service Design and Delivery

Date of meeting: June 15, 2022

Background:

On January 1, 2021, KFPL eliminated overdue fines on all materials. Several other libraries across North America had taken similar steps, responding to research showing that overdue fines create a barrier for those who are most in need of library services, and that fines actually contribute to a loss of materials.

As part of this initiative, KFPL waived any fines owed by patrons, and marketed this change directly to people who would be impacted. Additional marketing was done through KFPL's social media and website, conversations with local media, and direct mail to the Rideau Heights neighbourhood to encourage inactive patrons and non-users to explore the library.

A 21-day block was also implemented. Patrons who have kept library items 21 days beyond the due date will be unable to use any library service, including digital collections, until the item has been returned. At the 45 day mark, the borrower is billed for the replacement cost of the item.

It is difficult to judge the true impact of the fine-free initiative, as the COVID-19 pandemic continues to influence library usage. KFPL has recorded a drop in both cardholders and library usage.

Analysis:

Overdue Trends

Reviewing messaging to patrons regarding overdue items, it was possible to compare the years prior to the pandemic with 2021.

The elimination of fines did not result in an increase in patrons keeping materials longer than they should. In fact, fewer people were late returning items.

In 2021, the number of individuals keeping materials two weeks past the due date dropped by 15.9% compared to 2019, though those individuals did so more often resulting in a 7.3% increase in two-week notices delivered compared to 2019.

The number of unique patrons who were invoiced for materials that they did not return at all in 2021 was 15% lower than in 2019, with an 8.9% decrease in the number of items associated with invoices.

Impact on Wait Times

Some concerns were raised by patrons that removing fines would lead to increased wait times as borrowers kept materials beyond due dates. We recently updated our tools and will be able to track this metric going forward using sampling data.

In May 2022, we can report that 60.5% of patrons placing holds were able to pick up their item within a week, and 82.6% of patrons had their item within two months.

Patrons have the option of delaying their reservations by 7-28 days or indefinitely which could result in an increase in the average wait time. The report measures the number of days between the reservation being placed and becomes available.

Library usage

Orangeboy Savannah allows us to track customer data by cluster, with each cluster representing usage. Those with limited library usage are considered either Inactive or Occasional. A complete list of clusters with definitions is included in the Appendix.

When the policy on fines changed, 16,326 patrons owed fines and 913 had blocked accounts; of those patrons 9,833 had provided an email address. In July 2021, an email communication was sent to those individuals to advise them about the library's new fine-free policy.

Usage trends were reviewed for the 8,717 patrons for whom we still have account data. In total, 646 patrons who were contacted about our fine free initiative have increased their use of the library since July 2021, moving out of the Inactive and Occasional clusters.

Revenue

The impact on revenue has been significant, but was expected. KFPL received \$5,602 for lost or damaged items in 2021.

Recommendation:

This report is for information only.

Appendix:

Orangeboy Savannah Clusters

- Audiophiles (Primary Use: Physical audiobooks)
- Bedtime Stories (Primary Use: Children's materials)
- Bright Futures (Primary Use: 13-17-year-old library users)
- Dependables (Primary Use: Adult print, DVDs)
- Digitarians (Primary Use: Downloading and streaming eBooks, eAudio, eVideo)
- Double Features (Primary Use: Borrowing DVDs and CDs)
- Eventfuls (Primary Use: Attend library programs)
- New Cardholders (Primary Use: Signed up in the past 12 weeks)
- Page Turners (Primary Use: Adult print)
- Rising Stars (Primary Use: Youth customers under the age of 13)
- Staying Connected (Primary Use: Use library computers)
- Transitionals (Primary Use: eBooks, eAudiobooks, and adult print)
- Unknowns (Unknown activity on the card that is not a loan, renewal or program use.)
- WiFliers (Primary Use: Use Library wi-fi on personal device)
- Occasionals (Infrequent library use)
- Inactives (Lapsed library use)

KFPL Monitoring Report to the Board

Executive Limitation Policy L-10

Service Accessibility

With respect to the public's access to the Library and its resources, the Chief Librarian shall not cause or allow conditions, procedures or decisions which inhibit access for any patrons.

Accordingly, the Chief Librarian may not:

1. Fail to maintain accessible, safe, clean and welcoming facilities.

CEO Interpretation:

I interpret this to mean that:

- KFPL is committed to meeting its current and ongoing legislative obligations with respect to non-discrimination, accessibility, and information privacy.
- KFPL is committed to providing library spaces that are clean, accessible and free of hazardous conditions.
- KFPL is committed to providing library spaces that are inclusive, free of discrimination and harassment, and that welcome a diverse range of users.

Compliance will be demonstrated:

When organizational policies, processes and conduct reflect the Library's commitment to accessible, safe, clean and welcoming spaces.

Evidence:

Policies, procedures and processes are in place to ensure KFPL facilities remain accessible, safe, clean and welcoming, including online spaces:

- Workplace Harassment Policy – reviewed and approved by Board annually;
- Accessibility for Users with Disability Policy – reviewed and approved by Board annually;
- Video Surveillance Policy – reviewed and approved by the Board once per term;
- Public Use of KFPL Online Forums Policy – reviewed and approved by the Board annually.
- 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, human rights, first aid/CPR, workplace hazards (i.e.

WHMIS 2015) and COVID-19 cleaning protocols;

- The Patron Code of Conduct is in place to establish expectations of patron behaviour and treatment of others, including harassment;
- Signs have been posted prominently in City of Kingston branches regarding expectations around the respectful treatment of staff and other patrons;
- Banning guidelines have been developed to provide guidance for staff in dealing with inappropriate patron behaviour;
- Library staff are participating on the United Way of KFL&A and KFL&A Public Health Homelessness Impact Committee and conducted an anti-stigma campaign earlier this year;
- Library branches operate as warming and cooling centres during periods of extreme weather;
- The Library has a Multi-Year Accessibility Plan and conducts annual facility inspections and accessibility audits.

2. Fail to ensure that everyone is treated with fairness, dignity and respect according to the approved Accessibility for Users with Disabilities Policy.

CEO Interpretation:

I interpret this to mean that KFPL operates with policies, procedures and training requirements for staff and volunteers to protect against wrongful treatment of library users.

Compliance will be demonstrated:

When policies, procedures and training requirements are in place.

Evidence:

- The KFPL Multi-Year Accessibility Plan ensures that library service at KFPL is relevant, inclusive and responsive for all, including persons with disabilities. The document is available on the Library's website and is reviewed annually.
- Mechanisms are provided for patrons to provide feedback on library services, and a specific form is appended to the Accessibility for Users with Disabilities Policy for accessible customer service feedback.
- Program evaluation surveys seek feedback on the accessibility of Library programs and the registration process.
- The KFPL Guide to Accessible Documents assists staff in maintaining accessibility compliance for public content and incorporating accessibility best practices for

internal content.

- All KFPL job postings, as well as initial communications with interview candidates, include information about requesting accommodation during the recruitment process.
- AODA training is a requirement for new staff and volunteers at KFPL, with refresher courses completed on an ongoing basis.

3. Fail to ensure resources are acceptably stored for ease of customer access and use.

CEO Interpretation:

I interpret this to mean that the Library organizes the collection in a logical and systematic arrangement with as few barriers as possible.

Compliance will be demonstrated:

The Library organizes the collection in a logical and systematic arrangement with consideration to accessibility standards and best practices.

Evidence:

- Collections are arranged logically, alphabetically within genre and format or by classification (Dewey Decimal Classification system). Materials are displayed face out (merchandised) where space and shelving permit.
- Facility Accessibility Design Standards (FADS) are incorporated into library building projects, renovations and service design processes.

4. Fail to maintain access to services and technology that bridge the Digital Divide.

CEO Interpretation:

I interpret this to mean that KFPL actively works to increase access to, and familiarity with:

- Computers and emerging technologies
- Internet, social media platforms and other electronic resources
- Safe internet practices
- Identifying misinformation and disinformation

Compliance will be demonstrated:

When technology, programs and materials are made available to the public to assist them in accessing and evaluating digital resources.

Evidence:

- Computers and wireless internet are provided in all branches.
- Chromebooks and wireless internet hotspots are available to borrow across the system.
- Programs regarding information literacy have been offered, including the “Navigating the News” series.

5. Fail to ensure accurate, up-to-date, and comprehensive electronic access to the Library’s resources.**CEO Interpretation:**

I interpret this to mean that policies and processes are in place to ensure that the Library’s virtual services, programs and collections:

- are credible, relevant and practicable;
- that disruption to these services is minimal.

Compliance will be demonstrated:

When policies and procedures are in place to guide the selection/evaluation of library resources and program development, and when down-time of the library’s virtual services is minimized.

Evidence:

- Written policies and procedures are in place to guide collections and electronic resources selection and evaluation. The Collection Development Policy is reviewed annually by the Board.
- The Programming Policy guides the development of virtual programming and is reviewed by the Board once per term.
- Maintenance and updates of the Library’s catalogue and digital resources are scheduled outside of regular operating hours at times of lower use.

6. Fail to keep the public informed on changes to services.**CEO Interpretation:**

I interpret this to mean that KFPL has procedures and mechanisms in place to ensure that changes, disruptions or additions to existing services are communicated to the public quickly.

Compliance will be demonstrated:

When temporary service interruptions are communicated in a timely manner, and when

patrons are notified regarding permanent program or service changes.

Evidence:

Procedures are in place to communicate temporary service disruptions in advance or as soon as possible in the case of an unexpected event. Mechanisms for communication include the Library's website, social media sites and newsletters, as well as channels external to the Library, including media releases and communication to City, County and Township partners.

7. Fail to provide a regular user feedback process and integrate community engagement into decision-making and planning.

CEO Interpretation:

I interpret this to mean that KFPL is committed to establishing ongoing dialogue with patrons, residents and community groups to ensure that library services, programs and spaces reflect the needs of the community.

Compliance will be demonstrated:

When policies and procedures are in place to ensure community feedback is appropriately sought and considered in the planning and evaluation of library services.

Evidence:

The Community Engagement Policy and Toolkit are reviewed annually by the Board and guide KFPL's community engagement efforts. There are other mechanisms in place to gather feedback from patrons and residents, including comment and suggestion forms in branches and on the website, the Net Promoter Score surveys and program evaluation surveys.

I hereby present my monitoring report on Executive Limitation Policy L-10, Service Accessibility

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 'Laura Carter', with a stylized, cursive script.

Laura Carter, CEO/Chief Librarian

June 7, 2022

KFPL Report to the Board

Subject: Land Acknowledgement and Statement of Solidarity
Prepared by: K. Sutherland Mills, Director, Service Design and Delivery
Date of meeting: June 15, 2022

Background:

In June 2017, staff presented the report of the Canadian Federation of Libraries in response to the Truth and Reconciliation Commission's 94 Calls to Action. Staff were asked to identify the traditional territories on which KFPL offers service, and a report was brought forward in September with a recommendation that we collaborate with Indigenous communities to develop a recognition statement and guidelines for its use. The Board approved a motion to take this action.

KFPL staff focused on developing relationships with Indigenous community members through 2018 and 2019.

In October 2019, the Board reviewed statements used by other libraries and local community partners, and following discussion decided to adopt the City of Kingston's acknowledgement for use in their meetings as a temporary measure. A Board working group was formed to develop a statement specific to the Library.

In spring 2022, Three Things Consulting was engaged to deliver a series of circles at which staff and Board would engage with truths of Indigenous history and lived experience and work together to develop land acknowledgement statements.

Analysis:

On Tuesday, May 31 and Monday, June 6, Pytor Hodgson from Three Things Consulting facilitated learning and discussion among KFPL's librarians and senior staff and members of the KFPL Board.

It was decided that KFPL will develop both a Statement of Solidarity expressing KFPL's commitment to advancing truth and reconciliation through our collections, programs and services, as well as a land acknowledgement statement that is unique to both our region and the work of the Library. A third acknowledgement tool for use with younger audiences will be developed later.

Next Steps:

Three Things Consulting will present these sacred tools during a third session on June

20, and will work with the Library to determine use of the tools in KFPL branches, programs and Board meetings.

Recommendation:

This report is for information only.

KFPL Report to the Board

Subject: Extended Hours Project Update
Prepared by: L. Carter, Chief Librarian/Chief Executive Officer
Date of meeting: June 15, 2022

Background:

The use of technology to expand access to the Pittsburgh Branch for an extra 22 hours each week was included in the 2022 capital budget presented to the Library Board at the October 2021 meeting. The Extended Hours Project was added to the capital plan after a 2018 grant application to fund it was unsuccessful.

The Pittsburgh Branch was chosen for an initial implementation of the technology because Library planning documents from 2004 and 2010 point to a need for increased space and greater access to library services in Kingston East. A major renovation and expansion is planned for this branch, and the Extended Hours project would increase access for the growing community in the interim.

An information report was presented to the Board at the October meeting to provide additional information as part of the Board's budget deliberations. The Board received and approved the operating and capital estimates (motion 2021-44) and directed the Chief Librarian/CEO to forward the 2022 operating and capital estimates, operating budget projections for 2023, 2024 and 2025 and the 15-year capital plan to the City of Kingston and County of Frontenac (motion 2021-47).

Following discussions of the Library's budget at Kingston City Council and in response to some community concerns around the Extended Hours Project, Library staff held 3 drop-in Open Houses at the Pittsburgh Branch to provide information and answer questions. The report on those consultations is also available on the [Library's website](#). Half of the people who attended the sessions expressed their support for the project. Further consultations are planned later this year, focusing on health and safety and security aspects of the project.

Implementation of the Extended Hours Project has been delayed to allow for completion of the Library Facilities Plan, which is scheduled for summer 2022. The ongoing impacts of the pandemic, including staffing and capacity challenges have also impacted this project.

Next Steps:

The [Engage KFPL section](#) of the website has information about the Extended Hours project, including background, FAQs, community engagement information and timelines. It will be updated as the project progresses.

The next phase of community engagement is scheduled to take place in fall 2022 when library staff will complete a safety audit, identifying and assessing safety risks and developing mitigation strategies.

Once that initial audit is complete, staff will consult with Kingston East residents on recommended implementation and risk mitigation. Incorporating and building on that community discussion, a project report will be brought to the Board.

Prior to implementation, additional consultation with residents of Kingston East and other potential users of the Pittsburgh Branch will help to determine the best times/days for staffed operation and for Extended Hours operation.

The goal of the pilot project is to increase access to and use of the Pittsburgh Branch leading into the branch expansion. The effectiveness of Extended Hours will be evaluated using data and feedback from staff and patrons.

Recommendations:

This report is for information only.