

# AGENDA

## Regular Meeting #2023-02

### Kingston Frontenac Public Library Board

February 22, 2023 at 5:00 PM

#### Meet 1, Central Branch

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 (motion)
3. Disclosure of Conflict of Interest
4. Presentation: Friends of the Kingston Frontenac Public Library (FOL) - 2022 Highlights and Accomplishments
5. Adoption of Minutes
  - 5.1. Regular KFPL Board Meeting #2023-01 of January 25, 2023 (attached) (motion)

#### Consent Agenda

6. Information Items
  - 6.1. Correspondence / Information Received and Sent (no correspondence to report on)
7. Information Reports
  - 7.1. Chief Librarian Communication (attached)
  - 7.2. Budget Variance Report (as of December 31, 2022) (attached)
  - 7.3. Requests for Review of Library Materials (Q4-2022) (attached)
  - 7.4. Statistical Report (Q4-2022) (attached)
  - 7.5. Extended Hours Project: Distribution of Hours (attached)

8. Motion to accept Consent Agenda (motion)

### **Action Agenda**

9. Business Arising from the Minutes
  - 9.1.
10. Monitoring Reports
  - 10.1. Communication and Counsel (report attached) (motion)
  - 10.2. Financial Condition (report attached) (motion)
  - 10.3. Staff Relations and Volunteers (report attached) (motion)

### **Other Business**

11. Frontenac County Branch Hours (report attached) (motion)

### **Adjournment and Next Meeting**

Committee of the Whole Meeting, Wednesday, March 8, 2023 at 5:00 p.m., Meet 1, Central Branch.

Regular Board Meeting, Wednesday, March 22, 2023 at 5:00 p.m., Meet 1, Central Branch.

## MINUTES (unconfirmed)

### Regular Meeting #2023-01

#### Kingston Frontenac Public Library Board

January 25, 2023 at 4:00 PM

Virtual Format (with livestream)

#### Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Dr. Mark Asberg (joined at 4:23 p.m.), Anne Brunner, Alicia Cappello, Dr. Elizabeth Goodyear-Grant, Kathleen Hamilton, Councillor Ray Leonard, Louise Moody, Alan Revill, Jennifer Ross, Councillor Wendy Stephen

Staff Present: Nicole Charles (Director, Facilities and Technology), Graeme Langdon (Manager, Branches and Collections), Kristen Lemay (Acting Manager, Programming and Outreach), Kimberly Sutherland Mills (Director, Service Design and Delivery), Bill Purvis (Technical Support), Shelagh Quigley (Director, Human Resources), Amy Rundle (Recording Secretary), Tim Stranak (Manager, Facilities)

Regrets: Jim Neill

#### 1. Call to Order

The meeting was called to order at 4:11 p.m.

#### 2. Election of Officers

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

##### 2.1. Chair

J. Ross nominated A. Revill for the position of Chair for 2023.

Motion #: 2023-01-30

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

That nominations for the position of Chair be closed.

Carried

A. Revill was elected Chair by acclamation and assumed the position of Chair.

##### 2.2. Vice-Chair

L. Moody nominated J. Ross for the position of Vice-Chair for 2023.

Motion #: 2023-02

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

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

Carried

J. Ross was elected Vice-Chair by acclamation.

### **3. Adoption of the Agenda**

Addition of OLA Super Conference 2023 under Other Business.

Motion #: 2023-03

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

That the agenda be adopted as amended.

Carried

### **4. Disclosure of Conflict of Interest**

There were no declarations of conflict of interest.

### **5. Adoption of Minutes**

Motion #: 2023-04

Moved by: W. Stephen      Seconded by: L. Moody

That the minutes of Regular Meeting #2022-10 of the Kingston Frontenac Public Library Board held December 14, 2022 be adopted as circulated.

Carried

### **Consent Agenda**

#### **6. Information Items**

##### 6.1. Correspondence / Information Received and Sent

Sent / Received since distribution of the agenda

- 6.1.1. From the City of Kingston, copies of letters dated January 4, 2023 confirming appointments to the Kingston Frontenac Public Library Board and reserve pool.

Sent / received since distribution of the Agenda

6.1.2. From the County of Frontenac, an email dated January 20, 2023 confirming appointments to the Kingston Frontenac Public Library Board.

## **7. Information Reports**

7.1. Chief Librarian Communication

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

Motion #: 2023-05

Moved by: W. Stephen      Seconded by: L. Moody

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 for Discussion**

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

## **11. Monitoring Reports**

11.1. Communication and Counsel (L-9)

Motion #: 2023-06

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

That the Board has assessed the Chief Librarian's monitoring report on Communication and Counsel (L-9) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

11.2. Emergency Executive Succession (L-6)

Motion #: 2023-07

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

That the Board has assessed the Chief Librarian's monitoring report on Emergency Executive Succession as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

## Items for Discussion / Exploration

There were no items for discussion / exploration.

## Other Business

### 12. Meeting Frequency and Schedule

According to the *Public Libraries Act* (PLA), the Board must meet for at least seven (7) meetings each year, but the meeting frequency and schedule is determined by each new Board. This can also be revisited throughout the term.

M. Asberg joined the meeting at this time. (4:23 p.m.)

Conflicts with the current meeting day and time were noted, and it was agreed to move regular meetings to the 4<sup>th</sup> Wednesday of each month, with Committee of the Whole meetings taking place two weeks prior to the meetings in March, May, and October. The start time for meetings will also change to 5:00 p.m.

A Board member noted that months with both a regular meeting and C.O.W. meeting are a lot of work and that a total of 10 meetings would be more manageable. New members were hesitant to make changes before having a chance to assess the current schedule. It was agreed to move forward with the existing meeting frequency, evaluate if workflow could be condensed into fewer meetings, and revisit at a later date.

Motion #: 2023-08

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

That going forward, meetings of the KFPL Board will take place as follows:

- Fourth Wednesday of the month starting at 5:00 p.m.
- 10 regular meetings per year
- 3 Committee of the Whole meetings per year

Carried

Revisions to the meeting schedule will be posted on the KFPL website and distributed to the City of Kingston and County of Frontenac.

### 13. OLA Super Conference

L. Carter provided an overview of the Ontario Library Association (OLA) and the annual conference, noting that the Library typically sends a mix of staff and board members to the conference. There is funding for 2 board members to attend in 2023 and those interested in attending should contact L. Carter as soon as possible.

**Adjournment / Next Meeting**

There being no further business, it was moved by J. Ross to adjourn the meeting at 4:41 p.m.

The next regular Board Meeting will be held at 5:00 p.m., Wednesday, February 22, 2023, Meet 1, Central Branch.

**Signatures:**

Alan Revill, Chair

Amy Rundle, Recording Secretary

## KFPL Report to the Board

**Subject:** Chief Librarian Communication

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

**Date of meeting:** February 22, 2023

As requested in Executive Limitation Policy L-9, Communication and Counsel, the following information is provided for general consideration in the establishment, review and approval of Board policy.

### Extended Hours Project

Installation of the technology and building retrofits required to facilitate the Extended Hours Project continued this month. A Crime Prevention Through Environmental Design (CPTED) audit was conducted by Kingston Police Community Volunteers. A report will be provided with the results of the audit in the near future.

### Turner Wi-Fi Hours of Service

As part of the response to incidents involving inappropriate behaviours, substance use, loitering and fires outside of the branch and in the adjacent park, the Wi-Fi has been turned off at the Isabel Turner Branch between 11:00pm and 6:00am.

### Central Branch

Some meal programs have not yet returned to pre-pandemic levels of service, leading to a lack of indoor dining spaces for some vulnerable members of our community. To help address this gap, hot food is temporarily being permitted in the Central Branch Marketplace Area. Furniture has been moved around in this space to limit the spread of food odours and to facilitate any extra cleaning that may be required.

### 2023 Pre-Budget Consultations

I made a presentation to the Standing Committee on Finance and Economic Affairs when they held pre-budget consultations in Kingston on February 7. The focus of the presentation was Provincial funding requests for three areas identified by the Federation of Public Libraries of Ontario and the Ontario Library Association. They are:

1. Maintain critical provincial funding for Ontario's public libraries at current levels and work with municipalities and the Federal government to prevent unsustainable cuts to public library funding.
2. Working alongside First Nations Public Library leaders, rapidly implement a



sustainable funding model for public libraries on reserve to ensure that these important local hubs are fully-funded and viable. This includes enhancing the existing direct provincial funding support for public libraries on reserve to sustainably fund library operations and ensure a living income for frontline library staff in these communities.

3. Ontario public libraries through the creation of an Ontario Digital Public Library, thereby leveraging the province's significant purchasing power to give all Ontarians access to a common core of high-quality e-learning & online resources and more e-books.

### **Staffing Updates**

Alexandra Day has joined KFPL as a Page.

Dane Kramer was the successful candidate for an internal full-time Maintenance Assistant position.

### **Programs and Events – New and Notable**

To support patrons during the transition back to Libby, KFPL programmers hosted OverDrive/Libby Training group workshops in rural and urban branches.

KFPL will join Rural Frontenac Community Services at the Family Fun at the Sharbot Lake Heritage Weekend event on Feb. 18, providing a storytime and a drop-in robotics exploration activity.

In celebration of Black History Month, KFPL is offering several programs to showcase Black creators, including Graffiti Art - Design Your Own Tag! with award-winning Ottawa muralist Jimmy Baptiste.

### **Marketing and Engagement**

Community members were invited to three engagement events to discuss how Extended Hours will be scheduled alongside hours with staff on site. Feedback gathered was used to finalize the pilot project hours of operation.

### **Facilities Project Updates**

There are several ongoing facilities projects that were identified in previous reports. New initiatives will begin after the 2023 budgets are approved by the City of Kingston at the beginning of March.

### **Meetings and Events Attended by the Chief Librarian (or designate)**

To remain as informed as possible regarding issues affecting public libraries and our

communities, the following development opportunities, meetings, and community activities were attended by the Chief Librarian or delegate since the last report:

[See Appendix A](#)

### **Summary of Staff Training and Professional Development**

To ensure excellent service for library users in all areas, the following training opportunities were provided to staff since the last report: [See Appendix B](#)

### **KFPL Incident Reports by Category**

Incident reports, completed by staff, allow the Library to keep track of situations that occur and to assess if any remedial action is required (e.g., banning, training, new policies, or procedures, etc.). [See Appendix C](#)

### **Summary of Patron Feedback**

Patron comments are logged and reviewed by the management team bi-weekly. Where contact information is provided and/or a response is requested, library staff respond to the feedback, which is submitted through a variety of channels. [See Appendix D](#)

**Appendix A:****Meetings and Events Attended by the Chief Librarian (or designate)**

- January 14, 2023 to February 11, 2023

Joint Health and Safety Committee site visit to Pittsburgh Branch and Extended Hours Project Discussion

- January 16, 2023

Presentation to Frontenac County Council

- January 17, 2023

Kingston City Council Meet and Greet and Orientation Event

- January 19, 2023

Project Debrief with Overlap Associates

- January 23, 2023

Meeting with S. Kanellos, City of Kingston, Facilities Management & Construction Services

- January 24, 2023

Meeting with City of Kingston, Facilities Management & Construction Services Staff, with T. Stranak

- January 26, 2023

Friends of the Kingston Frontenac Public Library Board Meeting

- February 1, 2023

Crime Prevention Through Environmental Design Assessment, Pittsburgh Branch

- February 6, 2023

Ontario Library Association Super Conference, Digital Experience Stream

- February 4, 2023

2023 Pre-Budget Consultations, Standing Committee on Finance and Economic Affairs

- February 7, 2023

## **Appendix B:**

### **Staff Training and Development (Jan. 14 to Feb. 11, 2023)**

Onboarding of new staff members includes the completion of all legislatively required training (e.g., WHMIS, AODA), as well as training on the ongoing impacts of colonization on Indigenous nations, inclusion and cultural competence, gender diversity, and racial discrimination, and the review and sign-off of key Library policies. Additional training and development opportunities are provided to staff specific to the requirements and responsibilities of their position.

### **Ontario Library Association Super Conference 2023**

Four staff and one Board member attended the conference in Toronto, February 1-3. One staff and three Board members registered for the Digital Experience Stream, with sessions available through the end of July 2023.

## Appendix C:

### KFPL Incident Reports by Category (Jan. 14 to Feb. 11, 2023)

#### Accident

2022-064 Children accidentally call 911 from payphone (Isabel Turner, Feb. 4)

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#### Alcohol and Drugs

2023-022 Ambulance called for patron outside branch (Central, Jan. 17)

2023-031 Drug paraphernalia found outside branch (Central, Jan. 24)

2023-033 Drug use in park, visible from inside branch (Isabel Turner, Jan. 23)

2023-070 Drug and alcohol use in parking garage (Central, Feb. 7)

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#### Facilities

2023-046 Front steps and ramp not shovelled/salted (Plevna, Jan. 28)

2023-063 Garbage and belongings left on ramp (Central, Feb. 4)

2023-074 Cigarette butts and other litter outside branch (Isabel Turner, Feb. 10)

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#### General

2023-026 Police arrest suspect in Library (Isabel Turner, Jan. 21)

2023-030 RFID tag found behind books in teen area (Central, Jan. 24)

2023-037 Patron moves public computer (Central, Jan. 26)

2023-040 Bank deposit envelope found in book return (Isabel Turner, Jan. 27)

2023-041 Patron verbally assaulted (Central, Jan. 27)

2023-043 Multiple issues with group of patrons (Central, Jan. 29)

2023-047 Patron disruptive and yelling at others (Central, Jan. 27)

2023-049 People loitering in parking garage, items left (Central, Jan. 29)

2023-051 Patron complains about another patron (Central, Jan. 30)

2023-059 Police receive 911 call from library location (Isabel Turner, Feb. 2)

2023-060 Smoking in the elevator (Isabel Turner, Feb. 2)

2023-068 Patron aggressively shares opinion on masking (Calvin Park, Feb. 7)

2023-072 Person using parked car as a table for belongings (Central, Feb. 7)

2023-075 Patron leaves curling iron plugged in on the floor (Central, Feb. 9)

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#### Patron Behaviour

2023-023 Ambulance called for patron after wellness check (Central, Jan. 19)

- 2023-024 Banned patron trespassing in parking garage (Central, Jan. 19)
  - 2023-025 Patron asked to leave after disregarding rules (Central, Jan. 22)
  - 2023-027 Banned patron in library, asked to leave (Isabel Turner, Jan. 22)
  - 2023-028 Verbally aggressive patron (Central, Jan. 23)
  - 2023-029 Multiple patrons require wellness checks (Central, Jan. 23)
  - 2023-032 Patron aggressively rolls chair into another patron (Isabel Turner, Jan. 23)
  - 2023-034 Patron spoken to aggressively by another patron (Central, Jan. 24)
  - 2023-035 Difficult interaction with patron (Central, Jan. 26)
  - 2023-038 Inappropriate behaviour and wellness check (Central, Jan. 27)
  - 2023-039 Person blocking parking garage exit (Central, Jan. 27)
  - 2023-042 Long stay in access washroom (Central, Jan. 28)
  - 2023-044 Wellness check required for sleeping patron (Central, Jan. 29)
  - 2023-045 Patrons require multiple wellness checks (Central, Jan. 29)
  - 2023-048 Patron phone use disrupting others (Isabel Turner, Jan. 30)
  - 2023-052 Patron looking for a confrontation with staff (Central, Jan. 30)
  - 2023-053 Street Outreach called for patron sleeping outside branch (Central, Jan. 31)
  - 2023-056 Patron swears at staff (Central, Feb. 2)
  - 2023-061 AMHS called for patrons needing assistance (Calvin Park, Feb. 3)
  - 2023-065 Patron asks for copy of Code of Conduct after being asked to leave (Central, Feb. 4)
  - 2023-067 Patron leaves after multiple wellness checks (Central, Feb. 6)
  - 2023-071 Balloon on ceiling in teen area (Rideau Heights, Feb. 8)
  - 2023-073 Crisis team called for patron in access washroom (Central, Feb. 8)
  - 2023-076 Patrons reminded about library conduct (Central, Feb. 11)
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### **Theft or Property Damage**

- 2023-050 Vulgar graffiti discovered on library building (Isabel Turner, Jan. 30)
  - 2023-054 Evidence of overnight fire outside emergency exit (Isabel Turner, Feb. 2)
  - 2023-058 Patron left hastily through emergency exit (Central, Feb. 2)
  - 2023-062 Evidence of campfire against building (Isabel Turner, Feb. 4)
  - 2023-066 Theft of library materials through window (Calvin Park, Feb. 6)
  - 2023-069 Suspected DVD theft (Isabel Turner, Feb. 8)
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## Appendix D:

### Summary of Patron Feedback (Jan. 14 to Feb. 10, 2023)

#### Accessibility

- Negative feedback was received regarding a snow pile that was blocking the sidewalk at the Central Branch at the end of January. Library staff contacted the snow removal contractor to remove the snow. In order to facilitate snow clearing, the City of Kingston has prohibited overnight parking in the Central Branch lot, ensuring that the lot can be completely cleared, and that there is space for the snow to be piled.
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#### Branch Operations

- We received a request to bring back the Tech Tutors.
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#### Collections

- Questions and comments about Libby continued to be the subject of much of the patron feedback this month. 15 comments were submitted regarding the change in platforms, six of which were positive and nine were negative. Some of the negative comments were related to usability of the new app and website, but many of them were submitted while the collection was in transition and commenters were not aware that the entire KFPL collection was not yet available in Libby.
  - An Instagrammer commented that they “Love my library!” and thanked us for have “great kids books” and for having *Paris is Burning* in our collection.
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#### Programming

- Two positive comments were received on the Children’s Land Acknowledgement Statement.
- Library staff were thanked for visiting a class and helping them to select non-fiction books for their animal research project. Information was distributed to each student following the visit on how to sign up for a library card.
- Another educator thanked staff for the branch tour and their assistance in choosing book. Their students were excited to try out their new library cards during the visit to KFPL.
- Staff from École Maple Elementary School thanked a staff member for teaching their class “about our local library and incorporating music into a lovely story time session!”

- We received a comment thanking KFPL for social media updates, letting us know “they’re super useful to keep me up to date on what is coming up.”
  - A request was received from a patron for “an old movie afternoon for seniors with tea/coffee available.”
  - The Repair It! Program for kids was well-received, with one patron writing in to let us know their daughter really enjoyed it.
  - Positive feedback was received about the Library’s Rhythm and Rhyme and Stories in the Park programs. The patron wrote: “I think the thing we love most about the library is, in addition to the fact that it’s free, the programming has a perfect mix of songs, instruments, stories, using our bodies to do rhythm — the Massasauga Rattlesnake song today was really cool. J just lights up whenever there's shakers, bells sticks. We love doing the parachute, too. What I love about the group is there’s a good mix of bringing back familiar songs where we know the words but also introducing new tracks that are always available at the library that we can incorporate at home. It’s been a great way to introduce more literacy and songs to both our kids. It’s such well-rounded, well thought out, well planned programming for all of the different programs we’ve done. I’m always thrilled to attend and be part of them. It’s also a great push to get out of the house. It’s also a great push to get out of the house. We make point of returning our library books and getting a whole new set of other books. I can’t rave enough about the library.”
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**General**

- A patron commented on Instagram about how much they love the Pittsburgh branch and the friendly staff there.
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## Kingston Frontenac Public Library Budget Variance Report (Unaudited) December 31, 2022

Comparative 2021 Figures

Account Description	2022 Actuals	2022 Budget	Variance \$	Actuals to Budget %	2021 Actuals	Actuals to Budget %
<b>EXPENSES</b>						
Salaries and wages	2,928,939	3,180,357	-251,418	92%	2,910,165	93%
Part-Time Wages	1,192,645	1,155,956	36,690	103%	1,023,642	91%
Pages Part-Time Wages	307,081	311,591	-4,510	99%	227,406	74%
Overtime	32,537	36,276	-3,739	90%	22,759	72%
Payroll benefits	1,317,270	1,453,993	-136,723	91%	1,248,720	89%
Retirees benefits	55,894	56,074	-180	100%	70,127	103%
WSIB	181	300	-119	60%	181	60%
<b>Total Staff Costs</b>	<b>5,834,546</b>	<b>6,194,546</b>	<b>-360,000</b>	<b>94%</b>	<b>5,502,998</b>	<b>91%</b>
Adult popular mat'ls	437,243	400,000	37,243	109%	433,172	104%
Child/youth pop mat'ls	141,566	170,200	-28,634	83%	184,128	108%
Electronic resources	312,114	312,200	-86	100%	284,484	103%
Serials	32,782	32,896	-114	100%	25,692	61%
<b>Total Material</b>	<b>923,705</b>	<b>915,296</b>	<b>8,409</b>	<b>101%</b>	<b>927,476</b>	<b>103%</b>
Office Supplies	49,897	60,000	-10,103	83%	56,910	95%
Vehicle repairs & maintenance	6,599	5,400	1,199	122%	10,756	215%
Vehicle fuels and lubricants	9,085	9,000	85	101%	8,368	89%
Computer Equipment	80,287	78,535	1,752	102%	60,652	81%
Software	8,068	9,000	-932	90%	8,278	92%
Furniture and fixtures	7,849	12,250	-4,401	64%	18,262	128%
Advertising	9,535	9,000	535	106%	8,542	95%
Telephones/Cell Phones	29,081	33,136	-4,054	88%	27,636	79%
Internet Connectivity	46,395	37,518	8,877	124%	47,922	130%
Fees, subscription, membership	11,403	12,100	-697	94%	9,521	88%
Mileage	9,450	11,300	-1,850	84%	7,620	66%
Education and training	39,365	40,600	-1,235	97%	39,935	98%
Misc Expense	11,182	7,500	3,682	149%	12,134	173%
Delivery, postage & shipping	5,237	8,000	-2,763	65%	4,203	42%
Cash over (short)	3	0	0	0%	1	0%
Professional services	13,705	26,500	-12,795	52%	7,152	27%
Contracted services - system wide	309,151	309,605	-454	100%	295,116	98%
Programs	36,579	26,870	9,709	136%	52,480	214%
Equipment rentals	8,468	9,648	-1,180	88%	7,955	63%
Interest & Service Charges	2,311	2,500	-189	92%	2,266	91%
Allocated Insurance	29,794	24,100	5,694	124%	24,467	122%
<b>Total System-Wide</b>	<b>723,442</b>	<b>732,561</b>	<b>-9,119</b>	<b>99%</b>	<b>710,177</b>	<b>98%</b>
<b>Facilities</b>						
Protective Clothing	1,923	2,000	-77	96%	1,621	80%
Cleaning supplies	23,638	27,000	-3,362	88%	26,972	94%
Tools & Equipment	6,703	10,200	-3,497	66%	9,958	93%
Repairs & maintenance	10,194	10,200	-6	100%	6,807	105%
Water and Sewer	15,601	12,625	2,976	124%	15,667	125%
Natural Gas	45,201	59,838	-14,637	76%	39,102	71%
Electricity	151,552	204,632	-53,080	74%	164,907	79%
Contracted Services	148,535	162,750	-14,215	91%	167,370	102%
<b>Total Facilities</b>	<b>403,347</b>	<b>489,245</b>	<b>-85,898</b>	<b>82%</b>	<b>432,405</b>	<b>89%</b>
<b>Total Expenditures</b>	<b>7,885,039</b>	<b>8,331,648</b>	<b>-446,609</b>	<b>95%</b>	<b>7,573,057</b>	<b>93%</b>
<b>REVENUES</b>						
Provincial Subsidy	-297,138	-297,138	0	100%	-297,138	100%
Project Grants	-15,026	-30,000	14,974	50%	-40,047	133%
Printer/Photocopier Revenue	-16,548	-23,465	6,917	71%	-8,116	35%
Fines/Damages	-11,044	-10,400	-644	106%	-5,602	40%
Non-Resident Fees	-8,337	-9,339	1,002	89%	-6,357	68%
Facility Rentals	-12,767	-45,000	32,233	28%	-2,323	5%
Donations	-13,530	-11,000	-2,530	123%	-24,343	243%
Expenditure Recovery	-48,039	-40,000	-8,039	120%	-37,570	94%
Miscellaneous Revenue	-3,752	-10,000	6,248	38%	-559	6%
County of Frontenac	-906,458	-906,458	0	100%	-886,505	100%
City of Kingston	-6,948,848	-6,948,848	-0	100%	-6,811,820	100%
<b>Total Revenue</b>	<b>-8,281,489</b>	<b>-8,331,648</b>	<b>50,159</b>	<b>99%</b>	<b>-8,120,381</b>	<b>99%</b>
<b>Net Deficit (Surplus)</b>	<b>-396,450</b>	<b>0</b>	<b>-396,450</b>		<b>-547,324</b>	

## KFPL Report to the Board

**Subject:** Requests for Review of Library Materials (Q4-2022)

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

**Date of meeting:** February 22, 2023

### Background:

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

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

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

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

**Analysis:**

In Q4 2022, KFPL received one Request for Review of Library Materials. Details follow:

**1. *How to Change Everything*, by Naomi Klein with Rebecca Stefoff**

*How to Change Everything: The Young Human's Guide to Protecting The Planet and Each Other* (2021) is a children's nonfiction book about climate change and the movement for climate justice.

**Summary of Patron Comments**

The patron felt that the book is based on research that contains factual errors and logical inconsistencies. They felt that the content of this book could mislead children. The patron requested that the Library add a warning label to the book noting its factual errors and inconsistencies.

**Findings and Action Taken**

Upon consideration of the work's content, its purpose and importance, its relationship to other items in the collection, the reviews it received in reputable library reviewing sources, and the author's authority and reputation, the CRT decided to retain the title in the Library's children's nonfiction collection without a warning label.

The CRT's decision was communicated to the patron, who expressed dissatisfaction with the response and requested to meet with the Chief Librarian and members of the CRT to engage in further discussion. Following that discussion, the Chief Librarian wrote the patron to report that the Library will abide by the initial decision of the CRT.

**Date Resolved**

December 2022

## **KFPL Report to the Board**

**Subject:** Performance Statistics (Q4-2022)

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

**Date of meeting:** February 22, 2023

### **Background:**

Performance statistics are used to identify usage trends and inform operational decision-making.

Data for the fourth 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

### **Analysis:**

Year-over-year comparisons are excellent at illustrating trends in library usage, but the data can be artificially affected by unexpected or unusual conditions (e.g., branch closures). The following conditions have affected performance data in this report:

#### 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 all of Q4 2022, and while use is increasing, it is 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. A second mobile library was added at Kingston Secondary School on December 12, 2022.
- 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. A new digital magazine service, Flipster, launched February 1, 2021. There were far fewer titles available through Flipster, which helps to explain the decrease in circulation in 2021 and 2022. Online magazines are available through OverDrive/Libby and selection has increased.
- Q4 2022 cloudLibrary e-Audiobook and e-Book statistics were impacted by the January 2023 move to OverDrive/Libby. Borrowing and reservation limits were reduced in December to facilitate the transition.

**Selected Trends:**

Circulation of physical items (see Figure 1) remains below pre-pandemic levels, with Q4 2022 down 21% compared to Q4 2019. Annual circulation is up 10.5% compared to 2021, levels, however, and visitor counts (reported annually through the Annual Report) have also increased between 2021 and 2022.

Patron queries (see Figure 6) have increased to above pre-pandemic levels and were 6% higher than Q4 2019.

Social Media and Engagement statistics (see Figures 10 and 11) continue to grow with the addition of new platforms and a full-time staff Publicity Assistant responsible for planning, creating, sharing, and scheduling content.

Meeting room bookings (see Figure 15) are approaching pre-pandemic levels, with 58 revenue-generating events booked in Q4 2022, vs. 54 in Q4 2019.

## Appendix A: Performance Statistics – 4<sup>th</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	1,409	1,198	1,499	1,240	-12%
Calvin Park	54,384	46,374	42,082	38,760	-29%
Central	44,517	30,181	30,229	29,337	-34%
Cloyne	1,871	956	1,433	1,519	-19%
Hartington	1,787	896	1,381	1,186	-34%
Howe Island	569	458	636	546	-4%
Isabel Turner	77,063	62,213	67,092	67,889	-12%
Mountain Grove	562	412	535	570	1%
Parham	694	687	639	683	-2%
Pittsburgh	15,341	12,868	12,470	14,181	-8%
Plevna	721	388	619	761	5%
Rideau Heights	7,165	4,012	6,279	6,274	-12%
Sharbot Lake	2,886	1,845	1,893	1,861	-35%
Storrington	2,097	1,881	2,122	1,716	-18%
Sydenham	9,071	7,868	7,626	7,053	-22%
Wolfe Island	1,617	1,317	1,366	1,465	-9%
Mobile	0	0	0	84	n/a
Virtual (renewals)	71,013	64,697	60,296	57,425	-19%
Telephone (renewals)	486	495	45	n/a*	n/a
<b>TOTAL</b>	<b>293,253</b>	<b>238,746</b>	<b>238,380</b>	<b>232,550</b>	<b>-21%</b>

\*Telephone renewal system is no longer operating. Patrons are being called manually by staff.

Figure 2: Circulation Percentages Overview

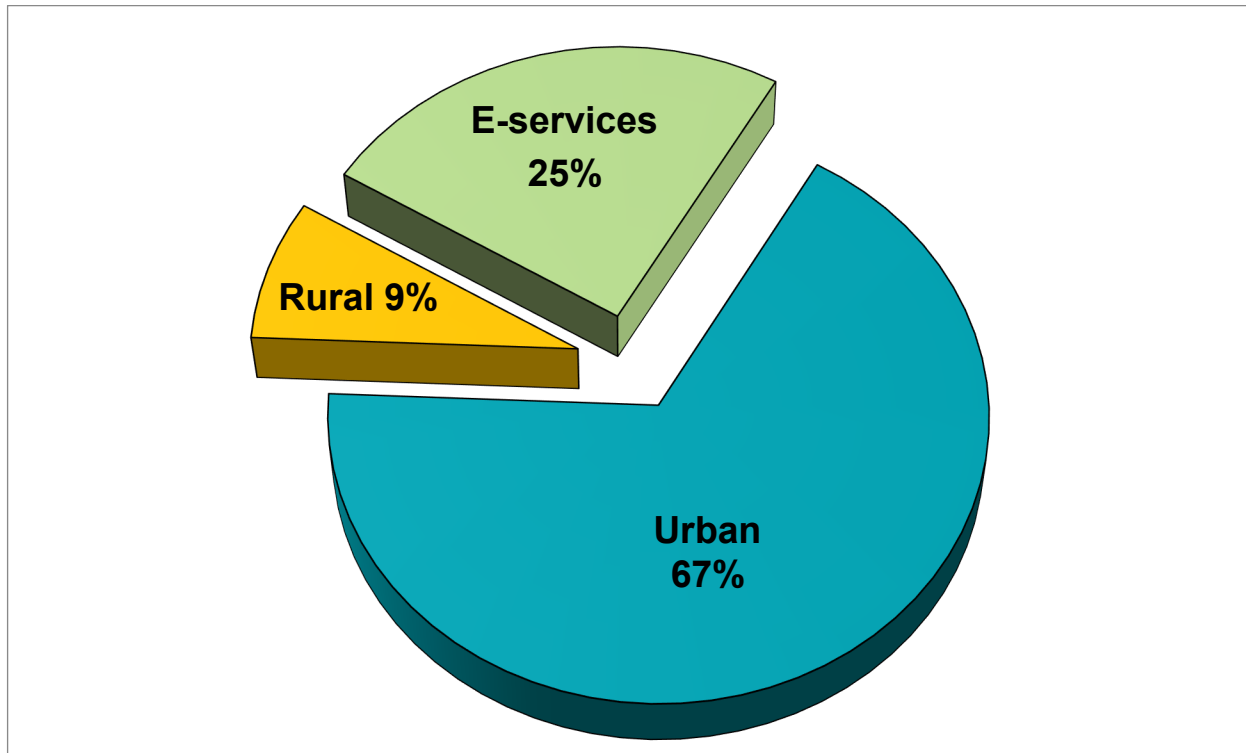
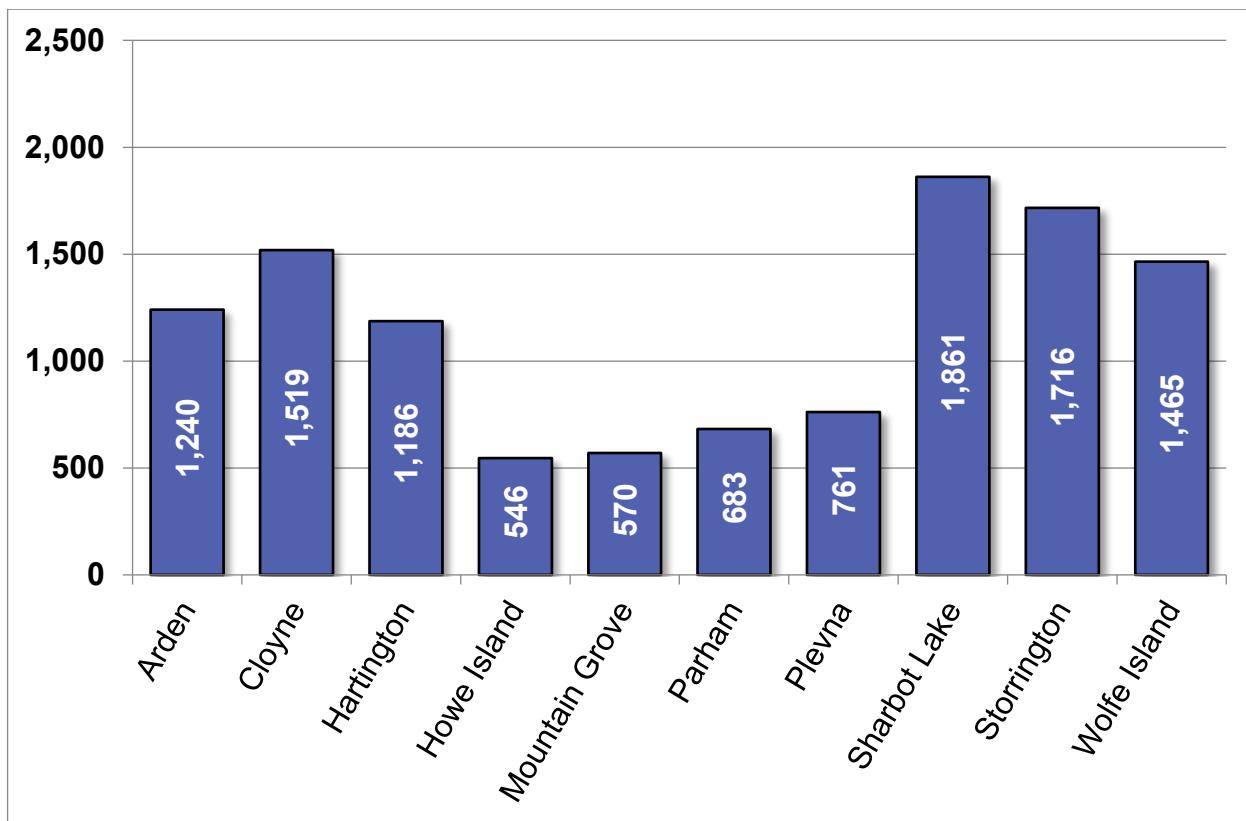
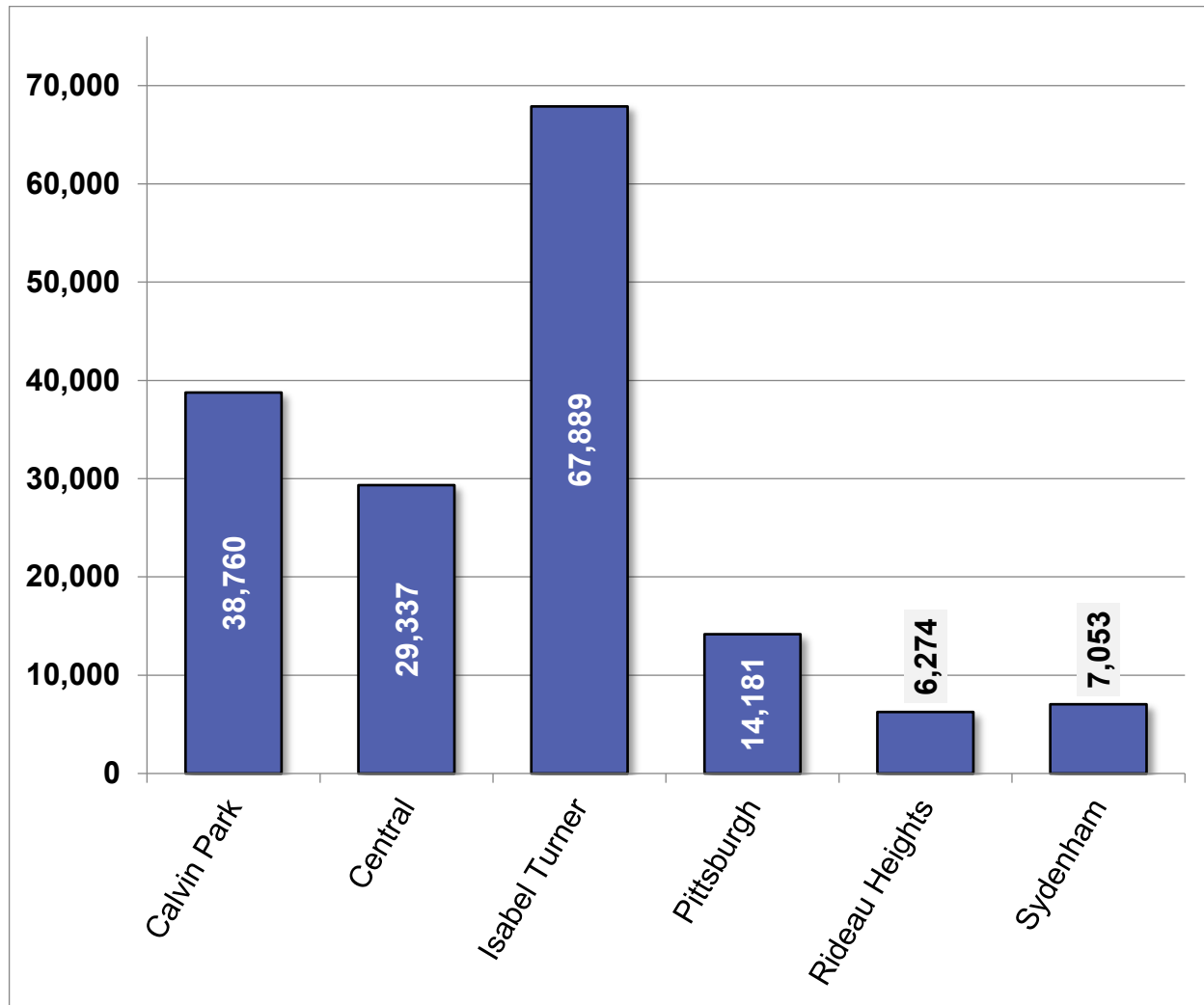


Figure 3: Circulation – Rural Branches





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



**Figure 5: Circulation Per Capita**

Region	Population 2021	Circulation Q4 2022	Circulation per capita
City of Kingston	132,485	156,525	1.18
Township of South Frontenac	20,188	9,955	0.49
Township of Central Frontenac	4,892	4,354	0.89
Township of North Frontenac	2,285	2,280	1.00
Township of Frontenac Islands	1,930	2,011	1.04

## 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	395	337	314	303
Calvin Park	2,172	2,578	3,713	4,623
Central	5,362	4,681	4,010	4,604
Cloyne	386	181	285	237
Hartington	436	226	142	260
Howe Island	49	46	15	24
Isabel Turner	6,214	3,677	3,690	4,400
Mountain Grove	104	103	232	129
Parham	389	208	375	292
Pittsburgh	1,067	1,420	1,516	1,915
Plevna	274	50	116	154
Rideau Heights	951	321	852	1,985
Sharbot Lake	600	464	423	351
Storrington	60	66	178	176
Sydenham	498	328	772	1,265
Wolfe Island	752	252	406	463
Virtual	1,936	2,773	2,334	1,826
<b>TOTAL</b>	<b>21,645</b>	<b>17,711</b>	<b>19,269</b>	<b>23,007</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).

Wi-Fi statistics for this quarter are incomplete and cannot be reported. Staff are currently working with the software vendor to update and streamline the collection of Wi-Fi usage data.

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

<b>Branch</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Arden	48	n/a	7	8
Calvin Park	4,901	2,427	1,919	2,512
Central	4,069	1,724	1,812	2,777
Cloyne	49	n/a	9	15
Hartington	19	n/a	1	2
Howe Island	2	n/a	3	0
Isabel Turner	6,064	2,932	2,455	3,193
Mountain Grove	16	n/a	6	3
Parham	6	n/a	5	1
Pittsburgh	304	93	78	135
Plevna	38	n/a	13	8
Rideau Heights	810	92	207	569
Sharbot Lake	204	4	43	37
Storrington	12	2	13	9
Sydenham	377	203	142	145
Wolfe Island	88	1	13	35
<b>TOTALS</b>	<b>17,007</b>	<b>7,478</b>	<b>6,726</b>	<b>9,449</b>

## 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	3,384	2,929	2,878	3,489
	Likes	3,711	4,276	4,561	2,465
	Posts	92	71	375	453
Instagram	Engagement	1,542	1,638	6,658	12,137
	Followers	1,486	2,041	2,440	2,744
	Posts	44	35	74	60
	Views of Video	5,887	1,092	5,256	11,229
TikTok	Engagement	n/a	n/a	n/a	9,148
	Followers	n/a	n/a	n/a	56
	Posts	n/a	n/a	n/a	24
	Views	n/a	n/a	n/a	8,443
Twitter	Engagement	215	607	1,534	803
	Followers	3,621	3,814	4,094	4,298
	Mentions	163	201	331	248
	Tweets	186	308	732	567
YouTube	Posts	n/a	72	41	16
	Subscribers	n/a	610	927	1,087
	Views	n/a	8,188	8,667	11,634

**Figure 11: Engagement**

Engagement Type	Description / Title	Subscribers
KFPL Newsletters	Grow	1,179
	Connect	11,775
	Create	1,665
	Engage	724

## 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	9,555	21,209	25,322	9,008
cloudLibrary	E-audiobooks	11,968	17,796	20,615	22,907
	E-books	33,196	48,734	45,140	43,872
Hoopla	Uses	3,258	3,841	4,244	4,039
Kanopy	Uses	n/a	n/a	2,264	2,448
LinkedIn Learning	Certificates completed	88	265	107	67
	Users	272	532	248	249
Mango Language	Uses	400	810	901	873
Newspapers & Articles	Uses	20,147	26,390	31,436	19,842
RB Digital / Flipster	Uses	6,325	7,292	2,588	2,285
Website	Visits	237,779	173,748	227,820	186,416
<b>TOTAL</b>		<b>322,988</b>	<b>300,617</b>	<b>360,685</b>	<b>292,006</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	200	65	66	74
	Attendance	4,491	697	1,149	425
Children and Family	Session / Events	291	138	148	200
	Attendance	5,236	521	870	2,921
Mixed / All Ages	Session / Events	55	0	0	4
	Attendance	187	2,214*	888*	31
Outreach	Session / Events	29	n/a	n/a	21
	Attendance	1,896	n/a	n/a	530
Teen	Session / Events	25	25	8	27
	Attendance	347	176	133	295
<b>TOTALS</b>	<b>Session / Events</b>	<b>600</b>	<b>228</b>	<b>222</b>	<b>326</b>
	<b>Attendance</b>	<b>12,157</b>	<b>3,608</b>	<b>3,040</b>	<b>4,202</b>

\* Attendance statistics for participants at any Library program whose age is unknown is tracked in the Mixed/All Ages category, but the number of sessions/events is limited to programs that are specifically targeted for the "Mixed/All Ages" user group.

## 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	23
Central	Meet 1	18	15	n/a	29
	Meet 2	27	6	n/a	22
	Meet 3	13	1	n/a	15
	Meet 4	7	0	n/a	17
Isabel Turner	Cataraqui	12	1	n/a	18
	Room A	4	0	n/a	14
	Room B	2	0	n/a	3
	Gates Training	20	1	n/a	6
<b>TOTALS</b>		<b>129</b>	<b>24</b>	<b>n/a</b>	<b>147</b>

**Figure 15: Room Bookings by Type**

Booking Type	2019	2020	2021	2022
Book Clubs	3	1	n/a	6
City of Kingston	6	1	n/a	12
Education	5	2	n/a	5
Government	3	1	n/a	2
In House	53	18	n/a	60
Private	50	1	n/a	43
Private Cultural	8	0	n/a	11
Read for Fun	0	0	n/a	8
Writersfest	1	0	n/a	n/a
<b>TOTAL</b>	<b>129</b>	<b>24</b>	<b>n/a</b>	<b>147</b>

## Total Uses

Figure 16: Total Uses

Branch	Internet	Wireless	Program Attendance	E-services	Patron Queries	Circulation	TOTAL
Arden	8	-	-	-	303	1,240	<b>1,551</b>
Calvin Park	2,512	-	-	-	4,623	38,760	<b>45,895</b>
Central	2,777	-	-	-	4,604	29,337	<b>36,718</b>
Cloyne	15	-	-	-	237	1,519	<b>1,771</b>
Hartington	2	-	-	-	260	1,186	<b>1,448</b>
Howe Island	0	-	-	-	24	546	<b>570</b>
Isabel Turner	3,193	-	-	-	4,400	67,889	<b>75,482</b>
Mountain Grove	3	-	-	-	129	570	<b>702</b>
Parham	1	-	-	-	292	683	<b>976</b>
Pittsburgh	135	-	-	-	1,915	14,181	<b>16,231</b>
Plevna	8	-	-	-	154	761	<b>923</b>
Rideau Heights	569	-	-	-	1,985	6,274	<b>8,828</b>
Sharbot Lake	37	-	-	-	351	1,861	<b>2,249</b>
Storrington	9	-	-	-	176	1,716	<b>1,901</b>
Sydenham	145	-	-	-	1,265	7,053	<b>8,463</b>
Wolfe Island	35	-	-	-	463	1,465	<b>1,963</b>
Mobile	-	-	-	-	-	84	<b>84</b>
System-wide	-	-	4,202	292,006	1,826	57,425	<b>355,459</b>
<b>TOTAL</b>	<b>9,449</b>	<b>n/a</b>	<b>4,202</b>	<b>292,006</b>	<b>23,007</b>	<b>232,550</b>	<b>561,214</b>



## KFPL Report to the Board

**Subject:** Extended Hours Project – Distribution of Hours  
**Prepared by:** K. Sutherland Mills, Director, Service Design and Delivery  
**Date of meeting:** February 22, 2023

### Background:

The use of technology to expand access to the Pittsburgh Branch was included in the 2022 capital budget presented to the Library Board at the October 2021 meeting. Further discussion was held at the June and November 2022 meetings.

Three rounds of community engagement took place in December 2021, October 2022, and January 2023. The purpose of the final round of engagement was to gather feedback on the proposed schedule of staffed and extended hours and to respond to questions and concerns.

The proposed schedule was:

#### Monday to Thursday (9 a.m. to 8 p.m.)

- Extended Hours ..... 9 to 11 a.m.
- Staffed Hours..... 11 a.m. to 5 p.m.
- Extended Hours ..... 5 p.m. to 8 p.m.

#### Friday (9 a.m. to 5 p.m.)

- Extended Hours ..... 9 to 11 a.m.
- Staffed Hours..... 11 a.m. to 5 p.m.

#### Saturday (9 a.m. to 5 p.m.)

- Staffed Hours..... 9 a.m. to 5 p.m.

#### Sunday (1 to 5 p.m. Seasonally)

- Extended Hours ..... 1 to 5 p.m.

Three sessions were held in January 2023, two in-person and one online via Zoom. They were advertised in the Library's events calendar, on the website, through social media posts and via in-branch posters. An Engage KFPL newsletter was sent to the 599 people who subscribe and to all patrons who list Pittsburgh as their primary branch. A total of 4,434 people received newsletters from KFPL advertising the three sessions. Nineteen people participated in person or by email.

**Analysis:**

Based on the feedback received, there is a desire to have staff on site at a variety of times through the week. Having some staffed evening hours will increase access to in-person customer service and an improved sense of safety for some patrons.

In determining the balance of hours, consideration was given to hours of operation at nearby branches, peak hours of use and minimizing the impact on staff schedules.

Two additional hours of on-site staffing have been added, increasing hours that staff will be on-site from 38 to 40 when the project launches.

**Outcome:**

During the Extended Hours Pilot Project, the hours at the Pittsburgh Branch will be:

**Monday (9 a.m. to 8 p.m.)**

- Staffed Hours.....9 a.m. to 1 p.m.
- Extended Hours ..... 1 p.m. to 8 p.m.

**Tuesday (9 a.m. to 8 p.m.)**

- Extended Hours .....9 a.m. to noon
- Staffed Hours.....noon to 8 p.m.

**Wednesday (9 a.m. to 8 p.m.)**

- Extended Hours .....9 to 10 a.m.
- Staffed Hours..... 10 a.m. to 6 p.m.
- Extended Hours .....6 to 8 p.m.

**Thursday (9 a.m. to 8 p.m.)**

- Extended Hours .....9 a.m. to noon
- Staffed Hours.....noon to 8 p.m.

**Friday (9 a.m. to 5 p.m.)**

- Extended Hours .....9 to 1 p.m.
- Staffed Hours..... 1 to 5 p.m.

**Saturday (9 a.m. to 5 p.m.)**

- Staffed Hours.....9 a.m. to 5 p.m.

**Sunday (1 to 5 p.m. Seasonally)**

- Extended Hours ..... 1 to 5 p.m.

# KFPL Monitoring Report to the Board

## Executive Limitation Policy L-9

### Communication and Counsel (2023-02)

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

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.
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.
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.
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.
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.
6. Fail to provide a mechanism for official Board, officer or committee communications.
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.
8. Fail to report in a timely manner an actual or anticipated non-compliance with any policy of the Board.
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.

## **CEO Interpretation**

I interpret this to mean that the CEO shall ensure the Board receives, in a timely and accessible manner, a sufficient amount of accurate information from a variety of perspectives, to inform Board policy and decision-making and assess operational performance. The Board will also receive staff support, in a manner consistent with the total staff resources available, to carry out its responsibilities.

Compliance will be demonstrated when:

- Mechanisms are in place to ensure access to Board resources, training, and communications.
- All required monitoring reports are submitted for inclusion in the Board agenda package according to the schedule in Board policy documents and are accepted by Board motion.
- The Board is advised of any trends, legislative changes, adverse media coverage or public reaction, and external/internal changes that could impact Board policies, particularly those that may trigger the Board's reconsideration of the policies. This information will be provided as soon as possible.
- The Board is advised, through communication with the Board Chair, if there is perceived non-compliance with the Governance Process and Board-Staff Relationship policies.

## **Evidence of Compliance**

According to the schedule for submission of monitoring data for Executive Limitations and Ends, the following monitoring reports were provided to the Board with the agenda package for meeting 2023-02:

- Communication and Counsel
- Financial Condition (Q4-2022)
- Staff Relations and Volunteers

To ensure the Board's awareness of trends, legislative changes, adverse public reaction and/or media coverage, and other material changes that affect the assumptions upon which Board policy has been established, the following information reports were provided to the Board with the agenda package for meeting 2023-02:

- Chief Librarian's Communication
- Correspondence / Information Received and Sent
- Budget Variance Report (as of December 31, 2022)

- 
- Requests for Review of Library Materials (Q4-2022)
  - Statistical Report (Q4-2022)

The February 11<sup>th</sup> Board orientation session provided background information with respect to monitoring data and reports, assumptions upon which Board policies were previously established, and information to familiarize the Board with its Governance Policies. All Board members received a resource manual that included the policies, and information on how to access them virtually.

### **Statements of Compliance**

- To my knowledge, the Board is in compliance with its policies.
- Every effort has been made to keep reports brief and to the point.
- Mechanisms have been provided for official Board, officer, and committee communications, including the board portal, and learning management system.
- My dealings have either been with the Board as a whole or with the Chair on matters within their jurisdiction.
- Compliance with Board policy was achieved in all areas.
- All delegated items, required by law or contract to be board-approved, along with monitoring assurance, have appeared on meeting agendas since the last report.

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I hereby present my monitoring report on Executive Limitation Policy L-9, Communication and Counsel for meeting 2023-02.

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  
February 14, 2023

# KFPL Monitoring Report to the Board

Executive Limitation Policy L-5

## Financial Condition – 4<sup>th</sup> Quarter 2022

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

Accordingly, the Chief Librarian may not:

1. Expend more funds than will be received in the fiscal year.
2. Use any specifically designated Long Term Reserves, except for their designated purposes.
3. Conduct inter-fund shifting except with the authorization of the municipal councils, as stipulated in the *Public Libraries Act*, Sec 24.
4. Allow cash to drop below the amount needed to settle payroll and debts in a timely manner, except where unavoidable due to Municipal funding flow.
5. Allow tax payments or other government-ordered payments or filings to be overdue or inaccurately filed.
6. Make a single purchase or commitment of greater than the amount allowed in the Procurement of Goods and Services Policy.
7. Acquire, encumber or dispose of real property.
8. Fail to provide quarterly accurate and detailed financial statements showing budgeted and year-to-date figures.

### CEO Interpretation

I interpret this policy to mean that the Library's finances will be responsibly managed by the CEO, that legislative requirements and established Board priorities will be respected, and multiple levels of monitoring/oversight will be in place to mitigate risk.

**“May not expend more funds than have been received”** is interpreted to mean that at no point in the year do expenses exceed expected revenues. Expected revenues refer to transfers from the City of Kingston, County of Frontenac and Province of

Ontario, as well as self-generated revenues, which are part of the approved operating budget.

**“Long term reserves”** are interpreted to mean a fund designated for a specific purpose and identified as such (e.g., capital project, grant or award funding, monetary donation).

**“Tax payments” and “government-ordered payments or filings”** are interpreted to mean source deductions for employee income taxes, pensions, worker’s compensation, employment insurance, reports associated with these payments, the Ministry of Heritage, Tourism and Sport’s annual survey and grant application, and the Registered Charity Information return.

Specifically, this policy requires the CEO to make every effort to ensure that:

- Sufficient funds are available to meet payroll obligations, accounts payable are processed in a timely manner, and the Library does not report a deficit at the end of the fiscal year.
- Long term reserves are used only for the designated purpose.
- Government-ordered payments and filings are submitted before the due date, have not been deliberately falsified, and are error-free (other than minor calculation errors).
- Purchases and financial commitments exceeding \$250,000, and transactions involving real property, will only be made with Board approval.
- Budget Variance Reports are provided quarterly, and an external audit is conducted and presented annually.

Compliance will be demonstrated when:

- More than one level of oversight is in place to ensure Library funds are not moved or spent in an unauthorized way.
- Statements of municipal/government accounts verify on-time receipt of payments and reports.
- Budget Variance Reports are provided as scheduled and show that expenses do not exceed expected revenues.
- No purchases/commitments exceeding \$250,000, or transactions involving real property, were made during the period covered by this report.
- The auditor reports that no falsified information is uncovered during the external audit.
- The auditor reports no evidence of unacceptable use/reporting of designated funds,

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and that no falsified information was uncovered by a random sampling of filing.

## **Evidence of Compliance**

### **Oversight**

Library spending is closely monitored by Library's Budget/HR Analyst, the Chief Librarian, and the Board:

- Invoices for purchases and services rendered are reviewed for accuracy by the appropriate Manager/ Director, are assigned to a budget line and forwarded to administration staff for processing. Coded invoices are reviewed/approved by the Budget/HR Analyst (within designated approval limits), or by the Chief Librarian for larger amounts.
- Purchasing card reports have three levels of review – staff, Manager/Director and Chief Librarian all review for accuracy and policy compliance.
- Quarterly budget variance reports and financial condition reports are prepared by the Budget/HR analyst for the Chief Librarian. Reports are submitted to the Board as required under Governance Policy B-5.
- The figures included in this report are unaudited at this time. The annual audit is typically carried out in March, and the results of the audit are presented to the Board in May.

The Board's reserve accounts for capital projects, bequests and other designated funding are held and administered by the City of Kingston:

- Library accounts and budget lines are set-up and managed by staff at the City of Kingston, under the direction of the Chief Financial Officer. Inter-fund shifting can only occur through City staff, with evidence of Board and Council authorization.
- The City of Kingston administers the payroll and accounts payable functions for the Library and submits source deductions and tax installments on behalf of KFPL.
- Approval authorities for designated KFPL staff are on file with the City of Kingston to protect against purchases or commitments greater than the amount allowed in the Procurement of Goods and Services Policy.

The buildings that house KFPL branches are owned by the municipalities and are not the property of the Board.

- Council approval is required to acquire, substantially alter, or dispose of these properties.
- The Procurement of Goods and Services and Asset Disposal policies identify



specific parameters for the purchase and disposition of all other Library assets.

### **Expenses vs. Expected Revenues**

The budget variance report to December 31, 2022 shows that expenses were at 95% while revenues came in at 99%, ending the year with a surplus of \$396,450 (unaudited). Expenditures for 2022 were still affected by the pandemic. The reduced hours of operation for the first half of the year for some of the branches resulted in cost savings in salaries, wages, and benefits and in utilities. These lines account for much of the surplus:

- The 2022 budget estimate for expenditures on staff costs was \$6.19M. Expenditures for the year totalled \$5.83M and were \$360K under budget. Leaves of absence, timing of hiring and vacancies resulted in cost savings in full-time salaries and benefit costs. Part-time wages were overspent by \$37K (3%) due to gapping requirements for some of the full-time vacancies.

While the Library is showing an overall surplus, the financial report dated December 31, 2022 shows that some lines or accounts are over budget.

- The Budget Variance Report shows internet connectivity expenditures exceeded the budget by 24% (\$8.9K). This overage was offset by the Canada Healthy Communities Initiative grant (\$9.2K deferred from 2021) which funded the wireless internet hotspot lending program. Actual internet connectivity costs totalled \$37K for 2022 and were on budget. Similarly, programming expenditures for 2022 totalled \$36.5K and were offset by \$8.5K funded by the Friends of the Library.
- Miscellaneous expenditures include \$4.3K reimbursed to the Friends of the Library (FOL) for book sales and gift items. These revenues were included in the Library's deposits allocated to miscellaneous revenue and then reimbursed by way of a request for cheque payable to the FOL. The Library has always collected this revenue on behalf of the FOL. In the past, it was given to the FOL by way of cash but as the Library's cashflow has lessened considerably, the process of reimbursing by cheque was put in place. The Miscellaneous Expense line is on budget once the FOL expenses are removed.
- Insurance costs for 2022 were higher than anticipated, ending the year \$5.7K over budget. This budget line was increased for the 2023 budget year.

### **Reports and Filings**

The City of Kingston administers the payroll and accounts payable functions and submits source deductions and tax instalments on behalf of the Library.

Budget Variance Report has been included in the Board agenda package for review.

The Public Library Operating and Pay Equity Grant (2022-2023) was received on November 30, 2022.

### **Statements of Compliance**

During the period covered by this report:

- All payroll and other financial obligations were met.
  - Expected revenues exceeded expected expenses.
  - Long term reserves were used only as designated.
  - No inter-fund shifting occurred.
  - No purchases/commitments exceeding \$250,000, or transactions involving real property, were made during the period covered by this report.
  - All required tax payments and reports were filed accurately and on time.
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I hereby present my monitoring report on Executive Limitation Policy L-5, Financial Condition: 4<sup>th</sup> Quarter 2022.

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  
February 14, 2023

# KFPL Monitoring Report to the Board

## Executive Limitation Policy L-2

### Staff Relations and Volunteers (2023-02)

With respect to relations with paid staff and volunteers, the Chief Librarian may not cause or allow conditions which are unreasonable 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.
2. Operate without personnel procedures which clarify personnel rules for staff, provide for effective handling of grievances, and protect against wrongful conditions.
3. Discriminate against or discipline any staff member for expressing an ethical dissent.
4. Fail to acquaint staff with their rights under this policy.
5. Allow an employment environment that is detrimental to the morale and productivity of staff.

### CEO Interpretation

I interpret this to mean that KFPL promotes a safe and respectful workplace where staff and volunteers are treated fairly, have equal access to opportunities, are valued for their diverse perspectives, and are encouraged to report issues of concern.

Compliance will be demonstrated when the Library:

- Operates with written policies and fosters an organizational culture that reflects that Library's commitment to diversity and inclusion.
- Operates with written personnel procedures which clarify rules, provide for the effective handling of grievances, and protect against wrongful conditions.
- Provides orientation and training to acquaint staff members with their rights.
- Offers mechanisms for staff to ask questions, state concerns and to provide feedback and suggestions.
- Provides leadership, development and training opportunities for staff.
- Does not treat staff in an unjust or unfavourable manner for holding moral

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principles or expressing opinions at variance with those commonly or officially held.

## Evidence of Compliance

A Workplace Inclusion Committee has been established and is working to implement the recommendations included in the Workplace Inclusion Charter.

- 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.
- Diversity and accessibility statements are included on all job postings.

Policies and written personnel procedures are in place to establish expectations for staff behaviour, clarify rules, provide for the effective handling of grievances, and protect against wrongful conditions.

- KFPL has collective agreements with its unionized staff (Canadian Union of Public Employees (CUPE) 2202 and 2202.01) that are in effect until March 31, 2025.
- KFPL has an agreement with its permanent non-union employees that is in effect until March 31, 2025.
- The KFPL Volunteer policy is reviewed by the Board every four (4) years and was last approved in May 2021. Program descriptions are in place for KFPL volunteer positions and are publicly available on the Library's website.
- Operational documents are in place to outline expectations for staff behaviour and protect against wrongful conditions, including, but not limited to:
  - o Standards of Conduct for KFPL Employees (last review = May 2021)
  - o KFPL Employee Online and Social Media Policy (last review = Feb. 2022)
  - o Right to Disconnect Policy (last review = May 2022)
  - o Electronic Monitoring Policy (last review = Oct. 2022)
  - o Service Feedback Standards (last review = Feb. 2020)
  - o Impairment in the Workplace (last review = Feb. 2022)
  - o Workplace Harassment Policy (last review = Feb. 2022)
  - o Workplace Violence Prevention Policy (last review = Feb. 2022)
  - o KFPL Safety Manual (last review = June 2022)
  - o Fire Safety Plans (last review = 2022)
  - o Access to Information and Protection of Privacy Policy (last review = Oct. 2020)

Expectations for patron behaviour have been established to protect staff and patrons from unwanted conditions, including harassment.

- The Patron Code of Conduct is available in-branch and on the Library's website.
- Signs have been posted prominently in City of Kingston branches regarding expectations around treatment of staff and other patrons.
- Banning guidelines are in place to provide guidance for staff in dealing with inappropriate patron behaviour.

KFPL provides orientation to acquaint new staff members with their rights, including time to review relevant policies and procedures, and the opportunity to ask questions and seek clarification to confirm understanding.

- 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).

KFPL operates offers mechanisms for staff to ask questions, state concerns and to provide feedback and suggestions.

- Written policies and procedures are in place to provide direction to staff in carrying out their duties, and training is provided.
- Written policies and procedures are in place to provide direction for staff to effectively state concerns and provide feedback.
- Communication with Union representatives takes place regularly to proactively address issues and concerns, and formal Union-Management Committee and Joint Health and Safety Committee meetings take place at least four (4) times per year.
- Staff feedback is requested and considered as part of operational planning.

### **Statements of Compliance**

- No staff member has been disciplined or discriminated against for expressing an ethical dissent.
- No unreasonable, unfair, or undignified conditions for staff/volunteers have been caused or allowed.
- Every effort has been made to review and consider suggestions from staff about changes to patron service policies.
- Every effort has been made to ensure that staff morale and productivity have not

been detrimentally affected by the employment environment.

- No grievances have been filed since the last report in November 2022.

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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

February 14, 2023

## **KFPL Report to the Board**

**Subject:** Frontenac County Branch Hours

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

**Date of meeting:** February 22, 2023

### **Background:**

Branch hours at the 11 Frontenac County branches have not been reviewed in more than 15 years. To ensure that branch hours are still meeting the needs of our communities, a branch hours review process began in late 2021.

A survey conducted in Fall 2021 received responses from 487 Frontenac County cardholders. Feedback was requested on branch hours of operation and their alignment with other community services. Questions regarding the use of the online reservation system, online resources and ability to access other branches were also included in the survey. Usage data was considered alongside the feedback received through the surveys to develop draft changes to hours. KFPL staff were also engaged via a survey.

Changes to hours of service were identified for nine of KFPL's eleven Frontenac County branches based on analysis of the data. Proposals for branch hours changes were shared with the community in Summer 2022. Feedback was gathered at in-person open house events and via email. A total of 84 people participated, 52 in person and 32 by email. Feedback on the hours changes was also sought from KFPL staff.

Adjustments were made to the original proposals based on the second round of engagement and have been reviewed alongside 2022 usage data.

### **Analysis:**

Community consultation identified the following as key considerations for distribution of rural branch hours, and proposed hours of operation reflect these where possible:

- alignment of library hours with other services, such as landfill and recycling facilities, post offices and local businesses;
- eliminating branch closures over the 5 to 6 p.m. timeslot, which were identified as problematic for residents who commute to urban areas for work/school.

Analysis of recent usage data identified the peak hours of use for each location, and proposed hours of operation have been adjusted accordingly:

- shifted away from less busy times (e.g., late evenings); and

- added to the busiest times (e.g., Saturdays); or
- distributed over additional days per week.

Overall, changes to hours of service are recommended at nine branches, most significantly in Central Frontenac where usage data supports the redistribution of hours from Mountain Grove to Sharbot Lake.

**Recommendation:**

Staff are proposing changes to current hours of operation at the following branches: Cloyne, Plevna, Mountain Grove, Parham, Sharbot Lake, Hartington, Storrington, Sydenham and Wolfe Island.

A full breakdown of current vs. proposed hours by branch is provided as [Appendix A](#).

In-depth summaries of community feedback is provided as [Appendix B](#).

Staff recommend that the Board approve the proposed hours of operation as presented in [Appendix A](#), to take effect April 2023.



## Appendix A: Recommended Hours of Operation

### Township of North Frontenac

► **Cloyne** (*current hours noted in parenthesis*)

- Tuesday..... 10 a.m. to 2 p.m. (*10 a.m. to 3 p.m.*)
- Wednesday..... 4 to 7 p.m. (*5 to 8 p.m.*)
- Friday ..... 12 to 4 p.m. (*12 to 4 p.m.*)
- Saturday ..... 10 a.m. to 2 p.m. (*9 a.m. to 12 p.m.*)

► **Plevna** (*current hours noted in parenthesis*)

- Tuesday..... 2 to 6 p.m. (*2 to 4 p.m. and 5 to 7 p.m.*)
- Thursday ..... 2 to 6 p.m. (*2 to 4 p.m. and 5 to 7 p.m.*)
- Friday ..... 10 a.m. to 1 p.m. (*no change*)
- Saturday ..... 10 a.m. to 1 p.m. (*no change*)

### Township of Central Frontenac

► **Arden**

- No changes recommended.

► **Mountain Grove** (*current hours noted in parenthesis*)

- Tuesday..... CLOSED (*2 to 5 p.m.*)
- Wednesday..... 5 to 7 p.m. (*5:30 to 7:30 p.m.*)
- Friday ..... 9 to 11 a.m. (*2 to 5 p.m.*)
- Saturday ..... 1 to 3 p.m. (*12:30 to 2:30 p.m.*)

► **Parham** (*current hours noted in parenthesis*)

- Tuesday..... 4 to 6 p.m. (*no change*)
- Thursday ..... 5 to 7 p.m. (*6 to 8 p.m.*)
- Saturday ..... 10 a.m. to 12 p.m. (*no change*)

► **Sharbot Lake** (*current hours noted in parenthesis*)

- Tuesday..... 2 to 7 p.m. (*1 to 5 p.m. and 6 to 8 p.m.*)
- Wednesday..... 11 a.m. to 3 p.m. (*CLOSED*)
- Thursday ..... 2 to 7 p.m. (*1 to 5 p.m. and 6 to 8 p.m.*)

- Friday ..... 1 to 5 p.m. *(2 to 5 p.m.)*
- Saturday ..... 9 a.m. to 2 p.m. *(10 a.m. to 2 p.m.)*

## **Township of South Frontenac**

### ▶ **Hartington** *(current hours noted in parenthesis)*

- Monday..... 1 to 6 p.m. *(1 to 5 p.m. and 6 to 8 p.m.)*
- Wednesday..... 1 to 6 p.m. *(1 to 5 p.m. and 6 to 8 p.m.)*
- Saturday ..... 9 a.m. to 2 p.m. *(1 to 4 p.m.)*

### ▶ **Storrington** *(current hours noted in parenthesis)*

- Tuesday..... 1 to 6 p.m. *(1 to 5 p.m. and 6 to 8 p.m.)*
- Thursday ..... 1 to 6 p.m. *(1 to 5 p.m. and 6 to 8 p.m.)*
- Saturday ..... 9 a.m. to 2 p.m. *(1 to 4 p.m.)*

### ▶ **Sydenham** *(current hours noted in parenthesis)*

- Monday..... 10 a.m. to 3 p.m. *(10 a.m. to 6 p.m.)*
- Tuesday..... 2 to 7 p.m. *(1 to 8 p.m.)*
- Wednesday..... 10 a.m. to 3 p.m. *(CLOSED)*
- Thursday ..... 2 to 7 p.m. *(1 to 8 p.m.)*
- Friday ..... 10 a.m. to 3 p.m. *(10 a.m. to 5 p.m.)*
- Saturday ..... 9 a.m. to 5 p.m. *(10 a.m. to 2 p.m.)*

## **Township of Frontenac Islands**

### ▶ **Howe Island** *(current hours noted in parenthesis)*

- No changes recommended.

### ▶ **Wolfe Island** *(current hours noted in parenthesis)*

- Tuesday..... 2 to 7 p.m. *(1 to 5 p.m. and 6 to 8 p.m.)*
- Wednesday..... CLOSED *(no change)*
- Thursday ..... 2 to 7 p.m. *(1 to 5 p.m. and 6 to 8 p.m.)*
- Friday ..... 2 to 5 p.m. [July and August] *(no change)*
- Saturday ..... 10 a.m. to 3 p.m. *(10 a.m. to 1 p.m.)*

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## Appendix B: Summary of Feedback Data

### Township of North Frontenac

#### ► Cloyne Branch

Overall, the hours of the Cloyne branch meet most community needs but could be better aligned with community services and patron preferences. Usage data identified Saturdays as the busiest day at the branch, followed by Friday. Hours of operation for the landfill/recycling are Thursdays and do not currently align with Library hours.

The initial proposal increased hours of operation on Saturday, maintained Friday hours, and recommended closing on Tuesdays and opening on Thursdays to align with landfill services.

Four people provided feedback on the initial recommendations:

- Driving at night is avoided, and moving Tuesday hours would create a four-day gap in service. Maintaining Tuesday hours would even out the week.
- Hours of operation from 3 to 6 p.m. are preferred over 4 to 7 p.m.
- There was concern regarding the timing of inter-branch courier deliveries and opportunities to pick up materials.
- An active book club in the area was set up to align with current branch hours, and the return of book club sets on Tuesdays.
- One person stated that more days with fewer hours would be preferred, acknowledging that it may be harder on staff.

Based on this additional community feedback, Saturday hours were maintained, but shifted an hour later, and hours were returned to Tuesdays.

#### ► Plevna Branch

Overall, the hours of the Plevna branch meet some of the needs of the community but could be adjusted to better align with other community services.

The initial proposal maintained Friday and Saturday hours of operation, shifted evening hours, and recommended closing Thursdays and opening Wednesday afternoons to align more closely with landfill hours of operation.

Six people provided feedback on the initial recommendations:

- All strongly preferred Saturday morning hours.

- All shared a concern about losing Thursday hours, stating that Thursdays are very busy in Plevna – the newspaper comes out, the grocery store gets fresh produce in, and the post office is open later. All agreed that this should be considered more than landfill hours.
- One person commented that it would be easier to remember the schedule if there were two days and two days with the same hours rather than all different.
- One person commented that people love the library and will come whenever it is open.

Based on this additional community feedback, the current Saturday morning hours will be maintained and hours of operation will continue to be offered on Thursdays. Tuesday and Thursday hours will be consolidated to eliminate the one-hour closures, and hours have been aligned for predictability.

## **Township of Central Frontenac**

### **► Arden Branch**

Overall, the hours of the Arden branch appear to be meeting the needs of the community.

The initial proposal maintained the number of hours of operation and later evening hours on Thursday despite lower usage. A review of Saturday hours is recommended to ensure availability across the Township.

After a review of Saturday hours throughout the Township, no changes to hours of operation are recommended.

### **► Mountain Grove Branch**

The Mountain Grove branch is the least busy location in Central Frontenac. Despite equivalent hours of operation to Arden, and four hours more per week than Parham, the branch served fewer people than either of the next closest sites.

Overall, the hours of operation at Mountain Grove are not distributed evenly with other Central Frontenac branches based on community usage and there are more hours than necessary to offer a comparative level of service.

The initial proposal reduced hours of operation by four hours per week, maintaining Saturday hours as the branch's busiest day and eliminating Tuesday hours as the branch's least busy day. Wednesday hours were shift to an earlier timeslot to allow school classes to visit the branch and align with landfill hours.

Seven people provided feedback on the initial recommendations:

- Two people expressed concern about the loss of evening hours, while two other people were fine with this change.
- One person had no preference for times or days and said they could make the reduced hours work.
- One person agreed with the proposed hours stating that offering time when the school is open makes sense.
- One person stated that it would be hard to access the library if none of the hours were after business hours.
- One person commented that the proposed Saturday hours are too late in the day, and another person commented that Saturday afternoon hours would be fine and may provide a volunteer opportunity for school kids.
- Two people said that more needs to be done to connect the community, including seasonal residents, with library services through better marketing.

Based on this additional community feedback, some early evening hours have been included and the morning hours set aside for school use have been adjusted to maintain alignment with landfill hours. Saturday hours have been shifted earlier in the day.

### ► **Parham Branch**

Overall, the hours of the Parham branch appear to be meeting the needs of the community.

The initial proposal maintained the number of hours of operation and adjusted Saturday hours to better align with garbage and recycling hours, and to create a spread of Saturday hours in the Township.

15 people provided feedback on the initial recommendations:

- One person asked that some of the hours be offered in the morning.
- Most of the group agreed that Saturday hours should remain in the morning time slot; it was suggested that Sharbot Lake's weekend hours could move to afternoon as they are getting extra hours in that community. One person preferred Saturday afternoon – the Parham landfill is open Saturday afternoons; the others use the Mountain Grove landfill.
- One person suggested that 5-7 would be better than 6-8, and most attendees agreed; two other people prefer 6-8.

Based on this additional community feedback, Thursday evening hours have been

shifted to an earlier time slot and Saturday hours have been adjusted to maintain morning access while aligning with landfill hours.

► **Sharbot Lake Branch**

Overall, the hours of the Sharbot Lake branch do not meet the community's need. Sharbot Lake is underserved compared to other Central Frontenac branches, with the ratio of open hours to active cardholders lower than every other location.

The initial proposal increased the number of hours of operation by four hours per week (shifting hours from Mountain Grove), and opened the branch five days per week, adding weekday morning hours of service, to better serve the schools and offer a range of options to the community. Friday hours were increased as the busiest day at the branch, Saturday hours were shifted earlier in the day, and the mid-evening closure was eliminated.

15 people provided feedback on the initial recommendations:

- One person supported all of the changes to the hours.
- One person thought 9 a.m. was too early to open, while two appreciated the earlier opening.
- One person preferred the new 7 p.m. closure particularly for winter, while another enjoys using the branch after 7 p.m. when it is quieter.
- Two people were pleased with the addition of Wednesdays.
- Two people can visit the library any time as they are retired.
- One person said that Friday and Saturday hours are most important to them; one person would like the branch to be open all day on Friday; two people preferred Saturday morning to afternoons.
- One person felt that afternoon service was most important.
- Two people wanted hours that aligned with the courier delivery to make it easy to pick up reservations.

Based on this additional community feedback one adjustment has been made, shifting an hour from Wednesday to Saturday to expand weekend hours further while maintaining morning hours.

## **Township of South Frontenac**

► **Hartington Branch**

Overall, the hours of the Hartington branch are not meeting the needs of the community. The one-hour closure from 5 to 6 p.m. on weekdays is frustrating for

commuters and there were requests for more weekday morning/afternoon hours. Most Hartington patrons indicated an ability to travel to another location if needed (e.g., Sydenham branch) and patrons commuting to the city for work may use the Isabel Turner branch as an alternate location.

The initial proposal increased Saturday hours as the branch's busiest day, eliminated the mid-evening closures, and provided an option for Wednesday hours to start earlier in the day.

Two individuals provided feedback on the initial recommendations:

- Both were satisfied with the proposed hours.
- No preference was indicated regarding morning or evening hours on Wednesdays.

Based on this additional feedback, Wednesday hours have been aligned for predictability.

#### ► **Storrington Branch**

Overall, the hours of operation at Storrington are meeting the needs of the community, but some people recommended the alignment of branch hours with various activities in the community. Most Storrington patrons indicated an ability to travel to another location if needed and patrons commuting from the city for work may use the Rideau Heights branch as an alternate location.

The initial proposal increased Saturday hours and eliminated the mid-evening closures to keep the branch open during peak commuting hours.

10 people provided feedback on the initial recommendations:

- Three people were generally in favour of the proposed hours.
- Two people commented in favour of opening during peak commuting hours.
- One person requested that hours on Tuesday and Thursday be the same for predictability, and two expressed a preference for 1-6. Two supported 10-3. One person preferred 10-3 on Tuesday but felt moving Saturday hours to the morning would meet their needs if the community preferred evening hours.

Based on this additional community feedback, Tuesday hours have been aligned for predictability, with the change to hours on Saturdays providing morning access.

#### ► **Sydenham Branch**

Overall, the hours of the Sydenham branch would better serve the community if they were spread over additional days of service.

The initial proposal increased Saturday hours and adjusted remaining hours to have the branch open six days per week.

12 people provided feedback on the initial recommendations:

- Nine people expressed general support for the proposed hours.
- Eight people supported the addition of Wednesday hours.
- One person supported the proposed changes to Saturday hours.
- One person was satisfied with the earlier closure on Tuesdays and Thursdays, one person was pleased to see evening hours available, and one person expressed concern that earlier closure might be an inconvenience for some users.
- One person preferred slightly later hours on Monday, Wednesday, and Friday to increase access for commuters.

Based on this additional community feedback, Saturday hours have been further increased while offering service six days a week.

## **Township of Frontenac Islands**

### **► Howe Island Branch**

Overall, the hours of operation at Howe Island appear to be meeting the needs of the community. Most respondents asked that hours align with recycling and hours to accommodate after work/school visits were also requested.

The initial proposal recommended no change to the hours of operation.

No additional community feedback was received.

### **► Wolfe Island Branch**

Overall, the hours of operation at the Wolfe Island branch meet some of the needs of the community but could be adjusted to better align with community services, school and commuter needs.

The initial proposal added school-friendly hours on Monday that align with landfill hours of operation. Tuesday hours were eliminated, and Thursday hours were shifted to Wednesday. Hours were adjusted to better meet commuter needs and maintain evening hours to accommodate patron pick-up.

13 people provided feedback on the initial recommendations:

- Four people expressed general satisfaction with the existing hours.



- There was general satisfaction with a 7 p.m. closure so long as some evening hours were offered.
- There was general satisfaction with the 9 a.m. opening on Saturdays; there were varied opinions on the ideal closing time (noon, 1 or 2 p.m.). One person preferred the branch to be open all day on Saturdays.
- Four people expressed concern about the loss of hours that would happen on a holiday Monday.
- Three people supported the earlier opening of the branch on Saturdays; one person indicated that the earlier opening better aligns with dump hours.
- One person asked that evening hours be provided during the week, stating that visits to the library are one of the few things to do with children on the island at that time of day. They indicated that a 7 p.m. closure would be fine.
- One person expressed support for an evening and a daytime opening in a week.
- One person wrote in favour of changing the days of the week; one person stated changing the days of operation would be fine.
- One person expressed concern with a delay in picking up reserved materials if the days of operation changed.
- One person suggested eliminating the summer Friday hours and adding them to Saturday.
- One person pointed out that the medical clinic is open on Tuesdays.
- Two people believed that the return of the ferry to the village dock would lessen interest in aligning with dump hours; these people also stated that commuters may opt to use branches in Kingston and so linking the schedule to commuter times may not be necessary.
- One person suggested consolidating the hours into two days per week.
- One person said they refused to live anywhere there wasn't a library within walking distance, and that the Wolfe Island branch is one of the reasons they ended up moving to the island.
- One person suggested waiting to see whether the ferry schedule is changing.

Based on this additional community feedback proposed hours have been adjusted.

Hours will be maintained on Tuesday and Thursday, with no loss of service resulting from holiday Monday closures. Hours will align with the courier delivery. Saturdays have been expanded by shifting some hours from Tuesday and Thursday afternoons.