

# AGENDA

## Regular Meeting #2023-04

### Kingston Frontenac Public Library Board

April 26, 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. Adoption of Minutes
  - 4.1. Regular KFPL Board Meeting #2023-03 of March 22, 2023 (attached) (motion)

#### Consent Agenda

5. Information Items
  - 5.1. Correspondence / Information Received and Sent
    - 5.1.1. To the City of Kingston, a letter dated March 23, 2023 notifying the City Clerk of a vacancy on the KFPL Board.
    - 5.1.2. From the City of Kingston, a letter dated April 6, 2023 confirming the appointment of Mary Beth Gauthier to the KFPL Board.
6. Information Reports
  - 6.1. Chief Librarian Communication (attached)
  - 6.2. 2022 Annual Report (distributed separately)
  - 6.3. Budget Variance Report as of March 31, 2023 (attached)
7. Motion to accept Consent Agenda (motion)

### **Action Agenda**

8. Business Arising from the Minutes
  - 8.1.
9. Monitoring Reports
  - 9.1. Financial Condition Q1-2023 (report attached) (motion)
  - 9.2. Treatment of Public (report attached) (motion)
10. Policy Review and Approval
  - 10.1. KFPL Board By-laws (deferred)

### **Other Business**

11. Ownership Linkages and Board Education

### **Adjournment and Next Meeting**

Committee of the Whole Meeting, Wednesday, May 10, 2023 at 5:00 p.m., Meet 1, Central Branch.

Regular Board Meeting, Wednesday, May 24, 2023 at 5:00 p.m., Meet 1, Central Branch.

## **MINUTES (unconfirmed)**

### **Regular Meeting #2023-03**

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

**March 22, 2023 at 5:00 PM**

**Meet 1, Central Branch**

#### **Attendance:**

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Anne Brunner, Alicia Cappello, Dr. Elizabeth Goodyear-Grant, Jane Kingsland, Councillor Ray Leonard, Louise Moody, Alan Revill (Chair), Jennifer Ross (Vice-Chair), Councillor Wendy Stephen

Staff Present: Nicole Charles (Director, Facilities and Technology), Kristen Lemay (Manager, Branches and Collections), 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

Delegation: Jim Neill (left at 5:09 p.m.)

Absent / Regrets: Dr. Mark Asberg

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

The meeting was called to order at 5:01 p.m.

The Board considered and granted a request by J. Neill to appear as a delegation.

Motion #: 2023-16

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

That Jim Neill be granted permission to appear in delegation to address the Board with regards to agenda item 4.1.

Carried

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

The unscheduled delegation was added to the agenda following item 3.

Motion #: 2023-17

Moved by: L. Moody      Seconded by: E. Goodyear-Grant

That the agenda be adopted as amended.

Carried

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

There were no declarations of conflict of interest.

### **4. Delegation: Jim Neill to address the Board in regards to matters being considered in the Closed Meeting**

J. Neill acknowledged the matters to be discussed in the Closed Meeting, referred to an explanatory email he had sent to Board members and spoke about his history of service on the Library Board and as a City Councillor.

Mr. Neill thanked the Board for their time. He has thoroughly enjoyed all library-related responsibilities and intends to apply for reappointment to the Library Board at the next opportunity.

A. Revill thanked J. Neill for his comments, noting that in the interest of Mr. Neill's privacy, further discussion of the matter will take place during a closed session.

### **5. Closed Meeting**

5.1. Closed Meeting to discuss personal matters about an identifiable individual.

Motion #: 2023-18

Moved by: R. Leonard      Seconded by: J. Ross

That the Board resolve itself into a Closed Meeting to discuss personal matters about an identifiable individual.

Carried

Board members, L. Carter and A. Rundle remained in the meeting. All others left at this time. (5:09 p.m.)

Motion #: 2023-20

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

That the Board rise from the Closed Meeting with a verbal report from the Chair.

Carried

A brief recess was taken and those who left the meeting, excluding J. Neill, returned at this time. (5:21 p.m.)

A. Revill reported that the seat held by J. Neill was declared vacant and directed staff to notify the City Clerk of the vacancy.

### **6. Adoption of Minutes**

Motion #: 2023-21

Moved by: W. Stephen      Seconded by: E. Goodyear-Grant

That the minutes of Regular Meeting #2023-02 of the Kingston Frontenac Public Library Board held February 22, 2023 be adopted as circulated.

Carried

Motion #: 2023-22

Moved by: R. Leonard      Seconded by: J. Ross

That the minutes of Committee of the Whole Meeting #2202CW-01 of the Kingston Frontenac Public Library Board held March 8, 2023 be adopted as circulated.

Carried

## **Consent Agenda**

### **7. Information Items**

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

- 7.1.1. Received from K. Hamilton, a letter of resignation from the KFPL Board dated February 23, 2023.
- 7.1.2. Received from W. Hurst, a letter dated March 3, 2023 requesting that the Pittsburgh Branch be open and staffed more days of the week.
- 7.1.3. Received from the City of Kingston, a letter dated March 8, 2023 acknowledging K. Hamilton's resignation from the KFPL Board.
- 7.1.4. Received from the City of Kingston, a letter dated March 8, 2023 confirming the appointment of J. Kingsland to the KFPL Board.
- 7.1.5. Received from the Kingston and District Labour Council, a letter dated March 21, 2023 expressing safety concerns associated with the Extended Hours Project.

### **8. Information Reports**

#### 8.1. Chief Librarian Communication

A board member asked if the number of incidents listed is greater than normal. L. Carter stated that there has been a definite increase in the overall number of incidents, as well as incidents where assistance from external supports were requested. Ms. Carter noted that due to privacy obligations, only the incident titles are provided as part of the agenda package, but additional information about specific incidents can be provided to Board members confidentially if requested. Conversations with external partners about a broader

community response to issues are ongoing.

## **9. Motion to accept Consent Agenda**

Motion #: 2023-23

Moved by: E. Goodyear-Grant      Seconded by: J. Kingsland

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

Carried

## **Action Agenda**

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

There was no business arising from the minutes.

### **11. Monitoring Reports**

#### 11.1. Communication and Counsel (L-9)

Motion #: 2023-24

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

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

### **12. Policy Review and Approval**

#### 12.1. Monitoring Chief Librarian Performance Policy (B-5)

Motion #: 2023-25

Moved by: A. Cappello      Seconded by: W. Stephen

That the Board approve the Monitoring Chief Librarian Performance Policy (B-5).

Carried

#### 12.2. Collection Development Policy

Motion #: 2023-26

Moved by: R. Leonard      Seconded by: L. Moody

That the Board approve the Collection Development Policy.

Carried

#### 12.3. Community Engagement Policy

Motion #: 2023-27

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

That the Board approve the Community Engagement Policy.

Carried

## **Other Business**

### **13. Board Education and Ownership Linkages – Strategic Planning Presentation and Discussion**

L. Carter provided an overview of the recent strategic planning process and how implementation of the plan will take place.

A board member asked how the strategic plan aligns with the budget planning process. L. Carter stated that some of the strategic directions can be implemented in the short-term without budgetary impacts. For example, embedding principles of sustainability into the Library's procurement processes would be more likely to impact future operating budgets. There are also several outstanding projects that need to be completed before staff have the capacity to tackle new strategic initiatives, with completion aligning with 2024 budget planning mid-year.

A board member noted that the Library often tries to be all things to all people, but focussing on a specific direction for the Library would be beneficial. Board members were asked for suggestions on how the Board can learn more about residents that aren't being served well, or at all. The following comments and suggestions were made in response:

- Board members could identify potential gaps in meeting community needs through conversations with others in their own social and work environments and report back.
- People who participate in engagement surveys and efforts tend to be those who already use the Library, are actively engaged in community issues or have a very specific issue or concern they would like to see addressed. It's important to make an effort to go out into the community and meet people where they're at.
- Suggestion to communicate to community connections that the Library can be invited to attend their events and potentially reach a new audience.
- Suggestion to reduce or eliminate room rental fees to encourage more diverse use of Library spaces.
- Put together a plan and processes for identifying gaps this year that can be used to develop linkages over the rest of the term.

### **14. Notice of Motion to Amend KFPL Board By-laws**

L. Carter reported that notice of a motion to amend the Board By-laws is required. The

recommended changes were discussed at the Committee of the Whole Meeting held on March 8, 2023, and will be brought forward again as part of the agenda package for the April meeting.

A board member asked if additional procedural updates could be considered before final approval. L. Carter stated that final approval of the document could be deferred to allow additional time for review and discussion at the April meeting. Alternately, if substantial updates are indicated, a sub-committee could be struck to oversee the process, or individual board members could flag sections and suggest changes for staff to investigate and provide options for review and discussion.

### **Adjournment / Next Meeting**

There being no further business, A. Revill moved to adjourn the meeting at 6:11 p.m.

The next regular Board Meeting will be held at 5:00 p.m., Wednesday, April 26, 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:** April 26, 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.

### **Safety and Security Update**

Work continues with community partners and agencies to address safety issues and incidents at the Rideau Heights Community Centre & Library, Central Branch and Isabel Turner Branch. Results of Crime Prevention Through Environmental Design (CPTED) audits will be received later this month for the Rideau Heights and Pittsburgh branches. The Isabel Turner Branch audit has been done, and the report is in progress.

Meetings and conversations continue around training, prevention, education and enforcement in relation to incidents at library branches and in the community.

### **Staffing Updates**

Sophie Harmsen and Rajan Laird are moving from Page positions into Relief Library Assistant roles.

KFPL is recruiting for several positions: Teen and New Adult Librarian (permanent, full-time), Systems Application Technician (temporary, full-time), Relief Library Assistant, South Frontenac and the Islands (permanent), and Library Assistants for the Sydenham and Storrington branches (permanent, part-time).

### **Staff Training and Professional Development**

“Dealing with Youth in Difficult Moments and in Crisis” training was developed specifically for Library customer service staff and is underway through the Learning Management System (LMS).

“All Staff Day,” a system-wide training and professional development day is coming back this year and is scheduled for June 12. All branches will be closed. The staff planning committee has included more de-escalation training for all staff. Presentations from community partners delivering services to diverse communities will also be on the agenda.

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

865 people participated in *Wonderful Water* March Break programming. 23 events were offered, including a launch of new library card designs in Plevna and Sharbot Lake, hands-on projects, and the ever-popular Puppet Show Extravaganza tour.

*Telling Our Stories* will wrap up with a writer showcase in Sydenham on May 9.

*Foraging for the Seasons* starts April 29 and will connect patrons with hobby forager Sheila Nemcsok, for hands-on learning about safely and sustainably identifying, collecting and using at least 10 wild foods that are locally available and in season.

The upcoming *Project Drawdown with Jonathan Foley* program, in partnership with Sustainable Kingston and local climate champions. Dr. Foley is a renowned climate scientist, sustainability expert, and educator, and his work focuses on finding solutions to sustain the climate, ecosystems, and natural resources we all depend on. This virtual event can be enjoyed by all KFPL patrons.

## **Marketing and Engagement**

New library card designs, featuring eye-catching art and easier-to-read barcodes were launched in March at the Plevna and Sharbot Lake branches. Two of the three new designs are limited edition and will be used in a variety of marketing initiatives through the year.

## **2023 Provincial Budget – Library Sector priorities**

The Federation of Ontario Public Libraries (FOPL), in partnership with the Ontario Library Association and supported by libraries and library staff across the province, advocated for increased Provincial funding for public libraries in the 2023 budget. The budget was released on March 23, and while there were no announcements with respect to library funding, there was significant media attention coming out of the advocacy campaign. FOPL has posted links to some of the articles and interviews on their [website](#).

## **Consumer Protection Act Review**

The Canadian Association of Research Libraries (CARL), the Canadian Federation of Library Associations (CFLA), the Samuelson-Glushko Canadian Internet Policy and Public Interest Clinic (CIPPIC), and the Canadian Urban Libraries Council (CULC) participated in consultations regarding the modernization of the *Consumer Protection Act* and jointly authored a consultation paper regarding the “difficult contractual relationships regarding digital content between primarily multinational publishers and publicly-supported libraries.” They are advocating for changes to the definition of consumer to include publicly supported libraries and for the implementation of sector-specific protections that would

allow for “fair and equitable terms in eBook contracts” and “provisions that require publishers to make eBooks available.” This is part of ongoing advocacy efforts to make eBooks and eAudiobooks more affordable for libraries.

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

To remain as informed as possible regarding issues affecting public libraries and our communities, highlights of development opportunities, meetings, and community activities that were attended by the Chief Librarian or delegate since the last report are reported:

[See Appendix A](#)

**KFPL Incident Reports by Branch**

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 B](#)

**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 C](#)

## **Appendix A:**

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

- Mar. 12, 2023 to Apr. 15, 2023

St. Lawrence College interprofessional experiential project student presentations

- March 21, 2023

Community Check-In Call with Mayor Paterson

- March 22, 2023

Meeting with Amy Kay, Lennox & Addington County Libraries

- March 30, 2023

Homelessness Collective Impact Committee

- April 3, 2023

Friends of the Kingston Frontenac Public Library Board Meeting

- April 6, 2023

Meeting with D. Fowler, Limestone District School Board

- April 6, 2023

Chief Executives of Large Urban Public Libraries of Ontario (CELUPL) Meeting - Zoom

- April 14, 2023

## Appendix B:

### KFPL Incident Reports by Branch (Mar. 12 to Apr. 15, 2023)

#### Calvin Park

- 2023-164 Patron behaviour when leaving branch (March 14)
  - 2023-176 Banned patron in branch (March 16)
  - 2023-186 Patron yelling loudly in men's washroom (March 21)
  - 2023-195 Library card theft (March 23)
  - 2023-197 Patron banned for harassment of staff (March 23)
  - 2023-199 Banned patron in branch again (March 23) 📞
  - 2023-205 Banned patron in branch and verbally aggressive (March 27)
  - 2023-206 Patron with chest pains (March 27) 📞
  - 2023-222 Library card theft follow-up (April 12)
  - 2023-225 Patron swearing in foyer (April 13)
  - 2023-227 Banned patron in branch (April 15)
  - 2023-229 Patron in washroom after closing (April 15)
  - 2023-232 Unresponsive person outside branch (April 15) 📞
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#### Central

- 2023-155 Patron asked to leave (March 12)
- 2023-158 Interaction between patrons (March 13)
- 2023-156 Cursing and ranting patron (March 13)
- 2023-157 Inappropriate language (March 13) 📞
- 2023-159 Patron refuses to leave (March 13) 📞
- 2023-163 Banned patron in library (March 14)
- 2023-165 Patron sitting in parking lot (March 15)
- 2023-171 Delayed closing of branch (March 16)
- 2023-166 Patron yelling and swearing at staff (March 16)
- 2023-169 Patron violates ban (March 16) 📞
- 2023-170 Possible theft of library materials (March 16)
- 2023-172 Patron has flat-screen tv in washroom (March 17)
- 2023-173 Patron sets off fire door alarm (March 17)

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- 2023-174 Patron in possession of multiple library cards (March 17)
  - 2023-175 Patron violates ban (March 17) 📞
  - 2023-178 Trouble alarm on fire panel (March 19)
  - 2023-179 Patron violates ban again (March 19) 📞
  - 2023-180 Patron resting in staff stairwell (March 20)
  - 2023-182 Man sleeping in Gather Space (March 20)
  - 2023-183 Half conscious man in teen section (March 20)
  - 2023-181 Banned patron in branch (March 20)
  - 2023-184 Loud and aggressive patron (March 20)
  - 2023-185 Patron delays closing of branch again (March 20)
  - 2023-187 Discussion with patron about Library rules (March 21)
  - 2023-188 Public urination in parking lot (March 21)
  - 2023-189 Agitated patron (March 21)
  - 2023-190 Drowsy patron at computer desk (March 22)
  - 2023-191 Mental Health Crisis Team called for patron (March 22) 📞
  - 2023-200 Alcohol consumption in the Library (March 23)
  - 2023-194 Further discussion with patron about Library rules (March 23)
  - 2023-196 Patron asked to leave after repeated breach of rules (March 23)
  - 2023-198 Agitated patron, pacing and talking to himself (March 23)
  - 2023-201 Patron asked to leave again for breach of rules (March 24)
  - 2023-202 Patron banned for repeated breach of rules (March 25)
  - 2023-203 Patron with aggressive dog in entrance (March 25)
  - 2023-204 Banning notice delivered by police (March 25) 📞
  - 2023-209 Disclosure of bed bugs (March 30)
  - 2023-213 Inappropriate computer use (April 3)
  - 2023-214 Man in parking lot with drug paraphernalia (April 4)
  - 2023-216 Racist language and assault of security guard (April 5)
  - 2023-219 Patron asked to leave for yelling profanity (April 12)
  - 2023-220 Banned patron in library (April 12)
  - 2023-221 Theft of library materials (April 12)
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**Isabel Turner**

- 2023-161 Teens being disrespectful (March 14)

- 2023-168 Damaged chair (March 16)
  - 2023-176 Patron violates ban again (March 18) 📞
  - 2023-192 Teens being disrespectful again (March 22)
  - 2023-207 Drug paraphernalia and beer can (March 30)
  - 2023-208 Teens with bongos outside branch (March 30)
  - 2023-210 Patron violates ban again (March 30) 📞
  - 2023-212 Patron yelling in men's washroom (April 1)
  - 2023-223 Patron delays closing of branch (April 13)
  - 2023-226 Bike theft (April 14)
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### **Pittsburgh**

- 2023-218 Biohazard bag with masks found outside (April 11)
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### **Rideau Heights**

- 2023-160 Possible book theft and strange behaviour (March 13)
  - 2023-177 Community Centre doors locked early (March 18)
  - 2023-193 Call from patron outside the Community Centre (March 22) 📞
  - 2023-211 Tweens asked to leave (March 31)
  - 2023-217 Furniture damage (April 11)
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## Appendix C:

### Summary of Patron Feedback (Mar. 12 to Apr. 15, 2023)

#### Accessibility

- A concern about privacy in the women's washroom at the Isabel Turner Branch where the doors have been removed for accessibility.
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#### Branch Operations

- Comments were received regarding the March 7 CBC Radio Ontario Morning interview regarding the incidents at the Central Branch. One person expressed gratitude that I "emphasized that not all problem patrons are homeless people, and not all homeless people are problem patrons. This insight is immensely important in preventing prejudice against homeless people." A second person emailed to express concern that "stigma and intolerance towards homeless people from the general public" would result from the comments made in the interview and that "the answer to this problem is to provide affordable or supportive housing, not the (unidentified) referrals the librarian suggested are given to homeless people."
  - A customer service complaint was received regarding consistency in application of circulation procedures.
  - A person wrote that they were "appalled at the plan to have a branch unattended – except by telephone" and enclosed a link to an article about author Gary Paulsen that talked about the influence of a librarian who first suggested he write down his thoughts.
  - A customer service complaint was received regarding consistency of policy application with regards to computer reservations, where one person's identification was asked for and examined, and another person's wasn't.
  - Complaint about parking availability at the Sydenham branch.
  - Suggestion received that a sandwich board or other signage be placed outside the Hartington Branch when it is open.
  - Request for signage at the Isabel Turner Branch to label the Cataraqui room and other rooms as well.
  - Appreciation was expressed at the Isabel Turner Branch: "Thank you for all the services you offer. Just used colour printing services + reserved makey makey kits. Much appreciated" and at the Central Branch: "The library is great. I really like video games. Rentals and computers are really great. Thanks for everything."
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**Collections**

- Appreciation was expressed for interlibrary loan service: “Not only did you find the book, which I’m overjoyed since it was published 40 years ago, you found it online so I can access it for free (albeit with time limited reading per borrow) which is absolutely fantastic and didn’t incur any charges for the KFPL library system other than your time. THANK YOU!! I’m a huge believer in libraries, the value that they bring to our communities, and am astonished at all the great services that are offered for our tax dollars in this day and age....whether its Zinio (magazines), Libby (ebooks), Kanopy and Hoopla (videos, music, books) etc. etc. its all wonderful and literally at our fingertips.”
  - Request for the Library to purchase CO2 detectors.
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**Programming**

- Several people wrote to express appreciation for the March Break programs, and particularly for the puppet shows. A Central patron said staff “did a phenomenal job and the show was enjoyed immensely by all of us. Thank you for the excellent programming you provide for the community.” A comment on Instagram relayed that their “5-year-old son LOVED the Gruffalo puppet show. He came home and immediately put on his own version with his stuffed animals. His Chewbacca toy was the Gruffalo!”
  - A complaint was received about a program that was moved from Storrington to Sydenham because of issues around accessibility.
  - Request received for a French Reading Buddies series at the Pittsburgh Branch and appreciation was expressed for past sessions, which the participant had enjoyed and benefitted from.
  - Complaint about Drag Queen Story Time: “My message to you: Stop the drag queen story time for children. This is NOT APPROPRIATE to sexualize children in this way. This is not about hate, this is about protecting our children from harm. So many sexual predators and abductions these days, this laxness of morality contributes to it. No more public drag queen readings for children. Get the message.”
  - A patron let a staff member know how much they appreciated the Art of Illustration programs. The commenter attended with her teenage son and said how nice it was to be able to do a program together. She added that it was good for him to have her there to model how to strike up conversation with people he didn't know. The pandemic has affected kids in many different ways, and something as simple as encouraging participants to share supplies or feedback on their artwork is an opportunity to help build social skills and confidence.
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## Kingston Frontenac Public Library Budget Variance Report March 31, 2023

### 2022 Comparison

Description	Actuals Q1 2023	Annual Budget	Variance \$	Actuals to Budget %	Actuals Q1 2022	Actuals to Budget %
<b>EXPENSES</b>						
Salaries and wages	761,043	3,291,140	-2,530,097	23%	714,183	22%
Part-Time Wages	288,658	1,211,912	-923,254	24%	270,648	23%
Pages Part-Time Wages	86,284	348,750	-262,465	25%	60,929	20%
Overtime	7,917	36,382	-28,464	22%	11,304	31%
Payroll benefits	358,501	1,574,402	-1,215,900	23%	325,483	22%
Retirees benefits	8,563	36,744	-28,180	23%	19,153	34%
WSIB	0	300	-300	0%	0	0%
<b>Total Staff Costs</b>	<b>1,510,968</b>	<b>6,499,629</b>	<b>-4,988,661</b>	<b>23%</b>	<b>1,401,701</b>	<b>23%</b>
Adult popular mat'ls	117,852	550,000	-432,148	21%	99,424	25%
Child/youth pop mat'ls	56,116	184,000	-127,884	30%	49,268	29%
Electronic resources	67,615	140,382	-72,767	48%	92,067	29%
Serials	1,098	36,000	-34,902	3%	20,056	61%
<b>Total Material</b>	<b>242,681</b>	<b>910,382</b>	<b>-667,701</b>	<b>27%</b>	<b>260,815</b>	<b>28%</b>
Office Supplies	9,022	60,000	-50,978	15%	15,169	25%
Vehicle repairs & maintenance	870	5,000	-4,130	17%	427	8%
Vehicle fuels and lubricants	2,018	9,400	-7,382	21%	2,319	26%
Computer Equipment	1,796	78,535	-76,739	2%	730	1%
Software	2,398	12,765	-10,367	19%	1,934	21%
Furniture and fixtures	0	12,250	-12,250	0%	0	0%
Advertising	539	11,500	-10,961	5%	7,895	88%
Telephones/Cell Phones	7,862	31,739	-23,877	25%	6,566	20%
Internet Connectivity	11,537	40,626	-29,088	28%	11,710	31%
Fees, subscription, membership	7,500	12,650	-5,150	59%	7,166	59%
Mileage	2,090	11,300	-9,210	18%	1,595	14%
Education and training	12,074	40,600	-28,526	30%	9,374	23%
Misc Expense	1,578	7,500	-5,922	21%	2,665	36%
Delivery, postage & shipping	843	7,500	-6,657	11%	1,696	21%
Cash over (short)	2	0	0	0%	-0	0%
Professional services	600	26,500	-25,900	2%	2,468	9%
Contracted services - system wide	202,573	316,964	-114,392	64%	183,214	59%
Programs	11,067	24,370	-13,303	45%	5,977	22%
Equipment rentals	1,937	9,448	-7,511	20%	1,660	17%
Interest & Service Charges	607	2,500	-1,893	24%	421	17%
Allocated Insurance	7,713	28,600	-20,887	27%	6,229	26%
<b>Total System-Wide</b>	<b>284,626</b>	<b>749,747</b>	<b>-465,121</b>	<b>38%</b>	<b>269,216</b>	<b>37%</b>
<b>Facilities</b>						
Protective Clothing	142	2,026	-1,884	7%	580	29%
Cleaning supplies	4,731	27,351	-22,620	17%	10,833	40%
Tools & Equipment	1,859	10,200	-8,341	18%	1,547	15%
Repairs & maintenance	1,015	10,660	-9,645	10%	8,856	87%
Water and Sewer	3,923	19,015	-15,092	21%	2,816	22%
Natural Gas	28,072	54,950	-26,878	51%	21,202	35%
Electricity	29,597	211,490	-181,893	14%	33,350	16%
Contracted Services	31,760	213,518	-181,758	15%	36,461	22%
<b>Total Facilities</b>	<b>101,099</b>	<b>549,210</b>	<b>-448,111</b>	<b>18%</b>	<b>115,644</b>	<b>24%</b>
<b>Total Expenditures</b>	<b>2,139,373</b>	<b>8,708,968</b>	<b>-6,569,594</b>	<b>25%</b>	<b>2,047,376</b>	<b>25%</b>
<b>REVENUES</b>						
Provincial Subsidy	0	-297,138	297,138	0%	0	0%
Project Grants	0	-30,000	30,000	0%	-3,750	13%
Printer/Photocopier Revenue	-4,143	-23,275	19,132	18%	-2,725	12%
Fines/Damages	-1,697	-10,400	8,703	16%	-2,943	28%
Non-Resident Fees	-1,833	-9,000	7,167	20%	-1,547	17%
Facility Rentals	-3,429	-35,000	31,571	10%	-250	1%
Donations	-2,444	-11,000	8,556	22%	-1,300	12%
Expenditure Recovery	-16,509	-40,000	23,491	41%	-16,862	42%
Miscellaneous Revenue	-816	-10,000	9,185	8%	-51	1%
County of Frontenac	0	-946,275	946,275	0%	-163,041	18%
City of Kingston	-1,824,220	-7,296,880	5,472,660	25%	-1,737,212	25%
<b>Total Revenue</b>	<b>-1,855,091</b>	<b>-8,708,968</b>	<b>6,853,876</b>	<b>21%</b>	<b>-1,929,680</b>	<b>23%</b>
<b>Net Deficit (Surplus)</b>	<b>284,282</b>	<b>0</b>	<b>284,282</b>		<b>117,696</b>	

# KFPL Monitoring Report to the Board

## Executive Limitation Policy L-5

### Financial Condition – 1<sup>st</sup> Quarter 2023

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 no evidence of unacceptable use/reporting of designated funds, and that no falsified information was uncovered by a random sampling of filing and that no falsified information is uncovered during the external audit.

## **Evidence of Compliance**

### **Oversight**

Library spending is closely monitored by the Library’s Budget/HR Analyst, Managers,

Directors, and Chief Librarian, and is reported to the Board quarterly:

- 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 was carried out in March, and the results of the audit will be 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 March 31, 2023 shows that expenses were at 25% while revenues came in at 21%.

Expenditures are higher than revenues partially because there are several annual agreements and system maintenance contracts that require payment at the beginning of the year, resulting in System-wide expenditures ending the quarter at 38% of budget. Additionally, the March transfer from the County of Frontenac has not yet been received.

There have been some unanticipated rate increases: internet costs are higher than budgeted, and security costs will increase because of the change in security services provider.

Self-generated revenue saw a slight increase over the previous year ending the quarter at 18% of budget as compared to 16% in the first quarter of 2022.

Despite the unanticipated increases, projections based on performance in the first quarter indicate the Library's operating budget will end the year with an estimated surplus of \$110K.

### **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 2022 audited financial statement is scheduled to be reviewed at the May 2023 board meeting. The Registered Charity Information return will be filed after the audit is finalized and before the deadline.

The annual survey is due to the Ministry of Tourism, Culture and Sport on April 30, and will be completed by the deadline.

### **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.

I hereby present my monitoring report on Executive Limitation Policy L-5, Financial Condition: 1<sup>st</sup> Quarter 2023.

I certify that the information contained in this report is true and represents compliance with a reasonable interpretation of all aspects of the policy unless stated otherwise.

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

Laura Carter, CEO/Chief Librarian

April 18, 2023

# KFPL Monitoring Report to the Board

## Executive Limitation Policy L-3

### Treatment of Public (2023-04)

With respect to interactions with patrons, potential patrons or the general public, the Chief Librarian shall not cause or allow conditions, procedures, or decisions which are unsafe, disrespectful, unnecessarily intrusive, or which fail to comply with the provisions of the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA).

Accordingly, the Chief Librarian may not:

1. Use application forms or procedures that elicit information for which there is no clear necessity.
2. Use methods of collecting, reviewing, transmitting or storing client information that fail to protect against improper access to, or transmission of, the information elicited.
3. Operate without a written policy on customer service based on the principles of consistent, patron-oriented public service.
4. Fail to ensure that staff are equipped with the necessary training to provide excellent service to library users in all areas.
5. Fail to monitor regularly patron satisfaction with the quality of service.

### CEO Interpretation

I interpret this to mean that the services, programs and overall operations of the Library will be conducted in accordance with legislative requirements, and established Board values and priorities.

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

- The collection of personal information is limited to the minimum required to safely and effectively administer library operations and provide library services and programs.
- Policies, procedures and processes are in place to protect personal information as per MFIPPA.
- Staff members are provided with the necessary training in order to provide excellent service to library users and provided with training that is required by legislation/regulation.



- that procedures and processes are in place to monitor patron satisfaction.

Compliance will be demonstrated when:

- Only the required information is collected and kept on file and the MFIPPA collection notice is included each time information personal information is collected.
- Policies, procedures and processes are in place to protect against improper access to, or transmission of, the information collected.
- Policies and procedures are in place to ensure consistent, patron-oriented customer service is received by members of the public.
- Staff are provided with the time to review relevant policies and procedures and the opportunity to ask questions and seek clarification to confirm understanding.
- Mechanisms are in place for the public to provide feedback regarding library services.

## **Evidence of Compliance**

In compliance with MFIPPA, and as required by Board policies governing Access to Information and Protection of Privacy and Records Management:

- The collection of personal information is limited to that required to identify individual patrons and to allow the Library to contact them (e.g., name, address, email address, telephone, and month/year of birth).
- All Library forms (paper and online versions) include a notice of collection that indicates the legislated authority, the reason for collection, and contact information for the staff member responsible for MFIPPA.
- Staff members are to handle all patron information as confidential.
- Patron records are not to be used for any purpose other than for which the information was collected.
- Personal information is retained as per the approved Retention Classification Structure. Records that are beyond the stated retention period are disposed of in a secure manner.
- Transitory paper records that might contain personal information are shredded.

Policies, procedures and protocols are in place to protect against improper access to, or transmission of, the information collected.

- KFPL's main server is located at the City of Kingston and is maintained as part of City's private network.
- Network communication between the Library's main server and branch/staff devices is

closely monitored and secured with firewalls that limit patron access to the branches and patron database. Only minimal services are available on the public side of the firewall.

- Access to the patron database in the integrated library system (ILS) is password protected.

Policies and procedures are in place to ensure consistent, patron-oriented customer service is received by members of the public.

- Membership procedures were revised and consolidated in November 2022, and all public service staff completed training on the updated procedures.
- Service Feedback Standards, along with other policy and procedural documents, are in place to assist staff in providing excellent customer service and in order to establish consistent standards for responding to patron feedback.

Staff members are equipped with the necessary training so that they may provide excellent and inclusive service to all library patrons. Comprehensive training and orientation is provided to new staff and ongoing training is provided to staff as required.

- KFPL has a Learning Management System (LMS) to streamline the delivery and tracking of staff training.
- All staff complete Northern College's "Canadian Indigenous Culture Training - Truth and Reconciliation Edition" course. Training has also been provided on gender identity and gender expression, cultural competence, racism, racial discrimination and human rights and accessibility.

Patron satisfaction is measured through periodic surveys and through comments received via suggestion boxes, emails, telephone calls and in person.

- The "How Are We Doing?" survey is sent weekly to teens and adults who have used the Library within the previous 14 days. They are asked how likely they are to recommend the library to others using a scale of 1 to 10. This rate is known as a Net Promoter Score. This survey will become more useful as patron's birth years are added to their accounts upon registration and renewal.
- Comments and suggestions are logged and reviewed by the management team regularly and are reported on to the Board in the Chief Librarian Communication.

### **Statements of Compliance**

- Only the required information is collected and retained.
- Personal information that is collected, reviewed, transmitted or stored is protected

against improper access or transmission.

- Written policies on customer service based on the principles of consistent, patron-oriented public service are in place.
- Staff are provided with the training necessary to provide excellent service in all areas.
- Patron satisfaction with the quality of service is regularly monitored.

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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

April 18, 2023