

AGENDA

Regular Meeting #2023-07

Kingston Frontenac Public Library Board

September 27, 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
2. Adoption of the Agenda / Addendum (motion)
3. Disclosure of Conflict of Interest
4. Delegations
5. Adoption of Minutes
 - 5.1. Regular KFPL Board Meeting #2023-06 of June 28, 2023 (attached) (motion)
 - 5.2. Special KFPL Board Meeting #2023-S01 of August 10, 2023 (attached) (motion)
6. Business Arising from the Minutes

Consent Agenda

7. Information Items
 - 7.1. Correspondence / Information Received and Sent
 - 7.1.1. Received from the Mayor, City of Kingston, a letter dated August 15, 2023 with information pertaining to 2024 Annual Budget Preparations, including additional instructions from the City Treasurer.
8. Information Reports
 - 8.1. Chief Librarian Communication (attached)
 - 8.2. Budget Variance Report, as of June 30, 2023 (attached)

- 8.3. Request for Review of Library Materials (Q2-2023)
(no requests for review to report on for Q2-2023)
- 8.4. Statistical Report (Q2-2023) (to be added)
- 9. Motion to accept Consent Agenda (motion)

Required Approvals Agenda

- 10. Monitoring Reports
 - 10.1. Communication and Counsel (report attached) (motion)
 - 10.2. Financial Condition (Q2-2023) (report attached) (motion)
 - 10.3. Staff Relations and Volunteers (report attached) (motion)
- 11. Policy Review and Approval
 - 11.1. Accessibility for Users with Disabilities (report and policy attached) (motion)
- 12. Action Items
 - 12.1. 2023 Board Workplan – revised (attached) (motion)
 - 12.2. Appointment of Library Board Representative to Ontario Library Service Board Assembly (motion)
 - 12.3. Strategic Planning Committee – dissolution (motion)

Other Business

- 13. Ownership Linkages and Board Education (report attached)
- 14. Presentation: Ontario Municipal Employees' Retirement System (OMERS)

Adjournment and Next Meeting

Regular Board Meeting, Wednesday, October 25, 2023 at 5:00 p.m., Meet 1, Central Branch.

MINUTES (unconfirmed)

Regular Meeting #2023-06

Kingston Frontenac Public Library Board

June 28, 2023 at 5:00 PM

Meet 1, Central Branch

Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Dr. Mark Asberg (virtual), 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, Dorothy Dickson

Absent / Regrets: Mary Beth Gauthier

1. Call to Order

The meeting was called to order at 5:06 p.m.

2. Adoption of the Agenda

Motion #: 2023-44

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

That the agenda and addenda be adopted as distributed.

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 #2023-05 of May 24, 2023

Motion #: 2023-45

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

That the minutes of Regular Meeting #2023-05 of the Kingston Frontenac Public Library Board held May 24, 2023 be adopted as circulated.

Carried

Consent Agenda

5. Information Items

5.1. Correspondence / Information Received and Sent

- 5.1.1. Received from CUPE Local 2202, a letter dated June 26, 2023, regarding the Ontario Municipal Employees Retirement System (OMERS) Plan Risk Assessment process currently underway.

6. Information Reports

6.1. Chief Librarian Communication

The following answers were provided in response to questions about information provided in this report:

- Recent meetings with City partners in response to disruptive youth behaviour in west-Kingston have started to produce results. Paid police patrols of the Lion's Civic Garden are taking place, and the City launched a series of park events last week. Additional meetings will be scheduled to discuss future endeavours.
- The garden shed at the Calvin Park branch is owned by Loving Spoonful as part of the community garden. The porch on the shed was originally intended as a space for washing vegetables, etc., but there are ongoing issues with substance use, people sleeping on the porch and drug paraphernalia and garbage being left behind. The porch was screened in to prevent these issues, but this hasn't eliminated the incidents and resulting health and safety concerns. Discussions with Loving Spoonful continue to find a more permanent solution to the issue.
- Shelving height has been lowered at several branches to increase accessibility and sightlines, and where possible bottom shelves are not used. Shelving that has the bottom shelf raised slightly from the floor is being looked at for future shelving installations. Patrons that have issues accessing top and bottom shelves are encouraged to ask staff for assistance.
- Given the complexities associated with a pension plan, it might be useful to have someone from OMERS speak to the Board as part of the consideration of the correspondence from CUPE Local 2202.

6.2. Strategic Direction – 2023 Action Plans

7. Motion to accept Consent Agenda

Motion #: 2023-46

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

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. Service Accessibility

Motion #: 2023-47

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

That the Board has assessed the Chief Librarian's monitoring report on Service Accessibility (L-10) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

10. Policy Review and Approval

10.1. KFPL Board By-laws

Motion #: 2023-48

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

That the Board approve the KFPL Board By-laws.

Carried

10.2. Drag Storytime – Statement of Support from Canada's Library Associations

KFPL has hosted multiple Drag Storytimes without issue, most recently in partnership with Kingston Pride and the City of Kingston on June 17th in market square. However, libraries in other areas of the province have experienced disruptive, political protests at their events. In response to the increasing volume of protests and hate directed at Drag Storytimes, the Ontario Library Association (OLA) along with The Partnership, have drafted this statement of support. It has been brought forward to the Board for information and possible endorsement.

Motion #: 2023-49

Moved by: E. Goodyear-Grant

Seconded by: J. Kingsland

That the Board endorse 'In Defense of Drag Storytime: A Statement of Support from Canada's Library Associations'.

Carried

Other Business

11. Ownership Linkages and Board Education

Discussion at previous meetings established that a survey identifying personal and professional linkages, as well as other knowledge gaps, should be circulated to Board members as a basis for further discussion. The upcoming branch bus tour, and additional training modules that will be rolled out this summer, will also be helpful in identifying engagement needs. The survey will be distributed in August, with a summary report provided as part of the September agenda package.

12. Board Orientation

12.1. Library Facilities Plan

L. Carter provided an overview of the development and approval process and highlighted key recommendations.

12.2. Annual Budget Estimates

L. Carter provided an overview of the budget planning process in preparation for the budget approval process later this year.

Adjournment / Next Meeting

There being no further business, W. Stephen moved to adjourn the meeting at 6:29 p.m.

The next regular Board Meeting will be held at 5:00 p.m., Wednesday, September 27, 2023, Meet 1, Central Branch.

Signatures:

Alan Revill, Chair

Amy Rundle, Recording Secretary

MINUTES (unconfirmed)

Special Meeting #2023-S01

Kingston Frontenac Public Library Board

August 10, 2023 at 8:30 AM

Meet 1, Kingston East Community Centre

Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Anne Brunner, Alicia Cappello, Dr. Elizabeth Goodyear-Grant, Jane Kingsland, 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), Amy Rundle (Recording Secretary), Tim Stranak (Manager, Facilities)

Absent / Regrets: Dr. Mark Asberg, Councillor Ray Leonard

1. Call to Order

The meeting was called to order at 8:34 a.m.

2. Adoption of the Agenda

Motion #: 2023-50

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

That the agenda and addends be adopted as distributed.

Carried

3. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

4. Delegations

There were no delegations.

Required Approvals Agenda

5. Branch Hours Review

5.1. Rideau Heights Branch – hours of operation

Motion #: 2023-51

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

That the Board approve, on a permanent basis, an 8:00 p.m. closure Monday through Thursday at the Central, Calvin Park and Isabel Turner branches.

Carried

Motion #: 2023-51

Moved by: M. Gauthier Seconded by: A. Cappello

That the Board approve the hours of operation for the Rideau Heights Branch as presented below, to take effect October 2023.

Monday..... 10 a.m. to 8 p.m.

Tuesday..... 10 a.m. to 2 p.m.

Wednesday..... 10 a.m. to 8 p.m.

Thursday..... 10 a.m. to 2 p.m.

Friday 9 a.m. to 5 p.m.

Saturday 9 a.m. to 5 p.m.

Sunday CLOSED

Carried

Other Business

There was no additional business.

Adjournment / Next Meeting

There being no further business, J. Ross moved to adjourn the meeting at 8:40 a.m.

The next regular Board Meeting will be held at 5:00 p.m., Wednesday, September 27, 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: September 27, 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

The Central, Isabel Turner and Calvin Park branches continue to experience a high rate of incidents, both inside and outside the branches. Many of these incidents are related to the housing, mental health and addictions crisis in Kingston.

Staff are continuing to work with community supports, including Kingston Police, to address the issues. Staff from the Downtown Kingston Welcoming Streets initiative are including the Central Branch in their outreach. The Welcoming Streets initiative is supported by two dedicated professionals from the mental health and addictions sector, one from the Downtown Kingston BIA and one from Addictions and Mental Health Services KFLA (AMHS).

Increased security patrols of the parking garage at the Central Branch and an upgrade to lighting in the space have been initiated. A Brave sensor, a reverse-motion sensor system that passively monitors public bathrooms and washrooms for signs of overdose and other emergencies, has been purchased for installation in the Central Branch accessible washroom.

Nightly exterior security patrols are also being added at the Calvin Park Branch in the short-term, and discussions are taking place with Loving Spoonful with respect to garden shed security and retrofits.

Facilities Project Updates

The Waaban Crossing project team completed the reconstruction of the dry stack stone wall at the Pittsburgh Branch early this summer.

Work on the exterior of the Bishop's House has been completed.

Pothole repairs were completed in the Isabel Turner Branch parking lot.

The RFP (Request for Proposals) for architectural and engineering consultants for the Isabel Turner Branch renovation project was issued by the City of Kingston in June, closed in mid-July and was awarded to The Ventin Group at the end of August. The initial meeting between City staff, Library staff and the consultants has been scheduled for late-September.

Installation and testing of Extended Hours technology, lighting, public address and security systems was completed over the summer by the Library's Facilities and Information Systems staff and local contractors in preparation for the launch of the service in early October.

Working with City of Kingston Facilities staff, planning for roof repairs at Calvin Park is underway. The repairs are expected to take place this Fall.

Lighting in the covered parking area at the Central Branch was reviewed this summer in response to security and health and safety concerns, and installation of upgraded lighting is underway, with completion expected by end of September.

Staffing Updates

Several people joined the KFPL staff team this summer:

- Elena Rakhuba, Tyler Matthews, Gabrielle Janfield, Vanessa Gillatly, Kelly Murdoch, Emerald White began their Page positions.
- Kaitlyn Vanderschoor started as a Relief Library Assistant (Urban).
- Leslie York was the successful candidate for the Temporary Library Assistant position in Sydenham, filling in for Kory Melnick who has taken on a temporary role as Projects Librarian.
- Josh Alessandro and Nigel Spink started as Technology Tutors in mid-September.

Pages Ryan Leslie, Karina McMullen, Mary Mekhaeil and Nikita Ravindran left the Library to pursue other opportunities or post-secondary education.

Staff Training and Professional Development

Kristen Lemay was accepted into the 2023-24 cohort of the Canadian Urban Library Council's (CULC) Public Library Leaders Program. The 15-month program is designed for library managers who aspire to move into more senior leadership roles. The Program combines sessions with senior library executives, an instructional program with key learning outcomes, individual mentorship, and group work with peer leaders from across the country.

Anne Hall attended the 2023 Ontario Genealogical Society Virtual Conference in early

September. The theme was “Diversity in Genealogy with a Spotlight on the Grand River.”

All Library staff were assigned training regarding the Duty to Report child abuse and neglect.

Programs and Events – New and Notable

Summer Reading Clubs engaged readers of all ages this summer via our new online platform. Children, teens, and adults logged reading sessions, minutes, or books in three separate programs, with monthly and grand prizes draws for gift cards and other prizes.

1,000 Books Before Kindergarten (1BBK), a free literacy program for newborns, babies, toddlers, and preschoolers, launched at KFPL late this summer. The goal is to read 1,000 books with children before they start Kindergarten. Financially supported by the Friends of the Kingston Frontenac Public Library, participants earn a book bag once they’ve reached 500 books, and a certificate and Kindergarten workbook once they complete the program.

The KFPL Teen Reading Challenge launched September 18 and runs until the next round of summer reading programs start again in June 2024. Aimed at ages 13-17, the challenge encourages teens to keep reading throughout the year. Teens can signup all through the year, and draw entries are earned for a variety of activities, including books read for school, reviewing books, and taking photos at favourite library branches.

Three Drag Queen Story Times were held this summer – in the amphitheatre behind Kingston City Hall in partnership with Kingston Pride in June, in July at the Calvin Park Branch, and in August at the Sydenham Branch. Approximately 275 people attended the three events, and response from those who attended was very positive. Some negative comments were received through social media and two Facebook accounts were blocked following multiple reminders regarding respectful online behaviour and communication.

Programs for all ages were held across Kingston and Frontenac County this summer, at library branches and out in the community. Programming and Outreach staff also represented the Library at a variety of community events, fairs and festivals.

Marketing and Engagement

Kingston Frontenac Public Library is now in the Stocard app! Patrons can store a KFPL-branded library card along with their other loyalty cards.

Two drop-in community engagement sessions were held at the Rideau Heights Branch in July to get feedback on proposed new hours of operation.

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)

- June 20 to September 15, 2023

Limestone District School Board Community Partner Meeting

- June 21, 2023

Union Management Committee Meeting

- June 26, 2023

Community Check-In Call with Mayor Paterson

- June 28, 2023

Meeting with A. Fenton, Loving Spoonful

- July 13, 2023

Community Engagement Open House at the Rideau Heights Branch

- July 14, 2023

Library Board Bus Tour

- August 10, 2023

2024 Capital Budget planning meeting, with D. Korneluk, City of Kingston, and N. Charles and T. Stranak

- August 14, 2023

Meeting with City of Kingston Facilities Management & Construction Services staff regarding Isabel Turner Branch renovation project meeting, with T. Stranak

- August 17, 2023

Non-Core Asset Management Plan meeting

- August 22, 2023

Homelessness Collective Impact Committee meeting

- August 25, 2023

Drag Queen Story Time at the Sydenham Branch

- August 26, 2023

Meeting with U. Wilkinson, Friends of the Kingston Frontenac Public Library

- August 29, 2023

Meeting with M. Currier and J. Wilde, Downtown Kingston

- August 30, 2023

Librarians' Meeting

- September 12, 2023

Friends of the Kingston Frontenac Public Library Board Meeting

- September 12, 2023

Meeting with S. Fraser, Kingston Police Force

- September 14, 2023

Meeting with Mayor Paterson and D. Kennedy, regarding 2024 City of Kingston Budget process, with A. Revill and C. Ridgley

- September 14, 2023

Appendix B:

KFPL Incident Reports by Branch (June 20 to September 15, 2023)

Calvin Park

- 2023-366 Two young men proselytizing in courtyard (June 20)
- 2023-373 Problem opening main entrance door (June 24)
- 2023-375 Garden shed vandalized (June 23)
- 2023-376 Mess and syringe tip left in accessible stall (June 26)
- 2023-378 Disruptive patron threatens other patrons (June 28)
- 2023-380 Agitated/paranoid patron behaviour (June 27)
- 2023-381 Upset children (June 30)
- 2023-382 Child's bike stolen (July 3)
- 2023-386 Banning notice delivered (July 5)
- 2023-387 Patron inquiry about security footage (July 5)
- 2023-401 Garbage and empty alcohol container by shed (July 11)
- 2023-405 Patron fell outside branch, assistance provided (July 14) 📞
- 2023-407 Drug paraphernalia outside branch (July 17)
- 2023-409 Pillowcase of empty liquor bottles outside (July 22)
- 2023-410 Banned patron asked to leave (July 22)
- 2023-427 Beer can in washroom (Aug. 1)
- 2023-428 Broken bottle in parking lot (Aug. 1)
- 2023-430 Banned patron in branch, police called (Aug. 1) 📞
- 2023-433 Multiple interactions with teen patron (Aug. 2)
- 2023-434 Concern for anxious patron (Aug. 2)
- 2023-437 Difficult patron interactions (July 25)
- 2023-440 Concern for patron in distress (Aug. 2) 📞
- 2023-441 Banned patron in branch (Aug. 3)
- 2023-447 Banned patron in branch (Aug. 8)
- 2023-458 Lighter and pen by garden shed (Aug. 11)
- 2023-468 Patron camping outside (Aug. 14)
- 2023-474 Banned patron in branch, police called (Aug. 15) 📞
- 2023-475 Hostile interaction with patron (Aug. 16)

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- 2023-500 Broken desk and shopping cart outside branch (Aug. 30)
 - 2023-501 Drug paraphernalia and garbage outside branch (Aug. 31)
 - 2023-511 Garbage at exterior book drop (Sept. 3)
 - 2023-517 Dead cat found on library property (Sept. 9)
 - 2023-521 Individual camping outside (Sept. 12)
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Central

- 2023-368 Patron behaviour (June 20)
- 2023-370 Alcohol container found (June 22)
- 2023-371 Person asleep near emergency exit (June 22)
- 2023-372 Potential stolen magazines (June 24)
- 2023-379 Smoking from glass pipe in parking garage (June 29)
- 2023-383 Teens on church roof (July 3)
- 2023-385 Smoking in study room (July 5)
- 2023-388 Alcohol container in garbage (July 6)
- 2023-391 Patron banned (July 6) 📞
- 2023-393 Ambulance called for patron in distress (July 6) 📞
- 2023-394 Multiple alcohol containers (July 6)
- 2023-395 Patron likely consuming alcohol (July 6)
- 2023-398 Verbally aggressive patron (July 8)
- 2023-399 Patron questioning ban (July 10)
- 2023-404 Broken syringe and tinfoil (July 15)
- 2023-408 Patron shouting in washroom (July 17) 📞
- 2023-413 Person sleeping in parking garage (July 25)
- 2023-415 Banned patron in library, asked to leave (July 25)
- 2023-416 Patron crying at public computers (July 25)
- 2023-419 Agitated patron asking for computer (July 26)
- 2023-420 Patron refuses to leave accessible washroom (July 27) 📞
- 2023-422 Banned patron in branch (July 27) 📞
- 2023-423 Wellness check on couple outside (July 28) 📞
- 2023-424 Patron sleeping in genealogy room (July 29)
- 2023-435 Beer can (Aug. 1)

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- 2023-439 Disrespectful patron behaviour (Aug. 2)
 - 2023-443 Alcohol in garbage (Aug. 3)
 - 2023-446 Concerning conversation with patron (Aug. 5)
 - 2023-448 Patron violates ban again (Aug. 4) 📞
 - 2023-452 Bike theft (Aug. 9)
 - 2023-455 Patron (Aug. 10)
 - 2023-462 Theft of items from bike rack area (Aug. 11)
 - 2023-464 Garbage around perimeter of building (Aug. 11)
 - 2023-465 Possible stolen item (Aug. 12)
 - 2023-467 Human waste on building exterior (Aug. 14)
 - 2023-469 Evidence of drug use outside branch (Aug. 14)
 - 2023-471 Confrontational patron (Aug. 15)
 - 2023-472 Banned patron at branch (Aug. 14) 📞
 - 2023-473 Patron violates ban again (Aug. 15) 📞
 - 2023-477 Patron blocked on Facebook (Aug. 17)
 - 2023-478 Human feces in parking garage (Aug. 17)
 - 2023-479 Public urination in parking garage (Aug. 17)
 - 2023-481 Ban delivered (Aug. 18)
 - 2023-483 Potentially banned patron in branch (Aug. 19)
 - 2023-484 Group account blocked on Facebook (Aug. 19)
 - 2023-491 Religious pamphlet placed in books (Aug. 22)
 - 2023-494 Banned patron trespasses (Aug. 28) 📞
 - 2023-496 Banned patron trespasses again (Aug. 29) 📞
 - 2023-497 Banned patron returns again (Aug. 29) 📞
 - 2023-498 Banned patron in library (Aug. 29)
 - 2023-506 Banned patron at Central (Sept. 1)
 - 2023-508 Vandalized car in parking garage (Sept. 3)
 - 2023-510 Banned patron visits Central again (Sept. 6)
 - 2023-512 Drugs in underground parking (Sept. 8)
 - 2023-513 Unconscious people in underground parking lot (Sept. 7) 📞
 - 2023-514 Patron violates ban (Sept. 8)
 - 2023-515 Drug paraphernalia and garbage in covered parking lot (Sept. 8)

- 2023-516 Banned patron asked to leave library (Sept. 9)
 - 2023-518 Banned patron trespasses (Sept. 9) 📞
 - 2023-519 Banned patron trespasses again (Sept. 11) 📞
 - 2023-520 Banned patron in covered parking lot (Sept. 12)
 - 2023-523 Banned patron trespasses again (Sept. 12)
 - 2023-524 Patron in staff-only area (Sept. 13)
 - 2023-525 Banned patron in library again (Sept. 13)
 - 2023-528 Banned patron arrested (Sept. 13) 📞
 - 2023-530 Patron spends extended time in access washroom (Sept. 14)
 - 2023-529 Patron wellness check, assistance offered (Sept. 14)
 - 2023-531 Alcohol container in women's bathroom (Sept. 14)
 - 2023-533 Medical crisis outside library (Sept. 15) 📞
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Isabel Turner

- 2023-369 Drug use on back steps (June 21) 📞
- 2023-384 Patron leaves bags unattended at staff entrance (July 5) 📞
- 2023-390 Alcohol containers in branch garbage (July 6)
- 2023-392 Pawn shop returns presumably stolen game (July 6)
- 2023-397 Teen drug activity in park (July 8) 📞
- 2023-400 Youth climbing awning over bike racks (July 10)
- 2023-402 Patron unplugging public computer (July 14)
- 2023-406 Teen assaulted and cell phone stolen (July 14)
- 2023-417 Animal surrendered (July 26) 📞
- 2023-421 Drugs and alcohol in park (July 27) 📞
- 2023-429 Alcohol bottle found (July 31)
- 2023-431 Broken window (Aug. 1)
- 2023-432 Banned patron at branch (Aug. 2) 📞
- 2023-436 Beer can (Aug. 2)
- 2023-438 Banned patron inquiring about status (Aug. 2)
- 2023-444 Vehicle damaged in parking lot (Aug. 5)
- 2023-450 Personal belongings (Aug. 8)
- 2023-456 Banned patron at branch (Aug. 10)

- 2023-459 Banned patron returns, police called (Aug. 11) 📞
 - 2023-461 Banned patron returns (Aug. 11) 📞
 - 2023-463 Banned patron at branch again (Aug. 12) 📞
 - 2023-466 Patron late leaving at closing time (Aug. 12)
 - 2023-480 Alcohol cans found in washroom (Aug. 17)
 - 2023-482 Teen drug use in park (Aug. 18) 📞
 - 2023-487 Empty alcohol bottles outside branch (Aug. 22)
 - 2023-488 Group of teens with bong in park (Aug. 23) 📞
 - 2023-489 Disruptive patron (Aug. 24)
 - 2023-490 Teens with bong in park (Aug. 24)
 - 2023-492 High volume of garbage outside branch (Aug. 28)
 - 2023-495 Alcohol, drug paraphernalia outside branch (Aug. 29)
 - 2023-499 Graffiti on exterior of building (Aug. 30)
 - 2023-502 Disruptive patron asked to leave (Aug. 31) 📞
 - 2023-503 Alcohol beverage can found (Aug. 31)
 - 2023-504 Alcohol drink can found (Aug. 31)
 - 2023-505 Banned patron inquiring about ban, police called (Sept. 1) 📞
 - 2023-509 Distraught patron calls branch (Sept. 5)
 - 2023-526 Alcohol bottle outside branch (Sept. 13)
 - 2023-532 Patron requests methadone assistance (Sept. 15) 📞
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Pittsburgh

- 2023-367 Banned patron in branch (June 20) 📞
 - 2023-389 Patron unplugging public computer (July 5)
 - 2023-418 Ambulance called for banned patron (July 26) 📞
 - 2023-442 Unhoused individual lying on porch (Aug. 3) 📞
 - 2023-453 Emergency door alarm set off (Aug. 8)
 - 2023-451 Bat in branch (Aug. 9)
 - 2023-486 Empty cans of alcohol outside branch (Aug. 22)
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Rideau Heights

- 2023-377 Patron causes disturbance (June 26)
- 2023-396 Kids asked to leave (July 8)

2023-403 Tweens asked to leave (July 14)

2023-411 Casing from sprinkler falls to floor (July 22)

2023-412 iPad case damaged (July 24)

2023-485 Tweens being rowdy (Aug. 21)

2023-527 Teen asked to leave (Sept. 13)

Sharbot Lake

2023-425 Alarm triggered in Township space (July 29)

2023-445 CF Township security alarm (Aug. 5)

Sydenham

2023-470 Purse stolen from vehicle (Aug. 15)

Wolfe Island

2023-449 Alcohol container found (Aug. 4)

Appendix C:

Summary of Patron Feedback (June 20 to September 15, 2023)

Accessibility

- A patron suggested that future furniture purchases include computer desks that go up for more public computer stations. This was suggested for accessibility reasons as the patron uses a wheelchair that doesn't fit under the computer desk, and the accessibility computer was already in use.

Branch Operations

- A negative comment regarding Extended Hours at Pittsburgh was received via Instagram "I'm still so sad that they are planning on making this location staff free. I will not come to this branch at those times without staff."
- Feedback was received from a Storrington patron about updated hours of operation, "It turns out the evening hours were pretty handy for those who work in Kingston and live in the Battersea area. Others have voiced this experience and I am not sure if they passed the information on."
- A patron expressed disappointment that there are no libraries open on Sunday (April-Oct), and suggested a rotating Sunday Schedule, keeping one library open each Sunday.
- A complaint/suggestion was received about the membership renewal process "... please come up with an online way of renewing memberships. We all have very busy lives and short memories!"
- A patron provided a positive Google Review, "The staff at this library are so customer focused, helpful and patient. Their positive attitude is so refreshing!"
- A complaint was received from a patron about the RFID return shelf at the Pittsburgh branch

Collections

- A local author expressed appreciation via email for being included on KFPL's recent May We Suggest list of Kingston-Frontenac authors.
- A patron suggested organizing the DVD collections by release date for more efficient browsing (e.g., movies made before 1980, movies made after 1980).

- A patron suggested lending CD players so patrons can borrow and listen to physical audiobooks, as cars and many laptops no longer have disc players.
 - A patron suggested adding an option for patrons to purchase a title for the library if their request for eBook/eAudiobook/print title is denied as an RFP. Since individuals might end up purchasing the title anyway, this way it would be well-used once the patron finished with it.
 - A patron suggested that a “recall” system be considered for KFPL. This type of system is typically used in academic libraries, and allow for a longer initial loan period, but the item could be recalled if needed by someone else.
 - A patron suggested ways to improve the borrowing process for DVD seasons and series (e.g., more details on the printed receipt, more consistent cataloguing of full seasons, and a longer hold period for multi-disc DVDs).
 - A patron complimented KFPL’s digital collections, “Online services for books and magazines amazing! Well done to all involved with access and apps.”
 - A complaint was received regarding Hoopla, “Recently moved to Kingston. Changed my hoopla account to KFPL. Surprised to see that there are only 4 borrows each month.”
 - A patron responded positively to a Facebook post about May We Suggest, “Amazing what a great idea! I wish more libraries did this.”
-

Facilities

- A regular patron at the Calvin Park branch requested a change in the set-up of the bicycle racks. The multi-rack is located too close to the wall, making it difficult to set bikes in the rack properly.
 - A patron requested that adjustable chairs be available for use at the public computer stations.
-

General

- Complimentary feedback was received from a patron about the children’s Statement of Solidarity and Acknowledgment, “... it is the first they’ve heard that they haven’t scoffed at, and it relays a positive message!”
- A patron requested a return of art exhibit space in the large meeting room at Central.
- A compliment was received from a patron at the Isabel Turner branch, “I think the library is a great place! Good job!!!”

- Appreciation was expressed via Facebook comments for the Loving Spoonful Community Harvest Market (at Calvin Park).
 - A patron suggested a small cafe be added at the Central branch, like the one VOCEC used to operate.
 - Patron appreciation expressed via Twitter, "Just got really friendly, saintly patient, and very effective help from two persons @KFPL."
 - A patron expressed disagreement with sections of the Statement of Solidarity and Acknowledgement.
 - Praise for Calvin Park staff received via Facebook "The library staffs in Calvin Park branch are incredibly helpful, and the atmosphere is so welcoming and inspiring! Thank you for being a wonderful resource in nurturing [my daughter's] love for reading and learning."
-

Programming

- Positive comment on Facebook about 3D printed Croc charms, "So cool! I love our libraries."
- Positive feedback about the Repair Cafe program, "Great and effective event! I was in and out far more quickly than expected. The repair people were knowledgeable and friendly. My problem was easily dealt with...Please put on again!"
- A patron requested one-to-one or small-group computer support programs (e.g., assistance with new iPad).
- A patron complimented the Stories in the Garden program at McLean Park, stating their 2.5 year old granddaughter loves it.
- A compliment regarding the Sighted Guide Workshop and Silent Disco events was received via Twitter.
- Social media posts regarding the Drag Queen Storytime program at the Sydenham branch generated moderate engagement. Most comments and feedback received was positive, but some expressed concern or opposition.
- Several patrons posted positive comments on Facebook about the Bead It! and Fairy House programs.
- A patron requested that the ukelele programs for kids continue.
- Negative feedback was received from a patron regarding this year's Summer Reading Challenge format for adults.

- A patron expressed appreciation via Instagram for library programs, "I just want to thank you for all the activities that you plan, we have come from Peru and we are in love with the library."
 - A patron suggested holding an afternoon tea and magazine time for the fall and winter.
 - A patron requested that more genealogy sessions be available in the evening to accommodate people who work during the day.
 - A request was received for more adult programming and instructional sessions at the Central branch.
 - Positive feedback for the Munch and Make program was received via Facebook.
 - Praise received from several Facebook commenters about a May We Suggest team member.
 - A patron suggested that the Library offer one-on-one learning sessions with the Cricut and sewing machines in the Create Space so patrons can better understand how to use them.
-



Kingston Frontenac Public Library
Budget Variance Report
June 30, 2023

2022 Comparison

Description	Actuals	Annual Budget	Variance \$	Actuals to Budget %	Actuals Q2 2022	Actuals to Budget %
	Year to Date					
EXPENSES						
Salaries and wages	1,519,696	3,291,140	-1,771,444	46%	1,439,334	45%
Part-Time Wages	567,140	1,211,912	-644,772	47%	550,546	48%
Pages Part-Time Wages	171,363	348,750	-177,387	49%	124,132	40%
Overtime	11,119	36,382	-25,263	31%	15,917	44%
Payroll benefits	709,011	1,574,402	-865,391	45%	648,159	45%
Retirees benefits	15,249	36,744	-21,495	42%	34,733	62%
WSIB	80	300	-220	27%	-	0%
Total Staff Costs	2,993,657	6,499,629	-3,505,971	46%	2,812,821	45%
Adult popular mat'ls	270,965	550,000	-279,035	49%	164,544	41%
Child/youth pop mat'ls	104,583	184,000	-79,417	57%	73,463	43%
Electronic resources	69,752	140,382	-70,630	50%	155,087	50%
Serials	871	36,000	-35,129	2%	20,062	61%
Total Material	446,171	910,382	-464,211	49%	413,157	45%
Office Supplies	13,330	60,000	-46,670	22%	21,618	36%
Vehicle repairs & maintenance	2,569	5,000	-2,431	51%	1,499	28%
Vehicle fuels and lubricants	3,946	9,400	-5,454	42%	4,556	51%
Computer Equipment	3,417	78,535	-75,118	4%	13,525	17%
Software	4,171	12,765	-8,594	33%	3,192	35%
Furniture and fixtures	3,655	12,250	-8,595	30%	1,768	14%
Advertising	4,085	11,500	-7,415	36%	8,327	93%
Telephones/Cell Phones	15,842	31,739	-15,898	50%	13,943	42%
Internet Connectivity	23,041	40,626	-17,585	57%	23,324	62%
Fees, subscription, membership	8,050	12,650	-4,600	64%	7,166	59%
Mileage	4,972	11,300	-6,328	44%	3,441	30%
Education and training	16,933	40,600	-23,667	42%	13,152	32%
Misc Expense	4,369	7,500	-3,131	58%	4,742	63%
Delivery, postage & shipping	2,381	7,500	-5,119	32%	2,654	33%
Cash over (short)	-56	0	0	0%	- 1	0%
Professional services	900	26,500	-25,600	3%	3,550	13%
Contracted services - system wide	237,071	316,964	-79,894	75%	231,400	75%
Programs	23,685	24,370	-685	97%	20,861	78%
Equipment rentals	4,701	9,448	-4,747	50%	3,882	40%
Interest & Service Charges	1,203	2,500	-1,297	48%	1,064	43%
Allocated Insurance	16,280	28,600	-12,320	57%	13,896	58%
Total System-Wide	394,544	749,747	-355,203	53%	397,561	54%
Facilities						
Protective Clothing	305	2,026	-1,721	15%	912	46%
Cleaning supplies	9,104	27,351	-18,247	33%	14,898	55%
Tools & Equipment	3,049	10,200	-7,151	30%	2,497	24%
Repairs & maintenance	1,815	10,660	-8,845	17%	9,708	95%
Water and Sewer	9,330	19,015	-9,685	49%	6,170	49%
Natural Gas	54,310	54,950	-640	99%	35,099	59%
Electricity	57,489	211,490	-154,001	27%	65,627	32%
Contracted Services	57,845	213,518	-155,673	27%	75,530	46%
Total Facilities	193,247	549,210	-355,963	35%	210,441	43%
Total Expenditures	4,027,619	8,708,968	-4,681,349	46%	3,833,979	46%
REVENUES						
Provincial Subsidy	0	-297,138	297,138	0%	-	0%
Project Grants	0	-30,000	30,000	0%	- 14,526	48%
Printer/Photocopier Revenue	-10,010	-23,275	13,265	43%	- 6,506	28%
Fines/Damages	-3,531	-10,400	6,869	34%	- 5,345	51%
Non-Resident Fees	-4,003	-9,000	4,997	44%	- 3,057	33%
Facility Rentals	-7,193	-35,000	27,808	21%	- 4,061	9%
Donations	-3,594	-11,000	7,406	33%	- 9,814	89%
Expenditure Recovery	-20,672	-40,000	19,328	52%	- 21,114	53%
Miscellaneous Revenue	-1,719	-10,000	8,281	17%	- 660	7%
County of Frontenac	-394,281	-946,275	551,994	42%	- 453,229	50%
City of Kingston	-3,648,440	-7,296,880	3,648,440	50%	- 3,474,424	50%
Total Revenue	-4,093,442	-8,708,968	4,615,526	47%	- 3,992,737	48%
Net Deficit (Surplus)	-65,823	0	-65,823		- 158,757	

KFPL Monitoring Report to the Board

Executive Limitation Policy L-9

Communication and Counsel (2023-07)

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

1. Neglect to submit monitoring data required by the Board (see policy on Monitoring Chief Librarian Performance) in a timely, accurate and understandable fashion, directly addressing provisions of the Board policies being monitored.
2. Let the Board be unaware of relevant trends, significant changes in provincial or municipal policies, anticipated adverse media coverage, and/or public reaction, material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established. This shall be done in a timely manner.
3. Fail to advise the Board if, in the Chief Librarian's opinion, the Board is not in compliance with its own policies on Governance Process and Board-Staff Relationship, particularly in the case of Board behaviour which is detrimental to the work relationship between the Board and the Chief Librarian.
4. Fail to marshal for the Board as many staff and external points of view, issues and options as needed for fully informed Board choices.
5. Present information in unnecessarily complex or lengthy form or in a form that fails to differentiate among information of three types; monitoring, decision-preparation or other.
6. Fail to provide a mechanism for official Board, officer or committee communications.
7. Fail to deal with the Board as a whole except when (a) fulfilling individual requests for information or (b) responding to officers or committees duly charged by the Board.
8. Fail to report in a timely manner an actual or anticipated non-compliance with any policy of the Board.
9. Fail to supply for the consent agenda all items delegated to the Chief Librarian, yet required by law or contract to be board-approved, along with the monitoring assurance pertaining thereto.

CEO Interpretation

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

Compliance will be demonstrated when:

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

Evidence of Compliance

Board orientation and training continued over the summer. The annual Board tour of KFPL branches was held on August 10, and included visits to the Library Kiosk at the Kingston East Community Centre and the Pittsburgh, Rideau Heights, Storrington, Sydenham, Hartington, Sharbot Lake, Cloyne and Plevna branches. Additional training modules were provided via the Library's Learning Management System (LMS) on gender identity and gender expression, cultural competency and on Truth and Reconciliation.

According to the schedule for submission of monitoring data for Executive Limitations and Ends, the following monitoring reports were provided to the Board since the last report:

- Service Accessibility

To ensure the Board's awareness of trends, legislative changes, adverse public reaction and/or media coverage, and other material changes that affect the assumptions upon which Board policy has been established, the following information reports were provided to the Board since the last report:

- Chief Librarian's Communication

- Correspondence / Information Received and Sent
- Budget Variance Report (as of June 30, 2023)
- Requests for Review of Library Materials (Q2-2023)
- Statistical Report (Q2-2023)
- Strategic Direction: 2023 Action Plans
- Strategic Direction: Status Update

Statements of Compliance

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

I hereby present my monitoring report on Executive Limitation Policy L-9, Communication and Counsel for meeting 2023-07.

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

September 19, 2023

KFPL Monitoring Report to the Board

Executive Limitation Policy L-5

Financial Condition – 2nd 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 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 June 30, 2023 shows that expenses were at 46% while revenues came in at 47%.

Staff costs were at 46% of budget at the end of the second quarter as compared to 45% in 2022. Full-time salaries were underspent by 4% due to leaves of absence and vacant positions. Part-time wages were underspent by 3% due to vacant positions and timing of hiring.

Overall staff costs were expected to increase compared to the cost in 2022 due to the full operation of the branches for all the first half of 2023. Although there was an increase, it was only by 1% as the vacancies had an impact on the overall costs, which include benefits. Several vacancies have been filled, and new branch hours and staff schedules go into effect on October 2nd, and it is expected that staffing costs in Q3 will be more in line with what had been budgeted for 2023.

Total Material costs, including print and electronic collections ended the quarter at 49%. The serials line is underspent due to the timing of invoices and related to the change in digital magazine vendors for 2023.

System-wide expenditures ended the quarter at 53% of budget. These expenditures include one-time costs for contracted services that are charged at the beginning of the year. Programming costs are offset by reimbursements and sponsorships totalling \$10.1K from the Friends of the Library.

Miscellaneous expenditures include transfers to the Friends of the Library for the sale of their merchandise. These transfers are offset by the revenue of the sale of these items which is collected on behalf of the Friends of the Library and included in the Library's deposits. Other miscellaneous expenses include employee recognition and volunteer appreciation.

Facility costs ended the second quarter at 35% of budget. Invoices are still anticipated for maintenance coordinated through the City of Kingston on the Building Automation Systems at City branches.

Overall utility costs ended the second quarter at 44% of budget. The 2023 budgets for water, gas and electricity were set in coordination with the City of Kingston. Gas costs were estimated to be 20% higher in 2023 than what was spent in 2022 and this increase was incorporated when the budget for this utility was set. Some of the extra costs for natural gas at the Central branch can be attributed to issues with the boilers this past winter that took longer to fix than expected. At the Pittsburgh branch, a spike in radon required the units at the branch to be run continually early this year. The radon issue required an exchange of the air more frequently and continuously. Seasonality needs to be considered as well, with January and February being the coldest months of the year. Electrical costs are under review, as they are much lower than anticipated.

Self-generated revenue from printing, fines, non-resident fees and facility rentals increased by 30% compared Q2 2022, ending the quarter at 32% of budget as compared to 22% in the second quarter of 2022.

\$1,246 in donations was deferred from 2022, and \$2,348 in donations was received by the end of the second quarter of 2023, representing 33% of the established budget. \$245 of the donation received in Q2 were designated for the Library's endowment fund, which is held by the Community Foundation for Kingston & Area (CFKA). Donations to the endowment fund can be made through CFKA or through the Library.

Expenditure recoveries were at 52% of budget and include amounts received from Ontario Library Service as reimbursements for connectivity and postage costs, recoveries from Queen's University and the Friends of the Library for programming and from WSIB as cost recovery for the paid sick leave under the Ontario COVID-19 Worker Income Protection Benefit program.

Based on performance in the second quarter and projected spending, the Library's operating budget will end the year in a surplus position

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 statements were presented by the auditors at the May 2023 board meeting. A clean audit was reported, and the statements were received by Board motion (#2023-36).

The Registered Charity Information return was filed after the audit was finalized and the Canada Revenue Agency has confirmed receipt.

The annual survey was submitted to the Ministry of Tourism, Culture and Sport on April 28, 2023, prior to 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: 2nd 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 printed name of the signatory.

Laura Carter, CEO/Chief Librarian
September 19, 2023

KFPL Monitoring Report to the Board

Executive Limitation Policy L-2

Staff Relations and Volunteers (2023-07)

With respect to relations with paid staff and volunteers, the Chief Librarian may not cause or allow conditions which are unreasonable unfair or undignified.

With respect to staff, the Chief Librarian may not:

1. Fail to promote a work environment that is diverse and inclusive, free of discrimination and harassment, and that provides equal opportunity employment.
2. Operate without personnel procedures which clarify personnel rules for staff, provide for effective handling of grievances, and protect against wrongful conditions.
3. Discriminate against or discipline any staff member for expressing an ethical dissent.
4. Fail to acquaint staff with their rights under this policy.
5. Allow an employment environment that is detrimental to the morale and productivity of staff.

CEO Interpretation

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

Compliance will be demonstrated when the Library:

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

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

Evidence of Compliance

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

- Training has been provided to staff on a variety of topics, including cultural competence, gender identity and gender expression, workplace harassment, violence in the workplace and human rights.
- Diversity and accessibility statements are included on all job postings.
- Library staff are working with Workplace Inclusion Charter Project staff at KEYS on mentoring for new hires.

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

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

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

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

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

- Orientation of new staff includes coverage of rights and responsibilities, training required under the *Occupational Health and Safety Act* and time to meet with a CUPE representative as per the current collective agreements.
- Staff are regularly assigned KFPL policy documents to review through the Library's Learning Management System (LMS).

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

- Written policies and procedures are in place to provide direction to staff in carrying out their duties, and training is provided.
- Written policies and procedures are in place to provide direction for staff to effectively state concerns and provide feedback.
- Communication with Union representatives takes place regularly to proactively address issues and concerns, and formal Union-Management Committee and Joint Health and Safety Committee meetings take place at least four (4) times per year.
- Staff feedback is requested and considered as part of operational planning and training. The annual staff development day returned in 2023 and was planned by a staff committee with representation from across the organization.

Statements of Compliance

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

been detrimentally affected by the employment environment.

- Two grievances have been filed since the last report in February 2023: 2023-01 – Policy Grievance – Awarding of Positions (Scheduled for Arbitration) and 2023-02 – Grievance Procedure (Withdrawn by Union).

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 printed name of the signatory.

Laura Carter, CEO/Chief Librarian
September 19, 2023

KFPL Report to the Board

Subject: Accessibility for Users with Disabilities Policy

Prepared by: S. Quigley, Director, Human Resources

Date of meeting: September 27, 2023

Background:

Organizations in the province of Ontario are required to develop, implement, and maintain policies governing how the organization achieves or will achieve accessibility through meeting requirements referred to in the Integrated Accessibility Standards Regulation, O. Reg. 191/11, s. 3 (1) (Regulation) under the *Accessibility for Ontarians with Disabilities Act*, 2005 S.O. 2005, c. 11 (AODA).

The Kingston Frontenac Public Library's Accessibility policy was last reviewed in 2022.

In June, the Ministry for Seniors and Accessibility emailed an information request in order for them to complete a desk audit to confirm that KFPL is in compliance with the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA) and its accessibility standards. Other public libraries were also contacted by compliance officers with the Ministry. The policy was subject to review as part of the audit and no changes were recommended by the compliance officer.

Analysis:

No changes to the policy are required under provincial regulations or legislation.

Recommendations:

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

Accessibility for Users with Disabilities (DRAFT)

The Kingston Frontenac Public Library (the Library) is committed to meeting its current and ongoing obligations under the Ontario *Human Rights Code* respecting non-discrimination.

The Library understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario *Human Rights Code* or obligations to people with disabilities under any other law.

The Library is committed to complying with both the Ontario *Human Rights Code* and the AODA.

1. Purpose

The purpose of this policy is to ensure that the Library provides all library services, resources and facilities in ways that are accessible to persons with disabilities. The policy also serves to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* (AODA).

2. Scope

This policy applies to all persons who deal with customers or patrons, and to third parties who deal with customers on the Library's behalf, such as those providing program services. A person or third party can be an employee, volunteer, Friend of the Library, Board member, student on placement or someone otherwise engaged in the provision of Library services to our customers.

3. Definitions

AODA means the *Accessibility for Ontarians with Disabilities Act, 2005*.

Assistive Device means a device used to assist persons with disabilities in carrying out activities or in accessing Library services. Assistive devices may include, but are not limited to, wheelchairs, walkers, canes, oxygen tanks, and electronic communication devices.

Core Service means reference, referral and readers' services, collections, lending, technology, programming, and outreach.

Disability or Disabilities means:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is

caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or,
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide dog means a guide dog as defined in section 1 of the *Blind Persons' Act*.

Service Animal means:

An animal is a service animal for a person with a disability if,

- a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - ii. A member of the College of Chiropractors of Ontario.
 - iii. A member of the College of Nurses of Ontario.
 - iv. A member of the College of Occupational Therapists of Ontario.
 - v. A member of the College of Optometrists of Ontario.
 - vi. A member of the College of Physicians and Surgeons of Ontario.
 - vii. A member of the College of Physiotherapists of Ontario.
 - viii. A member of the College of Psychologists of Ontario.
 - ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16

Library Premises means premises owned and operated or operated by the Kingston Frontenac Public Library.

Support Person means, in relation to a person with a disability, another person who accompanies a person with a disability in order to assist them with communication, mobility, personal care, or medical needs, or with access to goods, services or facilities.

4. Guiding Principles

Library service is relevant, inclusive, and responsive for all, including persons with disabilities. Each member of the community has an equal opportunity to access public library goods, services, or facilities.

Library services are provided in a manner that respects the dignity and independence of persons with disabilities. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner.

Library services to persons with disabilities are integrated with those provided to persons who do not have disabilities, unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from Library goods, services, or facilities.

5. Policy

The Library is committed to providing quality library services that are accessible to all persons who wish to obtain and use Library goods, services, or facilities.

5.1. Communications with Persons with Disabilities

When communicating with a person with a disability, the Library will do so in a manner that takes into account the person's disability.

When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized *Web Content Accessibility Guidelines* (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Policy documents will be available on the Library website.

5.2. Temporary Service Disruptions

The Library will make reasonable effort to provide notice of any planned disruption of Library services to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or service, if any, that may be available. If a disruption is unplanned, the Library will provide notice as soon as

possible.

5.3. Assistive Devices and other measures that assist with Accessibility

A person with a disability may provide their own assistive device for the purpose of obtaining or using Library goods, services, or facilities. Exceptions may occur in situations where the Library has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations, the Library may offer a person with a disability other reasonable measures to assist them in obtaining and using Library goods, services, or facilities, where the Library has such other measures available.

It is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

Further accessibility resources are addressed in the Collection Development Policy, under Accessible Collections.

5.4. Service Animals

A person with a disability may enter Library premises accompanied by a service animal and may keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If the service animal is excluded by law, the Library will ensure that alternative means are available to enable the person with a disability to obtain or use or benefit from Library services or facilities.

At times it may be difficult to differentiate between a person with a disability using a service animal and an individual being accompanied by a pet. If it is not readily apparent that the animal is a service animal, Library staff may ask the person for confirmation of the animal's status, as outlined above.

It is the responsibility of the person with the disability to ensure that their service animal is kept in control at all times. This will include controlling the behavior of the animal (e.g., barking or growling), cleaning up after the animal (e.g., defecation), and being responsible for any damage the animal may cause to the Library premises.

5.5. Support Persons

A person with a disability may enter Library premises with a support person and have access to the support person at all times while on the premises.

The Library may require a person with a disability to be accompanied by a support person while on Library premises in situations where it is necessary to protect the health and safety of the person with the disability or the health and safety of others. Before making a decision to require a support person, the Library will consult with the person

with a disability to understand their needs, consider health or safety reasons based on available evidence and determine if there is any other reasonable way to protect the health or safety of the person or others on the premises.

A support person, when assisting a person with a disability to obtain or use Library services, will be permitted to attend at no charge where an admission fee is applicable.

Where an admission fee is charged to gain access to an event, facility, or service, and the revenue from the fee is payable to a third party (e.g., a concert provider), the support person is permitted to attend the event at their own cost.

If a third party uses a Library meeting room to host an event, they are not required to alter their admission fees for support persons, but we would strongly encourage them to do so. However, if a third party voluntarily decides to alter admission fees for support persons for their event, the Library will not be responsible for reimbursing them for the value of those admission fees.

In response to a request for a sign language interpreter, the Library will endeavour to engage an interpreter through the Ontario Interpreting Services (OIS) at The Canadian Hearing Society (CHS).

5.6. Training

The Library will ensure that all persons to whom this policy applies receive training as required by the *Integrated Accessibility Standards* (Ontario Regulation 191/11). The amount and format of training given will be dependent on a person's interactions with Library users.

The content of the training will include:

- a review of the purposes of the *AODA*;
- the requirements of the *Integrated Accessibility Standards* (Ontario Regulation 191/11);
- training on the *Human Rights Code* as it pertains to persons with disabilities;
- instruction on Library policies, procedures and practices pertaining to the provision of Library services to persons with disabilities;
- how to interact and communicate with persons with various types of disabilities;
- what to do if a person with a particular type of disability is having difficulty accessing Library goods, services, or facilities;
- how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person, guide dog or service animal; and,
- information about the equipment or devices available on the Library premises that

may help with the provision of Library goods, services, or access to facilities to persons with disabilities.

A record of training provided under this policy will be kept by the Director, Human Resources. Training will be provided as part of orientation training for new employees or as required to those covered by this policy.

5.7. Feedback and Complaints About Services

Feedback and complaints from a member of the public about the delivery of goods and services (including facilities) to persons with disabilities may be given by telephone, in person, in writing, in electronic format, or through other methods. Complaints and feedback will be received and addressed in accordance with the Library's complaints administration process.

5.8. Procurement

We will incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

5.9. Self-service kiosks

We will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

5.10. Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will use our accommodation policy to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

5.11. Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces.

Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and

accessible pedestrian signals.

- Service-related elements like service counters, fixed queuing lines and waiting areas.

6. Appendices

- a. Sign Language Interpreter Services Information
- b. Accessible Customer Service Feedback Form

7. Authorities

O. Reg 191/11 s. 6(1) under *Accessibility for Ontarians with Disabilities Act, 2005*.

8. Document Control

Original policy date: 2009 October

Last Reviewed: [2023 June](#)

Changes made: no change

Next Review: [2024 June](#)

KFPL Board Workplan - 2023

January 25, 2023	Governance Process	Election of Officers
		Meeting Schedule
	Monitoring Reports	Communication and Counsel
		Emergency Executive Succession
	Information Reports	Chief Librarian Communication
	Orientation	All About Governance
		Policy Governance Model

February 22, 2023	Ownership Linkages	Friends of the Library (FOL)
	Monitoring Reports	Communication and Counsel
		Staff Relations and Volunteers
		Financial Condition
	Information Reports	Chief Librarian Communication
		Budget Variance Report
		Requests for Review of Library Materials
		Statistical Report

March 22, 2023	Ownership Linkages	Discuss/develop plan for the year
	Board Education	Discuss/determine needs for the year
	Monitoring Reports	Communication and Counsel
	Information Reports	Chief Librarian Communication
	Policy Review/Approval	Collection Development
		Community Engagement
		Monitoring Chief Librarian Performance (B-5)

April 26, 2023	Ownership Linkages	Discuss/develop plan for the year
	Board Education	Discuss/determine needs for the year
	Monitoring Reports	Treatment of Public
		Financial Condition
	Information Reports	Chief Librarian Communication
		Budget Variance Report

KFPL Board Workplan - 2023

May 24, 2023	Monitoring Reports	Asset Protection (external audit)
		Communication and Counsel
		Staff Relations and Volunteers
	Information Reports	Chief Librarian Communication
		Annual Report
		Requests for Review of Library Materials
	Required Approvals	Audit Approval Consent
	Policy Review/Approval	Occupational Health and Safety
		Workplace Harassment
		Workplace Violence Prevention
		Procurement of Goods and Services
June 28, 2023	Monitoring Reports	Service Accessibility
	Information Reports	Chief Librarian Communication
		Strategic Direction – Action Plans
	Orientation	Annual Budget Estimates
		Library Facilities Plan
	Policy Review/Approval	KFPL Board By-laws
September 27, 2023	Ownership Linkages	Discuss/develop plan for the year
	Board Education	Discuss/determine needs for the year
	Monitoring Reports	Communication and Counsel
		Staff Relations and Volunteers
		Financial Condition
	Information Reports	Chief Librarian Communication
		Budget Variance Report
		Requests for Review of Library Materials
		Statistical Report
	Policy Review/Approval	Accessibility for Users With Disabilities

KFPL Board Workplan - 2023

October 25, 2023	Monitoring Reports	Asset Protection
		Financial Planning and Budgeting
		Financial Condition
	Information Reports	Chief Librarian Communication
		Budget Variance Report
	Required Approvals	Budget Approval Consent
	Policy Review/Approval	Building Commemoration Plaques
		Naming
		Sponsorships
		Gifts, Donations and Planned Giving
November 22, 2023	Governance Process	Meeting Schedule and Workplan Approval
		Ends Policies (E1-E5)
		Governance Process Policies (G1-G9)
	Ownership Linkages	Develop plan for upcoming year
	Board Education	OLA SuperConference - registration information
		Determine needs for upcoming year
	Monitoring Reports	Communication and Counsel
		Staff Relations and Volunteers
		General Executive Constraint
	Information Reports	Chief Librarian Communication
		Strategic Direction - Action Plans
		Requests for Review of Library Materials
		Statistical Report
	Required Approvals	CEO Performance Review

KFPL Report to the Board

Subject: Ownership Linkages and Board Education

Prepared by: L. Carter, Chief Librarian/CEO

Date of meeting: September 27, 2023

Background:

During orientation sessions in early 2023, Board members were introduced to key governance responsibilities, including a requirement to be well informed about the values, perspectives and needs of community members. To accomplish this, the Board discusses and approves an ownership linkage and education plan each fall for the ensuing one-year period. With the support of the Chief Librarian/CEO and other senior staff, this plan is then integrated with the overall Board workplan.

Owners are the group of individuals – urban and rural residents of the City of Kingston and County of Frontenac on whose behalf the Board governs. This group of owners is also referred to as the “Ownership.”

Owner-representative refers to the Board’s responsibility to act as the voice of the Ownership, speaking for the interests of the Owners and acting as a link between the Owners and the Chief Librarian.

Ownership Linkages are intentional opportunities for the Board to learn about and engage in constructive dialogue with segments of the ownership to help inform Board decisions. This is often achieved by inviting representatives from local agencies, organizations and groups to give a presentation and answer questions at a Board meeting.

Analysis:

In August 2023, Board members were asked to complete a survey (see Appendix A) to provide feedback regarding existing community connections and potential knowledge gaps. Responses were received from nine Board members and are summarized below.

Board Education:

The following community supports and organizations were identified by the most respondents for the Board to learn more about this term:

- Housing Insecurity and Homelessness (7)
- Food Insecurity (5)

- Literacy and Education (4)
- Mental Health (4)
- Culture and Recreation (3)
- Climate Action (3)
- Equity, Diversity and Inclusion (3)
- Accessibility (3)

Ownership Linkages:

These primary populations were identified by the most respondents for the Board to connect with this term:

- First Generation Immigrants, Refugees, and Newcomers (5)
- People Living on Low Income (4)
- People Experiencing Homelessness or Housing Insecurity (3)
- Seasonal Residents (2)
- People of Advanced Age (2)
- Veterans and Military Personnel (2)
- People Living with Physical, Sensory, or Pain Related Disabilities (2)
- Children (2)
- Teens and New Adults (2)
- People Living with Addiction (2)
- Indigenous Peoples (2)
- Inmates of Correctional Facilities and Their Families (2)

Existing Connections and Perspectives:

Board members bring the following community connections and perspectives to the Board from other aspects of their lives:

- Seniors Association Kingston Region
- Education sector (e.g., school boards, unions, specific schools)
- South Frontenac Township Departments
- Farming history and experience
- Our Livable Solutions
- Queen's University (various departments)
- YMCA

- Union Gallery
- Academic libraries and archives
- United Way
- City of Kingston
- Sustainable Kingston
- Cataraqui Regional Conservation Authority and Lemoine Point Conservation Area
- The Joe Chithalen Memorial Musical Instrument Lending Library (Joe's M.I.L.L.)
- Tourism Kingston
- Kingston & District Labour Council
- Kingston & the Islands NDP
- Girl Guides
- Kinsmen
- People living with physical and cognitive related disabilities
- Literacy skills and instruction

Recommendations

The information presented above is intended to assist the Board in determining Ownership Linkage priorities for incorporation into the 2024 workplan.

During the 2019-2022 Board term, Ownership Linkages were primarily achieved through presentations at Board meetings. The January, April, June and October 2024 Board meetings are suggested if the current Board wishes to continue this practice.

Attendance at Library outreach events or programs or general community events is another way for the Board to connect with the Ownership. The Board may also wish to consider dedicated Ownership Linkage community engagement sessions or Open Houses.

Appendix A: Ownership Linkages and Board Education Survey

1. What community supports and organizations do you think the Board should learn more about this term? (select up to five)
 - ☐ Mental Health
 - ☐ Accessibility
 - ☐ Food Insecurity
 - ☐ Housing Insecurity and Homelessness
 - ☐ Agriculture
 - ☐ Equity, Diversity and Inclusion
 - ☐ Public Health
 - ☐ Culture and Recreation
 - ☐ Literacy / Education
 - ☐ Technology and Connectivity
 - ☐ Climate Action
 - ☐ Adverse Childhood Experiences
2. Are there any community supports or organizations not listed above that you think the Board should learn more about this term?
3. What primary populations do you think the Board should connect with this term? (select up to five)
 - ☐ Seasonal residents (cottagers, students)
 - ☐ LGBTQ2S+
 - ☐ Indigenous Peoples
 - ☐ Lone parent families
 - ☐ People living on low income
 - ☐ People living with physical, sensory, or pain related disabilities
 - ☐ Survivors of domestic violence, sexual assault, or abuse
 - ☐ Veterans and Military Personnel
 - ☐ Children (ages 0-15)
 - ☐ Youth (ages 15-24)
 - ☐ Women
 - ☐ People of advanced age (65+)
 - ☐ First generation immigrants, refugees or newcomers

- ☐ Official language minority communities
- ☐ People experiencing homelessness or housing insecurities
- ☐ People living with cognitive or mental health related issues
- ☐ People living with addiction
- ☐ Inmates of correctional facilities and their families

4. Are there any primary populations not listed above that you think the Board should connect with this term?
5. Please identify any community connections or perspectives that you bring to the Board. Think about all aspects of your life – work/volunteer, education, personal, faith-based, hobby/interest, etc.
6. Of the connections you identified, are there any specific individual or organizational contacts you can provide?