

AGENDA

Regular Meeting #2023-03

Kingston Frontenac Public Library Board

March 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. Closed Meeting (motions) **(added)**
 - 4.1. That the Board resolve itself into a Closed Meeting to discuss personal matters about an identifiable individual.
5. Adoption of Minutes
 - 5.1. Regular KFPL Board Meeting #2023-02 of February 22, 2023 (attached) (motion)
 - 5.2. Committee of the Whole Meeting #2023-CW01 of March 8, 2023 (attached) (motion)

Consent Agenda

6. Information Items
 - 6.1. Correspondence / Information Received and Sent
 - 6.1.1. Received from K. Hamilton, a letter of resignation from the KFPL Board dated February 23, 2023.
 - 6.1.2. Received from W. Hurst, a letter dated March 3, 2023 requesting that the Pittsburgh Branch be open and staffed more days of the week.
 - 6.1.3. Received from the City of Kingston, a letter dated March 8, 2023

acknowledging K. Hamilton's resignation from the KFPL Board.

- 6.1.4. Received from the City of Kingston, a letter dated March 8, 2023 confirming the appointment of J. Kingsland to the KFPL Board.

7. Information Reports

- 7.1. Chief Librarian Communication (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)

11. Policy Review and Approval

- 11.1. Monitoring Chief Librarian Performance Policy (B-5) (report and policy attached) (motion)
- 11.2. Collection Development Policy (attached) (motion)
- 11.3. Community Engagement Policy (attached) (motion)
- 11.4. Procurement of Goods and Services Policy (deferred to May 2023)

Other Business

12. Board Education and Ownership Linkages - Strategic Planning Presentation and Discussion
13. Notice of Motion to Amend KFPL Board By-laws

Adjournment and Next Meeting

Regular Board Meeting, Wednesday, April 26, 2023 at 5:00 p.m., Meet 1, Central Branch.

MINUTES (unconfirmed)

Regular Meeting #2023-02

Kingston Frontenac Public Library Board

February 22, 2023 at 5:00 PM

Meet 1, Central Branch

Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Dr. Mark Asberg, Anne Brunner, Kathleen Hamilton, Councillor Ray Leonard, Louise Moody (virtual attendance), Alan Revill (Chair), Jennifer Ross (Vice-Chair), Councillor Wendy Stephen

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

CUPE 2202/2202.01: Jillann Rothwell (President, CUPE 2202)

Guests: Ute Wilkinson (President, Friends of the Library) (left at 5:15 p.m.)

Absent: Alicia Cappello, Dr. Elizabeth Goodyear-Grant, Jim Neill

1. Call to Order

The meeting was called to order at 5:00 p.m.

2. Adoption of the Agenda

Motion #: 2023-09

Moved by: W. Stephen Seconded by: J. Ross

That the agenda be adopted as distributed.

Carried

3. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

4. Presentation: Friends of the Library (FOL) – 2022 Highlights and Accomplishments

The FOL is a volunteer-led charitable organization that raises funds through the sale of

used books, book bags, memberships, and other merchandise. Donations can also be made online through the Library website. Total funds raised in 2022 were \$29,564, which was an increase from the previous year.

Money raised by the FOL supports a variety of Library programs and initiatives, and \$15,000 has been allocated for use by KFPL staff in 2023. The FOL is also planning to support the upcoming Isabel Turner branch renovation, and surplus funds from 2022 have been invested for this purpose.

Goals for 2023 include raising at least as much money as in 2022, the attraction of new FOL board members and volunteers, increase the membership base, and to raise the profile of the FOL with the help of a dedicated social media coordinator (volunteer).

Board members were invited to help raise awareness about the FOL, talk to friends and family about donating books and volunteering on the board, and becoming a Friend of the Library.

U. Wilkinson was thanked for her presentation and left the meeting at this time. (5:15 p.m.)

5. Adoption of Minutes

Motion #: 2023-10

Moved by: R. Leonard Seconded by: M. Asberg

That the minutes of Regular Meeting #2023-01 of the Kingston Frontenac Public Library Board held January 25, 2023 be adopted as circulated.

Carried

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

7.2. Budget Variance Report (as of December 31, 2022)

7.3. Requests for Review of Library Materials (Q4-2022)

7.4. Statistical Report (Q4-2022)

A brief discussion took place regarding the types of analytics captured and used in the quarterly statistical reports. Circulation statistics are down, and a board member asked if this is due to the elimination of fines impacting renewals. It was suggested the statistics could be captured in a different way to reflect this (e.g., time an item is in use rather than the number of check-out transactions). L. Carter stated that the quarterly statistical reports have been unchanged for many years, and recommended the Board hold discussion at a future meeting regarding what measures should be reported and in what manner. Statistics are generally captured through a mix of data from the Library's ILS and self-reported data from staff (e.g., reference queries). To facilitate data-informed decision making, the Library hired an Analytics Librarian in 2022, and a comprehensive review of the types and quality of data collected is underway. Ms. Carter acknowledged that looking at the turnover of materials might be a more effective way to determine how well the collection is performing, but downward statistical trends correlate with the overall general reduction of the number of people coming into branches post-COVID.

A board member expressed surprise that website traffic has also decreased since last year. L. Carter stated that some of the Library's virtual services can be accessed directly through the vendor's website or phone application, which reduces KFPL-specific usage data. Overall, the board and senior staff need to look at more meaningful ways to capture data on active library use and the resulting community impact.

It was agreed that statistics are critical information for board members and are key to gaining a better appreciation of what matters and what doesn't for business purposes. Having an awareness of library usage, trends, and relevance is important when advocating for funding.

8. Motion to accept Consent Agenda

Motion #: 2023-11

Moved by: J. Ross Seconded by: W. Stephen

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. Monitoring Reports

10.1. Communication and Counsel (L-9)

Motion #: 2023-12

Moved by: W. Stephen Seconded by: M. Asberg

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

10.2. Financial Condition (L-5)

Motion #: 2023-13

Moved by: J. Ross Seconded by: W. Stephen

That the Board has assessed the Chief Librarian's monitoring report on Financial Condition (L-5) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

10.3. Staff Relations and Volunteers (L-2)

Motion #: 2023-14

Moved by: R. Leonard Seconded by: M. Asberg

That the Board has assessed the Chief Librarian's monitoring report on Staff Relations and Volunteers (L-2) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

Other Business

11. Frontenac County Branch Hours

Staff were thanked for the report and comprehensive feedback on community consultation, and it is easy to understand why changes are being recommended.

Motion #: 2023-15

Moved by: J. Ross Seconded by: W. Stephen

That the Board approve the proposed hours of operation at Frontenac County branches as presented, to take effect April 2023.

Carried

Adjournment / Next Meeting

There being no further business, it was moved by R. Leonard to adjourn the meeting at 5:34 p.m.

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

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

Signatures:

Alan Revill, Chair

Amy Rundle, Recording Secretary

MINUTES (unconfirmed)

Committee of the Whole Meeting #2023-CW01

Kingston Frontenac Public Library Board

March 8, 2023 at 5:00 PM

Meet 1, Central Branch

Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Mark Asberg, Anne Brunner, Alicia Cappello, Dr. Elizabeth Goodyear-Grant, Louise Moody, Alan Reville (Chair), Jennifer Ross (Vice-Chair, virtual attendance)

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

Absent: Councillor Ray Leonard, Jim Neill, Councillor Wendy Stephen

1. Call to Order

The meeting was called to order at 5:02 p.m.

2. Policy Review

2.1. Monitoring Chief Librarian Performance (B-5)

This policy speaks to the frequency of monitoring the Executive Limitations policies, and the accompanying report summarizes feedback received from the previous board and the monitoring schedules of other Policy Governance libraries in Ontario for consideration. L. Carter noted that she is happy to follow whatever schedule the Board decides on, and reminded board members that any Executive Limitation policy can be monitored at any time outside the set schedule.

Discussion took place and Board members made the following comments and suggestions:

- The frequency of monitoring should be based on what the Board needs to know to satisfy fiduciary obligations, but don't necessarily need to review as often.
- A longer interval between reports is challenging for new board members and makes it harder to address issues that arise.
- Receiving a quarterly financial report that isn't necessarily a monitoring report would

be useful.

- The content of reports doesn't change very often, and information is quite repetitive. Compared to the amount of staff time spent on some reports, there is little value gained by the Board.
- Suggest that monitoring reports reviewed on an annual basis be spread out over the yearly schedule of meetings.
- Maintaining the current quarterly schedule for Staff Relations and Volunteers (L-2) and Financial Condition (L-5) would help get new board members up to speed over the first half of the term and ensure that everyone understands the importance of staff and finance related issues.

There was consensus that the monitoring reports for Staff Relations and Volunteers (L-2) and Financial Condition (L-5) should continue quarterly for at least six months, with the frequency revisited later this year.

Staff will update the draft policy based on Board discussion, with the revised version brought forward for final review and approval at the next meeting.

2.2. KFPL Board Constitution and By-laws

Revisions are being suggested to these documents to ensure gender-neutral language, and to more accurately reflect current governance processes (e.g., timing of committee appointments, virtual attendance). A notice of motion to amend is required at the meeting prior to the review (e.g., motion at March meeting for review at April meeting) and recommendations have been brought forward early to ensure ample time for consideration.

Discussion took place with Board members agreeing to the following:

- That Robert's Rules of Order be used to guide meeting conduct and procedures going forward.
- That board approval is not required for virtual attendance at meetings.
- That item 10.2 be omitted, or updated to reflect that appointments of representatives to boards and committees are made as needed.

Staff will update the documents based on Board discussion, with the revised version brought forward for final review and approval at the April meeting.

L. Carter noted that Appendix A: Delegated Authority of the Constitution may require updates based on changes made to the Procurement of Goods and Services policy when reviewed in May.

2.3. Collection Development

No substantial changes are being recommended by staff at this time, but it is suggested that the policy be updated to reflect the new mission statement.

K. Sutherland Mills provided a brief orientation on collection development, including a summary of how the policy has evolved over the last few years, the foundations of intellectual freedom and equitable access to information, the operational processes associated with collection development, and the challenges of eBook licenses and pricing.

2.4. Community Engagement

No changes to the policy are recommended at this time.

2.5. Procurement of Goods and Services

The review of this policy has been deferred to May 2023.

3. Other Business

3.1. Health and Safety Discussion

Working with the public is the greatest risk for Library staff, and there has been a spike in the number of incidents over the past few months, particularly at the larger urban branches. Given the level of incidents, meetings have taken place with the Union-Management and Joint Health and Safety Committees to discuss how best to support staff, expectations for patron behaviour (e.g., banning guidelines), drug use and paraphernalia on library property, and behaviours stemming from other societal issues. Management will continue to work collaboratively with the union to mitigate the pressures on frontline staff.

Ongoing performance and communication issues with the security provider for the Library and the City of Kingston has resulted in early termination of the contract. A procurement process is underway to engage a new security provider, and management is providing additional support to frontline staff with desk and weekend coverage.

L. Carter has done several media interviews and reached out to community partners for support, including ways to partner with community agencies to provide access to resources such as a social worker at library sites.

A board member asked if additional funding would allow for concerns to be addressed more efficiently, and for staff to not just be safe, but also feel safe. It was suggested that municipalities could be petitioned for additional funding. L. Carter stated that the Library put forward a budget increase of 5% for 2023 even though the City's target increase was 1.3%. The requested increase was approved by Council, but departments and external agencies were explicitly advised that municipal funding is in critically short supply. Ms. Carter advises that the Library look within the existing budget for options, with the Board

considering the movement of funds between budget lines if necessary.

A board member asked if it's possible to address some of the suggestions and concerns received from staff in the near term, noting that the increased management presence was observed first-hand over the weekend. S. Quigley reported that a list of ideas was brought forward by the union and these were thoroughly discussed over several JHSC meetings. Some things have already been addressed (e.g., privacy film on windows, maintenance procedures and schedules), and management is actively trying to alleviate the stress on staff and make sure staff feel supported. Street Outreach and Youth Diversion have agreed to regularly attend the Central branch to offer support with drug activity and significant mental health issues.

L. Carter noted that urban public libraries are experiencing a high number of incidents across the province, and information is shared regularly. This isn't just a library problem, it's a community issue, and solutions require a community response. The Library doesn't want to duplicate resources and services being offered by other agencies, but unfortunately no one has the capacity to provide effective support right now.

A board member asked if there has been an increase in incidents at the Pittsburgh branch that would raise concern about the Extended Hours Pilot Project. S. Quigley stated most of the incidents occur at the Central, Calvin Park & Isabel Turner branches, not the Pittsburgh branch.

A. Revill stated that health and safety issues are top-of-mind for board members. The Board wants to ensure that staff feel supported and there is ongoing advocacy for measures that improve staff safety and support.

4. Adjournment and Next Meeting

There being no further business, the meeting was adjourned at 6:25 p.m.

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

KFPL Report to the Board

Subject: Chief Librarian Communication

Prepared by: L. Carter, Chief Librarian / CEO

Date of meeting: March 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.

Increased Incidents Reported at Central Branch

The majority of the incidents logged during the period covered by this report occurred at the Central Branch, with 53 incidents recorded. A further 13 incidents were recorded at the Isabel Turner Branch, 6 at Calvin Park, 3 at Rideau Heights and 1, related to snow clearing after a major snowfall, at the Plevna Branch.

A phone symbol has been added to the list of incident reports in Appendix C to denote incidents where staff called for support from external agencies (emergency services, Street Outreach or AMHS Crisis Line) to respond to incidents as they happened.

The rise in incidents was covered by the local media, with an article on the front page of the Kingston Whig Standard on March 3, a news segment on Global Kingston on March 6 and an interview on CBC Radio's Ontario Morning on March 7.

The Library's Union-Management and Joint Health and Safety Committees continue to work on measures and initiatives to address staff safety and well-being.

Collections

KFPL has partnered with public libraries in Burlington, Hamilton, London, Mississauga, and Ottawa to share Libby/OverDrive collections. There are more than 300,000 titles included in the shared collection. Previously able to borrow a maximum of 10 items, KFPL patrons can now borrow additional items – up to the maximum number of loans at every library. KFPL patrons are also able to place reservations on items owned by partner libraries, though every library's own members will have their reservations prioritized over visiting members.

Staffing Updates

Virtual Services Librarian Ryan Brenders resigned from KFPL at the beginning of March.

Programs and Events – New and Notable

‘Wonderful Water’ was the theme for KFPL’s 2023 March Break programming with a mix of activities offered across the system, both virtually and in-person, with take-home activities available as well. There were several partnered programs, including a water conservation workshop offered by Utilities Kingston at the Isabel Turner Branch, and a program at the Calvin Park Branch with the Marine Museum of the Great Lakes that explored buoyancy and other forces that act on watercraft.

The very popular Puppet Show Extravaganza was also on the road for March Break, with shows offered at the Isabel Turner, Calvin Park, Central, Rideau Heights and Sydenham Branches, as well as at the Kingston East Community Centre, where an extra show was added to meet the demand.

March Break ended with the launch of the new KFPL library cards in Plevna and Sharbot Lake and a dinosaur-themed story time and visit by the T-Rex featured on one of the limited edition cards.

Marketing and Engagement

KFPL’s new library card designs were featured in a Kingstonist article published on February 28th. There are three new card designs, one featuring a portion of the library’s logo, which will be the new standard card design, and two limited edition cards that are only available while quantities last. In addition to the T-Rex card launched during March Break, there is a card that features images from the painting created by Francisco Corbett and Constance Intounas as part of KFPL’s partnership with CBC Ottawa in April 2022.

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)**

- Feb. 12, 2023 to Mar. 11, 2023

Meeting with T. Beharry, City of Kingston, with K. Sutherland Mills.

- February 13 and 23, 2023

Community Check-In with Mayor Paterson (Zoom)

- February 22, 2023

Storrington Centre Opening

- February 23, 2023

2023 Budget Presentation, Kingston City Council, with A. Reville and C. Ridgley

- February 27, 2023

Union-Management Committee Meeting

- February 28, 2023

Frontenac County CAO Meeting

- March 1, 2023

Joint Health and Safety Committee Meeting

- March 2, 2023

Administrators of Rural-Urban Public Libraries of Ontario Meeting (Zoom)

- March 3, 2023

Joint Health and Safety Committee Meeting

- March 6, 2023

Librarians' Meeting

- March 7, 2023

Meeting with K. Irvine-Albano, Resolve Counselling Services Canada, with Management team

- March 8, 2023

Federation of Ontario Public Libraries, Large Urban Caucus Meeting (Zoom)

- March 9, 2023

Meeting with C. Ravnaas and R. Witzke, Addiction & Mental Health Services, KFLA

- March 9, 2023

Appendix B:

Staff Training and Development (Feb. 12 to Mar. 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.

Joint Health and Safety Committee Certification (Occupational Safety Group)

Tim Stranak completed training required to become a certified member of the Joint Health and Safety Committee on February 23 and 24.

Dealing with Youth in Difficult Moments & in Crisis (LMS)

Training was created by the Library's Employee Assistance Program (EAP) provider on dealing with youth in crisis and was to assigned library staff through the LMS.

Libby/OverDrive Training Challenge (LMS)

A 'Training Challenge' was created in the KFPL LMS and assigned to Branch Operations staff on the OverDrive/Libby Reciprocal Lending Agreement with partner libraries.

Appendix C:

KFPL Incident Reports by Category (Feb. 12 to Mar. 11, 2023)

Accident

- 2023-087 Ambulance called for patron in accessibility washroom (Central, Feb. 14) 📞
- 2023-115 Ambulance called for patron after wellness check (Central, Feb. 27) 📞
-

Alcohol and Drugs

- 2023-078 Pill found in foyer and alcohol can in exterior stairwell (Isabel Turner, Feb. 13)
- 2023-079 Remnants of glass pipe found on chair (Central, Feb. 13)
- 2023-088 Alcohol consumption near front entrance (Central, Feb. 15)
- 2023-091 Drug pipes found in public washrooms (Calvin Park, Feb. 16)
- 2023-098 Sharps container housing forced open (Isabel Turner, Feb. 21)
- 2023-125 Patron preparing for drug use in parking lot (Central, Mar. 3)
- 2023-126 Drug use and wellness check in front of library (Central, Mar. 3)
- 2023-133 Person smoking glass pipe in parking garage (Central, Mar. 4)
- 2023-136 Suspected drug use in parking garage (Central, Mar. 4)
- 2023-151 Used naloxone kit found in accessible washroom (Central, Mar.10)
- 2023-150 Empty wine bottle found in public washroom (Central, Mar. 10)
- 2023-154 Broken glass pipe found by patron in public washroom (Central, Mar. 11)
-

Facilities

- 2023-112 Garbage and feces in parking garage (Central, Feb. 26)
- 2023-134 Snow furrows blocking access to parking lot (Calvin Park, Mar. 4)
-

General

- 2023-077 Person camping outside branch (Calvin Park, Feb. 13)
- 2023-083 Mother looking for missing teen at library (Calvin Park, Feb. 13)
- 2023-082 Patron interaction with youth at library entrance (Isabel Turner, Feb. 13)
- 2023-090 People screaming and arguing outside library (Isabel Turner, Feb. 16)
- 2023-092 Person interferes with patron's use of accessibility computer (Central, Feb. 16)
- 2023-121 Patron reports possible child luring (Isabel Turner, Feb. 17)
- 2023-099 Broken glass found outside library (Isabel Turner, Feb. 21)
- 2023-101 Verbal altercation between patrons (Central, Feb. 22)

-
- 2023-105 Wellness check for patron with head down on table (Central, Feb. 24)
 - 2023-109 Soiled underwear found in Local History section (Central, Feb. 25)
 - 2023-122 Patron looking for missing husband (Central, Mar. 2)
 - 2023-127 Patron found unresponsive in washroom, 911 called (Central, Mar. 3) 📞
 - 2023-135 911 called for patron in medical distress (Isabel Turner, Mar. 4) 📞
 - 2023-147 Disruptive behaviour and possible theft of materials (Central, Mar. 8)
 - 2023-149 Banned patron in library (Calvin Park, Mar. 9)
 - 2023-152 Large group of teens hanging out in washroom (Isabel Turner, Mar. 10)
 - 2023-153 Evidence of public urination on exterior of building (Central, Mar. 11)
-

Patron Behaviour

- 2023-080 Patron experiences mental distress, police called (Central, Feb. 13) 📞
- 2023-081 Verbal altercation outside library (Calvin Park, Feb. 13)
- 2023-084 Wellness check for patron showing signs of illness (Isabel Turner, Feb. 13) 📞
- 2023-085 Youth asked to leave after disruptive conduct (Rideau Heights, Feb. 13)
- 2023-086 Community support requested for patron in distress (Central, Feb. 14) 📞
- 2023-089 Agitated patron confronts security guard (Central, Feb. 15)
- 2023-096 Loud, disruptive conversations (Central, Feb. 17)
- 2023-097 Banned patron asked to leave (Central, Feb. 17)
- 2023-100 Assault in public washroom, police called (Central, Feb. 22) 📞
- 2023-102 Banned patron asked to leave (Central, Feb. 23)
- 2023-103 Patron yells and swears at staff, asked to leave (Central, Feb. 23)
- 2023-104 Patron warned about shouting at other computer users (Central, Feb. 23)
- 2023-106 Patron shouting in washroom, swears at staff, asked to leave (Central, Feb. 24)
- 2023-107 Banned patron kicks glass doors when asked to leave (Central, Feb. 24)
- 2023-108 Banned patron in library, asked to leave (Central, Feb. 25)
- 2023-110 Police find person-of-interest in library (Isabel Turner, Feb. 25)
- 2023-113 Threatening behaviour towards staff, police called (Isabel Turner, Feb. 27) 📞
- 2023-114 Banned patron arrested at library (Isabel Turner, Feb. 27) 📞
- 2023-116 Assistance offered after patron wellness check (Central, Feb. 27)
- 2023-117 Banned patron in library, asked to leave (Central, Feb. 28)
- 2023-118 Improper use of accessible washroom (Central, Feb. 28)
- 2023-119 Multiple wellness checks needed for patron (Central, Feb. 28)

- 2023-120 Youth asked to leave after wrestling in library (Rideau Heights, Mar. 1)
- 2023-123 Patron becomes agitated and aggressive, police called (Central, Mar. 2) 📞
- 2023-124 Patrons slow to leave library at closing time (Central, Mar. 3)
- 2023-128 Crisis team called for agitated patron (Central, Mar. 4) 📞
- 2023-129 Patron in washroom after closing (Central, Mar. 4)
- 2023-130 Patron asked to leave for the day (Central, Mar. 4)
- 2023-131 Patron using electric razor to trim hair in public washroom (Central, Mar. 4)
- 2023-132 Erratic behaviour and possible theft of materials (Central, Mar. 4)
- 2023-138 Patron's dog barking/lunging at people entering library (Central, Mar. 4)
- 2023-139 Patron tries to use service desk phone/computer (Central, Mar. 4)
- 2023-140 Person smoking in accessible washroom (Central, Mar. 6)
- 2023-141 Rude comments made to students from class visit (Central, Mar. 7)
- 2023-142 Person blocking staff entrance, police called (Isabel Turner, Mar. 7) 📞
- 2023-148 Patron banned after violent behaviour (Central, Mar. 9)
-

Theft or Property Damage

- 2023-093 Suspected theft of library materials (Central, Feb. 16)
- 2023-111 Theft of patron cell phone (Central, Feb. 26)
- 2023-145 Top front cover of Media Box removed (Rideau Heights, Mar. 8)
- 2023-146 Multiple RFID tags found ripped from books (Central, Mar. 8)
-

Appendix D:

Summary of Patron Feedback (Feb. 12 to Mar. 10, 2023)

Accessibility

- Two complaints about difficulty accessing lower shelves, one at Central and one at Calvin Park.
 - Complaint about snow plowing at Bagot and Johnson Streets.
 - Request to place reserved items on their sides at the Isabel Turner Branch. The patron expressed that it was easier to read the slips with books on their side.
-

Branch Operations

- Staff from another community organization commented that the library is a “lovely place and the Calvin Park Staff are all great.”
 - Patron expressed that they did not feel safe in the Library and submitted this comment after they left: "I had to leave upstairs because I didn't feel safe with 2 people on drugs on either side of the aisle I was in, I felt threatened."
 - Gratitude expressed on Instagram for evening hours “..perfect excuse for a walk on this balmy February evening”
 - Complaint received regarding the speed of the Wi-Fi at Central.
 - Complaint received about the cost for printing and photocopying.
 - Complaint regarding availability of parking at the Sydenham Branch.
 - Complaint about noise at Central and suggestions to help make the library quieter.
 - Patron followed up after being at the Isabel Turner Branch during an incident with a banned patron. They expressed concern about safety in the library and relayed some other incidents that had taken place in previous years, both in the building and the parking lot.
-

Collections

- 2 requests for additional Libby assistance or instruction. Another patron commented on how filtered search settings in Libby and asked that Libby makes adjustments to how settings are saved.
- 5 positive comments were received following the launch of the Libby/OverDrive Reciprocal Lending Agreement program. “Once again, KFPL continues to punch above

its weight in services for a city of this size. You guys rock” (commenter on KFPL Reddit post)

- 1 complaint about Libby and request to bring back cloudLibrary.
 - A patron requested that KFPL loan carbon monoxide detectors.
-

Programming

- Programming staff received compliments following a puppet show performance at a local school. The educator indicated they were really happy with the performance and were recommending to other schools. That same educator has now made arrangements for several kindergarten classes to visit KFPL branches.
 - Request for Repair Café program to be held at the Isabel Turner Branch on alternating months.
 - Twitter thank you for a puppet show at École James R. Henderson Public School: “Thank you @KFPL for the wonderful puppet show today! Les élèves dans la maternelle adorent les marionnette.”
 - Request to bring back KingCon and suggestions to acknowledge other ‘theme’ days, such as May the 4th (Star Wars) and June 17th (Star Trek). The same patron also requested themed shirts for anti-bullying and Truth and Reconciliation initiatives.
-

KFPL Monitoring Report to the Board

Executive Limitation Policy L-9

Communication and Counsel (2023-03)

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

Initial communication was sent to all Board members, welcoming them to the Library Board and establishing access to the Board portal.

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 2023-03:

- Communication and Counsel

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 2023-03:

- Chief Librarian's Communication
- Correspondence / Information Received and Sent

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.

I hereby present my monitoring report on Executive Limitation Policy L-9, Communication and Counsel for meeting 2023-03.

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

March 14, 2023

KFPL Report to the Board

Subject: Monitoring Chief Librarian Performance (B-5)

Prepared by: L. Carter, Chief Librarian / CEO

Date of meeting: March 22, 2023

Background:

Governance Policy B-5, Monitoring Chief Librarian Performance sets the monitoring schedule for each of the Executive Limitations Policies. Governance Policies are to be reviewed once per Board term.

Analysis:

Proposed changes to the Policy were discussed at the March 8, 2023 Committee of the Whole meeting and revisions have been made based on the feedback received.

The final changes to the Policy are as follows:

- That a monitoring report for the General Executive Constraint (L-1) be added annually.
- That Staff Relations and Volunteers (L-2) and Financial Condition (L-5) reports continue to be required quarterly at this time.
- That Communication and Counsel (L-9) reports be required quarterly instead of monthly, with a focus on the Board assessing the information provided in other reports to satisfy the stipulations of this policy.
- That the frequency of the monitoring the other Executive Limitations remain unchanged.

Recommendations:

That the Board approve Governance Policy B-5, Monitoring Chief Librarian Performance.

DRAFT (B-5) Monitoring Chief Librarian Performance

Systematic and rigorous monitoring of Chief Librarian job performance will be based primarily on the expected job outputs. These outputs will reflect Board policies on Ends as achieved within the boundaries established by stated Executive Limitations.

1. Monitoring is simply to determine the degree to which Board policies are being met. Data not related to this goal will not be considered to be monitoring data.
2. The Board will acquire monitoring data by one or more of three methods:
 - a) Internal report, in which the Chief Librarian discloses compliance information to the Board.
 - b) External report, in which a disinterested, external third party selected by the Board assesses compliance with Board policies.
 - c) Direct Board inspection, in which a designated member or members of the Board assess compliance with the appropriate policy criteria.
3. The standard for compliance shall be any reasonable interpretation of the Board policy made by the Chief Librarian.
4. All policies that instruct the Chief Librarian will be monitored at a frequency and by a method chosen by the Board. The Board can monitor any policy at any time by any methods, but will ordinarily depend on a routine schedule.

Policy	Method	Frequency
L-1 General Executive Constraint	Internal Report	annually
L-2 Staff Relations and Volunteers	Internal Report	quarterly
L-3 Treatment of Public	Internal report	annually
L-4 Financial planning and budgeting	Internal report	annually
L-5 Financial Condition	Internal report	quarterly
L-7 Asset protection	Internal report	twice per term
L-7 Asset protection	External report (audit)	annually
L-6 Emergency Chief Librarian succession	Internal report	annually
L-8 Employment, Compensation & Benefits	Internal report	twice per term
L-9 Communication & Counsel to The Board	Internal report	monthly quarterly
L-10 Service Accessibility	Internal report	annually

Collection Development (DRAFT)

1. Purpose

The purpose of this policy statement is to clarify the criteria used for selecting and acquiring materials, as well as the responsibility for maintaining the collections.

2. Scope

The Collection Development Policy applies to all formats in the Library collection, including print, non-print, audio-visual and electronic materials.

3. Guiding Principles

~~The mission of the Kingston Frontenac Public Library is to make a positive difference in the lives of everyone in Kingston Frontenac. The Library's collections are one of the primary ways the mission is realized.~~ The mission of the Kingston Frontenac Public Library is to build and support community by creating inclusive spaces, services and collections that advance literacies and invite people to innovate, learn, explore and connect. The Library strives to provide a dynamic collection of materials that is regularly evaluated and available in a variety of formats to serve the needs and support the interests of all members of our community.

The Library aims to provide community-driven and community-focused collections. Community input is obtained through direct suggestions from the public, discussions with community groups and continuous evaluation of the needs of the various groups within Kingston and Frontenac County. Special consideration is given to materials with Kingston and Frontenac County authorship, content or relevance.

The Library endeavors to provide equitable access to its extensive collections through a multi-tiered service delivery model that rationalizes the location, scope and focus of collections. In addition, items may be delivered to any branch at the user's request. The materials budget is maximized through coordinated and controlled expenditure.

The Library does not keep, acquire or purchase material that the Canadian courts have found to be obscene, hate propaganda, seditious, or otherwise contrary to the Criminal Code and all applicable laws, including the Charter of Rights and Freedoms.

The Library's Collection Development Policy fundamentally depends on the Ontario Library Association's Statement on Intellectual Freedom and the Intellectual Rights of the Individual (2020). (See Appendix A)

4. Policy

4.1. Responsibility for Selection

The responsibility for the selection of material rests with the Chief Librarian/CEO who, in turn, delegates the selection and withdrawal of materials to the professional staff who are responsible for the collection on a day-to-day basis.

4.2. Selection Principles

The materials purchased for the Library are selected with the purpose of carrying out the mission, vision and values of the institution. To that end, the Library has established the following goals of selection:

- To maintain a well-balanced and broad collection of materials for information, enjoyment, reference and research
- To foster intellectual growth, lifelong learning and the formal and informal education and enlightenment of the community
- To provide materials for the recreational and leisure pursuits of the public
- To stimulate thoughtful participation in community affairs by providing access to a variety of opinions and ideas.

To assist in the process of selection, the following principles are used to judge the quality and the quantity of the items that are chosen:

- Contemporary materials representing various points of view, which are of current interest and possible future significance, including materials which reflect current conditions, trends and controversies
- Materials designed to increase the individual's ability to function effectively as a member of society
- Materials which provide access to practical information which develops the individual's dependence on self, thereby enhancing the quality of life
- Materials which provide an aesthetic experience, stimulate imagination and increase the individual's potential for creativity
- Materials, including the experimental or controversial, which may extend the individual's capacity to understand the world in which they live
- Materials which entertain and which may enhance the individual's enjoyment of life
- Source materials which thoughtfully interpret, document or illuminate the past

- In addition to English, French and Indigenous language materials, materials which reflect the diverse linguistic or cultural heritage of the community.
- Recognizing the responsibility to make works by Kingston Frontenac and Canadian writers widely available, the Library shall acquire Canadian materials in all categories.

4.3. Selection Criteria

When selecting materials for the collection, Library staff may consider:

Non-fiction

- Purpose and importance
- Authority and reputation
- Accuracy
- Style, clarity and presentation
- Access
- Format
- Need
- Demand
- Price
- Relationship to other items in the collection
- Quality of illustrations or art
- Reviews in library reviewing sources (e.g. *Publishers Weekly, Library Journal*)

Fiction

- Style
- Creativity
- Characterization
- Literary merit
- Appeal
- Demand
- Price
- Need
- Relationship to other items in the collection
- Quality of illustrations or art
- Reviews in library reviewing sources (e.g. *Publishers Weekly, Library Journal*)

Suggestions for purchase are welcomed from members of the public. All suggested purchases are reviewed by library staff who apply the same selection criteria that are applied to all other materials purchased by the Library.

4.4. Accessible Collections

Many of the resources available at the Kingston Frontenac Public Library are suitable for patrons with print disabilities.

Vision Enhancements:

- Downloadable audiobooks
- Downloadable eBooks – the settings can be adjusted with the majority of our downloadable eBooks to suit personal preferences for text size and typeface
- Books on CD
- DAISY (Digital Accessible Information System) books
- Large Print Books

Hearing Enhancements:

- Many DVDs have a sub-title option
- Many of our databases have text-to-speech capabilities

4.5. Children's Collections

The Library's children's collections serve children from infancy through age twelve. Materials for these collections reflect the wide range of reading and interest levels that this age group includes. The children's collections exist to encourage children to develop a lifelong habit of reading for both recreational and informational needs. Materials for children shall be chosen in accordance with the Kingston Frontenac Public Library's overall collection development policy.

4.6. Teen Materials

Teen materials are selected to meet the informational and recreational needs of teens aged thirteen through eighteen. An effort is made to provide materials that support the developmental stages of all teens. The teen collections are not intended to be comprehensive, serving all the needs and interests of teens, nor is it the Library's intention that teens should be confined to the use of these materials. Materials for teens shall be chosen in accordance with the Kingston Frontenac Public Library's overall Collection Development Policy.

4.7. Parental Responsibility

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

Library users of all ages have open access to the Library’s collections. Selection for the adult collection is not restricted by the possibility that children or teens may access materials their parent(s) or legal guardian(s) may consider inappropriate.

4.8. Textbooks/Homeschooling Needs

School libraries serve the curriculum needs of students. The Library does not attempt to acquire textbooks or other curriculum-related materials except as such materials may also serve the general public. The Library recognizes the need to provide a wide variety of cultural and recreational reading matter for students in traditional schools and those being homeschooled, and to provide basic materials for students seeking to complete assignments outside school hours.

4.9. Collection Maintenance

In order to maintain a current and relevant collection, it is necessary to withdraw materials from the library collections regularly and systematically. The following criteria are considered when withdrawing materials:

- Accuracy
- Timeliness
- Physical condition
- Frequency of use
- Availability of other copies
- Relevance to needs and interests of the community

If still needed, items may be replaced or rebound. Replacement depends on the demand for the title, the availability of more current materials on the topic and the extent of the coverage of the subject in the collection.

4.10. Review of Materials

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 must be made in writing by submitting a Request for Review of Library Materials form (see Appendix B). Acknowledgement of the request will be sent within 2 business days and a written response will be sent within 30 days.

Requests for review will be formally reviewed by Library staff following the process outlined in the KFPL Guidelines for Requests for Review of Library Materials document. Their decision will be communicated to the requestor. Patrons who are not satisfied with the response will be invited to meet with the CEO and members of the review team.

The final decision on any challenge to the collection rests with the CEO.

As outlined in the KFPL by-laws, community members wishing to address the Board on issues relating to the collection policy and its future development may request to attend a Board meeting as a delegation.

Information reports on challenges to Library materials are provided to the Board quarterly.

Some of the Library's digital content is provided using third-party vendors and/or shared collections with other library systems. The Library subscribes to services in which the third-party vendor, and not Library staff, determines the specific titles or materials made available through the service. In these circumstances, the Library is unable to reconsider specific materials that Library users object to but may inform the third-party vendor or other library of user concerns and/or take these concerns into consideration in determining whether to continue using the vendor.

4.11. Labeling of Collections

The Library does not label materials to indicate approval or disapproval of the content. No catalogued book or other item will be placed on closed shelves, except due to space limitations or to protect it from damage or theft.

5. Related Documents

KFPL Guidelines for Requests for Review of Library Materials

6. Appendices

- a) Ontario Library Association (OLA) Statement on Intellectual Freedom and the Intellectual Rights of the Individual (2020)
- b) Request for Review of Library Materials form

7. Document Control

This policy shall be reviewed on an annual basis.

Original Policy Date: 2007 February

Last Reviewed: 2023 March

Changes Made: see report to Board dated March 8, 2023

Next Review: 2024 March

Appendix A:

Ontario Library Association Statement on Intellectual Freedom and the Intellectual Rights of the Individual

Introduction

The Ontario Library Association and its divisions are committed to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms.

Ontario Libraries have the important responsibility to facilitate expressions of knowledge, creativity, ideas, and opinion, even when viewed as unconventional or unpopular.

The Ontario Library Association declares its acceptance of the following principles for libraries:

1. Equitable access to library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.
2. Intellectual freedom requires freedom to critically examine and create other ideas, opinions, views, and philosophy of life, other than those currently approved by the local community or by society in general and including those ideas and interpretations which may be unconventional, uncommon or unpopular.
3. The free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen, view, and create is fundamental to such free traffic.
4. Library governance ensures that the principles of intellectual freedom and expression of thought are upheld.

Library Service, Collections and Resources

5. It is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, and other materials including the provision of access to electronic sources of information and access to the internet. Materials are not excluded from library collections based on race, place of birth, origin, ethnic origin, ethnicity, citizenship, age, creed, disability, family structure, sex, and sexual orientation.

6. It is part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate, censor or curtail access to information, the freedom to read, view, listen or participate by demanding the removal of, or restrictions to library information sources in any format.

Library Programming, Events, and Space Bookings

7. It is the responsibility of libraries to maintain the right of intellectual freedom and expression by implementing it consistently when hosting programs and events within the public space of the library including rented public space by individuals and community organizations.
8. Libraries create welcoming community spaces where community members are free from discrimination and may engage in peaceful assembly. Libraries may cancel or deny permits to individuals or organizations when speech or displays are used in a way that is unlawful.

Applicable Legislation

[Canadian Charter of Rights and Freedoms](#): Section 2(b) of the Charter of Rights and Freedoms protects “freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication”.

[Criminal Code](#): Section 63 pertains to Unlawful Assemblies and Riots. Section 297 pertains to defamatory libel. Section 318 pertains to hate propaganda.

[Ontario Human Rights Code](#): Sub-section 13 pertains to infringing on freedom from discrimination.

Appendix B:**KFPL Request for Review of Library Materials**

The Kingston Frontenac Public Library Board regards an individual's right of access information, through the public library as an important element of a democratic society. All requests for reconsideration of material must be made in writing.

Completed Request for Review of Library Materials forms can be dropped off at any branch or emailed to collections@kfpl.ca. Acknowledgement of the request will be sent within 2 business days and a written response will be sent within 30 days.

Name: _____

Address: _____

Phone: _____ **Email:** _____

I represent: myself other: _____

Please confirm that you have read the following:

KFPL Collection Development Policy OLA Statement on Intellectual Rights & Freedoms

.....

Item for Review:

Title: _____

Author/Publisher/Producer: _____

1. Did you read / listen / view the entire work?

yes no (*please explain*):

2. What do you find objectionable or unsuitable about the material? Please be specific (include page numbers if possible).

3. What do you feel might be the result of reading, viewing or hearing this material?

4. What would you like the Library to do about this material?

Signature: _____

Date: _____

Community Engagement (DRAFT)

1. Purpose

The purpose of this policy is to ensure that community engagement is integrated into decision making and planning at KFPL. The policy also serves to ensure that community consultation is conducted in a manner that appropriately reflects the complexity, community interest and impact of KFPL decisions.

Community engagement is an important tool for building and sustaining community trust.

2. Scope

The policy applies to all KFPL services and operations, with the exception of maintenance and repair issues which are exempt except for the requirement to “inform” the public.

The policy applies to higher-level decision-making rather than item-level choices regarding programs, collections and services.

3. Definitions

“The community” and “interested parties” are defined as library users, individuals and/or communities, funding bodies or organizations that have an interest in the outcomes of a project or initiative.

4. Guiding Principles

4.1. Inclusion

We want to hear from and include all who have an interest in the outcome of a decision. The Library is committed to reach out to the rural and urban populations across our vast geographic areas. KFPL prioritizes relationship building outside of the formal engagement process and is actively building connections with agencies and grassroots groups that work with underserved and underrepresented populations. These connections will be leveraged during any community engagement process to ensure feedback includes those voices. We will maximize accessibility by utilizing a variety of engagement tools.

4.2. Respect

Our engagement with the community will take place in an atmosphere of mutual

respect.

4.3. Transparency

We will be open about decision processes, procedures and limits. We will communicate clearly in a timely and publicly accessible way. We will provide relevant background and context when informing or engaging the community about the initiative.

4.4. Clarity

We will be clear about defining the community's role in any public participation process. The promise, purpose and limitations on engaging the community and all interested parties will be clear.

4.5. Effectiveness

We will allocate sufficient resources to provide the appropriate level of engagement, use these resources wisely, setting and meeting reasonable timelines.

4.6. Responsiveness

At each stage of the process, we will report back to the community regarding what we heard. When an outcome has been determined, we will share how engagement results were used in decision-making.

5. Policy

The Community Engagement Toolkit shall be used to determine when and what level of community engagement is needed.

6. Communication

When communicating with the community, the Library will do so in accordance with the complexity and impact of the issue as determined by the Community Engagement Toolkit and in a manner that reflects the guiding principles.

Details of the project will be shared in plain language, and shall include what has been done so far, why engagement is needed, what is being considered, what are the constraints, and how input is going to be used. To build credibility and trust in the engagement process, interested parties will also need to understand:

- The overall engagement timeline
- Details of the engagement activities
- Who will be reviewing the input and making decisions
- Their role in the process

A clear communication plan will be developed to shape the whole engagement process and provide clear answers to community questions/concerns from the earliest stages to reporting back results.

The engagement plan will work together with the project's communication plan to generate awareness about the engagement opportunities.

7. Engagement Planning

The Library will utilize the Community Engagement Toolkit to help shape a plan for engagement. The engagement plan serves as a roadmap for the engagement process and helps clarify:

- Engagement goals and objectives
- What KFPL is seeking input on
- Who KFPL has identified as interested parties
- Details such as engagement scope, budget, timelines, dates, roles and responsibilities
- The Spectrum of Strategies and Promises level at which the community will be engaged
- Decisions that are not open to input

8. Reporting Back and Evaluation

KFPL will compile and consider feedback received and report back on:

- What was heard (pulling all sources of input together).
- What decision was made and how the input was used.
- If nothing was changed as a result of the feedback, why?

Raw data will be included in an Appendix in order for contributors to see their individual voices represented and ensure the reporting is an accurate reflection of the data.

Evaluation is important for continuous improvement. KFPL will evaluate both the engagement process and engagement outcomes, documenting lessons learned that can be applied to future projects, refining and improving our engagement efforts and approach.

9. Related Documents

KFPL Community Engagement Toolkit (internal use only)

10. Document Control

Original Policy Date: 2017 March

Last Reviewed: 2023 March

Changes Made: see report to Board dated March 8, 2023

Next Review: 2024 March