AGENDA

Regular Meeting #2023-09
Kingston Frontenac Public Library Board

November 22, 2023 at 5:00 PM
Meet 1, Central Branch

The Kingston Frontenac Public Library acknowledges that our work takes place on the traditional territories of the Algonquin, Anishinaabe, Haudenosaunee and Huron-Wendat and is home to Shabot Obaadjiwan First Nation, one of ten communities that make up the Algonquins of Ontario. We acknowledge the Mohawks of the Bay of Quinte and recognize that our region is home to First Nations, Métis, and Inuit from across Turtle Island, as well as Indigenous Peoples from other areas of the world.

1. Call to Order

2. Adoption of the Agenda / Addendum (motion)

3. Disclosure of Conflict of Interest

4. Delegations

5. Presentations

6. Adoption of Minutes

   6.1. Regular KFPL Board Meeting #2023-08 of November 2, 2023 (attached) (motion)

7. Business Arising from the Minutes

Consent Agenda

8. Information Items

   8.1. Correspondence / Information Received and Sent

      (no correspondence to report on as of November 14, 2023)

9. Information Reports

   9.1. Chief Librarian Communication (attached)

   9.2. Requests for Review of Library Materials (Q3-2023) (attached)

   9.3. Statistical Report (Q3-2023) (attached)

9.4. Strategic Directions – Action Plans 2024 *(deferred to January 2024)*

10. Motion to accept Consent Agenda (motion)

Required Approvals Agenda

11. Monitoring Reports

   11.1. Communication and Counsel (report attached) (motion)

   11.2. General Executive Constraint (report attached) (motion)

   11.3. Staff Relations and Volunteers (report attached) (motion)

12. Policy Review and Approval (report and policies attached)

   12.1. Governance Process Policies (G1-G9) (motion)

   12.2. Ends Policies (E1-E4) (motion)

13. Action Items

   13.1. 2024 Meeting Schedule and Workplan Approval (report attached) (motion)

   13.2. Closed Meeting (motions)

      13.2.1. CEO Performance Review and Remuneration

Other Business

14. Ownership Linkages and Board Education – 2024 Plan (report attached)

Adjournment and Next Meeting

Regular Board Meeting, Wednesday, January 24, 2024 at 5:00 p.m., Meet 1, Central Branch.

Kingston Frontenac Public Library exists so that both urban and rural residents have access to resources, services, and programming that support personal enrichment, digital equity, information literacy, and meaningful societal participation through effective stewardship of public resources.

MINUTES (unconfirmed)

Regular Meeting #2023-08
Kingston Frontenac Public Library Board

November 2, 2023 at 5:00 PM *(rescheduled from October 25, 2023)*
Meet 1, Central Branch

Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer)**,** Dr. Mark Asberg, Anne Brunner, Alicia Cappello, Mary Beth Gauthier, Jane Kingsland, Councillor Ray Leonard, Louise Moody (virtual) (joined at 5:20 p.m.)**,** Alan Revill (Chair)

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

Absent / Regrets: Dr. Elizabeth Goodyear-Grant, Jennifer Ross (Vice-Chair), Councillor Wendy Stephen

1.   Call to Order

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

2.   Adoption of the Agenda

Motion #: 2023-64
Moved by: A. Brunner   Seconded by: R. Leonard
That the agenda and addeds 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 #2023-07 of September 27, 2023

Motion #: 2023-65
Moved by: R. Leonard   Seconded by: A. Cappello
That the minutes of Regular Meeting #2023-07 of the Kingston Frontenac Public Library Board held September 27, 2023 be adopted as circulated.
Carried

5.   Business Arising from the Minutes

There was no business arising from the minutes.

Consent Agenda

6.   Information Items

6.1.   Correspondence / Information Received and Sent

There was no correspondence to report on.

7.   Information Reports

7.1.   Chief Librarian Communication

7.2.   Budget Variance Report, as of September 30, 2023

8.   Motion to accept Consent Agenda

Motion #: 2023-66
Moved by: J. Kingsland   Seconded by: M. Gauthier
To accept the Consent Agenda, thereby accepting the materials on the consent agenda.
Carried

Required Approvals Agenda

9.   Monitoring Reports

9.1.   Asset Protection

Motion #: 2023-67
Moved by: J. Kingsland   Seconded by: M. Gauthier
That the Board has assessed the Chief Librarian's monitoring report on Asset Protection
(L-7) as providing a reasonable interpretation of the policy and sufficient evidence of
compliance.
Carried

9.2.   Financial Condition (Q3-2023)

Motion #: 2023-68
Moved by: A. Brunner   Seconded by: M. Gauthier
That the Board has assessed the Chief Librarian's monitoring report on Financial Condition
(L-5) as providing a reasonable interpretation of the policy and sufficient evidence of
compliance.
Carried

9.3.   Financial Planning and Budgeting

Motion #: 2023-69
Moved by: J. Kingsland   Seconded by: A. Cappello
That the Board has assessed the Chief Librarian's monitoring report on Financial Planning and Budgeting (L-4) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.
Carried

10.   Policy Review and Approval

Proposed changes to these policies are intended to strengthen the language around donations, sponsorships and fundraising, and to remove redundancies.

A Board member asked about language governing third party fundraising (e.g., Friends of the Library, Go Fund Me campaigns). L. Carter stated that a memorandum of understanding with the Friends of the Library (FOL) is reviewed and renewed each year because their advertising and efforts reflect on the Library's brand. If someone in the community wanted to launch a fundraising campaign for the Library, discussion would take place to redirect their efforts appropriately, but there isn't specific direction codified in the policy.

10.1. Donations, Sponsorships and Fundraising

A Board member asked for clarification on how the timeframe/expiration of a naming opportunity is determined. L. Carter stated that the recent Central Branch renovation was the first major project where time limits were associated with sponsorship funding, and the timeframe was determined as part of the negotiation with the sponsor/donor.

Motion #: 2023-70
Moved by: A. Brunner   Seconded by: R. Leonard
That the Board approve the Donations, Sponsorships and Fundraising policy as presented.
Carried

10.2. Naming and Commemoration

Commemorative naming was removed from the policy in 2018, but it has been added back to the proposed policy with specific limitations (e.g., service areas, but not branches).

Motion #: 2023-71
Moved by: A. Cappello   Seconded by: R. Leonard
That the Board approve the Naming and Commemoration policy as presented.
Carried

11. Action Items

11.1. 2024 Operating and Capital Estimates

L. Moody joined the meeting at this time. (5:20 p.m.)

L. Carter provided an overview of the 2024 capital and operating estimates, projections for 2025, 2026, and 2027, and the 15-year capital plan.

A Board member asked about the large percentage increase to the software line. N. Charles stated that this increase is related to the changing nature of software licensing, which now require annual subscriptions, rather than a one-time purchase. The Library has also been moving away from open-source products that are free or lower cost to license but require substantial staff knowledge and time to support. L. Carter reported that the increased costs for software are somewhat offset by a reduction to the computer equipment line.

A Board member asked if the proposed website redesign is necessary at this time. N. Charles stated that the current website user interface and overall usability of the site are in decline. Design criteria, like accessibility standards, change over time and it's been more than seven years since the last upgrade. Additionally, there is a software component in the back end that needs to meet current standards to ensure sufficient protection from vulnerabilities.

A Board member inquired about the Public Libraries Operating Grant (PLOG) and how it is calculated. L. Carter explained that when it was first implemented there was an urban and rural formula based on population served that was used to calculate the grant amount received. However, the rates were frozen approximately 25 years ago, and the formulas are no longer relevant. Recent advocacy around provincial funding has shifted away from recalculation of the PLOG and is focused more on giving public libraries more general funding.

A Board member asked if the percentage apportionment of costs for the County and the City are ever revisited. L. Carter stated that the apportionment of costs come from the 1998 amalgamation agreement, and while there is a clause that allows for renegotiation based on population growth, neither party seems interested in reopening the discussion at this time. Overall, the percentage split remains mostly accurate.

A Board member asked about the certainty of the 15-year capital plan. L. Carter explained that the Library is asked by the City to put together a multi-year capital plan to ensure that upcoming funding requests are anticipated. This plan does change as priorities and capacities shift, however the large capital request for the Isabel Turner Branch renovation is mostly confirmed as project planning is underway.

A Board member asked about the omission of a capital request for branch revitalization in 2025. L. Carter stated that there won't be capacity to complete projects beyond the Isabel Turner Branch renovation project that year, so staff opted not to ask for additional branch revitalization funds in 2025.

Motion #: 2023-72
Moved by: A. Cappello   Seconded by: A. Brunner
That the Kingston Frontenac Public Library Board receive and approve the 2024 operating and capital estimates.
Carried

Motion #: 2023-73
Moved by: A. Cappello   Seconded by: J. Kingsland
That the Kingston Frontenac Public Library Board receive and approve the 15-year capital plan.
Carried

Motion #: 2023-74
Moved by: M. Gauthier   Seconded by: J. Kingsland
That the Kingston Frontenac Public Library Board direct the Chief Librarian / CEO to forward the 2024 operating and capital estimates, operating budget projections for 2025, 2026, and 2027, and the 15-year capital plan to the City of Kingston and County of Frontenac.
Carried

Other Business

12. OLA Super Conference 2024

L. Carter noted that this is the biggest library conference in the country and represents all types of libraries (e.g., public, academic, government, etc.). The conference is held at the Metro Toronto Convention Centre and offers a full range of sessions and speaker events. The conference is an excellent way to learn more about library service and network with others. There is money available to fund the in-person attendance of two Board members. The Early Bird registration rates end on November 23rd, with prices increasing as conference dates approach.

L. Carter stated that at least three Board members are interested in attending the conference and asked for direction to determine who will attend on behalf of the Board. It was agreed that the names of members interested in attending the full conference will be

entered into a draw with two names being randomly selected for registration. Staff will also look at available funds and assess the possibility of one additional attendee for single-day attendance at the Board Boot Camp.

Adjournment / Next Meeting

There being no further business, J. Kingsland moved to adjourn the meeting at 6:04 p.m.

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

Signatures:

Alan Revill, Chair   Amy Rundle, Recording Secretary

KFPL Report to the Board

Subject: Chief Librarian Communication

Prepared by: L. Carter, Chief Librarian / CEO

Date of meeting: November 22, 2023

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

Safety and Security Update

Regular overnight patrols have been conducted at the Central and Calvin Park branches to deter unwanted behaviours and illegal activities, and to address staff and public health and safety concerns regarding human waste and drug paraphernalia.

A draft "Safety and Security Toolkit" was presented at the Fall Canadian Urban Library Council (CULC) meetings at the end of October. The Safety and Security Working Group sought feedback on the draft, which will be available for all CULC libraries to use. It includes sample policies, best practices and other tools and templates to help library staff respond to the increasing number of incidents libraries across the county are experiencing.

Extended Hours Project Update

296 patrons have registered for Extended Hours access as of November 14th, including 14 new memberships and 16 account renewals that were initiated because of the Extended Hours project. Software and hardware upgrades were made to the access scanner in early November, resulting in some patrons being unable to access the building during Extended Hours. Additional testing and discussions with the vendor are taking place to ensure the technology performs as expected and future service interruptions are avoided.

Facilities Project Updates

Lighting upgrades were completed in the Central Branch covered parking area.

Bi-weekly meetings are being held as the planning for the Isabel Turner Branch Renovation project continues. Preliminary designs are being drafted in order to obtain a cost-estimate to help determine the financial feasibility of the current scope of the project. More information will be provided to the Board in January when that cost-estimate is complete and there is more certainty on the functional and programmatic changes expected to be achievable within the current budget.

Staffing Updates

Several new staff joined KFPL since the last report: Julie Lefebvre, Guntaas Kaur and Nicole Burchat joined KFPL in temporary, part-time positions as Library Assistants in Branch Operations, and Amy Eng-Chong joined KFPL as a Page.

Some Branch Operations staff changed roles or took on new temporary or permanent positions: Sue Cole was the successful candidate for a permanent part-time position at the Arden Branch, creating a vacancy in Mountain Grove that was filled by Isaac Hale, who was previously a Relief Library Assistant in Central and North Frontenac. Relief Library Assistant (Urban Branches) Sophie Harmsen accepted a temporary, part-time Library Assistant role.

Staff Training and Professional Development

Three KFPL staff attended the Ontario Library Association virtual Children and Youth Expo, on November 7. The theme was "Open doors, Open minds – Rise Up with Intentional Allyship."

Programs and Events – New and Notable

Halloween programs for all ages were offered in late-October, most notably the Halloween Photo Booth hosted by members of the Teen Advisory Group (TAG) and a thrilling visit from *Haunted Canada* author Joel Sutherland.

People of all ages have been developing new skills and exploring creative outlets. Recent maker highlights include: an Owl Take-Home Kit, the Art Studio program, Introduction to Cricut training, a Repair It! drop-in with a very high success rate, and a P.A. Day sock puppet session.

Technology Tutors have also been providing help with computer and internet basics, personal mobile device troubleshooting, and use of specific digital resources or computer software. Appointments for one-on-one support with a Technology Tutor are available at urban branches.

Through in-branch displays, curated e-collections and special programming, KFPL recognized the following events: Diwali, Media Literacy Week, Treaties Recognition Week, Indigenous Veterans Day, Remembrance Day, Climate Action Week, Make a Will Month, I Read Canadian Day, and the Big Library Read – *Artie and the Wolf Moon*.

Marketing and Engagement

Planning is underway to move to a new marketing and analytics software product in January 2024. Nicole Charles is leading the transition, working with the vendor, the Library's ILS vendor and library staff to configure the new product. The new software

provides improved survey functionality and opportunities for more targeted and dynamic newsletter content.

Overdue: The Case for Canada's Public Libraries

The Canadian Urban Institute (CUI), in partnership with Canadian Urban Libraries Council / Conseil des Bibliothèques Urbaines du Canada (CULC/CBUC), has released a report titled "Overdue: The Case for Canada's Public Libraries" [https://canurb.org/publications/overdue/]. Conceived to further CUI's role in highlighting "the critical components of the urban and community fabric that are essential to Canada's social, economic and environmental resilience and post-pandemic recovery," it includes data, a call to action, future priorities for libraries and information regarding the work that has been and continues to be done through the pandemic. This report was distributed to the Board via email in late October.

Federation of Ontario Public Libraries Updates

The Federation of Ontario Public Libraries (FOPL) and the Ontario Library Association (OLA) have updated their government relations documents to guide advocacy work and priorities throughout the fall and winter. There are two main updates to previously released funding requests and priorities:

1. An additional $25 million is being requested annually to restore the Provincial Libraries Operating Grant (PLOG) to a present-day value, addressing the impacts of inflation, rising costs of living and other pressures that have accumulated over more than 25 years. The current total amount of the PLOG is $21 million annually.

2. Language pertaining to the Ontario Digital Public Library (ODPL) request has changed and reflects a $10 - $20 million ask to demonstrate various levels of investment. An ODPL Briefing Note has been prepared by the FOPL Board of Directors to provide context and additional information. It incorporates feedback provided by member libraries.

FOPL sent a letter to the Ministry of Public and Business Service Delivery in support of a consultation paper jointly submitted by the Canadian Association of Research Libraries (CARL), the Canadian Federation of Library Associations (CFLA), the Canadian Internet Policy and Public Interest Clinic (CIPPIC) and CULC proposing changes to the *Consumer Protection Act, 2002*. The consultation letter requests that the Ministry enforces fair e-book pricing and licensing terms for public libraries. The letter and consultation paper are available on the FOPL website and will be distributed to the Board separately.

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)

- October 16 to November 14, 2023

Job Evaluation Training
- October 17, 2023

Non-Core Asset Management Plan meeting, with Dillon Consulting and City of Kingston staff
- October 18, 2023

Public Library Service Awards Jury meeting
- October 19, 2023

Chief Executives of Large Urban Public Libraries meeting
- October 20, 2023

Canadian Urban Libraries Council meetings
- October 21-26, 2023

Isabel Turner Renovation Project meeting
- October 31, 2023

Climate Leadership Working Group – Adaptation and Resilience Issue Table meeting
- November 1, 2023

Meeting with U. Wilkinson, President, Friends of the Kingston Frontenac Public Library
- November 6, 2023

Friends of the Kingston Frontenac Public Library Board Meeting
- November 8, 2023

Meeting with S. Bolton and D. Kurylovich, County of Frontenac
- November 8, 2023

Appendix B:

KFPL Incident Reports by Branch (Oct. 15 to Nov. 14, 2023)

Arden

2023-640   Broken window (Nov. 9)

Calvin Park

2023-587   Annoyed patron (Oct. 16)

2023-588   Erratic patron behaviour – AMHS called (Oct. 16) 📞

2023-592   Patron visited by police and crisis counsellor (Oct. 17)

2023-596   Stolen toilet paper (Oct. 19)

2023-603   Stolen electric scooter (Oct. 23)

2023-611   Difficult interaction with patron (Oct. 30)

2023-615   Religious flyer left in book (Oct. 31)

2023-623   Graffiti in men's washroom (Nov. 3)

2023-627   Meat cleaver left in women's washroom (Nov. 4)

2023-630   Graffiti in men's washroom (Nov. 6)

2023-631   Abusive language towards staff member (Nov. 4)

2023-641   Emergency door alarm set off (Nov. 10)

Central

2023-589   Patron slow to leave at closing (Oct. 17)

2023-590   Bag containing bottles of liquor left near computers (Oct. 17)

2023-591   Unauthorized use of meeting room (Oct. 17)

2023-594   Pages torn out of a book (Oct. 18)

2023-595   Patron discussing self-harm – crisis team called (Oct. 19) 📞

2023-598   Wellness check for sleeping patron (Oct. 20)

2023-599   Banned patron in library (Oct. 20) 📞

2023-602   Clothing left in washroom (Oct. 21)

2023-604   Problematic and unhygienic behaviour (Oct. 24)

2023-606   Patron sleeping on stairs, wellness check (Oct. 26)

2023-609   Irate patron, asked to leave (Oct. 27)

2023-610   Patron ill-tempered towards another patron (Oct. 28)

2023-612   Patron lying down on bench in foyer (Oct. 30)

2023-613   Wellness check leads to inappropriate behaviour (Oct. 30)

2023-617   Angry patron interaction (Nov. 1)

2023-618   Drug paraphernalia found in accessible washroom (Nov. 1)

2023-619   Patron utters profanities (Nov. 2)

2023-620   Loud music in front foyer (Nov. 2)

2023-621   Alcohol containers found in washrooms (Nov. 2)

2023-622   Mess left in bathroom (Nov. 2)

2023-624   Verbal altercation between patrons (Nov. 3)

2023-625   Mistaken identity (Nov. 3)

2023-626   Drug paraphernalia found by main entrance (Nov. 4)

2023-629   Banned patron in library (Nov. 4)

2023-632   Patron rolling a joint in library, asked to leave (Nov. 6)

2023-633   Patron in distress, AMHS called (Nov. 6) 📞

2023-634   Patron asked to leave (Nov. 7)

2023-636   Aggressive patron behaviour outside branch (Nov. 8)

2023-638   Bed bugs found in borrowed book (Nov. 8)

2023-639   Drug use in second floor washroom (Nov. 9)

2023-642   Patron using accessible/family washroom for extended period (Nov. 11)

2023-644   Angry outburst after wellness checks (Nov. 11)

2023-649   Patron leaving bags around the branch (Nov. 13)

Isabel Turner

2023-586   Discarded underwear in stacks (Oct. 16)

2023-593   Unwanted interaction from male patron (Oct. 18)

2023-597   Teens vandalize signage (Oct. 19)

2023-600   Elevator alarm activated (Oct. 21)

2023-601   Alarm in elevator activated accidentally (Oct. 21)

2023-605   Feces and drug paraphernalia outside branch (Oct. 25)

2023-607   Patron in medical distress outside branch (Oct. 26) 📞

2023-608   Teen reports robbery in park (Oct. 26)

2023-614   Vandalism plus alcohol bottles outside of branch (Oct. 30)

2023-616   Yelling and drug use in public washroom (Nov. 1) 📞

2023-628   Elevator alarm pressed (Nov. 4)

2023-637   Sharps container broken into (Nov. 8)

2023-645   Inappropriate remarks, patron asked to leave (Nov. 12)

Pittsburgh

2023-585   Outburst at entrance (Oct. 13)

Rideau Heights

2023-643   Missing running shoes (Nov. 11)

2023-647   Drug paraphernalia found in children's area (Nov. 13)

Sydenham

2023-584   Debris in exterior book drop (Oct. 16)

Appendix C:

Summary of Patron Feedback (Oct. 15 to Nov. 14, 2023)

Accessibility

- A request was received for an automatic door opener to be installed for the single-use washroom at the Isabel Turner Branch. (*This is not possible at this time, but washroom and general building accessibility will be addressed in the upcoming renovations*).

Branch Operations

- A patron commented on Facebook that they were happy to have extra hours at Pittsburgh, but wished the staffed hours were more regular throughout the week.

- A patron commented "Nice! More flexibility" on one of the Library's Facebook posts regarding Extended Hours.

- A complaint was posted on Facebook about reduced access to the Pittsburgh Branch, as the patron does not want to use Extended Hours (two staffed evenings instead of three) and they commented that their daughter had to prevent someone from entering the Library when she was leaving.

- While receiving orientation to Extended Hours, two Pittsburgh patrons expressed concerns about the former Rideau Marina as a possible site for the sleeping cabins.

- A patron responded to a tweet from Glasgow Women's Library regarding designated times when they will invite people to mask and social distance and requested that KFPL do the same.

- Someone commented on X (formerly Twitter): "I love my local Isabel Turner Library! I've been a Library user since age 7."

- Compliments in a Google review for the Pittsburgh Branch and the staff there: "A lovely little library with a welcoming atmosphere and kind, helpful, professional staff. We took our 8 year old son there today for his first public library experience; the staff walked him there getting his first library card and showed him where he could find books that interested him."

- A patron had a conversation with a staff member as they were taking down the Remembrance Day display at the Pittsburgh Branch, upset that the Library is open on Remembrance Day, and expressing that they feel that the Library did not do enough to mark the day. The staff member let the patron know how KFPL observed the day and let the patron know they would pass the feedback along to a Manager.

Collections

- A patron was complimentary about the Victorian Literature display, "Victober" at the Isabel Turner Branch. She was very pleased to see so many authors she was familiar with and to have all the titles she has yet to read in once space.

- A patron expressed their frustration in using Libby filters and tags and asked that we forward their comments to the app developers.

- A patron inquired about the return of the Express Reads collection and expressed frustration that she had not received responses to previous inquiries about their return.

- Catalogue records for "on order" items that the Library is not able to acquire are being deleted this month, which requires the cancellation of any reservations on those items. A patron complained that emails regarding the reservation cancellations did not include the titles of the items.

Facilities

- A patron suggested a more effective washroom fan be installed in universal washroom on the 1st floor at the Central Branch.

- A patron requested compost bins be available in our branches, particularly ones where we are offering food during programs. They offered to do some presentations for the Library about composting.

- A request was made that a bottle fill station be installed at the Calvin Park Branch.

- A patron was frustrated when they were unable to access Extended Hours due to a technical issue.

Programming

- A patron commented on the Saturday Spotlight YouTube video "How to Make a Lithophane on a 3D Printer": "Awesome project and excellent clear instructions! Cool!"

- The Repair It! Program received positive feedback on Facebook recently: "Such an amazing community initiative for both those who are handy and offer to lend their skills, and those who are in need of their talent."

KFPL Report to the Board

Subject: Requests for Review of Library Materials (Q3-2023)

Prepared by: K. Lemay, Manager, Branches and Collections

Date of meeting: November 22, 2023

Background:

The Request for Review of Library Materials process is a means for patrons to communicate concerns about specific materials to Library staff and encourages meaningful conversations about intellectual freedom. Requests for Review are dealt with in the context of the Collection Development Policy, which was last approved by the Library Board in March 2023. The relevant section of the policy is restated here:

> *The Kingston Frontenac Public Library Board regards an individual's right of access to information through the public library as an important element of a democratic society. The presence of any material in the Library does not indicate an endorsement of its contents.*
>
> *The content or manner of expressing ideas in material that is purposely selected to fill the needs of some Library users may be considered to be offensive by other Library users. The Library recognizes the right of any individual or group to reject Library material for personal use but does not accord to any individual or group the right to restrict the freedom of others to make use of that same material. While Library staff will attempt to guide individuals and groups to materials suitable for their use, the ultimate responsibility for the choice made by the patron lies with the patron and/or their parent(s) or guardian(s).*

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

Analysis:

In the third quarter of 2023, KFPL received two Requests for Review of Library

Materials. In one case, the CRT opted to move the item from the children's collection to the teen collection. In the other case, the CRT decided to keep the item in the collection. Details follow:

1. ***Tales from the Crypt: Hex and the City*, by John Lansdale, Stefan Petrucha, Jim Salicup and Tim Smith**

   Tales from the Crypt: Hex and the City by John Lansdale, Stefan Petrucha, Jim Salicup and Tim Smith is a graphic novel anthology which includes stories which fall within the horror genre.

   Summary of Patron Comments

   The patron felt that there was sexualized imagery of women on the back cover and throughout the book. The patron felt that children might be given "inaccurate information about women's bodies and sexuality and assume they are sexual objects."

   Findings and Action Taken

   – The publisher and KFPL's book vendor recommend this title for "Young Adult, Ages 13-17," which would place it as part of KFPL's teen graphic novel collection. Thus, were selectors to purchase this title today, it would be acquired for the teen collection.

   – This item has appeared in children's, teen, and adult collections across a wide variety of library systems.

   – This title has some violent and sensual themes, as well as sexualized imagery of women, which imply an older target audience. These themes make this title suitable for teen and adult graphic novel collections.

   – This title is compatible with the following selection principles wherein the collection includes *"materials which entertain, and which may enhance the individual's enjoyment of life"* and *"materials which provide an aesthetic experience, stimulate imagination and increase and individual's potential for creativity."*

   – Parents and guardians are responsible for determining which books are appropriate for children and teens in their care. As the Collection Development Policy states: *Responsibility for a child or teen's choice and use of materials rests with their parent(s) or legal guardian(s). The Kingston Frontenac Public Library believes in the freedom of the individual, and the right and obligation of parents(s) or legal guardian(s) to guide, develop, interpret, and maintain their*

own code of values in their family.

The Collection Review Team recommended transferring the item from the junior graphic novel collection to the teen graphic novel collection.

The decision of the CRT was communicated to the patron as per the Guidelines for Requests for Review of Library Materials.

Date Resolved
September 2023

2. ***The Truth About Stories*, by Thomas King**

The Truth About Stories by Thomas King is an award-winning work that was originally broadcast in 2003 as a CBC Massey Lecture. KFPL has the title in both print and audiobook on CD in the adult non-fiction section. The item reviewed in this report is a CD audiobook.

Summary of Patron Comments
The patrons felt that the use of the word "Jews" in the line "...or that the Jews would utilize to displace Palestinians..." (p.105) is antisemitic and the term "Israelis" would be more logical. The patron felt that removing disc 4 or labelling the item with a note to explain the issue would be appropriate.

Findings and Action Taken
− *The Truth About Stories* was reviewed favorably in respected journals *Booklist* and *Quill & Quire.*
− WorldCat shows 14 editions of the print book in 867 libraries and 3 editions of the audiobook in 65 libraries, including the Ottawa Public Library and the Mississauga Library.
− KFPL's copies are included in the adult non-fiction collections, under the Dewey Decimal Classification (DDC) numbers 819.354 (print edition) and 808.397 (audiobook). This aligns with the placement of the title in other public library collections. 800 is the DDC class for Literature.
− This title was awarded Ontario's leading literature award, the Trillium Book Award.
− KFPL does not label materials, as per the Collection Development Policy noted below.
    o *The Library does not label materials to indicate approval or disapproval of the content. No catalogued book or other item will be placed on closed*

shelves, except due to space limitations or to protect it from damage or theft (4.11 Labeling of Collections).

– KFPL regards an individual's right of access to information and therefore does not actively remove materials as per the Collection Development Policy.

   o *The Kingston Frontenac Public Library Board regards an individual's right of access to information through the public library as an important element of a democratic society. The presence of any material in the Library does not indicate an endorsement of its contents. The content or manner of expressing ideas in material that is purposely selected to fill the needs of some Library users may be considered to be offensive by other Library users (4.10 Controversial Material).*

Both the print and audiobook are well situated in KFPL's collection and have received favorable reviews in respected sources. The title aligns with the KFPL Collection Development Policy.

The Collection Review Team recommended keeping *The Truth About Stories* by Thomas King in the collection without labels or removal of content.

The decision of the CRT was communicated to the patron as per the Guidelines for Requests for Review of Library Materials.

<u>Date Resolved</u>
October 2023

KFPL Report to the Board

Subject: Performance Statistics (Q3 2023)

Prepared by: L. Carter, Chief Librarian/CEO

Date of meeting: November 22, 2023

Background:

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

Data for the third quarter of 2023 is available in Appendix A and reports on the following measures:

- Circulation (direct and renewals) of all materials
- Patron queries (reference, reader's advisory, technology)
- Internet use (public computer sessions and Wi-Fi)
- E-services (website visits, patron queries, online database use and OverDrive/Libby (e-books/e-audiobooks)
- Social media activity (Facebook, X (formerly Twitter), Instagram, TikTok, YouTube) and engagement
- Programs (in-house and outreach) and attendance
- Meeting room bookings

Analysis:

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

COVID-19 Service Interruptions:

- All branches of the Library were closed as of March 16, 2020 to help prevent the spread of COVID-19.
- Reopening began with curbside pickup of reservations during the week of June 1, 2020 at all 16 branches.
- Branches operated on reduced hours, offering a mix of open to the public and curbside hours, or were offering curbside only hours, until December 26, 2020 when Provincial regulations mandated the return to curbside service only.

- Library branches re-opened on February 11, 2021 until April 3, when all public libraries in Ontario were mandated to return to curbside service for the remainder of the second quarter. Rural branches operated at full hours, urban branches on reduced hours. Evening hours were re-introduced at the Isabel Turner branch the week of November 15, 2021.

- Rideau Heights opened for Saturday service from 10-2 beginning March 13, 2021. Starting November 17, 2021, the branch opened Wednesdays from 10-6.

- As of May 2, 2022, library branches returned to almost full operating hours, with the exception of the Central, Calvin Park, and Isabel Turner Branches, which are closing at 8pm instead of 9pm Monday-Thursday.

- Rooms have been unavailable to rent several times since the start of the COVID-19 pandemic. They were available to rent for all of Q2 2023, and while use is increasing, it is still not back to pre-pandemic levels.

Other Closures and Service Changes or Interruptions:

- The mobile library was located at the INVISTA Centre from mid-September 2019 to mid-June 2022, when it was moved to the Kingston East Community Centre. It was out of service from March 17, 2020 to March 13, 2022 due to COVID-related closures. A second mobile library was added at Kingston Secondary School (KSS) on December 12, 2022.

- Ancestry Library Edition was available for home use when COVID-19 restrictions were in place. The Library's regular license is for in-library use only.

- Digital magazines were provided by RBDigital until December 2020. The company was sold, and the service discontinued, forcing a change in vendors. Far fewer titles were available through the replacement service, Flipster, which launched February 1, 2021, leading to a dramatic decrease in circulation. KFPL moved from Flipster to OverDrive for digital magazines in January 2023, and ease of use and selection improved.

- OverDrive launched January 2, 2023. cloudLibrary holds had been disabled in late December 2022, and cloudLibrary holdings were unavailable while they were moved to OverDrive between January 23 and February 2, 2023.

- Hours of operation at the Cloyne, Plevna, Storrington, Hartington, Sydenham and Wolfe Island branches changed on May 1, 2023. The total number of hours at those branches stayed the same. Hours also changed at the Mountain Grove and Sharbot Lake branches, with four service hours moving from Mountain Grove to Sharbot Lake.

Selected Trends:

Analysis in this section focusses on the comparison of Q3 2023 data to Q3 2022, with increases shown in almost all categories. While most data reported in most categories remains below pre-pandemic numbers, the way people use and engage with the Library has changed, and when looking at trends and patterns of use, 2022 is a more useful comparator than 2019.

Circulation of physical items (see Figure 1) is up 2.4% compared to Q3 2022. Year to date circulation of physical items, which includes renewals, is up 6.8% over 2022 figures.

Overall use of e-services has increased by 18.6%, with the increase largely attributable to increased website visits. A change in the way visits are being tracked may be partially responsible for the difference and is being investigated. E-book and e-audiobook use through OverDrive/Libby is the same as Q3 2022. Cost and licensing terms of these resources is a limiting factor on circulation, and additional funds are being devoted to these collections to try to increase selection and reduce waiting times.

Patron queries (see Figure 6) have increased 13.7% over Q3 2022. These statistics are reported manually by staff, which creates a margin of error.

In-branch computer use (see Figure 7) decreased at almost every branch this quarter and is down 10.6% compared to Q3 2023. This service has seen the greatest impact related to the pandemic, as many people acquired their own devices to access the internet. The Q3 stats represent a 56% decrease over the same quarter in 2019.

Social Media followers (see Figure 8) continue to rise, though views, mentions and engagement with posts are down overall. YouTube content continues to rise in popularity, with a small number of videos responsible for the large increases in views. Newsletter subscribers are up 9.2% over Q3 2022.

Total program attendance increased 2.5% over Q3 2022, despite 8.8% fewer programs or events offered. Adult statistics include genealogy one-on-one sessions, skewing attendance to event ratios down.

Paid meeting room bookings (Education, Government, Private and Private Cultural (see Figure 12) decreased by 4 bookings, or 8.9% over Q3 2022, though total room bookings increased by 11%.

Appendix A: Performance Statistics – 3rd Quarter 2023

Circulation

Circulation includes direct circulation as well as renewals. The circulation figures are generated by KFPL's integrated library system (ILS) on a monthly basis.

Figure 1: Circulation

Branch	2020	2021	2022	2023
Arden	840	1,284	1,414	1,055
Calvin Park	36,512	45,482	43,869	43,062
Central	24,727	31,958	31,645	35,561
Cloyne	1,124	1,894	2,010	1,855
Hartington	927	1,744	1,383	1,476
Howe Island	495	657	768	568
Isabel Turner	48,542	72,220	78,393	80,237
Mountain Grove	396	706	582	332
Parham	471	769	828	724
Pittsburgh	10,067	13,997	15,617	18,479
Plevna	449	1,085	1,314	1,989
Rideau Heights	3,571	5,312	8,473	7,242
Sharbot Lake	1,327	2,309	2,083	2,377
Storrington	1,627	2,241	1,803	1,856
Sydenham	6,746	9,900	8,215	8,445
Wolfe Island	1,026	1,731	2,008	1,863
Mobile	0	0	43	80
Virtual (renewals)	48,327	57,965	57,785	57,168
TOTAL	**187,174**	**251,254**	**258,233**	**264,369**

Figure 2: Circulation Percentages Overview
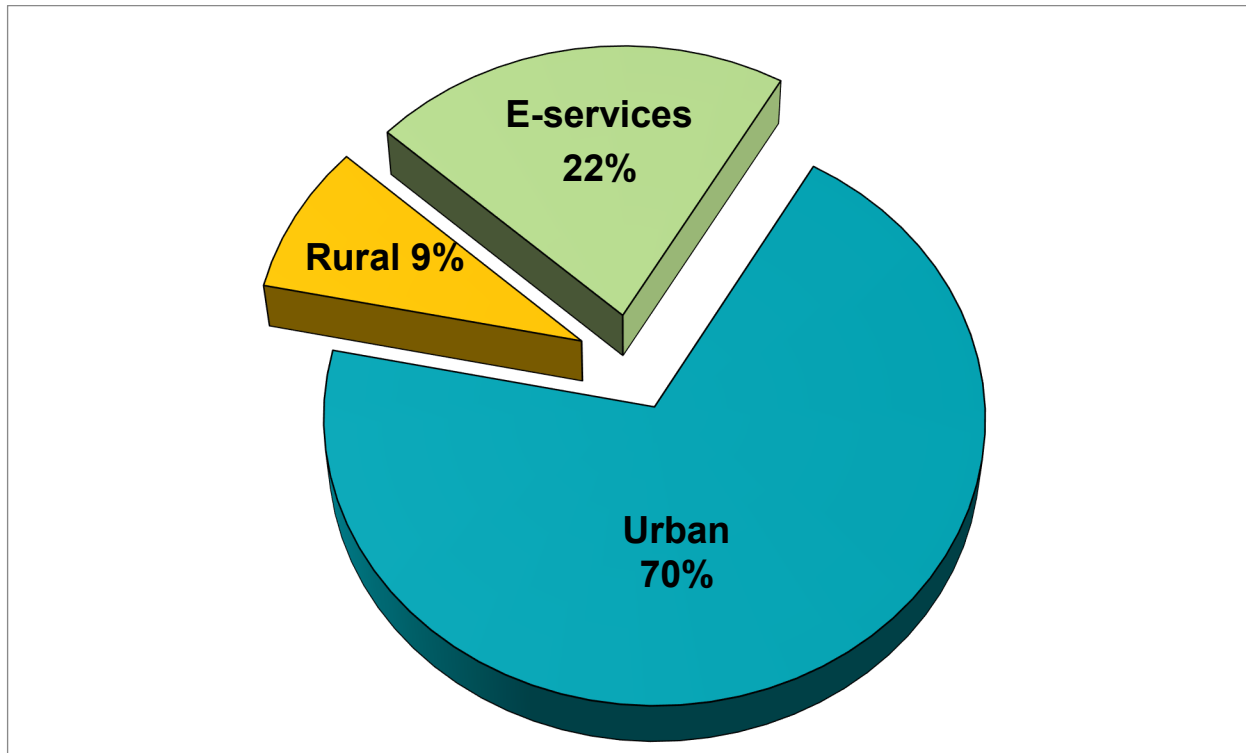
Figure 3: Circulation – Rural Branches
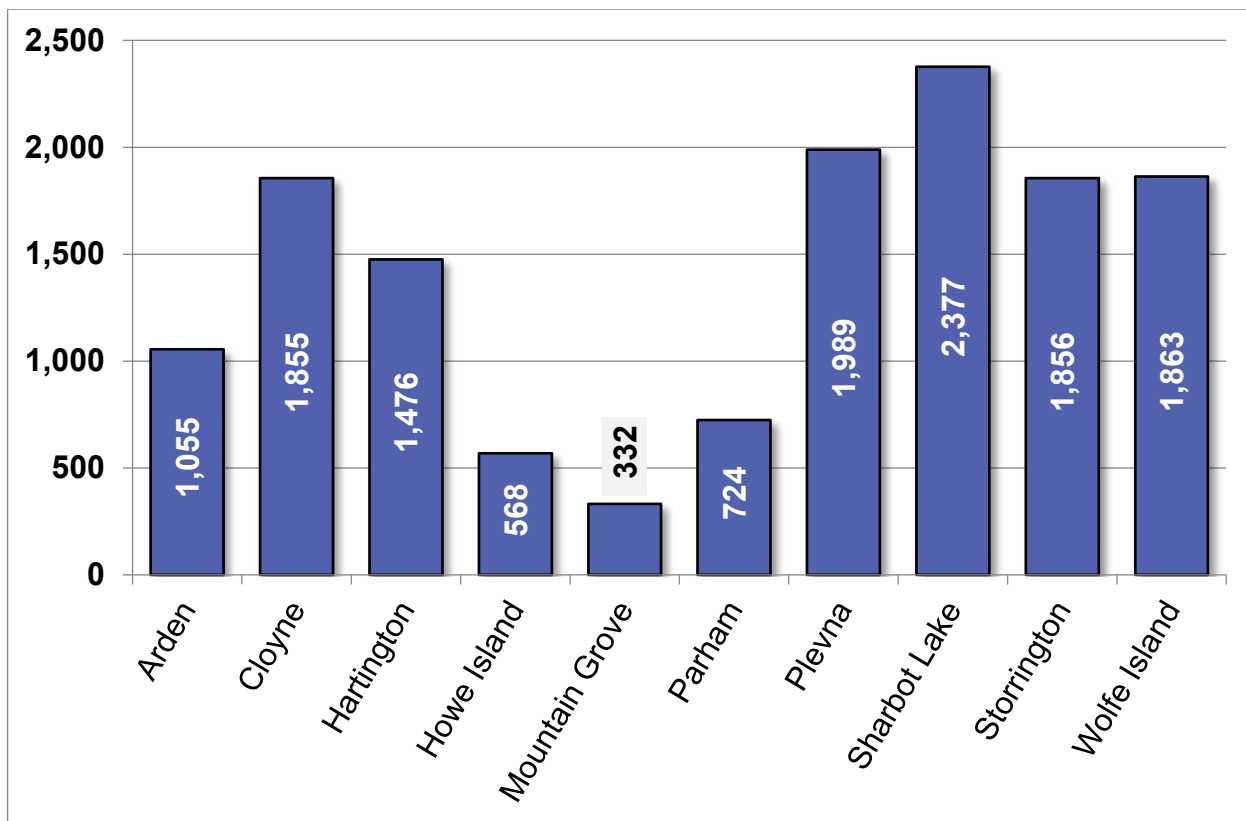
Figure 4: Circulation – Kingston and Sydenham

Branch	Circulation
Calvin Park	43,062
Central	35,561
Isabel Turner	80,237
Pittsburgh	18,479
Rideau Heights	7,242
Sydenham	8,445
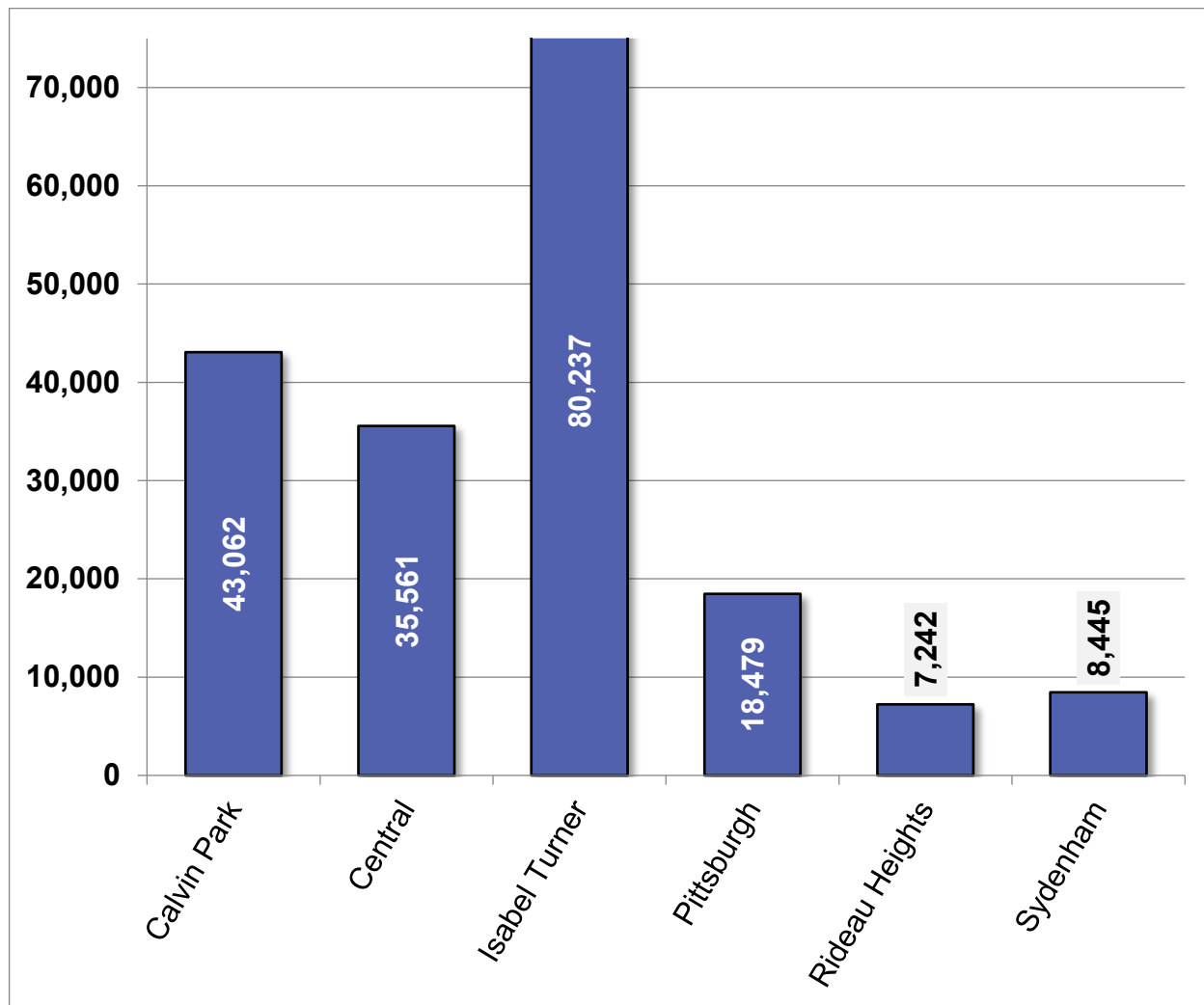
Figure 5: Circulation Per Capita

Region	Population 2021	Circulation Q3 2023	Circulation per capita
City of Kingston	132,485	184,661	1.39
Township of South Frontenac	20,188	11,777	0.58
Township of Central Frontenac	4,892	4,488	0.92
Township of North Frontenac	2,285	3,844	1.68
Township of Frontenac Islands	1,930	2,431	1.26

Patron Queries

Patron queries include reference, reader's advisory, and technology. Patron queries are reported by staff members using definitions from the Ministry of Tourism, Culture and Sport. Virtual questions include all patron queries (account, reference, reader's advisory and technology).

Figure 6: Patron Queries by Branch

Branch	2020	2021	2022	2023
Arden	317	280	452	366
Calvin Park	2,400	3,421	4,028	4,114
Central	3,242	4,071	3,891	4,525
Cloyne	163	285	328	248
Hartington	95	243	78	114
Howe Island	0	28	38	n/a
Isabel Turner	2,224	3,248	3,099	3,939
Mountain Grove	15	232	254	161
Parham	17	525	439	310
Pittsburgh	514	2,547	1,963	2,507
Plevna	32	185	258	438
Rideau Heights	59	680	1,999	2,288
Sharbot Lake	285	459	500	690
Storrington	1	156	139	228
Sydenham	83	926	819	1,083
Wolfe Island	31	558	662	548
Virtual	2,415	2,050	2,134	2,413
TOTAL	**11,893**	**19,894**	**21,081**	**23,972**

*No statistics available for Howe Island for Q3

Internet and Wi-Fi Use

Internet use statistics are the number of sessions initiated on KFPL's public access computers and express stations (use of online public access catalogues (OPAC) and research stations are not included).

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

Figure 7: Public Computer Bookings by Branch

Branch	2020	2021	2022	2023
Arden	n/a	0	10	12
Calvin Park	1,427	1,860	2,524	2,089
Central	1,416	1,932	2,399	2,546
Cloyne	n/a	21	53	71
Hartington	n/a	5	7	11
Howe Island	n/a	0	0	0
Isabel Turner	1,677	2,418	3,094	2,755
Mountain Grove	n/a	2	15	8
Parham	n/a	0	4	9
Pittsburgh*	73	112	132	159
Plevna	n/a	15	41	47
Rideau Heights*	13	73	734	418
Sharbot Lake	n/a	35	67	68
Storrington	n/a	3	5	0
Sydenham	107	192	198	181
Wolfe Island	n/a	19	35	27
TOTALS	**4,713**	**6,687**	**9,318**	**8,330**

*A software update resulted in loss of data for these locations in June.

Social Media and Engagement

Social media statistics are used to measure the effectiveness of KFPL's digital marketing and engagement efforts, and to inform decisions around service design and delivery.

Figure 8: Social Media

Platform	Measure	2020	2021	2022	2023
Facebook	Engagement	3,641	3,087	3,269	4,613
	Likes	4,205	4,516	5,057	5,446
	Posts	76	238	429	382
Instagram	Engagement	1,808	3,371	15,572	11,189
	Followers	1,928	2,381	2,678	2,993
	Posts	25	88	60	90
	Views of Video	1,537	1,769	14,405	4,610
TikTok	Engagement	n/a	n/a	13,240	8,009
	Followers	n/a	n/a	46	70
	Posts	n/a	n/a	21	12
	Views	n/a	n/a	12,707	7,673
X (Twitter)	Engagement	656	1,808	1,118	678
	Followers	3,776	4,011	4,322	4,363
	Mentions	209	282	294	n/a
	Tweets	289	656	589	406
YouTube	Posts	112	29	28	9
	Subscribers	507	862	1,041	1,257
	Views	9,482	4,834	7,654	22,093

Figure 9: Engagement

Engagement Type	Description / Title	Subscribers / Participants
KFPL Newsletters	Grow	1,431
	Connect	11,975
	Create	1,933
	Engage	984

E-services

The Kingston Frontenac Public Library offers a variety of online resources, including Hoopla (music, film, television); Kanopy (film); Lynda.com (online courses); OverDrive/Libby (e-books, e-audiobooks, and e-magazines) and Cantook Station (French e-books and e-audiobooks). Online databases include Ancestry (library edition), Mango Language Learning, Press Reader (newspapers and magazines), Novelist (reader's advisory) and other products.

Figure 10: E-Services

Resource	Category	2020	2021	2022	2023
Ancestry Library*	Uses	24,702	18,065	15,010	10,727
OverDrive / Libby	E-audiobooks	17,894	20,315	22,405	21,782
	E-books	51,648	48,860	43,821	43,174
Cantook Station	Uses	n/a	n/a	86	68
Hoopla	Uses	3,908	4,073	4,280	4,294
Kanopy	Uses	n/a	1,690	1,985	2,613
LinkedIn Learning	Certificates completed	138	58	91	112
	Users	506	209	241	299
Mango Language	Uses	1,134	710	828	1,047
Newspapers & Articles	Uses	30,202	32,189	29,527	12,755
Digital Magazines**	Uses	7,179	1,747	2,011	6,524
Website	Visits	222,874	189,522	188,152	275,375
TOTAL		**360,185**	**317,438**	**308,437**	**378,770**

*Ancestry Library Edition was available for home use when COVID-19 restrictions were in place. The Library's regular license is for in-library use only.

**Overdrive Magazines replaced Flipster in January 2023, offering thousands of new titles.

Programming

Programming is an integral part of the Kingston Frontenac Public Library's service to the public. The events and programs offered are responsive to the interests and needs of the communities served by our branches and support the Library's mission, vision, and strategic plan. All programs are designed with measurable outcomes and evaluated regularly. The Library also reviews suggestions for events and programs and uses various mechanisms to gather community input to assist in setting programming priorities and plans.

Figure 11: Session/Events and Attendance

User Group	Category	2020	2021	2022	2023
Adult	Session / Events	32	48	46	37
	Attendance	523	1,397	559	355
Children and Family	Session / Events	126	111	190	147
	Attendance	3,338	1,943	4,305	4,075
Mixed / All Ages	Session / Events	4	4	0	6
	Attendance	253	98	0	79
Outreach	Session / Events	0	18	33	41
	Attendance	0	546	1,418	1,901
Teen	Session / Events	12	16	15	28
	Attendance	201	308	193	226
TOTALS	**Session / Events**	**174**	**197**	**284**	**259**
	Attendance	**4,315**	**4,292**	**6,475**	**6,636**

Meeting Room Bookings

Meeting rooms and event spaces in KFPL's urban branches are available to rent when not being used for Library purposes (e.g., programs).

Figure 12: Room Bookings by Location

Branch	Room	2020	2021	2022	2023
Calvin Park	Community	0	n/a	22	16
Central	Meet 1	15	n/a	10	26
	Meet 2	6	n/a	16	36
	Meet 3	1	n/a	14	13
	Meet 4	0	n/a	12	7
Isabel Turner	Cataraqui	1	n/a	7	5
	North Room	0	n/a	12	1
	South Room	0	n/a	3	3
	Gates Training	1	n/a	4	4
TOTALS		**24**	**n/a**	**100**	**111**

Figure 13: Room Bookings by Type

Booking Type	2020	2021	2022	2023
Book Clubs	1	n/a	8	8
City of Kingston	1	n/a	5	5
Education	2	n/a	0	4
Government	1	n/a	0	14
In House*	18	n/a	42	57
Private	1	n/a	45	20
Private Cultural	0	n/a	0	3
Read for Fun	0	n/a	0	0
Writersfest	0	n/a	0	0
TOTAL	**24**	**n/a**	**100**	**111**

* In House booking statistics do not include use of rooms for Programming and Outreach sessions/events.

Total Uses

Figure 14: Total Uses

Branch	Internet	Wireless	Program Attendance	E-services	Patron Queries	Circulation	TOTAL
Arden	12	-	-	-	366	1,055	**1,433**
Calvin Park	2,089	-	-	-	4,114	43,062	**49,265**
Central	2,546	-	-	-	4,525	35,561	**42,632**
Cloyne	71	-	-	-	248	1,855	**2,174**
Hartington	11	-	-	-	114	1,476	**1,601**
Howe Island	0	-	-	-	n/a	568	**568**
Isabel Turner	2,755	-	-	-	3,939	80,237	**86,931**
Mountain Grove	8	-	-	-	161	332	**501**
Parham	9	-	-	-	310	724	**1,043**
Pittsburgh	176	-	-	-	2,507	18,479	**21,162**
Plevna	47	-	-	-	438	1,989	**2,474**
Rideau Heights	330	-	-	-	2,288	7,242	**9,860**
Sharbot Lake	68	-	-	-	690	2,377	**3,135**
Storrington	0	-	-	-	228	1,856	**2,084**
Sydenham	181	-	-	-	1,083	8,445	**9,709**
Wolfe Island	27	-	-	-	548	1,863	**2,438**
Mobile	-	-	-	-	-	80	**80**
System-wide	-	-	6,636	378,770	2,413	57,168	**444,987**
TOTAL	**8,330**	**n/a**	**6,636**	**378,770**	**23,972**	**264,369**	**682,077**

KFPL Monitoring Report to the Board

Executive Limitation Policy L-9

Communication and Counsel (2023-09)

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

1. Neglect to submit monitoring data required by the Board (see policy on Monitoring Chief Librarian Performance) in a timely, accurate and understandable fashion, directly addressing provisions of the Board policies being monitored.

2. Let the Board be unaware of relevant trends, significant changes in provincial or municipal policies, anticipated adverse media coverage, and/or public reaction, material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established. This shall be done in a timely manner.

3. Fail to advise the Board if, in the Chief Librarian's opinion, the Board is not in compliance with its own policies on Governance Process and Board-Staff Relationship, particularly in the case of Board behaviour which is detrimental to the work relationship between the Board and the Chief Librarian.

4. Fail to marshal for the Board as many staff and external points of view, issues and options as needed for fully informed Board choices.

5. Present information in unnecessarily complex or lengthy form or in a form that fails to differentiate among information of three types; monitoring, decision-preparation or other.

6. Fail to provide a mechanism for official Board, officer or committee communications.

7. Fail to deal with the Board as a whole except when (a) fulfilling individual requests for information or (b) responding to officers or committees duly charged by the Board.

8. Fail to report in a timely manner an actual or anticipated non-compliance with any policy of the Board.

9. Fail to supply for the consent agenda all items delegated to the Chief Librarian, yet required by law or contract to be board-approved, along with the monitoring assurance pertaining thereto.

CEO Interpretation

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

Compliance will be demonstrated when:

- Mechanisms are in place to ensure access to Board resources, training, and communications.

- All required monitoring reports are submitted for inclusion in the Board agenda package according to the schedule in Board policy documents and are accepted by Board motion.

- The Board is advised of any trends, legislative changes, adverse media coverage or public reaction, and external/internal changes that could impact Board policies, particularly those that may trigger the Board's reconsideration of the policies. This information will be provided as soon as possible.

- The Board is advised, through communication with the Board Chair, if there is perceived non-compliance with the Governance Process and Board-Staff Relationship policies.

Evidence of Compliance

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

- Staff Relations and Volunteers
- Financial Condition (Q2-2023)
- Financial Condition (Q3-2023)
- Asset Protection
- Financial Planning and Budgeting

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 September 30, 2023)

- Requests for Review of Library Materials (Q3-2023)
- Statistical Report (Q3-2023)

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 2023-09.

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
November 14, 2023

KFPL Monitoring Report to the Board

Executive Limitation Policy L-1

General Executive Constraint

The Chief Librarian shall not cause or allow any practice, activity, decision or organizational circumstance which is either imprudent or in violation of commonly accepted business, environmental and professional ethics, the *Public Libraries Act*, RSO 1990, c.P.44, other relevant statutes, or contractual agreements the Board has made.

CEO Interpretation

"Cause" is interpreted to mean any action or inaction made by the Chief Librarian/CEO and "allow" is interpreted to mean any action or inaction taken by Library staff that is permitted.

"Practice, activity, decision, or organizational circumstance" is interpreted to include all operational functions within the Chief Librarian/CEO's control. The endangerment of the organization's public image/credibility is interpreted to mean that the public, Council, or media's trust in the organization has diminished due to violation of Library policies or due to violations of commonly accepted business, environmental and professional ethics, the *Public Libraries Act*, RSO 1990, c.P.44, other relevant statutes, or contractual agreements the Board has made.

I interpret this to mean that it is the responsibility of the Chief Librarian to maintain current knowledge of legislation, best practices, and others issues that are relevant to library operations. It is also the responsibility of the Chief Librarian to stay informed about operational situations/occurrences, and to react accordingly. Risk will be mitigated by the proactive establishment of organizational guidelines that promote responsible, informed and prudent decision-making and activities.

Evidence of Compliance

Compliance will be demonstrated when there are no substantiated occurrences of unlawful, unethical, or imprudent actions caused or allowed by the Chief Librarian. occurred.

Statements of Compliance

- A successful external audit confirmed compliance with reporting and financial

obligations.

- There have been no legal claims from staff or the public relating to violations of the Ontario Human Rights Code, the Ontario *Human Rights Code*, the *Ontario Occupational Health and Safety Act*, the *Workers Safety and Insurance Act* or the *Employment Standards Act*.

- There have been no claims made by the Ministry of Tourism, Culture and Sport that the Library has been in violation of the *Public Libraries Act* or any Ministry requirements;

- There have been no lawsuits filed against the Library.

- Contractual obligations have been met.

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

November 14, 2023

KFPL Monitoring Report to the Board

Executive Limitation Policy L-2
Staff Relations and Volunteers (2023-09)

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:
    - Standards of Conduct for KFPL Employees
    - KFPL Employee Online and Social Media Policy
    - Right to Disconnect Policy
    - Electronic Monitoring Policy
    - Service Feedback Standards
    - Impairment in the Workplace
    - Workplace Harassment Policy
    - Workplace Violence Prevention Policy
    - KFPL Safety Manual

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

- The Patron Code of Conduct is available in-branch and on the Library's website.

- Signs have been posted prominently in City of Kingston branches regarding expectations around treatment of staff and other patrons.

- Banning guidelines are in place to provide guidance for staff in dealing with inappropriate patron behaviour.

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

- Orientation of new staff includes coverage of rights and responsibilities, training required under the *Occupational Health and Safety Act* and time to meet with a CUPE representative as per the current collective agreements.

- Staff are regularly assigned KFPL policy documents to review through the Library's Learning Management System (LMS).

KFPL 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.

- No grievances have been filed since the last report in September 2023. 2023-01 – Policy Grievance – Awarding of Positions was withdrawn by the 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.

Laura Carter, CEO/Chief Librarian
November 14, 2023

KFPL Report to the Board

Subject: Governance Process (G1-G9) and Ends (E1-E4) Policies - Review

Prepared by: L. Carter, Chief Librarian / CEO

Date of meeting: November 22, 2023

Background:

Under the Carver Policy Governance® model written values and perspectives are called policies and occur in four categories: Ends, Executive Limitations, Governance Process, and Board-Staff Relationship policies. It is recommended that the policies are reviewed at least once per Board term.

The purpose of this review is to ensure the Board is satisfied that policy language is clear and provides sufficient detail and direction to guide operational decision making.

An extensive review/revision of the global Ends statement (E1) was undertaken during the previous Board term and formed the basis of the Strategic Planning process that took place from October to December 2022. The current mission, vision and values (E2-E4) were developed and approved as part of the current strategic plan.

The Governance Process policies (G1-G9) were last reviewed in September 2021.

Analysis:

Governance Process Policy G6 "Board Planning Cycle / Agenda Planning" describes the actions the Board will take with respect to planning and governance review and the frequency of these activities.

Staff take this direction, along with the policy review schedule and the monitoring report schedule outlined in Board-Staff Relationship Policy B5 "Monitoring Chief Librarian Performance" to draft the annual Work Plan. Agendas are then drafted based on the Annual Work Plan.

The Governance Process policies (G1-G9) and the Ends Policies (E1-E4) are scheduled for review at the November meeting.

Recommendations:

That the Board review the Ends and Governance Process policies.

(G-1) Governance Commitment

Policy G-1 is a global statement that establishes the purpose and governance commitment of the Kingston Frontenac Public Library Board (the "Board"). This set of policies establishes the governance process.

The purpose of the Board, on behalf of all urban and rural residents, is to ensure that Kingston Frontenac Public Library (the "Library") achieves its stated Ends within the parameters of the accepted Executive Limitations.

This global statement that establishes the purpose of governance commitment of the Board is augmented by policies G-2 to G-9 that follow.

(G-2) Governing Style

The Board will govern with a style that emphasizes:

- Outward vision (rather than internal preoccupation)
- Tolerance of diversity in viewpoints
- Strategic leadership (rather than administrative detail)
- Clear distinction of Board and Chief Librarian roles
- Collective decisions (rather than individual decisions)
- Future orientation (rather than past or present)
- Proactivity (rather than reactivity).

More specifically, the Board will:

1. Operate in all ways mindful of its civic trusteeship obligation to the residents of the City and the County. No Board officer, committee or member will hinder this commitment.

2. Operate in all ways within the principles of Intellectual Freedom.

3. Direct, control and inspire the Library through the careful establishment of broad organizational policies (Ends) reflecting the Board's values and perspectives.

4. Ensure the continuity of governance capability through orientation of new members to, and periodic (evaluation) discussion of, the Board's governance process.

5. Cultivate a sense of group responsibility by using the experience and talents of individual Board members to enhance the ability of the Board as a body.

6. Monitor and discuss the Board's process and performance regularly. Self-monitoring will include comparison of Board activity and discipline to policies in the Governance Process and Board-Staff Relationship categories.

7. Enforce the necessary discipline to govern with excellence. Such discipline will apply to:
   a) policy making principles
   b) respective roles
   c) speaking with one voice
   d) rules of order
   e) attendance.

(G-3) Board Job Description

Specific job outputs of the Board, as an informed agent of the moral Ownership, are those that ensure appropriate organizational performance.

Accordingly, the Board will:

1. Produce written governing policies that, at the broadest levels, address each category of organizational decision:

    a) <u>Ends</u>: The results to be achieved by the Library for its Owners (what benefit for which recipients at what cost). (E1 to E4)

    b) <u>Executive Limitations:</u> Policies that define the constraints within which all executive activity and decisions must take place. (L1 to L10)

    c) <u>Governance Process:</u> Specification of how the Board conceives, carries out and monitors its own task. (G1 to G9)

    d) <u>Board--Staff Relationship:</u> Policies that establish how power is delegated and its proper use monitored; and outlines authority and accountability for the Chief Librarian role. (B1 to B-5)

2. Produce assurance of Chief Librarian performance (against policies in 1a) and 1b)).

3. Produce assurance of successful organizational performance on Ends and Executive Limitations by reviewing monitoring reports.

4. Create and maintain links between the Board and the Ownership, and maintain links with the broader library community.

5. Proactively communicate with its Moral Ownership for the purpose of being responsible owner-representatives and ultimately to best define the Ends that the organization should achieve (see G9). Specifically the Board will communicate with the Moral Ownership for the following reasons:

    a) To listen and get information regarding its values and what the future should be;

    b) To give information, to be accountable, to advocate and to educate;

    c) To build relationships to facilitate further communication;

    d) To share information with all Board members.

6. Understand and react appropriately to legislation that impacts on the library system.

7. Co-operate with the municipal councils' recruiting of Board members.

8. Advocate for the library.

(G-4) Chairperson's Role

The Chairperson ensures the integrity and fulfilment of the Board's process and represents the Board to outside parties.

1. The Chairperson ensures that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the Library.

    a) The content of meetings will only be those matters which, according to Board policy, clearly belong to the Board to decide, not the Chief Librarian.

    b) Deliberation will be fair, open, and thorough, but also efficient, timely, orderly, and kept to the point.

2. The role of the Chairperson is to make decisions that fall within Board policies on Governance Process and Board-Chief Librarian Relationship, except where the Board specifically delegates portions of this authority to others. The Chairperson is authorized to use any reasonable interpretation of the provisions within these specific policies. The Chairperson may delegate their authority but remains accountable for its use.

    a) The Chairperson is empowered to chair Board meetings with all the commonly accepted power of that position (e.g., ruling, recognizing).

    b) The Chairperson has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas. Therefore, the Chairperson has no authority to supervise or direct the Chief Librarian.

    c) The Chairperson may represent the Board to outside parties in announcing Board-stated positions and in stating Chair decisions and interpretations within the area delegated to them.

(G-5) Board Committee Principles and Structure

Board committees will be formed to reinforce the Board's job without interference with the relationship between the Board and the Chief Librarian.

This policy applies to any group that is formed by Board action, whether or not it is called a committee and regardless of whether the group includes Board members. It does not apply to committees formed under the authority of the Chief Librarian.

Other than the Committee of the Whole, which is scheduled in the regular Work Plan, the only Board Committees are those which have a specific purpose and specific time period.

1. Committees will be used sparingly, and ordinarily in an ad hoc capacity.

2. Board committees will assist the Board by preparing policy alternatives and implications for Board deliberation. In keeping with the Board's broader focus, Board committees will not direct staff.

3. Board committees will not speak or act for the Board except when formally given authority for specific and time-limited purposes. This authority will be clearly defined so that there is no conflict with the authority of the Chief Librarian.

4. Board committees cannot exercise authority over staff. The Chief Librarian works for the entire Board, and will not be required to obtain approval of a Board committee before an executive action.

5. Board committees are to be mindful of their responsibility to the organizational whole rather than its parts.

(G-6) Board Planning Cycle / Agenda Planning

To accomplish its work with a governance style consistent with Board policies, the Board will follow an annual agenda which (a) completes an annual re-exploration of Ends policies and (b) continually improves its performance through Board education and enriched input and deliberation.

1. The cycle will conclude each year on the last day of December.

1. In December the Board will approve a Work Plan for the ensuing one-year period.

    a) Education, ownership-input, and deliberation will receive paramount attention in structuring Board meetings and other Board activities during the year.

    b) Governance education and education related to Ends determination (e.g., presentations by futurists, demographers, advocacy groups and staff) will be arranged and held.

2. Monitoring the Chief Librarian will be included on the agenda if monitoring reports show policy violations.

3. CEO remuneration will be decided each year in December.

Action	Frequency
Re-Exploration of Ends Policies	Annually
Review Executive Limitations Policies	Once per Board term
Review Governance Policies	Once per Board term
Review Board –Staff Relationship Policies	Once per Board term
CEO Performance Review	Annually
Legacy Document	Municipal election year
Approve Work Plan for the ensuing one-year period	Annually

(G-7) Board Members' Code of Conduct

The Board commits itself and its members to ethical, efficient, and lawful conduct, including proper use of authority and appropriate decorum when acting as Board members.

Board members will respect the confidentiality appropriate to issues discussed in a *Closed Meeting*.

1. Board members must represent unconflicted loyalty to the interests of the Ownership. This accountability supersedes any conflicting loyalty such as that to advocacy or interest groups and membership on other boards, councils or staffs. It also supersedes the personal interest of any Board member acting as a patron of the Library's services.

2. Board members must avoid any conflict of interest with respect to their fiduciary responsibility in compliance with the *Municipal Conflict Of Interest Act*.

3. Board members must not use their positions to obtain employment in the Library for themselves, family members or close associates. Should a member desire employment, they must first resign.

4. Board members may not attempt to exercise individual authority over the Library or Library staff except as explicitly set forth in Board policies.

5. Board members may not speak for the Board, unless authorized to do so.

6. Board members will not express judgements of the performance of employees or the Chief Librarian, except when participating in formal evaluations of the Chief Librarian's achievement of Board directed policy.

7. Board members will respect the confidentiality appropriate to issues of a sensitive nature.

8. Board members will be properly prepared for Board deliberation.

(G-8) Cost of Governance

Poor governance costs more than learning to govern well, and to support this learning, the Board will invest in its governance capacity.

1. Board skills, methods, and supports will be sufficient to assure governing with excellence.

2. Training and re-training will be used to orient new members, as well as to maintain and increase the skills and understanding of existing Board members.

3. Outside monitoring assistance will be arranged so that the Board can exercise confident control over the organization's performance. This includes but is not limited to fiscal audit.

4. Community engagement methods will be used to engage the Ownership and assist the Board in making informed decisions (see G3).

5. Costs will be prudently incurred, though not at the expense of the development and maintenance of superior capability.

(G-9) Ownership Linkages

Ownership Linkages serve to foster intentional and constructive dialogue and deliberation between Owners and Board members primarily with respect to the achievement of organizational Ends.

Effective Ownership Linkage will support decisions made in the best interests of the entire Ownership.

The Board will gather information to support understanding of the diverse perspectives of the Ownership. Mechanisms of information gathering should ensure that the perspective of the Ownership as a whole is reflected as inclusively as possible.

Ownership Linkage activities affect the way the Board develops or reviews Ends, and therefore are a key Board responsibility. Issues raised by the Ownership concerning operational areas will be referred to the attention of the Chief Librarian.

The Board will devise ways to regularly obtain information and have constructive dialogue with a wide spectrum of the Ownership. Inclusivity shall be an important consideration as such opportunities for input and discussion are developed and implemented.

(E-1) Ends Statement

Kingston Frontenac Public Library exists so that both urban and rural residents have access to resources, services, and programming that support personal enrichment, digital equity, information literacy, and meaningful societal participation through effective stewardship of public resources.

1. Residents and visitors find welcoming, inclusive public spaces where they can build a shared sense of community and belonging.

   1.1. People engage in inter-cultural experiences and expand their awareness of social issues.

2. Library spaces, collections and services are responsive to people's needs and lived experiences including those persons facing systemic barriers.

   2.1. Library resources and services are accessible and culturally relevant.

   2.2. Indigenous members in the service area experience decolonized and Indigenized library services.

3. Community members find opportunities that spark imagination and ignite creativity.

(E-2) Vision

Where communities come together, sparking curiosity, and creating possibility for all.

(E-3) Values

Inclusion – We create welcoming spaces and services that reflect our communities.

Respect – We treat all people in a dignified way and with compassion.

Creativity – We encourage and support innovative thinking, approaches, and solutions.

Accountability – We are responsible stewards of our resources and respect our position as community leaders.

Sustainability – We are advocates for thriving, healthy, diverse, and resilient communities for generations to come.

Intellectual Freedom – We support the open exchange of information and ideas.

Service Excellence – We consistently deliver high-quality services that are responsive to our communities.

(E-4) Mission Statement

We build and support community by creating inclusive spaces, services and collections that advance literacies and invite people to innovate, learn, explore and connect.

KFPL Report to the Board

Subject: 2024 Board Workplan

Prepared by: L. Carter, Chief Librarian / CEO

Date of meeting: November 22, 2023

Background:

Changes to the Board Bylaws and governance policies earlier this year require that adjustments be made to the overall planning cycle, most notably a reduction in the number of annual meetings.

Analysis:

In addition to the specified cycle requirements, staff considered the following when developing the draft workplan:

- Grouping related policies and monitoring reports together to improve cohesiveness of deliberations and decisions.

- Approximate amount of time required for adequate discussion related to policy review, required approvals and other action items to avoid meetings that are too brief or overly long.

Recommendations:

That the Board approve the 2024 Meeting Schedule and Workplan.

KFPL Board Workplan - 2024 (DRAFT)

January 24, 2024	Statement of Solidarity	*read by*
	Governance Process	Election of Officers
	Monitoring Reports	Communication and Counsel
		Emergency Executive Succession
	Information Reports	Chief Librarian Communication
		Strategic Direction - Status Update
		Strategic Direction - Action Plans
		Requests for Review of Library Materials
	Policy Review/Approval	Access to Information & Protection of Privacy
		Records Management

February 28, 2024	Statement of Solidarity	*read by*
	Ownership Linkages	TBD
	Monitoring Reports	Staff Relations and Volunteers
		Employment, Compensation and Benefits
		Financial Condition
	Information Reports	Chief Librarian Communication
		Budget Variance Report
		Statistical Report
	Policy Review/Approval	KFPL Board Constitution

April 24, 2024	Statement of Solidarity	*read by*
	Ownership Linkages	TBD
	Monitoring Reports	Communication and Counsel
		Financial Condition
	Information Reports	Chief Librarian Communication
		Annual Report
		Budget Variance Report
		Requests for Review of Library Materials
	Policy Review/Approval	Collection Development
		Community Engagement
		Internet Access (Public)

KFPL Board Workplan - 2024 (DRAFT)

May 22, 2024	Statement of Solidarity	*read by*
	Monitoring Reports	Asset Protection (external audit)
		Staff Relations and Volunteers
	Information Reports	Chief Librarian Communication
		Statistical Report
	Required Approvals	Audit Approval Consent
	Policy Review/Approval	Occupational Health and Safety
		Workplace Harassment
		Workplace Violence Prevention

June 26, 2024	Statement of Solidarity	*read by*
	Monitoring Reports	Service Accessibility
		Treatment of Public
	Information Reports	Chief Librarian Communication
	Policy Review/Approval	Accessibility for Users With Disabilities
		Patron Code of Conduct

September 25, 2024	Statement of Solidarity	*read by*
	Ownership Linkages	TBD
	Monitoring Reports	Communication and Counsel
		Staff Relations and Volunteers
		Financial Condition
	Information Reports	Chief Librarian Communication
		Strategic Direction - Status Update
		Budget Variance Report
		Requests for Review of Library Materials
		Statistical Report

October 23, 2024	Statement of Solidarity	*read by*
	Ownership Linkages	TBD
	Monitoring Reports	Financial Planning and Budgeting
		Financial Condition
	Information Reports	Chief Librarian Communication
		Budget Variance Report
	Required Approvals	Budget Approval Consent

KFPL Board Workplan - 2024 (DRAFT)

November 27, 2024	Statement of Solidarity	*read by*
	Governance Process	Meeting Schedule and Workplan Approval
		Board-Staff Relationship Policies (B1-B5)
	Ownership Linkages	Develop plan for upcoming year
	Board Education	Determine needs for upcoming year
	Monitoring Reports	Communication and Counsel
		Staff Relations and Volunteers
		General Executive Constraint
	Information Reports	Chief Librarian Communication
		Requests for Review of Library Materials
		Statistical Report
	Required Approvals	CEO Performance Review

last update: 2023-11-14

KFPL Report to the Board

Subject: Ownership Linkages and Board Education – 2024 Plan

Prepared by: L. Carter, Chief Librarian/CEO

Date of meeting: November 22, 2023

Background:

Discussion took place at the September 27, 2023 Board meeting around which populations and topics the Board would like to focus on this term, and how to go about it. With the goal of incorporating as many community interests and perspectives as possible in decisions, Board members considered what voices are missing from the Board and ways to engage those communities and groups to better inform discussion and deliberation.

The following comments and suggestions were made during Board discussion:

- Not sure that having the Board sitting and listening is the best way for voices to be heard. It would be great to integrate experiential learning where possible, and not just have representatives attend meetings to present. The more experiences the Board has with equity-deserving communities the better.

- Many similarities among the top-voted groups, perhaps focus on areas that are common between them.

- Perhaps have representatives invited to speak to the Board to bring ideas and options for additional exposure and contact with high-priority areas.

- Have to remember that many agencies and supports have limited staff capacity and we don't want to drain resources away from community need.

Staff were asked to report back with a draft Ownership Linkage Plan for 2024 that provides more direct opportunities for engagement and connection while maintaining some opportunities for groups to speak to the Board at meetings.

Analysis:

After a thorough review of the survey results and related Board discussion, upcoming policy reviews and near-term capital projects, the following linkage activities and educational opportunities have been identified to support Board discussion and deliberation in 2024.

January 2024 *(Ownership Linkage)*

Suggested focus is Housing and Homeless in Kingston and Frontenac County.

- Presentation from City of Kingston Housing and Social Services department staff.

February 2024 *(Ownership Linkage)*

February is Black History Month, and the suggested focus is Newcomers to Kingston or Anti-Racism.

- Presentation or discussion opportunity with organizations serving newcomers in Kingston and Frontenac County, or focus on anti-racism activities (locally, at KFPL or in the library sector).

April 2024 *(Board Education/Ownership Linkage)*

Suggested focus is the Patron Code of Conduct.

- Staff presentation at Board meeting to provide background and context to inform the Code of Conduct review process.
- A special book sale is tentatively planned for mid-April in partnership with the Friends of the Library. There is an opportunity for Board members to assist with the sale and directly connect with the ownership or to host a concurrent Open House to obtain feedback on Patron Code of Conduct revisions.
- Note that the book sale will likely be taking place outside of the scheduled April Board meeting.

July/August 2024 *(Ownership Linkage)*

Suggested focus is a direct ownership linkage with Frontenac County library users.

- Board Bus Tour could include opportunities to directly engage with Library users.
- Open House events could be organized outside of the Bus Tour
- Library Board members could attend events taking place in Frontenac County.

October 2024 *(Board Education)*

Canadian Library Month and Ontario Library Week are celebrated in October. The suggested focus is advocacy.

- Topics could include Intellectual Freedom, Copyright, eBook pricing or other topics relevant to the broader Library sector.

Other Educational Opportunities

There are several educational opportunities available throughout the year to enhance the Board's understanding of the library sector and support effective Board Governance. The Board may wish to schedule Board Education activities to supplement Ownership Linkage Activities for 2024.

- Ontario Library Board Assembly meetings (Spring and Fall – open to all Board members)
- Ontario Library Service Virtual Conference (September)
- Synchronous and asynchronous in-person and virtual learning opportunities that are

provided to KFPL staff may also be of interest to Board members. These may be internally developed and delivered or purchased from external providers.

- Specific courses or modules could be developed or purchased based on Board need or interest.

Recommendations

That the Board finalize an Ownership Linkage and Board Education Plan for 2024.