

AGENDA

Regular Meeting #2023-06

Kingston Frontenac Public Library Board

June 28, 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 and Addeds (motion)
3. Disclosure of Conflict of Interest
4. Adoption of Minutes
 - 4.1. Regular KFPL Board Meeting #2023-05 of May 24, 2023 (attached) (motion)

Consent Agenda

5. Information Items
 - 5.1. Correspondence / Information Received and Sent
(no correspondence to report on as of June 20, 2023)
6. Information Reports
 - 6.1. Chief Librarian Communication (attached)
 - 6.2. Strategic Direction: 2023 Action Plans (report attached)
7. Motion to accept Consent Agenda (motion)

Action Agenda

8. Business Arising from the Minutes
 - 8.1.

9. Monitoring Reports

9.1. Service Accessibility (report attached) (motion)

10. Policy Review and Approval

10.1. KFPL Board By-laws (policy attached) (motion)

Other Business

11. Ownership Linkages and Board Education

12. Board Orientation

12.1. Library Facilities Plan

12.2. Annual Budget Estimates

Adjournment and Next Meeting

Regular Board Meeting, Wednesday, September 27, 2023 at 5:00 p.m., Meet 1, Central Branch.

MINUTES (unconfirmed)

Regular Meeting #2023-05

Kingston Frontenac Public Library Board

May 24, 2023 at 5:00 PM

Meet 1, Central Branch

Attendance:

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

Staff Present: 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)

Others Present: Lori Huber (KPMG)

CUPE 2202 / 2202.01: Jillann Rothwell

Absent / Regrets: Jane Kingsland

1. Call to Order

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

2. Adoption of the Agenda

Item 9.3 was moved ahead in the agenda, to follow item 4.2.

Motion #: 2023-33

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

That the agenda be adopted as amended.

Carried

3. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

4. Adoption of Minutes

4.1. Regular KFPL Board Meeting #2023-04 of April 26, 2023

Motion #: 2023-34

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

That the minutes of Regular Meeting #2023-04 of the Kingston Frontenac Public Library Board held April 26, 2023 be adopted as circulated.

Carried

4.2. Committee of the Whole Meeting #2023-CW02 of May 10, 2023

Motion #: 2023-35

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

That the minutes of Committee of the Whole Meeting #2023-CW02 of the Kingston Frontenac Public Library Board held May 10, 2023 be adopted as circulated.

Carried

9.3. Asset Protection (external audit)

9.3.1. Presentation of 2022 Draft Financial Statements, Lori Huber (Partner, Audit), KPMG

L. Huber reviewed the draft financial statements and reported a clean audit. L. Huber was thanked for presenting the audit and left the meeting at this time. (5:15 p.m.)

9.3.2. Audit Approval Consent (2022 Draft Financial Statements)

Motion #: 2023-36

Moved by: R. Leonard Seconded by: W. Stephen

That the Board receive the 2022 audited report.

Carried

Consent Agenda

5. Information Items

5.1. Correspondence / Information Received and Sent

No correspondence to report on.

6. Information Reports

6.1. Chief Librarian Communication

6.2. Request for Review of Library Materials (Q1-2023)

6.3. Statistical Report (Q1-2023)

6.4. 2022 Annual Report

7. Motion to accept Consent Agenda

Motion #: 2023-37

Moved by: M.B. Gauthier Seconded by: J. Ross

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

Carried

Action Agenda

8. Business Arising from the Minutes

There was no business arising from the minutes.

9. Monitoring Reports

9.1. Communication and Counsel

Motion #: 2023-38

Moved by: W. Stephen Seconded by: R. Leonard

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

9.2. Staff Relations and Volunteers

Motion #: 2023-39

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

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

10. Policy Review and Approval

10.1. Occupational Health and Safety

Motion #: 2023-40

Moved by: R. Leonard Seconded by: W. Stephen

That the Board approve the Occupational Health and Safety Policy

Carried

10.2. Workplace Harassment

Motion #: 2023-41

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

That the Board approve the Workplace Harassment Policy.

Carried

10.3. Workplace Violence Prevention

Motion #: 2023-42

Moved by: R. Leonard Seconded by: M.B. Gauthier

That the Board approve the Workplace Violence Prevention Policy

Carried

10.4. Procurement of Goods and Services

Motion #: 2023-43

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

That the Board approve the Procurement of Goods and Services Policy.

Carried

Other Business

11. Notice of Motion – amendments to KFPL By-Laws

Additional amendments to the by-laws were reviewed and discussed. Board members agreed to the following revisions:

- 8 regular meetings will be scheduled each year.
- Requests to appear in delegation shall be submitted “in writing” to the Chief Librarian no later than 4:00 p.m. on the day preceding the meeting and are limited to matters that the Board is taking action on (e.g., Action Items).
- The maximum speaking time for delegations shall be 5 minutes.
- Omit items 12.7(e), 12.8 and 12.12 as they are covered by other clauses.

An updated draft will be brought back to the June meeting for final approval.

Adjournment / Next Meeting

There being no further business, J. Ross moved to adjourn the meeting at 6:15 p.m.

The next regular Board Meeting will be held at 5:00 p.m., Wednesday, June 28, 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: June 28, 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

KFPL hosted a community partner meeting at the Calvin Park Branch to continue to discuss initiatives to address safety concerns at the Isabel Turner Branch, Lions Civic Gardens, Kingston Transit hub and the Cataraqui Centre. In addition to Kingston Police, representatives from the City legal and bylaw departments were in attendance along with community partners such as Youth Diversion, the YMCA and AMHS. The City is planning more programming activities in the park.

Extended Hours Project Update

Installation of the Extended Hours technology is progressing well and is on track to be completed by the end of June. The technology will then be tested over the summer, and policies, procedures, signage and training will be finalized in preparation for the launch in Q3.

Facilities Project Updates

The reconstruction of the dry stack stone wall at the Pittsburgh Branch has begun and will be complete in July. During the reconstruction, contractors will also restore any damage to the lawn caused by work. Safety fences have been erected to ensure the safety of staff and visitors. This project is part of the Waaban Crossing work and is being managed by that project team.

The Request for Proposals (RFP) for architectural and engineering services for the Isabel Turner Branch renovation project has been issued, and an optional site visit has been scheduled. This visit allows potential consultants to familiarize themselves with the existing branch infrastructure and understand the scope of the project. The deadline to respond to the RFP is July 12th.

The Bishop's House project is nearing completion and is expected to wrap up in the next

month. The team has made significant progress, and the garden restoration is complete. Inspections and final touches will be carried out to ensure the project meets all required standards.

Repair of the large pothole located in the Isabel Turner Branch parking lot is scheduled to take place by the end of June.

Staffing Updates

Lynda Lewis has retired after many years of service to the Library and the communities we serve. Shari Nieckar, a long-serving rural Relief Library Assistant and Kate Hodgson-Gupta, a Page in Technical Services, also retired this spring. Micheal Grimard, Systems Application Technician, Connor MacNeil, Information Systems Assistant and Magnus Berg, Analytics Librarian have left to pursue new opportunities.

Ashley Lucas was the successful internal candidate for a full-time Library Assistant position. Kamiryn Scalesi and Kory Melnick joined KFPL as part-time Library Assistants in Storrington and Sydenham. Siya Marwaha and Nikita Ravindran were the successful external candidates for recent Page positions. KFPL welcomed back Deyanna Traynor to a Page position and Dariush Kokabi was a successful internal candidate for a Page position.

Staff Training and Professional Development

All Staff Day was held on June 12 at the Isabel Turner Branch, with staff attending from all branches of KFPL. Guest speakers included representatives from Youth Diversion, AMHS, Homebase Housing, YMCA, Resolve Counselling, Queen's School of Rehabilitation, OMERS and Swish. Staff presentations covered diverse collections, social media, data fluency and the TD Summer Reading programs. A Strategic Planning exercise with staff was also conducted.

Programs and Events – New and Notable

Drag Queen Storytime was held on June 17 in partnership with Kingston Pride and the City of Kingston. Over 200 people attended the program, which was held in the Amphitheatre in Springer Market Square. The Library also had a booth in Confederation Park for the Kingston Pride Community Fair.

The children's TD Summer Reading Club, Teen Summer Book-It List and Bask in Books Adult Summer Reading Challenge will run from Saturday, June 24 through the end of August. Patrons will use a new online platform to register, log their reading and complete activity challenges.

More than 100 programs and outreach events are planned through July and August. Highlights include a visit by the Ontario Planetarium, the return of Reading Buddies,

outdoor storytimes and the ever-popular puppet show tour. Crafting, robotics and parachute programs for children will be offered in North and Central Frontenac.

Weekly teen drop-in programming will be offered at Rideau Heights through the summer, with funding from the City to provide healthy snacks for participants to help address food insecurity issues faced in north Kingston.

Marketing and Engagement

As part of the Branch Hours Review process, Rideau Heights patrons will be consulted on proposed changes to branch hours that would include a small increase in weekly hours and realign hours to offer service more days per week. A report to the Board will summarize the engagement and seek approval for changes to branch hours.

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)

- May 15 to June 19, 2023

Friends of the Kingston Frontenac Public Library Board Meeting

- May 23, 2023

Community Check-In Call with Mayor Paterson

- May 24, 2023

Joint Health and Safety Committee Meeting

- May 25, 2023

Homelessness Collective Impact Committee

- May 26, 2023

Meeting with S. Kanellos, J. Rempel, K. Brennan, Facilities Management & Construction Services, City of Kingston, with T. Stranak.

- June 1, 2023

All Staff Professional Development Day

- June 12, 2023

Drag Queen Story Time

- June 17, 2023

Appendix B:**KFPL Incident Reports by Branch (May 15 to June 19, 2023)****Calvin Park**

- 2023-312 Naloxone kit, needles and condoms by garden shed (May 16)
 - 2023-315 Another bike theft (May 16)
 - 2023-323 Hostile interaction with patron (May 19)
 - 2023-325 Garbage, tent pegs and feces near garden shed (May 23)
 - 2023-326 Beer can in washroom (May 23)
 - 2023-333 More garbage discarded by shed (May 24)
 - 2023-334 Alcohol containers found in public washroom (May 24)
 - 2023-337 Garbage, beer cans, needles and clothing by garden shed (May 29)
 - 2023-346 Messy loitering (June 6)
 - 2023-353 Disruptive and combative patron (June 10) 📞
 - 2023-354 Another bike theft (June 13)
 - 2023-359 Glass drug pipes in public washroom (June 14)
 - 2023-360 Graffiti in public washroom (June 13)
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Central

- 2023-309 Patron viewing pornography on public computer (May 15)
- 2023-310 Banned patron in library (May 15)
- 2023-311 Banned patron in parking garage (May 15)
- 2023-314 Banned patron in library (May 16)
- 2023-320 Patron speaks rudely to staff (May 18)
- 2023-321 Angry outburst by patron (May 18)
- 2023-322 Argument between patrons (May 19)
- 2023-324 Police attend branch to speak with patron (May 23)
- 2023-328 Patron crying in public washroom (May 23)
- 2023-329 Excessive mess in washroom stall (May 20)
- 2023-330 Patron violates ban again (May 24) 📞
- 2023-321 DVDs and library card found in parking garage (May 24)
- 2023-335 Banned patron uses washroom (May 25)

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- 2023-336 Patron asked to leave after repeated conduct reminders (May 25)
 - 2023-338 Patron in distress, police called (May 29) 📞
 - 2023-339 Misuse of men's washroom (May 29)
 - 2023-340 Dispute between patrons, aggressive shouting (May 30) 📞
 - 2023-341 Intoxicated patron asked to leave (May 31)
 - 2023-342 Patron monitoring other patron behaviour (May 31)
 - 2023-344 Patron police check outside (June 1) 📞
 - 2023-347 Skateboarding on ramp (June 6)
 - 2023-348 Patron falls out of wheelchair outside library (June 7)
 - 2023-357 Patron leaves with AMHS team (June 14) 📞
 - 2023-358 Sharps container with spilled contents in parking garage (June 14)
 - 2023-361 Used needles and garbage (June 14)
 - 2023-362 Bag of pills and alcohol can found (June 17)
 - 2023-363 Street Outreach called to support patron (June 16) 📞
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Isabel Turner

- 2023-317 Stolen video game returned by pawn shop employee (May 17)
 - 2023-327 Stolen bike (May 20)
 - 2023-332 Beer cans found in public washroom (May 24)
 - 2023-343 Patron leaves personal belongings in accessible washroom (May 31)
 - 2023-345 Inappropriate teen behaviour, including weapons and alcohol (June 5) 📞
 - 2023-350 Patron injury (June 7)
 - 2023-351 Video game theft, unauthorized use of library account (June 8)
 - 2023-364 Suspicious behaviour outside branch leads to arrest (June 19) 📞
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Pittsburgh

- 2023-313 Beer can found outside library (May 16)
 - 2023-316 Patron displays restless behaviour, garbage left strewn (May 16)
 - 2023-318 Banned patron in library, police called (May 17) 📞
 - 2023-319 Patron in branch after closing (May 17)
 - 2023-349 Patron slow to exit at closing (June 6)
 - 2023-356 Patron falls outside branch (June 14) 📞
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Wolfe Island

2023-352 Alcohol containers outside branch (June 10)

2023-355 Empty THC container found outside branch (June 13)

Appendix C:

Summary of Patron Feedback (May 15 to June 19, 2023)

Accessibility

- An older adult suggested that large print items not be located on the bottom two rows of shelves. They like to browse and find the bottom two shelves impossible to access.
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Branch Operations

- A complaint was received regarding the membership renewal process and the requirement that patrons visit a branch in order to renew their card.
 - A request for the library to provide free menstrual products in all washrooms was received. (*Note: this is underway and will be implemented in Q2*)
 - A complaint was received after an adult patron was asked to move from the Central Teen Space to another area of the Library. They appreciated the combination of a padded chair, quiet corner and access to an outlet in the Teen Space.
 - An Isabel Turner Branch patron submitted the following comment: "Happy with your services, thank you!"
 - A patron who visited the Pittsburgh Branch, and another one who visited the Calvin Park Branch thanked us for the really excellent customer service they received from staff members.
 - A patron expressed appreciation for the Library's helpful staff and suggested that donation boxes be placed in libraries since we are no longer collecting overdue fines.
 - Compliments were received regarding a staff member who provided assistance to a patron who was printing a file at the Isabel Turner Branch. They wrote that the staff member was "so warm, gracious, and pro-actively helpful to guide me to a successful solution to print something from a PDF file. They couldn't have been lovelier. They made my day! What an asset for the Library"
 - A patron complained that notification of the All Staff Day closure was insufficient.
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Collections

- A compliment regarding our collections was received via Twitter "Kingston is so lucky to have such an amazing library. I stopped on my commute to school to pick up 2 picture books I'd reserved and left with this stack that connects to and enhances our learning in science, SS, math and health perfectly. Thank you @KFPL!"

- A DVD borrower expressed appreciation to the Library's Canadian and foreign films but expressed concern that TV series are "taking over the collection."
 - A patron wrote to say they were grateful for the reciprocal lending agreement that allows them to borrow books from other libraries through Libby.
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Facilities

- A patron asked about air purifiers to deal with airborne pathogens (during air quality advisory due to wildfire smoke).
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Programming

- Two patrons expressed appreciation for the Spice it Up program and asked that it continue. One expressed that they developed friendships through the program and expressed that they were able to attend because it was offered via Zoom.
 - Appreciation was expressed for the activities offered at Science Rendezvous
 - A patron wrote to let us know that they love the Death Café programs and were planning to attend the next one.
 - A program attendee sent a picture of their finished Crush this Craft program bud vase and asked that it be passed along to "our fantastic teacher."
 - Someone called to express interest in the program on Canada Pension Plan and Old Age Security Benefits but hoped it would be offered at a location other than the Central Branch, as they expressed that they don't feel safe visiting the branch.
 - One negative comment was received on a YouTube video promoting Drag Queen Storytime.
 - A patron messaged to let us know that the children's version of the Library's land acknowledgement was well done and that it relays a positive message.
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KFPL Report to the Board

Strategic Directions - 2023 Action Plans

Facilitate energizing experiences rooted in inclusivity and diversity.

The Library will be vibrant and welcoming. Embracing inclusivity and diversity, we will develop a deeper understanding of community needs and foster awareness of the Library's value.

Optimize spaces and services.

The Kingston Frontenac Public Library will celebrate our role as a community commons with optimized spaces and services that meet community needs.

Strengthen strategic partnerships and operations.

We will enhance our strategic partnerships to better support our communities and our staff. We will become a top-of-mind partner for other organizations. Engagement and development of our staff and leadership, along with data-driven decisions will allow us to do more with what we have.

Champion environmental accountability.

We will exemplify environmental accountability – both in our actions and through supporting community response to climate change. We will make our services sustainable, reduce our environmental footprint, foster environmental awareness and encourage community action.

Background

The Kingston Frontenac Public Library's previous strategic plan, Vision 2020, ran from 2013-2020. A number of the goals were achieved, including the renovation of the Central Branch, the development and implementation of a strategic marketing plan, and implementation of a Learning Management System.

In preparation for the development of a new strategic plan, the 2019-2022 Library Board reviewed their Ends' Statements in the Fall of 2021.

A steering committee was formed to guide the development of requests for proposals for consulting services, selection of consultants and to provide overall direction for both the new strategic plan and for an updated facilities plan for the Library. Community engagement conducted in Spring 2022 was used to inform both plans. The Library

Facilities Plan was adopted by the Board in September 2022, and the 2023 Strategic Plan was approved in December 2022.

The Library's vision, mission and values statements were also revised as part of the strategic planning process.

Situational Analysis

Capacity Constraints

Several major projects were underway when the 2023 strategic plan was approved at the end of 2022. Staff turnover, leaves of absence and vacant positions have added to the resource constraints impacting the ability to move some of the strategic initiatives forward.

Budget Considerations

The 2023 operating and capital budgets were approved by the Board and submitted to the City of Kingston prior to the 2023 Strategic Plan being finalized, so no additional funding was allocated to strategic planning initiatives.

Direction has been received regarding the 2024 operating and capital budgets following Kingston City Council's approval of the 2023-2026 Strategic Priorities and Implementation Plan at the end of May.

- The annual tax rate increases will reflect inflation plus 1% for capital, to a maximum of 3.5% with a downward projection, based on the following assumptions:
- Growth will average no less than 1% annually, with priority given to initiatives that will increase growth as a method for limiting tax rate increases;
- Service levels will generally remain stable with no major transfer of responsibilities from the Provincial Government; and
- The City's tax rate increases will be positioned among the lowest of other Ontario municipalities, based on available data.

In late summer, the City's Chief Financial Officer & City Treasurer sends a letter to external agencies that receive funding from the City to provide direction regarding annual budget increases for the following year.

2023 Action Plans

Facilitate energizing experiences rooted in inclusivity and diversity.

- Complete a programming and outreach evaluation and set new programming and

outreach priorities aligned with strategic directions.

- Determine scope, approach and tools to be used to conduct an audit of the Library's collections with respect to diversity and inclusion.
- Develop and implement community engagement and communications plans for the Isabel Turner Branch renovation project.

Optimize spaces and services.

- Work with City of Kingston Facilities Management & Construction Services staff on planning and design phase of the Isabel Turner Branch renovation project.
- Installation and implementation of Extended Hours Pilot Project at the Pittsburgh Branch.
- Review operational policies, procedures, and processes to ensure high-quality, efficient, and consistent customer service and support that align with strategic directions.
- Engagement with municipal staff and elected officials regarding the Library Facility Plan recommendations and capital planning.
- Complete Branch Hours Review with an adjustment of urban branch hours to take effect in September 2023.
- Review and assess Library technology needs in order to improve library services.

Strengthen strategic partnerships and operations.

- Conduct environmental scan of community agencies and review existing and potential partnerships.
- Review statistical data in analytical dashboards to inform staff decisions.
- Implement internal mentoring program, as recommended by the Workplace Inclusion Charter Committee.
- Review organizational structure and identify opportunities to align portfolios with strategic directions and initiatives.

Champion environmental accountability.

- Expand programming that educates and encourages community action on climate change and environmental issues, like the Repair Café and Kingston Youth Climate Council.
- Continued participation in the City of Kingston's Climate Leadership Working Group and Adaptation and Resilience Action Table.

- Identify opportunities for library services, programs and collections to become more sustainable.
- Conduct research into best practices to ensure that the procurement of goods and services actively promotes environmental stewardship.

KFPL Monitoring Report to the Board

Executive Limitation Policy L-10

Service Accessibility

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

Accordingly, the Chief Librarian may not:

1. Fail to maintain accessible, safe, clean and welcoming facilities.
2. Fail to ensure that everyone is treated with fairness, dignity and respect according to the approved Accessibility for Users with Disabilities Policy.
3. Fail to ensure resources are acceptably stored for ease of customer access and use.
4. Fail to maintain access to services and technology that bridge the Digital Divide.
5. Fail to ensure accurate, up-to-date, and comprehensive electronic access to the Library's resources.
6. Fail to keep the public informed on changes to services.
7. Fail to provide a regular user feedback process and integrate community engagement into decision-making and planning.

CEO Interpretation

I interpret this to mean that KFPL is committed to providing inclusive, diverse and equitable public library service across Kingston-Frontenac by maintaining spaces that are clean and safe, while meeting current and ongoing legislative obligations with respect to non-discrimination, accessibility, and information privacy.

Compliance will be demonstrated when:

- Organizational policies, processes and conduct reflect the Library's commitment to accessible, safe, clean and welcoming spaces.
- Policies, procedures and training requirements are in place to promote fair, dignified and respectful treatment of Library users.
- Library collections are organized in a logical and systematic arrangement with consideration to accessibility standards and best practices.
- Technology, programs and collections are available to the public to assist them in

accessing and evaluating digital resources.

- Changes, disruptions or additions to existing service levels are communicated to the public in a timely manner.
- Policies and procedures are in place to ensure community feedback is appropriately sought and considered in the planning and evaluation of service design and delivery.
- Mechanisms are in place for library users and community members to provide feedback.

Evidence of Compliance

Legislative requirements are followed with respect to the provision of accessible, safe, clean and welcoming facilities. Voluntary standards and best practices are regularly reviewed and incorporated into Library policies and procedures as appropriate.

- In addition to the requirements under the *Ontario Building Code*, the Library follows the City of Kingston's Facility Accessibility Design Standards where possible and makes every effort to go above and beyond accessibility requirements where feasible.

Library spaces, services and collections are reviewed regularly in consideration of accessibility, safety, and user experience.

- The Joint Health and Safety Committee (JHSC) meets at least quarterly to review and discuss matters related to workplace safety and accessibility, and by extension, the experience of library users in our branches.
- Monthly workplace inspection reports are completed for each location. Reports are reviewed and any deficiencies noted are corrected or reported to the appropriate party.
- Annual accessibility audits are completed for each library branch.
- Accessibility standards, guidelines and best practices are followed or considered in the design and implementation of digital services, such as the Library's website.

Fair, dignified and respectful interactions with Library users are central to service delivery at the Library.

- Operational documents are in place to outline service expectations for staff and protect against wrongful conditions, including, but not limited to:
 - o Standards of Conduct for KFPL Employees
 - o KFPL Employee Online and Social Media Policy
 - o Service Feedback Standards
 - o Access to Information and Protection of Privacy Policy
 - o Accessibility for Users with Disabilities Policy
- As part of the onboarding process, all new employees, volunteers and board members

complete required training on accessibility, workplace safety, cultural awareness, gender identity, indigenous issues and homelessness.

- Ongoing training is provided regarding accessibility, human rights and other topics as needed or appropriate.
- Library policies and procedures (e.g., Membership Procedures) provide direction to staff and ensure consistent treatment across the library system.

Library collections are consistently and systematically organized and are well-maintained to ensure ease of use.

- Branch shelves are regularly and methodically checked to ensure materials are in order.
- Collection layout in branches considers accessibility and ease of access.

KFPL actively works to increase patron access to and familiarity with the internet, digital resources, information literacy, computers and emerging technologies, and safe internet practices.

- Internet and computer access is provided at every library branch.
- Chromebooks and wireless internet hotspots are available to borrow.
- Online resources, such as LinkedIn Learning, provide courses to assist patrons in learning or upgrading their digital skills.
- Programs and resources are available to assist users in increasing their familiarity with new and emerging technologies, safe internet practices and a variety of other topics related to computers and technology.

Processes are in place to ensure that the Library's virtual services and collections are credible and relevant.

- New products are regularly evaluated and reviewed for possible inclusion in Library collections.
- Use and relevance of existing products is regularly considered, as is the provision of resources specific to Kingston-Frontenac, and the overall balance of the Library's digital services.

Service changes and interruptions are communicated through multiple channels.

- Service interruptions and accessibility notices are posted at the top of the website and may be also shared via email, phone or social media channels as appropriate.
- Planned service, program or collections changes are communicated via email newsletters, social media channels, website posts and in branches and other community locations via posters, bookmarks or TV slides, as appropriate.

- Sufficient notice is provided of major service changes (e.g., branch hours changes).

Community engagement and user feedback is collected through a variety of channels and is integrated into decision-making and planning.

- Reviewed annually by library staff and the Board, the Community Engagement Policy and KFPL Community Engagement Toolkit is in place to ensure community engagement takes place in a consistent and systematic way.
- Feedback is regularly collected using a variety of methods, including suggestion boxes in branches, through email, telephone and via social media platforms.
- Comments and suggestions are logged and reviewed by the management team regularly and are reported on to the Board in the Chief Librarian Communication.
- As required by the Community Engagement Policy, feedback is proactively sought on qualifying projects.

Statements of Compliance

- Legislative requirements, industry standards and best practices are followed or considered with respect to ensuring the Library's facilities are accessible, safe, clean and welcoming.
- Every effort is made to ensure everyone is treated with fairness, dignity and respect according to the approved Accessibility for Users with Disabilities Policy.
- Resources are stored for ease of customer access and use.
- Technology and services that bridge the Digital Divide are provided by the Library.
- The Library's electronic resources are accurate, up-to-date, and comprehensive.
- Every effort is made to keep the public informed on changes to services.
- Processes are in place to ensure community engagement and user feedback is incorporated into decision-making and planning.

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

June 20, 2023

KFPL Board By-laws (DRAFT)

1. First Meeting of the Kingston Frontenac Public Library Board

- 1.1. The Chief Librarian / CEO shall call a meeting of the Kingston Frontenac Public Library Board [the “Board”], within one month of the appointment of a new Board in each term and on written notice to all persons appointed as Board members, as per the *Public Libraries Act*, RSO 1990, c. P.44, s. 14(1) [the “PLA”].

2. Elections for Officers of the Board

- 2.1. At the first meeting of the new term, the Chief Librarian / CEO shall call the meeting to order and read the names of the members appointed to the Board.
- 2.2. The Chair and the Vice-Chair shall be elected by the Board at its first meeting in the new term and then at the first meeting in each year of its term. [PLA, s. 14(3)]
- 2.3. The Chief Librarian / CEO shall act as chair *pro tem* during the election for the position of Chair.
- 2.4. Nominations for Chair shall be made, with no seconder required. Nominations shall be closed by motion made and seconded. If only one person has been nominated, that person shall be declared elected. If more than one person has been nominated, the Chair shall be elected by secret ballot. The member receiving 50% plus one of the votes cast shall be declared elected as Chair by the Chief Librarian / CEO but the vote count shall not be disclosed. Should no member receive 50% plus one of the votes, the Chief Librarian / CEO shall declare this and balloting shall proceed until a Chair is elected.
- 2.5. Following election, the Chair shall chair the meeting and call for nominations for Vice-Chair. If the Chair is not present, the Chief Librarian / CEO shall call for nominations for Vice-Chair. The election of Vice-Chair shall be conducted in the same manner as that for Chair.
- 2.6. If neither the Chair nor the Vice-Chair are in attendance at a meeting, members of the Board shall, by motion, appoint one of their own members to be Chair *pro tem*. [PLA, s. 14(4)]
- 2.7. In the event that the office of Chair becomes vacant, the Vice-Chair shall assume the office for the unexpired term. In the event the office of Vice-Chair becomes

vacant, a new Vice-Chair shall be elected in the same manner as outlined above.

- 2.8. The Chair and Vice-Chair shall hold office for the duration of a one-year term or until their successors are elected.

3. Meeting Frequency

- 3.1. Eight (8) Regular meetings shall be scheduled in each year.
- 3.2. The newly appointed Board shall decide the normal date, time and location for meetings at the first meeting of each term, subject to change by a majority vote.
- 3.3. Special meetings of the Board may be called by the Chair or any two members by giving each member reasonable notice in writing, specifying the purpose for which the meeting is called. [PLA, s. 16(2)]

4. Notification of Meetings

- 4.1. The Chair, through the Chief Librarian / CEO, shall give notice of each regular and special meeting to the members. The notice shall be accompanied by the agenda and any other matter to be brought before the meeting. The Chair and Chief Librarian/CEO shall be responsible for the preparation of the agenda. Any member wishing to place an item on the agenda may do so by making a request to the Chair or Chief Librarian / CEO at least 9 days prior to the meeting.
- 4.2. Minutes of the previous regular meeting and any special meetings, a written agenda, and reports relevant to the meeting shall be prepared and available no later than 8 days preceding the day of the regular meeting.
- 4.3. Notice of meetings shall be posted on the Kingston Frontenac Public Library website.
- 4.4. A person's lack of receipt of the notice of a regular or special meeting shall not affect the validity of holding the meeting or any action taken thereafter so long as a quorum is obtained at the meeting.

5. Open Meetings

- 5.1. In this section, "meeting" means any regular, special, committee or other meeting of the Board. "Committee" means any advisory or other committee, subcommittee or similar entity of which 50% of the members are also members of the Board. [PLA, s. 16.1(1)]

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- 5.2. All Board meetings shall be open to the public, in accordance with the PLA, except the Board may vote to hold a portion of its meeting closed to the public, in those instances delineated in the PLA where the subject matter being considered is:
- a) the security of the property of the Board;
 - b) personal matters about an identifiable individual;
 - c) a proposed or pending acquisition or disposition of land by the Board;
 - d) labour relations or employee negotiations;
 - e) litigation or potential litigation, including matters before administrative tribunals, affecting the Board;
 - f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose; or,
 - g) a matter in respect of which the Board or committee of the Board may hold a closed meeting under another Act. [PLA, ss. 16.1(2) and (4)]
- 5.3. In addition, a meeting shall be closed to the public if the subject matter relates to the consideration of a request under the *Municipal Freedom of Information and Protection of Privacy Act* [MFIPPA] (or its successor legislation) if the Board or a committee of the Board is the head of an institution for the purposes of that Act. [PLA, s. 16.1(5)]
- 5.4. Before holding a meeting or part of a meeting that is to be closed to the public, a Board or committee of the Board shall state by resolution:
- a) the fact of the holding of the closed meeting; and,
 - b) the general nature of the matter to be considered at the closed meeting. [PLA, s. 16.1(6)]
- 5.5. A meeting shall not be closed to the public during the taking of a vote unless:
- a) sections 5.2 or 5.3 permit or require the meeting to be closed to the public; and
 - b) the vote is for a procedural matter or for giving directions or instructions to officers, employees, or agents of the Board or committee of the Board or persons retained by or under contract with the Board. [PLA, ss. 16.1(7) and (8)]
- 5.6. The Chair may expel any person for improper conduct (as defined by KFPL's *Patron Code of Conduct*) at a meeting [PLA, s. 16.1(3)].

6. Quorum

- 6.1. Quorum for any regular or special meeting of the Board shall consist of a majority of Board members. [PLA, s. 16(5)]
- 6.2. A meeting shall be called to order by the Chair at the appointed hour. Should there be no quorum present fifteen (15) minutes after the time appointed for the meeting, the Secretary shall record the names of those present and:
 - a) the meeting shall stand adjourned or,
 - b) a special meeting shall be called at a later date, or
 - c) the members shall constitute themselves as a Committee dealing with such agenda items as they see fit and make recommendations at the next meeting.
- 6.3. Should a quorum no longer be present during a meeting, no further business may be conducted. [PLA, s. 16(5)]
- 6.4. If notified by a majority of Board members of their anticipated absence from a meeting, the Secretary shall notify all members of the Board that the meeting is cancelled. The meeting shall be rescheduled.

7. Rules of Order

- 7.1. Meetings shall be conducted according to Robert's Rules of Order, 12th Edition.

8. Voting

- 8.1. Voting on motions shall be tallied by the Chair.
- 8.2. The Chair or acting Chair may vote with the other Board members on all motions. Any question on which there is an equality of votes shall be deemed to be negative. [PLA, s. 16(6)].

9. Multi-media Attendance at Meeting

- 9.1. In circumstances when a Board member is unable to attend a meeting in person, attendance by telephone or video conference will be permitted.
- 9.2. Full voting rights shall be allowed only when the Board member participates in the entire discussion on a given item.
- 9.3. Arrangements to attend a meeting via telephone or video conference shall be the

responsibility of the Board member and shall be made by notifying the Administrative Assistant to the Chief Librarian / CEO, ideally no later than 24 hours prior to the meeting, if possible.

10. Appointments of Board Members to Community and Library Organizations

- 10.1. The Board may, from time to time, appoint a member of the Board, a staff member, or a community representative to represent the Board on community and library organizations, including:
- a) Ontario Library Service Board Assembly;
 - b) Kingston Literacy & Skills Board; and,
 - c) others as required/determined
- 10.2. The appointments shall be made at the discretion of the Board and shall be reviewed annually.

11. Order of Business

- 11.1. At any regular meeting of the Board, the order of business may be:
- a) Statement of Solidarity and Acknowledgement
 - b) Call to Order
 - c) Adoption of the Agenda
 - d) Disclosure of Conflict of Interest
 - e) Delegations/Presentations
 - f) Adoption of Minutes
 - g) Business Arising from the Minutes
 - h) Consent Agenda
 - Information Items (e.g., Correspondence)
 - Information Reports
 - i) Required Approvals Agenda
 - Monitoring Reports
 - Policy Review and Approval
 - Action Items
 - j) Other Business
 - k) Adjournment

- 11.2. The Board may at any time suspend or vary the order of business or add an item to the agenda by direction from the Chair without opposition, or by motion and majority vote of the members present.

12. Delegations

- 12.1. Requests to appear in delegation shall be submitted to the Chief Librarian / CEO no later than 4:00 p.m. on the day prior to the Meeting at which the delegation desires to be heard.

The request to appear in delegation shall be in writing and shall include an indication of the number of people attending and the subject of their address.

- 12.2. A delegation shall only address a Meeting with respect to an item on the Required Approvals Agenda and shall confine their remarks to such item.
- 12.3. Upon receipt of a request, the Chief Librarian / CEO shall confirm the time and place at which the delegation shall address the Board, and the rules and procedures that relate to delegations.
- 12.4. Each delegation shall have a maximum of five (5) minutes to speak, exclusive of the time required to answer questions posed by the Board.
- 12.5. Board members may ask questions of the delegation in order to seek clarification or ask for additional information only and shall not express opinions or enter into debate or discussion with a delegation. Staff may also be asked to provide clarification or to confirm information.
- 12.6. No delegations shall be permitted on the following topics:
- a) labour relations or staff negotiations;
 - b) a Notice of Motion;
 - c) litigation or administrative tribunal proceedings that are either expected to proceed, that are currently proceeding, or that have already been decided by a court or tribunal;
 - d) tenders, requests for proposals, or other procurement issues;
 - e) any matter that is properly the subject of a Closed Session.
- 12.7. In accordance with MFIPPA, notes taken of any presentation and/or written submission at the meeting, along with the delegation's name, will become part of the public record and will be published as part of the agenda and/or minutes of

the meeting. These documents will also be posted to the Board's website and made available to the media.

- 12.8. Delegations may not provide personal information (including views or opinions) about someone else, as defined in MFIPPA as "personal information", without confirming in the presentation that prior agreement of that individual has been given.
- 12.9. Personal information about someone else, received in delegations, will not be published by the Board without the written permission of the identified individual, according to the requirements of MFIPPA.
- 12.10. If the number of delegations exceeds what can reasonably be scheduled at any particular meeting, the Chair, after consulting with the Board, may move to:
 - a) defer a decision to a time at a regular meeting at which all the delegations can be heard, or
 - b) decide to hold a public participation meeting, rather than hear from delegations at a regular meeting.

13. Presentations

- 13.1. Anyone invited by the Board to present a report or to address a Board matter shall form a presentation.
- 13.2. The Chief Librarian shall confirm in writing the time and place at which the presenters shall address the Board.
- 13.3. A maximum of fifteen (15) minutes shall be provided for each presentation, exclusive of the time required to answer questions posed by the Board.

14. Correspondence

- 14.1. Correspondence related to Board matters may be sent to the Kingston Frontenac Public Library Board or the Chief Librarian/Chief Executive Officer.
- 14.2. Correspondence is formally received at the Board meeting and becomes part of the record of the public Board meeting.
- 14.3. Personal information about the author of any correspondence will become part of the public record, as per MFIPPA.
- 14.4. Personal information about someone else, not the author of the correspondence,

will not be published by the Board without written permission of the identified individual, as per MFIPPA.

15. Meeting Minutes

- 15.1. Once approved, minutes of meetings are the official record of decisions and provide direction for the Board and Staff.
- 15.2. Minutes are approved at the next meeting of the Board and signed by the Chair and Recording Secretary.
- 15.3. Approved minutes (excluding closed meeting minutes) are public documents and shall be made available to the public.
- 15.4. Minutes of closed meetings are kept separately and held to be confidential.

16. Amendment of By-laws

- 16.1. By-laws may be amended in response to legislation or when circumstances change.
- 16.2. Any member of the Board can propose a review or an amendment of a by-law.
- 16.3. All members of the Board will receive notice and details of by-law changes at the Board meeting prior to the meeting at which time a motion for amendment may be tabled.
- 16.4. Any of the preceding clauses of these By-laws may be repealed or amended by notice of motion given at any regular meeting of the Board. Approval of the motion to repeal or amend shall be by a two-thirds majority of votes cast at the next regular meeting of the Board.

Amended by Motion # on .