

## **AGENDA**

### **Regular Meeting #2022-09**

#### **Kingston Frontenac Public Library Board**

**November 16, 2022 at 4:30 PM**

**Virtual Format (with livestream)**

The Kingston Frontenac Public Library acknowledges that our work takes place on the traditional territories of the Algonquin, Anishinaabe, Haudenosaunee and Huron-Wendat and is home to Shabot Obaadjiwan First Nation, one of ten communities that make up the Algonquins of Ontario. We acknowledge the Mohawks of the Bay of Quinte and recognize that our region is home to First Nations, Métis, and Inuit from across Turtle Island, as well as Indigenous Peoples from other areas of the world.

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 #2022-08 of October 19, 2022 (attached)
  - 4.2. Special KFPL Board Meeting of November 3, 2022 (attached)
5. Information Items
  - 5.1. Correspondence / Information Received and Sent  
(no correspondence to report on as of November 8, 2022)
6. Monitoring Reports
  - 6.1. Communication and Counsel (report attached)
    - 6.1.1. Key Activities and Highlights (attached)
    - 6.1.2. Statistical Report – Q3 2022 (attached)
  - 6.2. Employment, Compensation and Benefits (attached)
  - 6.3. Staff Relations and Volunteers (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. Extended Hours Project Update (report attached) (motion)

10.2. Closed Meeting (motions)

10.2.1. That the Board resolve itself into a Closed Meeting to discuss a personal matter about an identifiable individual (Chief Librarian / CEO Performance Review)

**Items for Discussion / Exploration** (no items this month)

**Other Business**

11. Board Planning Cycle – 2023 Workplan (attached)

12. Strategic Planning Update

**Adjournment and Next Meeting**

Regular Board Meeting, Wednesday, December 14, 2022 at 4:30 p.m., Virtual Format (with livestream)

## **MINUTES (unconfirmed)**

### **Regular Meeting #2022-08**

#### **Kingston Frontenac Public Library Board**

**October 19, 2022 at 4:30 PM**

**Virtual Format (with livestream)**

#### **Attendance:**

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Dr. Mark Asberg, Dave Kerr, Mark Kerr, Louise Moody, Natalie Nossal (Vice-Chair), Jennifer Ross, Monica Stewart (Chair)

Staff Present: Kimberly Sutherland Mills (Director, Service Design and Delivery), Bill Purvis (Technical Support), Shelagh Quigley (Director, Human Resources), Chris Ridgley (Budget/HR Analyst), Amy Rundle (Recording Secretary), Tim Stranak (Manager, Facilities)

Regrets: Kate Betts-Wilmott, Councillor Robert Kiley, Councillor Alan Revill, Bhavana Varma

#### **1. Call to Order**

The meeting was called to order at 4:36 p.m.

#### **2. Adoption of the Agenda**

Motion #: 2022-41

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

That the agenda be adopted as distributed.

Carried

#### **3. Disclosure of Conflict of Interest**

There were no declarations of conflict of interest.

#### **Consent Agenda**

#### **4. Adoption of Minutes**

4.1. Regular KFPL Board Meeting #2022-07 of September 21, 2022

4.2. Committee of the Whole Meeting #2022-03 of October 5, 2022

#### **5. Information Items**

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

## **6. Monitoring Reports**

- 6.1. Communication and Counsel
  - 6.1.1. Key Activities and Highlights
- 6.2. Financial Condition – Q3 2022
  - 6.2.1. Budget Variance Report as of September 30, 2022
- 6.3. Financial Planning and Budgeting (deferred to Special Meeting)

## **7. Motion to accept consent agenda**

Motion #: 2022-42

Moved by: J. Ross      Seconded by: N. Nossal

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

Carried

## **Action Agenda**

### **8. Business Arising from the Minutes**

There was no business arising from the minutes.

### **9. Items Removed from the Consent Agenda**

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

### **10. Action Items**

- 10.1. Policy Review and Approval
  - 10.1.1. Accessibility for Users with Disabilities

Motion #: 2022-43

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

That the Board approve the Accessibility for Users with Disabilities policy as presented.

Carried

- 10.1.2. Asset Disposal

Motion #: 2022-44

Moved by: L. Moody      Seconded by: J. Ross

That the Board approve the Asset Disposal policy as presented.

Carried

#### 10.1.3. Building Commemoration Plaques

Motion #: 2022-45

Moved by: D. Kerr      Seconded by: M. Kerr

That the Board approve the Building Commemoration Plaques policy as presented.

Carried

#### 10.1.4. Naming

Motion #: 2022-46

Moved by: N. Nossal      Seconded by: M. Asberg

That the Board approve the Naming policy as presented.

Carried

#### 10.1.5. Procurement of Goods and Services

The review and approval of this policy has been deferred to February 2023.

#### 10.1.6. Video Surveillance

Motion #: 2022-47

Moved by: N. Nossal      Seconded by: M. Asberg

That the Board approve the Video Surveillance policy as presented.

Carried

#### 10.2. Budget Approval Consent

This item has been deferred to a Special Meeting to be held at 4:30 p.m. on Thursday, November 3, 2022.

#### 10.3. Statement of Solidarity and Acknowledgement

K. Sutherland Mills thanked the Board for allowing time for proper engagement and consultation with the Indigenous community as recommended by the consultant. Additional changes were made to the document based on the feedback received and it is now ready for consideration by the Board.

A Board member asked for clarification on when and where the statement would be used. K. Sutherland Mills stated that this will be discussed in more detail during the final session with the consultant, but it's likely that the full statement will be posted on the Library's website, shared with the community and read at significant community and Library events (e.g., first Board meeting of the year). The acknowledgement would be used more often and a child-friendly version is being developed for events with a younger audience.

A Board member noted that it's most meaningful when individuals personalize the acknowledgement and asked how that would be accommodated. K. Sutherland Mills stated that a detailed policy and protocol for use of the statement and acknowledgement will be drafted with guidance from the consultant and personalization of the acknowledgement will be considered. The guidelines can be brought back to the Board when finalized.

Motion #: 2022-48

Moved by: J. Ross      Seconded by L. Moody

That the Board adopt the Statement of Solidarity and Acknowledgement.

Carried

#### 10.4. Strategic Planning – recommendation from the steering committee regarding consultant

The Request for Proposals for the development of a new Strategic Plan closed on October 4, 2022 and one submission was received. The committee met last week to evaluate the submission from Overlap Associates. Overlap Associates has a strong background working on these types of projects, experience working with other public libraries in Ontario and Additionally, their submission was comprehensive and within budget. The committee was pleased with the submission and passed a motion recommending that Overlap Associates be engaged to develop a new strategic plan for the Library.

A Board member asked how the Strategic Plan fits in with the Carver Governance model. L. Carter explained that the Ends Statement is the Board's direction to the CEO and staff on expectations for achievement and the Strategic Plan outlines how staff work to meet those goals.

Motion #: 2022-49

Moved by: M. Kerr      Seconded by: D. Kerr

That the Board accept the recommendation of the Library Facilities Plan / Strategic Planning Committee to engage Overlap Associates to develop a new Strategic Plan for the Kingston Frontenac Public Library.

Carried

**Items for Discussion / Exploration**

There were no items for discussion / exploration.

**Other Business**

There was no other business to discuss.

**Adjournment / Next Meeting**

There being no further business, it was moved by D. Kerr to adjourn the meeting at 4:57 p.m.

The next Special Meeting will be held at 4:30 p.m., Thursday, November 3, 2022, Virtual Format (with livestream).

The next regular Board Meeting will be held at 4:30 p.m., Wednesday, November 16, 2022, Virtual Format (with livestream).

**Signatures:**

Monica Stewart, Chair

Amy Rundle, Recording Secretary

## MINUTES (unconfirmed)

### Special Meeting

#### Kingston Frontenac Public Library Board

November 3, 2022 at 4:30 PM

Virtual Format (with livestream)

#### **Attendance:**

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Dr. Mark Asberg, Kate Betts-Wilmott (left at 5:54 p.m.), Dave Kerr, Mark Kerr (joined at 4:34 p.m.), Louise Moody (joined at 4:41 p.m.), Natalie Nossal (Vice-Chair), Councillor Alan Revill, Jennifer Ross, Monica Stewart (Chair), Bhavana Varma

Staff Present: Kristen Lemay (Acting Manager, Programming and Outreach), Kimberly Sutherland Mills (Director, Service Design and Delivery), Bill Purvis (Technical Support), Shelagh Quigley (Director, Human Resources), Chris Ridgley (Budget/HR Analyst), Amy Rundle (Recording Secretary), Tim Stranak (Manager, Facilities)

Regrets: Councillor Robert Kiley

#### **1. Call to Order**

The meeting was called to order at 4:31 p.m.

#### **2. Adoption of the Agenda**

Motion #: 2022-50

Moved by: J. Ross      Seconded by: A. Revill

That the agenda be adopted as distributed.

Carried

#### **3. Disclosure of Conflict of Interest**

There were no declarations of conflict of interest.

#### **Consent Agenda**

#### **4. Monitoring Reports**

4.1. Financial Planning and Budgeting



## 5. Motion to accept consent agenda

Motion #: 2022-51

Moved by: J. Ross      Seconded by: N. Nossal

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

Carried

## Action Agenda

### 6. Items Removed from the Consent Agenda

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

### 7. Action Items

M. Kerr joined the meeting at this time. (4:34 p.m.)

7.1. Closed Meeting to discuss the following item(s):

a. Labour Relations or Employee Negotiations

Motion #: 2022-52

Moved by: D. Kerr      Seconded by: K. Betts-Wilmott

That the Board resolve itself into a Closed Meeting to discuss the following item(s):

a. Labour relations or employee negotiations

Carried

B. Purvis stopped the live stream. Board members, senior staff who participated in the negotiating process (L. Carter, S. Quigley, K. Sutherland Mills), C. Ridgley and A. Rundle remained in attendance. All others left at this time. (4:35 p.m.)

K. Betts-Wilmott left the meeting at this time. (5:54 p.m.)

Motion #: 2022-54

Moved by: A. Revill      Seconded by: J. Ross

That the Board rise from the Closed Meeting without reporting.

Carried

Staff returned to the meeting at this time and the live stream was resumed. (5:55 p.m.)

Motion #: 2022-55

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

That the Memorandum of Settlement, dated October 26, 2022, as negotiated by the Kingston Frontenac Public Library Negotiating Committee and representatives of CUPE Local 2202 be ratified.

Carried

Motion #: 2022-56

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

That the Memorandum of Settlement, dated October 24, 2022, as negotiated by the Kingston Frontenac Public Library Negotiating Committee and representatives of CUPE Local 2202.01 be ratified.

Carried

## 7.2. Budget Approval Consent – 2023 Operating and Capital Budgets

L. Carter provided an overview of the 2023 capital and operating estimates, projections for 2024, 2025, 2026 and the 15-year capital plan. The high rate of inflation has resulted in increased insurance, utility and contracted services costs, as well as a higher than anticipated negotiated wage increase. Combined with increased demands for online collections, and digital resources, and a continued decrease in self-generated revenue coming out of the pandemic, the draft 2023 budget calls for an overall increase higher than was previously projected.

A Board member asked if plans have been made to find savings if the City is unwilling to approve the proposed increase. L. Carter stated there are relatively few lines where cuts can be made if the City sets a maximum increase lower than what has been proposed. Ultimately, we would be looking to the staffing and collections lines to see where savings could be made. Possible scenarios include vacant positions being gapped (e.g., staff on parental leave not being replaced and putting more pressure on existing staff to cover workload), running short by not covering staff absences, or looking at service hour reductions. Staff would like to protect the collections line at this point because increases to this line in recent years haven't kept pace with inflation and further reductions would be detrimental. No solid plans have been made yet.

L. Carter noted that this is the first time in many years that the Library's draft budget has come in significantly higher than the target. Staff try to respect the City's direction, but not at the expense of library service to the community.

Motion #: 2022-57

Moved by: D. Kerr    Seconded by: N. Nossal

That the Kingston Frontenac Public Library Board receive and approve the 2023 operating and capital estimates.

Carried

Motion #: 2022-58

Moved by: L. Moody    Seconded by: J. Ross

That the Kingston Frontenac Public Library Board receive the operating budget projections for 2024, 2025 and 2026.

Carried

Motion #: 2022-59

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

That the Kingston Frontenac Public Library Board receive and approve the 15-year capital plan.

Carried

Motion #: 2022-60

Moved by: J. Ross    Seconded by: N. Nossal

That the Kingston Frontenac Public Library Board direct the Chief Librarian / CEO to forward the 2023 operating and capital estimates, operating budget projections for 2024, 2025 and 2026 and the 15-year capital plan to the City of Kingston and County of Frontenac.

Carried

### **Other Business**

There was no other business to discuss.

### **Adjournment / Next Meeting**

There being no further business, it was moved by J. Ross to adjourn the meeting at 6:31 p.m.

The next regular Board Meeting will be held at 4:30 p.m., Wednesday, November 16, 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:

- Requests for Review of Library Materials (Q3-2022) (*there were no requests for review this quarter*)
  - Statistical Report (Q3-2022)
  - Employment, Compensation and Benefits
  - 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.**

#### Concerns around titles in Islamic Heritage Month book display

Books by Sam Harris and Ayaan Hirsi Ali were included in a book display intended to celebrate Islamic Heritage Month in October. Both authors are controversial figures who have been critical of Islam and have been accused of Islamophobia. The complaints are included in [Appendix C](#), linked below.

#### ➔ Findings and Action Taken

The items were immediately removed from the display after the first concern was communicated to the Library via Twitter. An apology was issued to the patron, with an invitation to contact us if they wanted to discuss further.

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Following receipt of the second complaint, via email, in addition to the apology sent directly to the patron, an apology was also issued on the Library's Facebook and Twitter accounts. It read:

*"KFPL strives to ensure that each resident and visitor finds welcoming, inclusive public spaces where they can build a shared sense of community and belonging. That was not reflected in a recent Islamic Heritage Month display at one of our branches, and we're deeply sorry.*

*There were titles included in the collection that were not the right choice for a display on what was supposed to be a celebration of Islamic heritage. Though this doesn't absolve us of the hurt it caused, nor the responsibility to do better moving forward, these books were not chosen deliberately.*

*We removed the books from the display immediately after being made aware of the poor choice of titles. We are reviewing our procedures for book lists and displays and reviewing guidelines with staff."*

L. Carter posted on the staff intranet regarding the complaints, and staff are being asked to review guidelines around book displays and reader's advisory. Further training is being considered.

#### 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.

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- 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

November 8, 2022

## **Appendix A:**

### **Meetings, Professional Development and Partnerships**

Community Conversations – Extended Hours at Pittsburgh Branch

- October 18 and 20, 2022

Kingston Literacy & Skills 45<sup>th</sup> Anniversary Celebration

- October 20, 2022

Meeting with Overlap Associates, with S. Quigley and K. Lemay

- October 20, 2022

Open+ demo with Bibliotheca, with T. Stranak, B. Purvis, K. Mills and S. Quigley

- October 20, 2022

Collective Agreement Negotiations with CUPE 2202/2202.01

- October 24 and 26, 2022

Homelessness Collective Impact Committee

- October 28, 2022

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

- October 28, 2022

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

- October 31, 2022

Planning meeting with Overlap Associates, with S. Quigley, K. Lemay, and J. Ross

- November 1, 2022

Librarians' Meeting, with P. Hodgson of Three Things Consulting

- November 1, 2022

Friends of the Library Board Meeting

- November 2, 2022

Canadian Urban Libraries Council Fall Meetings

- November 6-8, 2022

**Appendix B:****KFPL Incident Reports by Category (Oct. 8, 2022 to Nov. 4, 2022)****Alcohol and Drugs**

- 2022-318 Teens with bong near building (Isabel Turner, Oct. 12)
  - 2022-320 Impaired person needs assistance (Pittsburgh, Oct. 6)
  - 2022-323 Wine bottle in bathroom (Central, Oct. 14)
  - 2022-345 Teens smoking in external stairwell (Isabel Turner, Nov.3)
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**Facilities**

- 2022-319 Fire extinguisher missing (Plevna, Oct. 13)
  - 2022-321 Service animal in training chews computer wires (Calvin Park, Oct. 14)
  - 2022-322 Board loose on entrance stair steps (Plevna, Oct. 14)
  - 2022-331 Men's washroom accessibility (Isabel Turner, Oct. 20)
- 

**General**

- 2022-317 Report of weapons in park with group of teens (Isabel Turner, Oct. 11)
  - 2022-324 Pile of ashes (Central, Oct. 16)
  - 2022-327 Making a video in washroom (Central, Oct. 18)
  - 2022-328 Upset patron (Central, Oct. 18)
  - 2022-332 Water bottle in book return (Rideau Heights, Oct. 22)
  - 2022-333 Inappropriate computer use (Isabel Turner, Oct. 23)
  - 2022-334 Taps left running in public washroom (Isabel Turner, Oct. 23)
  - 2022-338 Patron in washroom past closing (Central, Oct. 25)
  - 2022-337 Open security fence (Central, Oct. 25)
  - 2022-340 Patron asked to leave (Central, Oct. 27)
  - 2022-342 Unwell patron (Central, Nov. 1)
  - 2022-346 Possible theft of book (Isabel Turner, Nov. 3)
- 

**Patron Behaviour**

- 2022-325 Banned teen – trespassing and arson (Isabel Turner, Oct. 16)
- 2022-330 Yelling, angry patron (Calvin Park, Oct. 19)
- 2022-335 Patrons report assault (Central, Oct. 23)
- 2022-336 Police looking for youth at PA Day program (Rideau Heights, Oct. 24)



2022-339 Patron shouting (Central, Oct. 27)

2022-341 Rude patron (Central, Oct. 29)

2022-343 Patron in distress escorted out (Central, Nov. 2)

2022-344 Patron conflict (Central, Nov. 1)

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**Theft or Property Damage**

2022-326 Paint on counter (Central, Oct. 17)

2022-329 Theft of 'Kingston Vote Here' sign (Isabel Turner, Oct. 19)

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## Appendix C:

### Summary of Patron Feedback (Oct. 8, 2022 to Nov. 4, 2022)

#### Accessibility

- Suggestion from patron that library cards have larger barcode numbers so they're easier to read. (Oct. 13)
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#### Branch Operations

- "Thank you for Sunday hours at Isabel Turner & Central branches – that is such a great option to have!" (Oct. 29)
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#### Collections

- "I love my public library but I was disappointed with their selection to 'celebrate' Islamic Heritage month [...] @KFPL we can do better to celebrate this month." (Oct. 24)
- 

#### General

- "Great services and friendly staff!" (Oct. 21)
  - "I love my local library, the Isabel Turner. Like all our libraries, the staff is very friendly, helpful and knowledgeable. I love to see the small children come in for Storytime and the older ones leaving with armloads of books. Who says Libraries are passe?" (Oct. 21)
  - "I am a student living off-campus and this library is my go to spot for studying away from home [...] I highlight recommend this library for everyone looking for a quiet place to study and get work done." (Oct. 31)
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#### Other

- Negative feedback from patron about Extended Hours and possible reduction of staff. (Oct. 13)
  - "I would like to say that I am not in favour of the extended hours idea, without staffing [...] the library should acknowledge that it serves a community purpose and having caring and interested staff during all the hours that the libraries are open is a must. It should not be about funding or trying to be innovative, at this time." (Oct. 21)
- 

#### Programs

- Parent feedback re STEM program, "Lots of thought goes into each week and we truly appreciate it. The kids have sooo much fun. Sounds so exciting." (Oct. 20)
-

**Reader's Advisory**

- “I am writing you to express my disappointment and frustration caused by a book display at one of the city’s public libraries [...] I believe the librarians missed the point of Islamic Heritage Month, which is to celebrate Muslim Canadians and their contributions [...] Instead of celebrating Muslim culture, this selection only tarnishes it...As a Muslim Canadian woman, I am deeply offended and hurt by this. (Oct. 27)
  - “Why did the Calvin Public Library branch of KFPL include Ayaan Hirsi in its display for Islamic heritage month? This is a vile undertaking on behalf of the library. She is a known Islamophobe. Including her is on par with including Jordan Peterson in a display for trans awareness, for example. These authors move far beyond criticism and well into bigotry. Which librarian or consultant was in charge of this selection? And who supervised and signed off on this display? A display like this is divisive and doesn't demonstrate any pride in Islamic heritage. As a Muslim, I would feel so unwelcome at the Calvin branch.” (Oct. 29)
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## KFPL Key Activities and Highlights November 2022

### Community Engagement

- ▶ Laura hosted two community conversations about Extended Hours on October 18 and 22. A final engagement will be held to determine hours of operation prior to implementation.

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### Programming and Outreach

- ▶ KFPL is partnering with Youth Diversion throughout November and December to offer a drop-in program for youth at the Isabel Turner Branch. Youth will have access to snacks, activities and people who can connect youth who are struggling with resources.
- ▶ The Munch and Make program has been a successful endeavour for the Rideau Heights community, attracting a dedicated group of children who attend every week. This popular program starts a new session on November 9.



- ▶ Kimberly attended the networking portion of the Frontenac Business Retreat to connect local business owners with library resources.
  - ▶ KFPL offered two programs to support parents and caregivers: the Baby/Toddler Sleep Seminar on October 17 and Support Your Child's Early Reading on October 20.
  - ▶ Children explored their creativity and practiced their fine motor skills in P.A. Day programs on October 24 by painting pumpkins, crafting in honour of United Nations Day, and creating birch tree artwork.
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## Services and Collections

- ▶ Typical Week 2022 will take place November 21 to 27. During Typical Week, libraries across Ontario track statistics of specific interest to the Ministry of Tourism, Culture and Sport. The data is added to our Annual Survey of Public Libraries submission, required to receive our provincial funding,
- ▶ KFPL staff are currently completing training to prepare for the implementation of new Membership Procedures that will increase library access for youth and patrons with significant lost materials charges on their accounts.
- ▶ Check out these **new releases** for November 2022:




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## Staff News

- ▶ Librarians and managers participated in a final circle with Three Things Consulting on the implementation of the Statement of Acknowledgement and Solidarity. A procedural document and training plan will be developed to guide staff who will be using the statement in special events and library programs.
  - ▶ KFPL welcomed new Relief Library Assistants for North and Central Frontenac Cathy Corcoran and Emma Johnston-Ward.
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## Facilities

- ▶ In preparation for the seasonal change, HVAC/boiler preventative maintenance has been completed at Calvin Park, Isabel Turner, Central and Pittsburgh.
  - ▶ The window covering upgrade project continues at Rideau Heights.
  - ▶ The Bishop's House project is nearing completion with scaffolding on the rear façade removed to allow the Kingston Frontenac Housing Authority (KFHA) to start work on their retaining wall / walkway project. KFHA reports that work on the retaining wall and new railing should be completed in the next week and a half, with replacement of the concrete sidewalk starting immediately thereafter. If favourable weather continues, the project could finish ahead of the projected completion date of December 5<sup>th</sup>.
  - ▶ Continued planning for the Extended Hours project. Met with contactors and service providers to develop a project plan, pricing and to gather information on timelines for delivery and completion.
  - ▶ With the participation of the Kingston Fire Department, we performed a fire drill at the Central Branch with a focus on the process for identifying and extracting a someone with accessibility concerns.
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## **KFPL Monitoring Report to the Board**

### **Communication and Counsel**

### **Statistical Report – 3<sup>rd</sup> Quarter 2022**

Performance data for the third 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, 2022 library branches returned to almost full operating hours, with the exception of the Central, Calvin Park, and Isabel Turner Branches, which 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 Q3 of 2022, and while use has started to increase, it still not back to pre-pandemic levels.

**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 located at the INVIISTA Centre from mid-September 2019 to mid-June 2022, when it was moved to the Kingston East Community Centre. It was 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 far fewer titles available through Flipster. When the Library moves back to Overdrive in early 2023, magazine selection will increase.



## Appendix A: Performance Statistics – 3<sup>rd</sup> 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.

**Figure 1: Circulation**

Branch	2019	2020	2021	2022	19 vs 22
Arden	1,553	840	1,284	1,414	-9%
Calvin Park	62,303	36,512	45,482	43,869	-30%
Central	50,160	24,727	31,958	31,645	-37%
Cloyne	2,328	1,124	1,894	2,010	-14%
Hartington	2,187	927	1,744	1,383	-37%
Howe Island	752	495	657	768	2%
Isabel Turner	96,670	48,542	72,220	78,393	-19%
Mountain Grove	829	396	706	582	-30%
Parham	857	471	769	828	-3%
Pittsburgh	20,137	10,067	13,997	15,617	-22%
Plevna	1,356	449	1,085	1,314	3%
Rideau Heights	7,888	3,571	5,312	8,473	7%
Sharbot Lake	3,569	1,327	2,309	2,083	-42%
Storrington	2,453	1,627	2,241	1,803	-26%
Sydenham	11,744	6,746	9,900	8,215	-30%
Wolfe Island	2,436	1,026	1,731	2,008	-18%
Mobile	0	0	0	43	n/a
Virtual (renewals)	74,612	48,032	57,676	57,785	-23%
Telephone (renewals)	526	295	289	0*	n/a
<b>TOTAL</b>	<b>342,360</b>	<b>187,174</b>	<b>251,254</b>	<b>258,233</b>	<b>-25%</b>

\*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

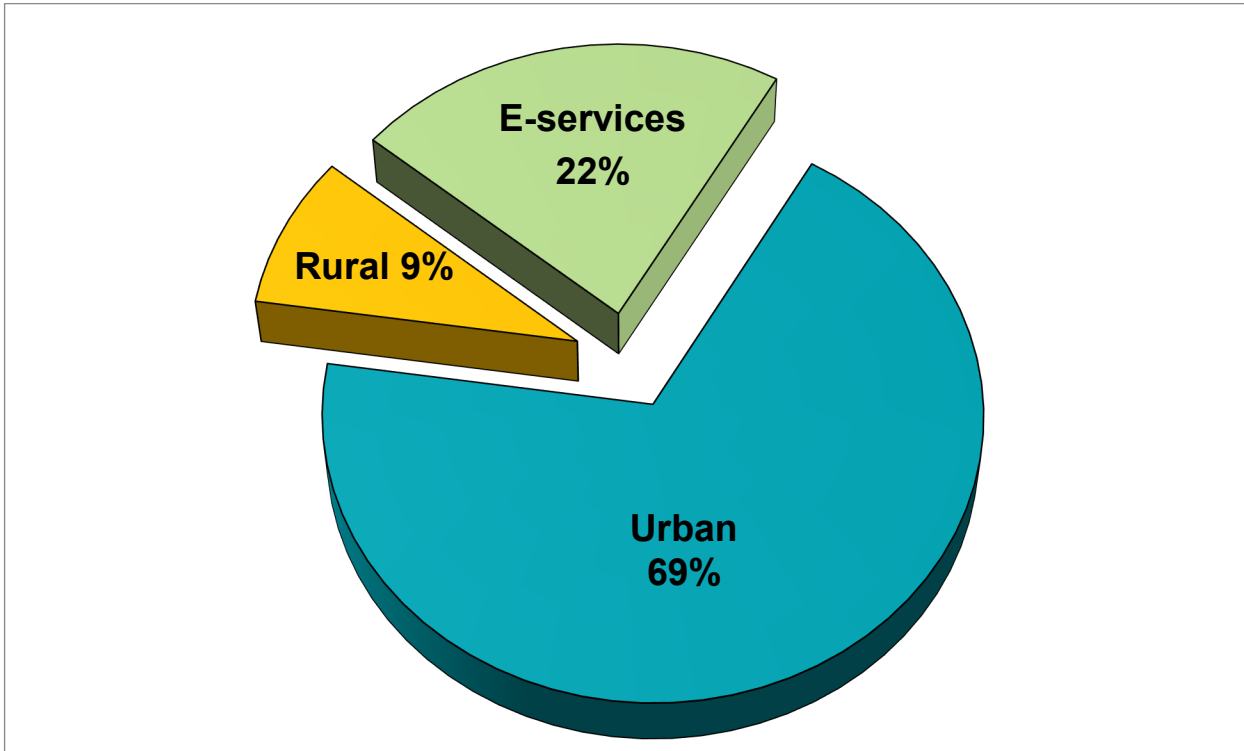
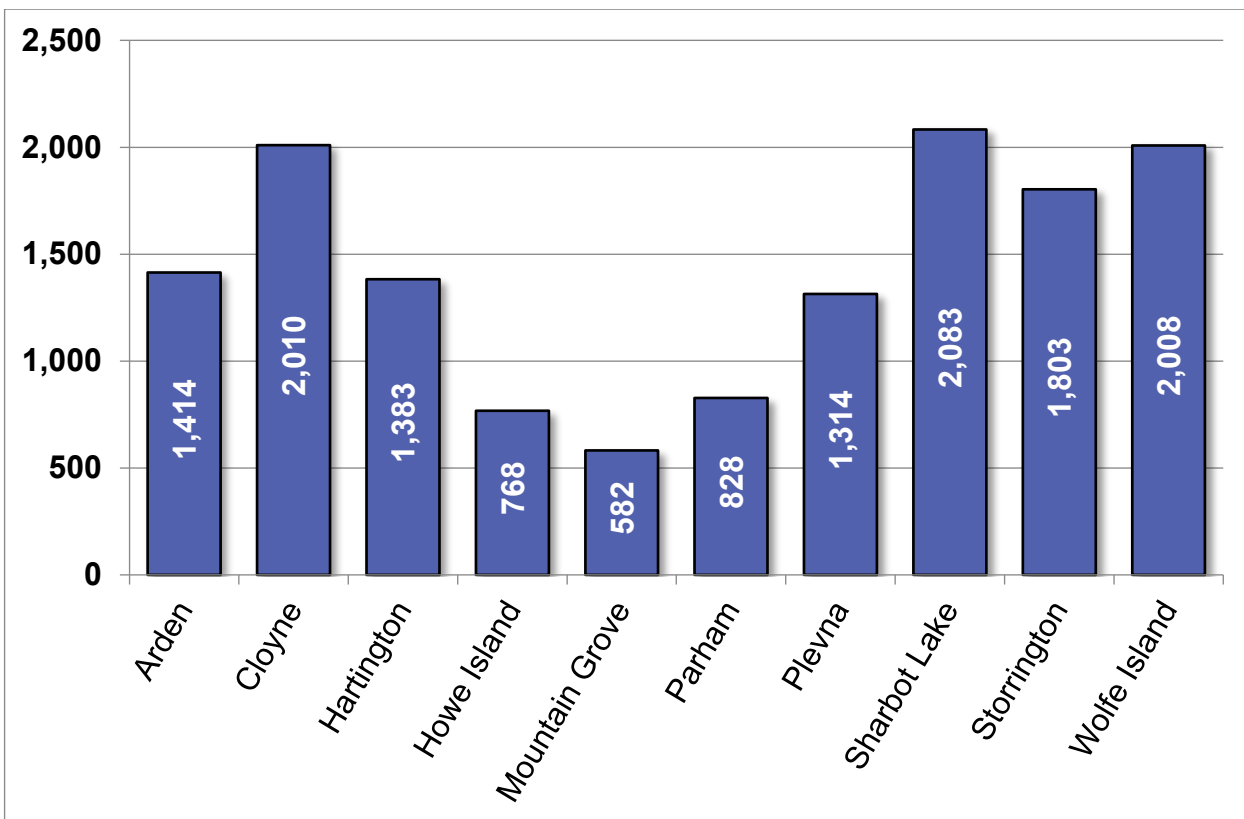
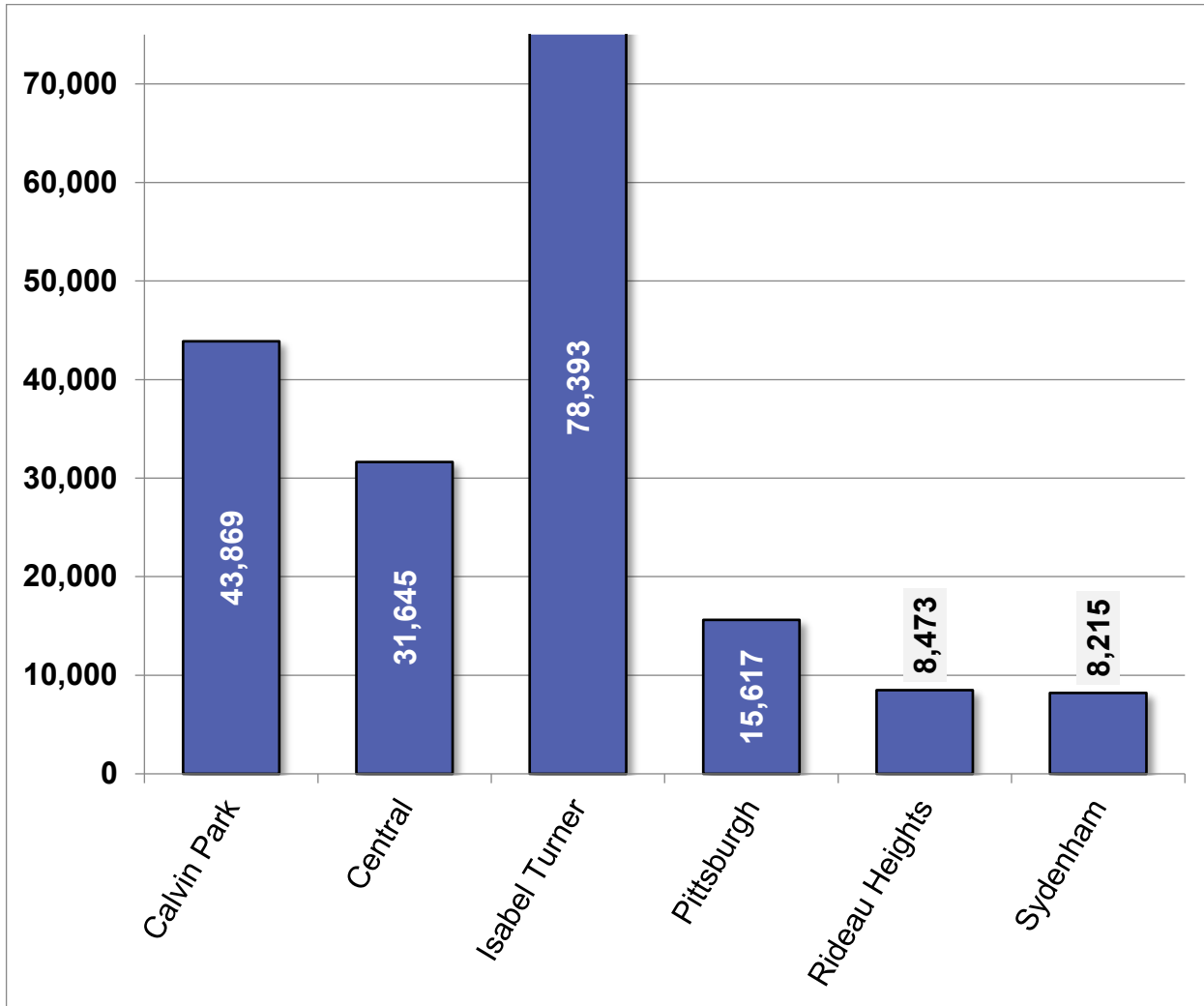


Figure 3: Circulation – Rural Branches



**Figure 4: Circulation – Kingston and Sydenham**



**Figure 5: Circulation Per Capita**

Region	Population 2021	Circulation Q3 2022	Circulation per capita
City of Kingston	132,485	178,040	1.34
Township of South Frontenac	20,188	11,401	0.56
Township of Central Frontenac	4,892	4,907	1.00
Township of North Frontenac	2,285	3,324	1.45
Township of Frontenac Islands	1,930	2,776	1.44

## Patron Queries

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

**Figure 6: Patron Queries by Branch**

<b>Branch</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Arden	439	317	280	452
Calvin Park	2,299	2,400	3,421	4,028
Central	5,967	3,242	4,071	3,891
Cloyne	521	163	285	328
Hartington	450	95	243	78
Howe Island	64	0	28	38
Isabel Turner	7,917	2,224	3,248	3,099
Mountain Grove	136	15	232	254
Parham	663	17	525	439
Pittsburgh	1,373	514	2,547	1,963
Plevna	405	32	185	258
Rideau Heights	1,193	59	680	1,999
Sharbot Lake	849	285	459	500
Storrington	26	1	156	139
Sydenham	636	83	926	819
Wolfe Island	1,132	31	558	662
Virtual	1,565	2,415	2,050	2,134
<b>TOTAL</b>	<b>25,635</b>	<b>11,893</b>	<b>19,894</b>	<b>21,081</b>

## Internet and Wi-Fi 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).

A change in Wi-Fi access points and software has resulted in new methods of tracking statistics.

**Figure 7: Public Computer Bookings by Branch**

<b>Branch</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Arden	51	n/a	0	10
Calvin Park	5,415	1,427	1,860	2,524
Central	4,256	1,416	1,932	2,399
Cloyne	143	n/a	21	53
Hartington	47	n/a	5	7
Howe Island	3	n/a	0	0
Isabel Turner	6,739	1,677	2,418	3,094
Mountain Grove	22	n/a	2	15
Parham	17	n/a	0	4
Pittsburgh	370	73	112	132
Plevna	123	n/a	15	41
Rideau Heights	900	13	73	734
Sharbot Lake	264	n/a	35	67
Storrington	1	n/a	3	5
Sydenham	377	107	192	198
Wolfe Island	216	n/a	19	35
<b>TOTALS</b>	<b>18,944</b>	<b>4,713</b>	<b>6,687</b>	<b>9,318</b>

**Figure 8: Wi-Fi Use by Branch**

<b>Branch</b>	<b>Unique Users/ Devices</b>	<b>Time Connected (minutes)</b>	<b>Data Used (MB)</b>
Arden	79	20,460	45,940
Calvin Park	862	226,200	816,072
Central	2,342	587,525	1,609,158
Cloyne	436	44,706	131,870
Hartington	30	14,481	9,391
Howe Island	12	843	4,426
Isabel Turner	1,774	490,150	1,367,997
Mountain Grove	22	5,230	20,220
Parham	8	311	1,535
Pittsburgh	129	22,410	91,565
Plevna	149	25,681	300,482
Rideau Heights	240	58,806	151,734
Sharbot Lake	119	12,417	95,478
Storrington	20	12,667	17,609
Sydenham	181	26,106	82,690
Wolfe Island	80	38,470	58,883
<b>TOTALS</b>	<b>6,483</b>	<b>1,586,463</b>	<b>4,805,050</b>

Figure 9: Wi-Fi Use Per Capita

<b>Region</b>	<b>Population 2021</b>	<b>Time Used per capita</b>	<b>Data Used per capita</b>
City of Kingston	132,485	10 minutes	30.5 MB
Township of South Frontenac	20,188	3 minutes	5.4 MB
Township of Central Frontenac	4,892	8 minutes	33.4 MB
Township of North Frontenac	2,285	31 minutes	189.2 MB
Township of Frontenac Islands	1,930	20 minutes	32.8 MB

## 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 10: Social Media**

Platform	Measure	2019	2020	2021	2022
Facebook	Engagement	2,776	3,641	3,087	3,269
	Likes	3,620	4,205	4,516	5,057
	Posts	112	76	238	429
Instagram	Engagement	1,039	1,808	3,371	15,572
	Followers	1,357	1,928	2,381	2,678
	Posts	44	25	88	60
	Views of Video	1,323	1,537	1,769	14,405
TikTok	Engagement	n/a	n/a	n/a	13,240
	Followers	n/a	n/a	n/a	46
	Posts	n/a	n/a	n/a	21
	Views	n/a	n/a	n/a	12,707
Twitter	Engagement	276	656	1,808	1,118
	Followers	3,607	3,776	4,011	4,322
	Mentions	392	209	282	294
	Tweets	163	289	656	589
YouTube	Posts	4	112	29	28
	Subscribers	n/a	507	862	1,041
	Views	291	9,482	4,834	7,654

**Figure 11: Engagement**

Engagement Type	Description / Title	Subscribers
KFPL Newsletters	Grow	1,097
	Connect	11,697
	Create	1,537
	Engage	618

## 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 12: E-Services**

Resource	Category	2019	2020	2021	2022
Ancestry Library	Uses	4,876	24,702	18,065	15,010
cloudLibrary	E-audiobooks	13,825	17,894	20,315	22,405
	E-books	35,116	51,648	48,860	43,821
Hoopla	Uses	3,410	3,908	4,073	4,280
Kanopy	Uses	n/a	n/a	1,690	1,985
LinkedIn Learning	Certificates completed	65	138	58	91
	Users	272	506	209	241
Mango Language	Uses	479	1,134	710	828
Newspapers & Articles	Uses	18,739	30,202	32,189	29,527
RB Digital / Flipster	Uses	5,821	7,179	1,747	2,011
Website	Visits	345,644	222,874	189,522	188,152
<b>TOTAL</b>		<b>428,247</b>	<b>360,185</b>	<b>317,438</b>	<b>308,351</b>

\*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 13: Session/Events and Attendance**

User Group	Category	2019	2020	2021	2022
Adult	Session / Events	198	32	48	46
	Attendance	4,155	523	1,397	559
Children and Family	Session / Events	277	126	111	190
	Attendance	4,884	3,338	1,943	4,305
Mixed / All Ages	Session / Events	8	4	4	0
	Attendance	149	253	98	0
Outreach	Session / Events	52	0	18	33
	Attendance	3,107	0	546	1,418
Teen	Session / Events	15	12	16	15
	Attendance	280	201	308	193
<b>TOTALS</b>	<b>Session / Events</b>	<b>550</b>	<b>174</b>	<b>197</b>	<b>290</b>
	<b>Attendance</b>	<b>12,664</b>	<b>4,315</b>	<b>4,292</b>	<b>6,475</b>

## 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 14: Room Bookings by Location**

Branch	Room	2019	2020	2021	2022
Calvin Park	Community	26	0	n/a	22
Central	Meet 1	18	15	n/a	10
	Meet 2	27	6	n/a	16
	Meet 3	13	1	n/a	14
	Meet 4	7	0	n/a	12
Isabel Turner	Cataraqui	12	1	n/a	7
	Room A	4	0	n/a	12
	Room B	2	0	n/a	3
	Gates Training	20	1	n/a	4
<b>TOTALS</b>		<b>129</b>	<b>24</b>	<b>n/a</b>	<b>100</b>

**Figure 15: Room Bookings by Type**

Booking Type	2019	2020	2021	2022
Book Clubs	3	1	n/a	8
City of Kingston	6	1	n/a	5
Education	5	2	n/a	0
Government	3	1	n/a	0
In House	53	18	n/a	42
Private	50	1	n/a	45
Private Cultural	8	0	n/a	0
Read for Fun	0	0	n/a	0
Writersfest	1	0	n/a	0
<b>TOTAL</b>	<b>129</b>	<b>24</b>	<b>n/a</b>	<b>100</b>

## Total Uses

Figure 16: Total Uses

Branch	Internet	Wireless	Program Attendance	E-services	Patron Queries	Circulation	TOTAL
Arden	10	79	-	-	452	1,414	<b>1,955</b>
Calvin Park	2,524	862	-	-	4,028	43,869	<b>51,283</b>
Central	2,399	2,342	-	-	3,891	31,645	<b>40,277</b>
Cloyne	53	436	-	-	328	2,010	<b>2,827</b>
Hartington	7	30	-	-	78	1,383	<b>1,498</b>
Howe Island	0	12	-	-	38	768	<b>818</b>
Isabel Turner	3,094	1,774	-	-	3,099	78,393	<b>86,360</b>
Mountain Grove	15	22	-	-	254	582	<b>873</b>
Parham	4	8	-	-	439	828	<b>1,279</b>
Pittsburgh	132	129	-	-	1,963	15,617	<b>17,841</b>
Plevna	41	149	-	-	258	1,314	<b>1,762</b>
Rideau Heights	734	240	-	-	1,999	8,473	<b>11,446</b>
Sharbot Lake	67	119	-	-	500	2,083	<b>2,769</b>
Storrington	5	20	-	-	139	1,803	<b>1,967</b>
Sydenham	198	181	-	-	819	8,215	<b>9,413</b>
Wolfe Island	35	80	-	-	662	2,008	<b>2,785</b>
Mobile	-	-	-	-	-	43	<b>43</b>
System-wide	-	-	6,475	308,351	2,134	57,785	<b>374,745</b>
<b>TOTAL</b>	<b>9,318</b>	<b>6,483*</b>	<b>6,475</b>	<b>308,351</b>	<b>21,081</b>	<b>258,233</b>	<b>609,941</b>

\*This number represents the total number of unique users who accessed wi-fi, not total uses.

## **KFPL Monitoring Report to the Board**

### **Executive Limitation Policy L-8**

### **Employment, Compensation and Benefits**

With respect to employment, compensation and benefits to employees, consultants, contract workers and volunteers, the Chief Librarian may not cause or allow jeopardy to fiscal integrity or public image.

Accordingly, the Chief Librarian may not:

**1. Establish or alter the compensation and benefits for non-union staff without Board authorization or approval.**

Compensation and benefits (including vacation time and sick leave) for non-union staff are determined by the Agreement between the Board and Permanent Non-Union Staff. This document was last amended and approved by the parties on November 3, 2022. The agreement expires on March 31, 2025 and no compensation or benefits have been established or altered by the Chief Librarian.

**2. Promise or imply permanent or guaranteed employment.**

No person has been promised or guaranteed employment outside of the accepted interviewing and hiring process.

**3. Create compensation obligations over a longer term than revenues or adequate funds can be safely projected.**

No such obligations have been undertaken.

**4. Establish or change pension plans so as to cause unpredictable or inequitable situations.**

OMERS, the carrier of the Library pension plan, determines the terms and conditions of the plan. This plan has not been changed, and no alternate pension plan has been established by the Chief Librarian.

---

I hereby present my monitoring report on Executive Limitation Policy L-9, Employment, Compensation and Benefits.

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 a thin horizontal line.

Laura Carter, CEO/Chief Librarian

November 8, 2022

## **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:**

When 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; and operational policies such as the Right to Disconnect Policy and Electronic Monitoring Policy.
- 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 May 2022. Grievance 2022-01 - Right to Re-Assign Work and Individual Accommodations has been settled.

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 'LCarter', is positioned above the typed name.

Laura Carter, CEO/Chief Librarian

November 8, 2022

## KFPL Report to the Board

**Subject:** Extended Hours Project

**Prepared by:** L. Carter, Chief Librarian / CEO

**Date of meeting:** November 16, 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. Further discussion was held at the June 2022 meeting where the Library Board passed motion 2022-37:

*“That the Board requests continued community engagement surrounding the proposed Extended Hours Project, and directs Library staff to prepare a written report to the Board for review before initiating procurement and implementation of the project, specifically outlining:*

- 1. Community engagement activities and findings;*
- 2. Health and safety risk and opportunity identification and mitigation;*
- 3. Equity and access challenges and opportunities.”*

### Community Engagement Activities and Findings

Community consultation sessions were held at the Pittsburgh Branch on October 18 at 3 p.m. and October 22 at 10 a.m. The purpose of these sessions was to provide details on the implementation of the Extended Hours Project and to respond to questions and concerns heard in previous consultations.

The sessions were advertised in the Library’s events calendar, on the website and through social media posts. An Engage KFPL newsletter was sent to the 639 people who subscribe and to all patrons who have Pittsburgh listed as their primary branch on their profiles. A total of 19,857 people received newsletters from KFPL advertising the two sessions.

A total of six people attended the two sessions, five of whom self-identified as living in east Kingston. Laura Carter, Chief Librarian/Chief Executive Officer hosted both sessions on behalf of the Library. One additional person asked for the information being shared at the sessions as they were unable to attend.

In addition to the two sessions, an “Engage KFPL” banner was left at the branch from

October 18 through November 3 along with copies of the handout outlining the implementation and safety protocols (Appendix A). A community feedback form was included with the handout. Three patrons reached out by email to request more information or share feedback, and two patrons who attended an in-person session sent further feedback.

The full report on those engagement sessions has been posted on the Engage KFPL website and is attached as Appendix B to this report.

## Health and Safety: Risk / Opportunity Identification and Mitigation

→ **Legend:** ▲ = risk    ● = opportunity

### ▲ General safety concerns

**Mitigations:** Pre-registration and video surveillance.

- Access during Extended Hours will require a valid Kingston Frontenac Public Library card and PIN and is limited to those aged 14 and older. Younger patrons are welcome to visit with an adult who has access privileges.
- Images will be captured as patrons enter the building and cameras throughout the building will record activity. Library staff will be able to access live camera feeds.
- Patrons requesting access will agree in writing to terms and conditions to increase accountability and understanding of mutual responsibilities before having the access code added to their account. Only patrons that have pre-registered will be able to enter the building during Extended Hours.

### ▲ Users getting locked in or staying deliberately

**Mitigations:** Several measures proposed to deter people from staying after closing, either intentionally or unintentionally.

- Users will be given verbal warning prior to closing through automated PA system.
- Visual cue through lighting system will also alert users to closing time.
- If party remains after closing, they will trigger the security alarm and security, or police will be called.
- Staff could check security cameras to ensure no one remains in the Library (washrooms excepted).

### **Theft and Vandalism**

**Mitigations:** The suite of technology that controls Extended Hours service has several features to both deter and detect theft.

- Cameras capture patron images as they scan their card to enter the building.
- If items are taken from the building without being signed out, security gates can record the item barcodes and the time they were removed from the building.
- Review of security cameras would allow staff to identify the patron.
- Daily branch inspections will expose missing or damaged equipment, and security camera footage will allow staff to identify the patrons involved.

### **Personal Security**

**Mitigations:** A combination of security measures and protocols are designed to mitigate personal security risks.

- Pre-registration with agreement to Terms and Conditions is required.
- Video surveillance will be in place.
- Phone will be provided to contact staff at another branch or emergency services.
- Clear instructions and signage will be provided in case of emergency.
- Regular lighting and hazard audits will be undertaken.
- Emergencies services have access to the building in case of emergencies.
- Staff have ability to access live video camera feeds and make live announcements through the P.A. system.

### **Improved branch security and incident investigation**

**Opportunities:**

- Installation of video surveillance will increase security at the branch and deter theft and vandalism.
- Registration and a requirement to scan a library card and enter PIN will provide the ability to identify all users accessing the branch during Extended Hours.

## Equity and Access: Challenges / Opportunities

→ **Legend:** ▲ = challenge    ✔ = opportunity

### ✔ Reduction of social equity barriers to KFPL spaces and resources

**Opportunities:** Project enables user autonomy and choice, and community ownership of the Library space and its facilities and services.

- Not all patrons work, attend school or have access to childcare and transportation during “traditional hours,” including newcomers and shift workers.
- Housing shortage means more people, particularly students are living communally and may not have space to study or meet with tutors or peers. This project provides additionally opportunities to use Library spaces and resources.
- Increased use of the space by local community groups brings people together in the space, contributing to social cohesion and inclusion and strengthening the Library as the community’s “third place.”
- The project increases social equity by providing everyone in the community the opportunity to access KFPL information and services.
- Alternative service model makes the Library more accessible to community members who find social interactions/environments stressful (e.g., social anxiety) or may have had previous negative interactions with the Library or other community institutions.

### ▲ Potential Barriers that require further investigation

**Challenges:** The following have been identified by staff as potential barriers for equitable access to extended hours, along with possible solutions.

- Communication barriers for people with hearing disabilities with respect to getting assistance from Library staff. Staff are investigating potential use of text or email communication to mitigate this barrier.
- People may have physical disabilities such that they may be unable to use check-in or check-out technology. Requests for accommodation could be identified on the registration form and materials could be checked-in or out remotely by staff at another location.
- People without Library cards are not able to enter the branch during extended

hours. Extensive outreach and communications to sign up as many people as possible prior to the launch of the project.

- Difficulty using technology without staff guidance. Library will ensure that all equipment has clear instructions on usage and that staff check equipment on a regular basis and will provide a phone line during extended hours for advice on any equipment operation or issues.

**Recommendation:**

That the Board receive this report for information.

# Extended Hours Project

## Implementation and Safety Protocols

The Extended Hours Project will provide Kingston East residents with more opportunities to use their public library branch, expanding access to a vibrant community space where they can connect and learn. The project was approved the Library Board in October 2021 and support was reaffirmed in June of 2022.

Community consultation for the 2022 Library Facilities Plan identified expanded hours as the most requested service priority at branches across Kingston-Frontenac, but the municipalities and the Library are facing increasing funding pressures. The Library is therefore seeking innovative ways to deliver service within these financial constraints.

When the project begins, the Pittsburgh Branch will offer a blend of full service and Extended Hours access. Library staff will continue to support patrons on site, maintaining the current level of service of 38 hours staffed hours per week. The branch will not be accessible 24/7. Extended Hours will align with open hours at another location, and KFPL staff will provide remote support via a dedicated video/phone link.

Community feedback will help determine which days of the week and times of day will be best suited to Extended Hours, and which will most benefit from on-site staff.

Extended Hours will offer a different level of service, providing the community with alternative ways to use the Library. Patrons will be able to borrow and return materials, pick up reservations, and access public computers and Wi-Fi. They will also be able to use library space to study and connect with others in the community.

An expansion of the Pittsburgh Branch has been in the Library's capital plan for several years. This project will offer a bridge to the planned building renovation, increasing access and use leading into the branch expansion.

The effectiveness of Extended Hours will be evaluated using data and feedback from staff and patrons.

KFPL is committed to offering a welcoming and inclusive space for the community. Using community feedback, we are working to identify assess and mitigate risks. These risk and mitigation strategies are outlined in this handout.

## Access to the Branch

Access during Extended Hours will require a valid Kingston Frontenac Public Library card and PIN. Access is limited to those aged 14 and older. Younger patrons are welcome to visit with an adult who has access privileges.

- Patrons requesting access will agree in writing to terms and conditions to increase accountability and understanding of mutual responsibilities before having the access code added to their account. Only patrons that have pre-registered will be able to enter the building during Extended Hours.

## Service Issues

Staff will be onsite for a portion of every open day, except Sundays. They will ensure that all equipment is stocked and in working order. Additionally:

- Clear instructions will be posted next to all equipment to guide public use.
- Staff at another branch are available by phone or video chat for assistance.
- A suggestion box is available for patrons to leave comments or ask questions to be addressed when staff are next onsite.

## General Maintenance and Cleanliness

Maintenance staff will continue to visit the branch on their regular schedule for cleaning. Additionally:

- Staff can be dispatched from another location to address urgent issues.
- Members with access privileges will be provided with instructions for reporting a problem during Extended Hours.

## Safety and Security

### Lighting

- Exterior lighting will be checked regularly by staff.
- Indoor lighting will be activated and deactivated automatically.
- Closing announcements will provide visitors with adequate time to leave the building prior to the lights shutting off and alarms activating.
- Emergency lighting will activate during power outages and fire emergencies.



## **Problem Behaviours**

- Members with access privileges will be provided with instructions for action in the event of an emergency and how to report damage during Extended Hours.
- Members with access privileges will be clearly advised that allowing non-members to access the building will result in withdrawal of membership.
- Telephone and video chat to staff at another branch will be available to receive assistance.

## **Medical Emergencies**

- Members with access privileges will be provided with instructions for action in the event of an emergency.
- A telephone is available to call emergency services, and a first aid kit is available.

## **Fire Emergencies**

Kingston Fire and Rescue has full access to all branches in the City in case of an after-hours emergency and there are three signed emergency exits from the building if evacuation is required.

- Evacuation routes will be posted, and a designated assembly area will be identified with signage outside the branch.
- Fire extinguishers are inspected and recertified on a yearly basis and are clearly signed. The fire alarm panel is checked at regular intervals.
- Fire alarms are monitored.

## **General Security**

Emergency Services are aware of Extended Hours and have access to the building in case of emergency.

- Fire and intrusion alarms are monitored, and security cameras are recording.
- Utility and equipment rooms and other staff only areas are secured.
- Staff computers in the public area are password protected.

## **Property Damage and Theft**

The suite of technology that controls the Extended Hours service has several features to both deter and detect theft:

- Cameras capture patron images as they scan their card to enter the building.
- If items are taken from the building without being signed out, the security gates can record the item barcodes and the time they were removed from the building.

Review of security cameras would allow staff to identify the patron.

- Branch inspections each day will expose missing or damaged equipment, and security camera footage will allow staff to identify the patrons involved.

KFPL has consulted with other public libraries offering Extended Hours service – they have not experienced any increase in theft or property damage.

## Health and Safety Assessments

Health and safety inspections are conducted monthly at all KFPL branches. Annual safety and accessibility inspections are also carried out by the Library's Joint Health and Safety Committee (JHSC).

All incident reports are reviewed by JHSC, and a list of incidents is provided to the Library Board at every meeting.

The Extended Hours risk assessment will be reviewed regularly.

## Closing Procedure

Visitors to the branch will be given a verbal warning prior to closing through the automated PA system. Options for accessible announcements are being investigated, including visual warning systems.

If anyone remains after closing time, motion sensor alarms will be triggered, and security/police will be dispatched by the alarm monitoring company.

## Frequently Asked Questions

### Will this project result in job losses?

No. The Pittsburgh Branch will be staffed for the same number of hours. No jobs will be eliminated as a result of this project.

### Will this initiative expand to other library branches?

This is a pilot project intended to increase access to and use of the Pittsburgh Branch. The Extended Hours Project will be evaluated using both data and feedback from patrons and staff. Depending on the outcomes, Extended Hours may be considered as one option where there are similar needs.

### How will the Extended Hours project be evaluated?

Interested parties will be surveyed at regular intervals. The Library will also track and review metrics such as visits, circulation, registration, and issues/incidents.

**Which other libraries are offering this service?**

The Hamilton and Toronto Public Libraries have both been offering access to remotely staffed libraries for several years. The Essex County Library launched their “enhanced community access hours” earlier this fall, and several other Ontario libraries are in the process of implementing this service. There are over 850 libraries across the world who are offering enhanced access to their services using technology.

**How can I get involved in the community engagement for this project?**

Updates on the process will be posted on the project’s [Community Consultation](#) page, and will be shared on our website and social media channels. Subscribe to the [Engage KFPL newsletter](#) to receive updates by email.

Library newsletters and in-branch displays will connect community members to the discussion.

**More Information**

Questions or additional comments can be directed to Kimberly Sutherland Mills, Director, Service Design and Delivery, at [kmills@kfpl.ca](mailto:kmills@kfpl.ca) or (613) 549-8888 x3520.

# Extended Hours Implementation Community Engagement Summary Report

## Background

The Kingston Frontenac Public Library plans to use technology to extend access to the Pittsburgh Branch. Extended Hours for an additional 22 hours a week, allowing patrons to use space and resources that would otherwise be inaccessible when the building is closed. The Extended Hours Project was included in the Library's 2022 capital budget.

Community consultation sessions were held at the Pittsburgh Branch on October 18, 2022 at 3:00pm and October 22, 2022 at 10:00am. The purpose of these sessions was to provide details on the implementation of the Extended Hours Project and to respond to questions and concerns heard in previous consultations.

The sessions were advertised in the Library's events calendar, on the website and through social media posts. An Engage KFPL newsletter was sent to the 639 people who subscribe, and to all patrons who have Pittsburgh listed as their primary branch on their profiles. A total of 19,857 people received newsletters from KFPL advertising the two sessions.

A total of six people attended the two sessions, five of whom self-identified as living in east Kingston. Laura Carter, Chief Librarian/Chief Executive Officer hosted both sessions on behalf of the Library.

Community members were also invited to submit feedback directly to the Director, Service Design and Delivery. A total of four people reached out; one asked for more information about the project and three submitted feedback which has been summarized in Appendix C.

## Feedback Summary

 **Tuesday, October 18, 2022**

This session had four participants and was structured as a conversation between all the participants, with the [Extended Hours Project Implementation and Safety Protocols handout](#) as a reference.

The conversation was wide-ranging, with two participants expressing opposition to the project and two speaking in favour.

The discussion covered a variety of topics, including:

- Details of the implementation of the project including safety measures to be put into place to safeguard library property and people using the service.
- The need for the project, with a participant noting the current level of service meets their needs, and they didn't perceive the branch as overly busy. Background information, such as Library's recently completed Facilities Plan and previous planning documents was discussed.
- Questions around alerts that could be provided by the software – if many people were coming into the building all at once, for example.
- Video surveillance policies at the Library – who can access the video recordings, and from where and how long the video is kept.
- Different ways people use the Library – computers, Wi-Fi, internet, tutoring, meeting, and studying.
- Why people may prefer to attend during Extended Hours – trust in government/institutions or based on previous experiences with the Library.
- Potential change in use of this branch and other branches, such as Rideau Heights, once the work on the Third Crossing is complete.
- Suggestion to use lockers to allow for after hours items pickup rather than opening the whole branch.
- Suggestion to do more outreach to area schools, who may come during staffed or extended hours.
- One participant expressed concern for loss of potential employment if the Library was staffed for the additional hours, while another suggested that if the pilot project is a success, Library could make the case for extra staff.
- Concerns around depersonalization of service (not just at the Library) coming out the pandemic where people have become increasingly isolated.
- Structure of extended vs staffed hours and clear communications and advertising so that people would be aware of when staff would be onsite.
- One participant appreciated the choice the service provides for people to use the Library as they wish.

- One participant made notes after the session and left written feedback (see Appendix A), and two other participants followed up a few days after the session with an email (see Appendix B).

### **Saturday, October 22, 2022**

This session had two people attend, one after the other, resulting in two one-on-one conversations.

The first participant lives nearby and is looking forward to having the Pittsburgh Branch open on Mondays and Fridays. They expressed that they were happy that the Library is considering different or extended hours and that people in their neighbourhood were so “fed up” with the library’s limited hours that they built a book box on their street. They expressed that they wished we could use more volunteers to help in the Library.

The second participant arrived just as the first participant was leaving and the discussion also covered a variety of topics, including:

- General details of how the Extended Hours Project would work and some of the reasons why it was proposed.
- The choice of the Pittsburgh Branch as a pilot location.
- Other self-service libraries in Kingston and the experience of other libraries in Ontario.
- Review of evidence to support success of Extended Hours projects at other libraries. There have not been many studies have been published. Discussed experience of other public libraries in Ontario. Participant indicated they had read one study that indicated more people identifying as male had accessed other similar types of services. People identifying as female were less likely to use.
- How they could advocate for increased funding support for the Library. Discussed Library’s funding model, allocation of the budget and greater pressures on City/County/Township finances.

## Appendix A

The following feedback was received from a patron who completed the provided feedback form following the October 18<sup>th</sup> session.

### **1. What do you think is the biggest opportunity offered by Extended Hours**

- Accessibility to library services
- Generate awareness and visibility
- Ease of service for those who cannot use the “regular” hours.

### **2. What do you think is the biggest risk/concern that needs to be addressed?**

- Safety – parking, interior space
- Limit to users who are registered – how to enforce?
- Fear of the unknown and untested – people tend to be “risk adverse” and afraid of change

### **3. Is there anything else you’d like to tell us?**

- Excellent presentation and discussion with Laura! Thank you so much. The Pittsburgh group that met are passionate about their library and the sharing of ideas was a wonderful opportunity to be “heard.” Please continue with full disclosure outreach and inviting children from all schools to utilize this beautiful space.

## Appendix B

The following feedback was received from two participants of the October 18<sup>th</sup> session via email a few days after the session.

### **Extended Hours Project Pittsburgh Branch: Community Feedback Form**

On Tuesday, October 18 2022 we attended the community consultation held at the Pittsburgh Branch Library regarding the Extended Hours Project. The session was attended by only two other library users besides ourselves. We expressed to Ms. Laura Carter, who facilitated the session, our concerns regarding the proposed format for the project and questioned the overall need and rationale for the project. We are writing formally to record our shared views on this issue.

We have lived in Kingston East since 1971 and first joined the Pittsburgh Library when it was housed in the old Barriefield School building. We are regular and frequent users of the current Pittsburgh Branch. We feel fortunate to have access to a branch library staffed by helpful and friendly people for four full days during the week including Saturday and on three of those the branch is open evenings until 8:00p.m.

At the outset, we would like to make it clear that our opposition is not to extended hours as such but to unstaffed extended hours. For a variety of reasons, we believe that the library should be staffed whenever it is open to users.

Our comments address both (a) the need and rationale for extended hours at the Pittsburgh Branch and (b) the reasons we are opposed to adding unstaffed hours. We are also concerned that under the proposed project every day the library is open there will be a mix of staffed and unstaffed hours, including on those days (Tuesday, Wednesday, Thursday and Saturday) the library is presently open and staffed.

Are more hours actually needed at the Pittsburgh Branch? There are rarely more than a couple of other users present whenever we visit the library – and we visit at various times on different days. Does KFPL have current usage data for the Pittsburgh Branch and, if so, are these data publically available?

Where are the data supporting the need for extended hours, given the lack of interest in Monday and Sunday opening at the Pittsburgh Branch expressed in the Branch Hours Review survey conducted by consultants for KFPL? When we asked Ms. Carter for evidence supporting the need for additional hours she replied that “the Library received a *few* requests each year and that the local councillor



had been pressing for additional hours.” We believe the Library Board’s decision to go ahead with the Extended Hours Project should be predicated on comprehensive and sound data rather than a few anecdotal comments.

If additional opening hours are to be added to the Pittsburgh Branch (or any branch for that matter) they need to be staffed. The proposed plan to provide unstaffed extended hours raises a number of broader societal issues. Access to services provided by public libraries are fundamental to the functioning of democratic societies. Knowledgeable, friendly, professional library staff are at the core of any library and the public library provides a focal point for social interaction and cohesion within the community. Furthermore, in an era when increasing numbers of workers are facing insecure, precarious employment, communities need to protect and grow well-paid, secure public sector jobs, including those of library workers.

We learned one new and surprising aspect related to the Extended Hours project from Ms. Carter at the “consultation session” on October 18. Apparently, the library will be staffed for some hours (maybe 3-4) on the additional days (Monday and Friday) that the Pittsburgh Branch will be open under the Extended Hours Project. To quote from the handout we were given “staff will be onsite for a portion of every open day, except Sundays.” Ms. Carter stated these staffed hours will be found by reallocating staffed hours from the 4 days that the branch is currently fully staffed. In response to our questions, Ms. Carter indicated that it is likely that every day will see a mix of both staffed and unstaffed hours. Therefore, to ensure that we (and other users) will still be able to access the library at all times between 10:00a.m. and 8p.m. Tuesday-Thursday and between 9:00a.m. and 5p.m. on Saturdays, we understand that we will need to register and have a PIN number. This is likely to cause confusion for library users who are used to the existing opening hours at the Pittsburgh Branch.

In summary, in the absence of comprehensive supporting data we remain unconvinced of the need for additional unstaffed hours at the Pittsburgh Branch. In the interests of Library Board decision-making transparency, if such data exist they should be made public. If there is indeed a demonstrated demand for extra hours at the Branch, these hours should be staffed. The public library should remain inclusive and accessible to all who wish to use it; this will not be true under the proposed extended hours model. What kind of future do we want for our community? We should be valuing and protecting opportunities for social

connection and recognizing the importance and value to the community of the kind of secure, well-paid employment that library jobs represent.

We appreciate this opportunity to express our views regarding the Extended Hours Project.

John and Angharad Holmes

## Appendix C

The following feedback was received from patrons who did not attend the sessions via phone message and email in the days leading up to and following the session.

### **Phoebe Hayes – October 13, 2022**

- Heard library will be reducing staff
- Library is one of the few things in this community that works
- Staff are essential to library service
- Will never use the digital services. Will only use services with staff.

### **Margaret Airth – October 21, 2022**

I would like to say that I am not in favour of the extended hours idea, without staffing. Issues include safety - a patron could have a medical issue and not be assisted, vandalism is very likely, and the personal touch and assistance that we all enjoy would be not available. In this pandemic period when we have all been isolated and shut off from social activities, the library should acknowledge that it serves a community purpose and having caring and interested staff during all the hours that the libraries are open is a must. It should not be about funding or trying to be innovative, at this time.

### **Lisa MaryAnn Jeans – October 22, 2022**

I'm not able to attend the consultations on the 18<sup>th</sup> and the 22<sup>nd</sup> but would like to know more about what is planned in terms of security for times with no staff presence, particularly because the location is quiet and somewhat isolated. In general, I am very excited about the project and improved access to the branch... I have made the mistake of trying to visit on a Friday to pick up items on hold, not realizing the hours were limited. I appreciate what you are doing with the Extended Hours project at Pittsburgh Branch and look forward to learning more about what is planned!

*(additional comments from same respondent)*

The extended hours plan looks very well thought out, and I only have a couple of comments to add:

- I am happy to see mention of the need for a visual alarm system related to accessibility and universal design, as outside of accessibility needs clients using headphones may too miss a closing announcement. As I am in an extended family with Deaf individuals I'm aware that visual alarms are too frequently overlooked, and it is very easy to lose track of time and get lost in books/content in a library.

- I am also pleased to see that there is an access control / request system in place, as well as the security monitoring. I would like to know a little more about the emergency protocol. Personally I have experienced some aggressive and lewd behaviours in the library (two different occasions, different cities; one bullying and the other sexual harassment and threatened assault) and while there is accountability with the registration system proposed in the sense that users will be tracked, and of course it is possible to reach out to a staff person at another location, the need to fumble with a cell phone to make a call can be challenging when one is feeling threatened and alone. Are there any plans to have emergency/panic stations in the branch with a more immediate connection to either the off site library staff, the security company, or local emergency services?
- I know that this neighbourhood is generally safe and the risk is likely quite low. My question about security is in no small part motivated by my past negative experiences, which occurred in fully staffed urban main branch libraries where I was able to raise my voice to call out for help.

Thank you for your efforts to engage with community members and to extend our access to the library.

# KFPL Board Workplan - 2023 (updated Nov 8, 2022)

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## 2023-01 January 18, 2023

- **Governance Process** ..... Election of Officers (Chair and Vice-Chair)
  - **Monitoring & Evaluation**..... Report: Communication and Counsel  
Report: Emergency Executive Succession
  - **Information Reports**..... Key Activities and Highlights
  - **Action Items** ..... OLSB Assembly Representative
- 



## COW 2023-01 February 1, 2023

- **Policy Review**..... Collection Development Policy  
Community Engagement Policy  
KFPL Employee Online and Social Media Policy  
Procurement of Goods and Services Policy  
Public Use of KFPL Online Forums Policy
  - **Governance Process** ..... Board Evaluation: Report and Discussion
  - **Discussion / Exploration** ..... TBD
- 



## 2023-02 February 15, 2023

- **Ownership Linkages**..... Friends of the Library (FOL)
  - **Monitoring & Evaluation**..... Report: Communication and Counsel  
Report: Financial Condition (Q4-2022)  
Report: Staff Relations and Volunteers
  - **Information Reports**..... Budget Variance Report (as of December 31, 2022)  
Key Activities and Highlights  
Requests for Review of Library Materials (Q4-2022)  
Statistical Report (Q4-2022)
  - **Action Items** ..... Collection Development Policy  
Community Engagement Policy  
KFPL Employee Online and Social Media Policy  
Procurement of Goods and Services Policy  
Public Use of KFPL Online Forums Policy
-



## Orientation Session – February 25, 2023

- **Presentation** ..... Risky Business
- **Department Overviews** ..... Programming and Outreach  
Facilities and Technology  
Branches and Collections  
Human Resources and Administration



## 2023-03 March 15, 2023

- **Ownership Linkages** ..... Develop linkages plan for the year
- **Board Education** ..... Determine education needs for the year
- **Monitoring & Evaluation** ..... Report: Communication and Counsel  
Annual Report
- **Information Reports** ..... Key Activities and Highlights



## 2023-04 April 19, 2023

- **Board Education** ..... TBD
- **Monitoring & Evaluation** ..... Report: Communication and Counsel  
Report: Financial Condition (Q1-2023)  
Report: Treatment of Public
- **Information Reports** ..... Budget Variance Report (as of March 31, 2023)  
Key Activities and Highlights



## COW 2023-02 May 3, 2023

- **Policy Review** ..... Occupational Health and Safety Policy  
Workplace Harassment Policy  
Workplace Violence Prevention Policy
- **Governance Process** ..... Board Evaluation: Report and Discussion
- **Discussion / Exploration** ..... TBD

## 2023-05 May 17, 2023

- **Monitoring & Evaluation**..... Report: Communication and Counsel  
Report: Staff Relations and Volunteers  
Report: Asset Protection (external audit)
- **Information Reports**..... Key Activities and Highlights  
Requests for Review of Library Materials (Q1-2023)  
Statistical Report (Q1-2023)
- **Action Items** ..... Audit Approval Consent  
Occupational Health and Safety Policy  
Workplace Harassment Policy  
Workplace Violence Prevention Policy

## 2023-06 June 21, 2023

- **Monitoring & Evaluation**..... Report: Communication and Counsel  
Report: Service Accessibility
- **Information Reports**..... Key Activities and Highlights

## 2023-07 September 20, 2023

- **Ownership Linkages**..... TBD
- **Monitoring & Evaluation**..... Report: Communication and Counsel  
Report: Financial Condition (Q2-2023)  
Report: Staff Relations and Volunteers  
Report: Strategic Direction – Status Update
- **Information Reports**..... Key Activities and Highlights  
Budget Variance Report (as of June 30, 2023)  
Requests for Review of Library Materials (Q2-2023)  
Statistical Report (Q2-2023)

## COW 2023-03 October 4, 2023

- **Policy Review**..... Accessibility for Users with Disabilities Policy  
Sponsorships Policy  
Ends (E1-E5) Policies

## COW 2023-03 October 4, 2023 – cont'd

- **Governance Process** ..... Board Evaluation: Report and Discussion
- **Discussion / Exploration** ..... TBD

## 2023-08 October 18, 2023

- **Monitoring & Evaluation**..... Report: Communication and Counsel  
Report: Financial Condition (Q3-2023)  
Report: Financial Planning and Budgeting
- **Information Reports**..... Key Activities and Highlights  
Budget Variance Report (as of September 30, 2023)
- **Action Items** ..... Budget Approval Consent  
Accessibility for Users with Disabilities Policy  
Sponsorships Policy  
Ends (E1-E5) Policies

## 2023-09 November 15, 2023

- **Board Education** ..... OLA SuperConference – registration information
- **Governance Process** ..... Workplan Approval for 2024
- **Monitoring & Evaluation**..... Report: Communication and Counsel  
Report: Asset Protection  
Report: Staff Relations and Volunteers  
Report: Strategic Direction – Action Plans 2024  
CEO Performance Review
- **Information Reports**..... Key Activities and Highlights  
Requests for Review of Library Materials (Q3-2023)  
Statistical Report (Q3-2023)

## 2023-10 December 13, 2023

- **Monitoring & Evaluation**..... Report: Communication and Counsel  
Report: Strategic Direction – Status Update
- **Information Reports**..... Key Activities and Highlights
- **Action Items** ..... CEO Remuneration