

AGENDA

Regular Meeting #2024-01

Kingston Frontenac Public Library Board

January 31, 2024 at 5:00 PM

Isabel Turner 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. Election of Officers
 - 2.1. Chair (motion)
 - 2.2. Vice-Chair (motion)
3. Adoption of the Agenda / Addendum (motion)
4. Disclosure of Conflict of Interest
5. Presentations
 - 5.1. Housing and Homeless in Kingston-Frontenac
6. Adoption of Minutes
 - 6.1. Regular KFPL Board Meeting #2023-09 of November 22, 2023 (attached) (motion)
7. Business Arising from the Minutes

Consent Agenda

8. Information Items
 - 8.1. Correspondence / Information Received and Sent
 - 8.1.1. From the County of Frontenac, a letter dated December 29, 2023 to advise that Councillor Frances Smith has been appointed as Warden and Councillor Ron Vandewal as Deputy Warden of Frontenac County

9. Information Reports

- 9.1. Chief Librarian Communication (to be added)
- 9.2. Requests for Review of Library Materials (Q4-2023)
(no requests for review to report on for Q4-2023)
- 9.3. Strategic Direction – Action Plans and Update (to be added)

10. Motion to accept Consent Agenda (motion)

Required Approvals Agenda

11. Monitoring Reports

- 11.1. Communication and Counsel (report attached) (motion)
- 11.2. Emergency Executive Succession (report attached) (motion)

12. Policy Review and Approval (report attached)

- 12.1. Access to Information and Protection of Privacy (policy attached) (motion)
- 12.2. Records Management (policy attached) (motion)

Other Business

13. Closed Meeting (motions)

- 13.1. Cyber Security Update (confidential report distributed separately)

Adjournment and Next Meeting

Regular Board Meeting, Wednesday, February 28, 2024 at 5:00 p.m., Meet 1, Central Branch.

MINUTES (unconfirmed)

Regular Meeting #2023-09

Kingston Frontenac Public Library Board

November 22, 2023 at 5:00 PM

Meet 1, Central Branch

Attendance:

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

Staff Present: Nicole Charles (Director, Facilities and Technology), Shelagh Quigley (Director, Human Resources), Amy Rundle (Recording Secretary)

CUPE 2202 / 2202.01: Sarah Gallagher

Absent / Regrets: none

1. Call to Order

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

2. Adoption of the Agenda

Motion #: 2023-75

Moved by: A. Cappello 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. Delegations (none)

5. Presentations (none)

6. Adoption of Minutes

6.1. Regular KFPL Board Meeting #2023-08 of November 2, 2023

Motion #: 2023-76

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

That the minutes of Regular Meeting #2023-08 of the Kingston Frontenac Public Library Board held November 2, 2023 be adopted as circulated.

Carried

7. Business Arising from the Minutes

A Board member noted that the Toronto Public Library (TPL) is currently recovering from a cyber attack and asked about cybersecurity at KFPL. L. Carter stated that staff can provide a confidential report for an upcoming meeting explaining how KFPL is mitigating risk, with specifics discussed in a closed meeting.

It was agreed that staff will provide a cyber security report for the next meeting.

Consent Agenda

8. Information Items

8.1. Correspondence / Information Received and Sent

There was no correspondence to report on.

9. Information Reports

9.1. Chief Librarian Communication

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

- The Federation of Ontario Public Libraries (FOPL) is currently holding several advocacy days at Queen's Park regarding the Public Library Operating Grant (PLOG) but is not recommending action from the Board at this time. With regards to e-book pricing, the Canadian Urban Libraries Council (CULC) is leading this advocacy and will be providing additional campaign information after the spring meetings.
- Bed bugs are small and difficult to see, but are visible, and sometimes patrons alert staff to bed bug infestations in their residence. Bed bug procedures for staff are currently being updated and materials/spaces are being treated accordingly.
- A large kitchen knife was discovered by staff during routine cleaning of the public washroom at Calvin Park. The knife was collected safely, and an online police report was filed as follow up. The number of incidents being reported has

substantially increased over last year. The Incident Report summary is organized by branch and indicates when calls have been made for external assistance (e.g., police, AMHS).

- Discussion around the City of Kingston Council debate about the new community standards bylaw, how the bylaw will be enacted, issues will be addressed and the possible impact on the Library.
- A religious brochure was found in multiple books across the system, specifically in LGBTQ2S+ materials for young adults. It seemed to be a deliberate pattern and was recorded as an incident for this reason.
- Agreeing to the terms and conditions of use is required when registering for Extended Hours (EH) and includes an obligation to not allow others to enter. This means that patrons using EH must make sure the door closes behind them and potentially communicate to others that they can't be let in. The EH orientation staff provide for patrons covers this specific issue. With regards to the situation noted in the Patron Feedback summary, staff reached out for more information and the resulting follow-up conversations indicated no safety concerns.

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

9.3. Statistical Report (Q3-2023)

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

10. Motion to accept Consent Agenda

Motion #: 2023-77

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

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

Carried

Required Approvals Agenda

11. Monitoring Reports

11.1. Communication and Counsel

Motion #: 2023-78

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

That the Board has assessed the Chief Librarian's monitoring report on Communication and Counsel (L-9) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

11.2. General Executive Constraint

Motion #: 2023-79

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

That the Board has assessed the Chief Librarian's monitoring report on General Executive Constraint (L-1) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

11.3. Staff Relations and Volunteers

In response to a question, S. Quigley provided a brief overview of the Workplace Inclusion Charter, and the Library's signing on in 2019 as an inclusion and diversity commitment. As part of the initiative, a committee was struck, and staff completed a survey to provide baseline information. One of the resulting suggestions was to implement a mentoring program for new staff. The committee has been working on a program over the past year that was brought to a recent Union-Management meeting for consideration. The general premise is that staff who sign up to be a mentor will be assigned to new staff members to provide support. This program is tentatively scheduled to launch in the new year.

Motion #: 2023-80

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

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

Carried

12. Policy Review and Approval

12.1. Governance Process Policies (G1-G9)

In response to a question about the moral ownership, A. Revill stated that the municipalities are considered the legal owners and community members/residents are the moral owners.

Motion #: 2023-81

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

That the Board approve the Governance Process policies (G1-G9) as presented.

Carried

12.2. Ends Policies (E1-E4)

Motion #: 2023-82

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

That the Board approve the Ends policies (E1-E4) as presented.

Carried

13. Action Items

13.1. 2024 Meeting Schedule and Workplan Approval

The workplan is used by staff as a road map for the year to identify priorities and manage workload. The Board can make changes to the workplan at any point, but advance planning and notice of changes are beneficial for staff.

A Board member suggested that the Patron Code of Conduct review be moved to September, noting that the City's community standards bylaw doesn't come into effect until May, and it would be beneficial to have extra time to assess the impacts and conduct community engagement activities. It was agreed that the Code of Conduct review be moved to the September meeting.

Motion #: 2023-83

Moved by: A. Brunner Seconded by: E. Goodyear-Grant

That the Board approve the 2024 Meeting Schedule and Workplan with amendments.

Carried

13.2. Closed Meeting

Motion #: 2023-84

Moved by: R. Leonard Seconded by: E. Goodyear-Grant

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

a. CEO Performance Review and Remuneration

Carried

Board members remained in the meeting. All others left at this time. (5:37 p.m.)

13.2.1. CEO Performance Review and Remuneration

Motion #: 2023-84

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

That the Board rise from the Closed Meeting without reporting.

Carried

Those who left the meeting returned at this time. (6:09 p.m.)

Other Business

14. Ownership Linkages and Board Education – 2024 Plan

L. Carter stated that the initial survey results, feedback from Board discussion and upcoming required approvals were considered when developing the draft plan. The suggestions provided are intentionally non-specific on which groups or methods should be used and are intended to be a general starting point for Board discussion.

Board discussion was inconclusive, but it was agreed that the proposed presentation for January 2024 on housing and homelessness go ahead. L. Carter noted that for planning purposes it would be helpful to have endorsement for remainder of the year in early 2024.

To better represent community members and inform discussion around the Code of Conduct, J. Ross encouraged Board members to spend as much time in different branches of the library as possible, sign up for library programs and attend a variety of relevant community events/meetings.

Adjournment / Next Meeting

There being no further business, R. Leonard moved to adjourn the meeting at 6:17 p.m.

The next regular Board Meeting will be held at 5:00 p.m., Wednesday, January 24, 2024, Meet 1, Central Branch.

Signatures:

Alan Revill, Chair

Amy Rundle, Recording Secretary

KFPL Monitoring Report to the Board

Executive Limitation Policy L-9

Communication and Counsel (2024-01)

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

Information is provided to Board members regarding communication mechanisms, and training and other resources are provided as required to support effective governance:

- Board members are issued a resource binder with orientation, policy, governance, and logistical information.
- Board members have direct access to current and historic information via the Board Portal.
- Training courses and supplementary learning resources are provided or assigned to Board members via the Learning Management System (LMS) and support is available to Board members with respect to accessing and navigating the Board Portal and LMS.

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:

- Communication and Counsel
- Staff Relations and Volunteers
- General Executive Constraint

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 Communication (to be added)
- Correspondence / Information Received and Sent
- Requests for Review of Library Materials (Q4-2023)
- Strategic Direction – Status Update (July to December 2023) (to be added)

Since the last report, the Board Chair and Vice-Chair were advised of perceived non-compliance with Governance Process Policy G-2, item 6 “Governing Style”, with respect to the regular monitoring and discussion of Board processes and performance. Revisions to the Governance Policies to reflect current practice were also raised as an area of perceived non-compliance.

Statements of Compliance

- It is my opinion that the Board is currently not in compliance with its Governance Process policies.
- The Board has been advised of this non-compliance through communication with the Board Chair and Vice-Chair.
- Every effort has been made to keep reports brief and to the point.
- Mechanisms have been provided for official Board, officer, and committee communications.
- My dealings have either been with the Board as a whole or with the Chair on matters within their jurisdiction.
- 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 2024-01.

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
January 23, 2024

KFPL Monitoring Report

Executive Limitation Policy L-6

Emergency Executive Succession (2024-01)

In order to protect the Board from sudden loss of chief executive services, the Chief Librarian may not have fewer than two other executives familiar with Board and Chief Librarian issues and processes.

CEO Interpretation:

I interpret this to mean that a minimum of two senior managers will have an essential understanding of the organization's operating principles, policies, and procedures such that they would be able to maintain a competent delivery of library services without loss of public reputation or financial loss during the absence of the Chief Librarian.

I interpret 'absence' to mean unavailable to fulfill duties for a short duration (e.g., vacation, minor illness, conference attendance), and that a continued absence of a longer duration will be brought to the Board for assessment.

Evidence of Compliance

KFPL has two Directors that are capable of fulfilling the duties of the office.

- Director, Facilities and Technology
- Director, Human Resources

The Directors have spent time deputizing for the Chief Librarian/CEO in the past, and have knowledge of relevant legislation, board governance, operational policies, and community issues. Additionally, Directors:

- participate in Board orientation, attend Board meetings, and contribute to monitoring and information reports to the Board.
- participate in high-level discussion and decision-making with the Chief Librarian/CEO on operational matters.
- Participated in the development of KFPL's Library Facilities Plan and Strategic Plan in 2022 and are involved in the implementation of these plans.
- Ensure operational policies, procedures, and manuals are updated on a regular schedule, including the KFPL Safety Manual, Membership procedures, and accessibility guidelines.

- Are acquainted with key municipal staff, elected officials and community leaders.

A records management system was implemented in 2016 to ensure that corporate records and other essential organization information is retained as required and is accessible to senior managers to mitigate disruptions to operations during staff transitions.

Alternate contacts are listed in reporting systems used to file required regulatory reports, ensuring access is not disrupted due to a change in personnel.

The management team meets on a regular basis, and the other members of the management team provide support for library operations and decision making.

For 2024, in the absence of the Chief Librarian / CEO, the Directors will fulfill her duties as follows:

- January – March S. Quigley
- April – June N. Charles
- July – September S. Quigley
- October – December N. Charles

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



Laura Carter, CEO/Chief Librarian

January 23, 2024

KFPL Report to the Board

Subject: Policy Review and Approval
Prepared by: L. Carter, Chief Librarian / CEO
Date of meeting: January 31, 2024

Background:

Public libraries are governed by the *Public Libraries Act* (PLA) which establishes specific operating rules. The *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) specifies how organizations may collect, use, retain, disclose, and dispose of personal information. Other legislation, such as the *Employment Standards Act* (ESA) and *Occupational Health and Safety Act* (OHSA) also has implications for collection and use of information or pertains to records management requirements with which the Library must comply.

Accordingly, the Library established policies and processes to ensure legislative compliance and the protection of patron privacy.

- A Patron Privacy policy was established by the Library in February 2014 to ensure compliance with MFIPPA. Amendments were made in October 2016 to include access to information guidelines and the title was changed to the Access to Information and Protection of Privacy policy. This policy was last reviewed in October 2020.
- A records management program was developed in 2016 to ensure that the Library has access to the records required to meet legislated requirements, to support the effective management and work of the Library and/or to record the history of the Library. The Records Management policy was last reviewed in October 2020.

Analysis:

No changes to the policies are required under provincial or federal regulations or legislation, but there is some overlap/duplication of information between the current Records Management and Access to Information and Protection of Privacy policies that is recommended to be addressed. The language/terminology used in the current policies could also be clearer and more concise. Revisions are being recommended to this end, and in order to remove portions of the policy that are procedural in nature.

To assist the Board in reviewing the updated Policies, two versions are being provided. Attached to this report is a marked-up version reflecting recommendations for text relocation, deletion and addition, and a version with all the recommendation changes

incorporated. Current versions of both policies are available on the Library's website and on the Board Portal.

Markup Explanation:

Proposed changes to the policy are indicated in the draft as follows:

- ~~Red strikethrough~~ indicates text that staff propose be removed from the policy.
- ~~Blue~~ indicates text that staff propose be added to the policy.
- ~~Green strikethrough~~ indicates text that staff propose be moved to a different location in the policy. ~~Green~~ indicates the proposed new location for this text in the policy.

Recommendations:

That the Board approve the Access to Information and Protection of Privacy Policy.

That the Board approve the Records Management Policy.

Access to Information and Protection of Privacy (DRAFT)

1. Purpose

The purpose of this policy is to ensure that the Kingston Frontenac Public Library (the Library) complies with the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O., c. M.56. (MFIPPA) and *Canada Anti-Spam Legislation* S.C. 2010, c. 23 (CASL) by protecting an individual's personal information and privacy in their transactions with the Library.

- ~~• The Kingston Frontenac Public Library complies with the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O., c. M.56. (MFIPPA) and its regulations, notwithstanding the specific applications outlined in this policy;~~
- ~~• Members of the public have access to information about the operations of the Library and to their own personal information held by the Library in accordance with the access provisions of MFIPPA; and~~
- ~~• The privacy of individuals' personal information is protected in compliance with the privacy provisions of MFIPPA.~~

2. Scope

This policy applies to all ~~services and operations of the Kingston Frontenac Public Library Board, its staff, Board members and volunteers.~~ personal information about individuals that is collected or received by the Library (including Board members, Employees, and volunteers) during the provision of public library service, including the administration, development, promotion and evaluation of library services, resources, programs, and spaces.

3. Definitions

The following definitions from MFIPPA and CASL are used in this policy.

~~**Disclosure** means revealing a piece of information that was intended to remain confidential.~~

~~**General records** means general information that is organized and capable of being retrieved. The records contain no personal information.~~

~~**Individuals** means members of the public, about whom the Library retains "personal information".~~

Personal information ~~as defined by MFIPPA,~~ means identifiable information about an individual such as name, phone, address, email, date of birth, etc. and any correspondence between the individual and the organization which may or may not be confidential in nature.

Exceptions and additional terms are defined in the legislation. ~~recorded or unrecorded information about an identifiable individual, including, but not limited to:~~

- ~~• information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual,~~
- ~~• information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved,~~
- ~~• any identifying number, symbol or other particular assigned to the individual,~~
- ~~• the address, telephone number, fingerprints or blood type of the individual,~~
- ~~• the personal opinions or views of the individual except if they relate to another individual,~~
- ~~• correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence,~~
- ~~• the views or opinions of another individual about the individual, and~~
- the individual's name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.

Personal information bank ~~means a collection of personal information that is organized and capable of being retrieved using an individual's name or an identifying number or particular assigned to the individual;~~

Record means any record of information however recorded, whether in printed form, on film, by electronic means or otherwise. ~~and includes:~~

- ~~• correspondence, a memorandum, a book, a plan, a map, a drawing, a diagram, a pictorial or graphic work, a photograph, a film, a microfilm, a sound recording, a videotape, a machine readable record, any other documentary material, regardless of physical form or characteristics, and any copy thereof, and~~
- subject to the regulations, any record that is capable of being produced from a machine readable record under the control of an institution by means of computer hardware and software or any other information storage equipment and technical expertise normally used by the institution.

Spam means an electronic message sent without explicit or implied consent of the recipient.

4. Guiding Principles

~~It is the policy of the Kingston Frontenac Public Library that the Library will make information~~

~~about the Library available to the public and protect the privacy of all individuals' personal information in its custody or control in keeping with the access and privacy provisions of MFIPPA and other applicable legislation.~~

The Library is committed to protecting the personal privacy of all Library users and will:

- comply with the principles and intent of MFIPPA, CASL, and other applicable legislation,
- limit the collection of personal information to what is necessary for the administration, provision, and promotion of Library services,
- treat information about an individual's personal use of the Library's collections, programs, services, or spaces as confidential, limiting access to employees who require it to perform their assigned duties,
- provide Library users with access to their own personal information to provide or decline consent, maintain accuracy, request clarification or challenge practices,
- state the purpose for collection of personal information and will obtain consent for its use, except for consent implied by obtaining a library card,
- maintain a personal information bank index as set forth in MFIPPA.

5. Policy

5.1 ~~Access to Information~~

- ~~Library Board agendas and minutes, annual reports, policies and a variety of other information will routinely be made a matter of public record through the Kingston Frontenac Public Library website and through Library publications.~~
- ~~Access to general records about Library operations will be provided to the public, subject to the provisions of MFIPPA.~~
- ~~Access to recorded personal information about a particular individual will be provided to that individual, upon verification of identity and subject to the exemptions outlined in MFIPPA.~~
- ~~Payment of a fee may be required and will be assessed and collected in accordance with MFIPPA regulations.~~
- ~~Requests for access to general records and recorded personal information should be directed to the Office of the Chief Librarian/CEO.~~

5.1. Collection, Use and Retention of Information

Personal information about individuals will only be collected by the Library in accordance with MFIPPA, ~~Personal information~~ and will not be shared, used, ~~retained~~, or disclosed for

purposes other than ~~that~~ for which it was collected, except with the consent of the individual or as required by ~~the~~ law.

Personal information that is collected will be limited to what is necessary for the proper administration of the library, and the provision and promotion of services and programs.

- Obtaining a library card, attending a registered library program, or booking a library service or resource implies the individual's consent to authorize the Library to collect and access personal information, including borrowing and transaction history, for the purpose of conducting Library business.
- Personal information related to items borrowed or requested by an individual, or pertaining to an individual's on-line activity, will not be retained longer than is necessary for the provision of library services and programs.
- Voluntary registration for personalized services (e.g., borrowing history, Extension Services) implies the individual's consent to authorize the Library to retain personal information about items borrowed or requested beyond the regular retention period.

The Library will provide the following information to the individual when personal information is being collected on behalf of the Library:

- legal authority
- principle purpose or purposes for use
- title, business address and telephone number of an official from the Library who can answer questions.

Personal information may only be obtained from the individual to whom the record relates, as required in MFIPPA, unless the individual authorizes another manner of collection. A parent or guardian may supply information about a child under 16 years of age, in their custody.

- ~~The Library will not collect any personal information about individuals without obtaining their consent to do so, subject to the exceptions as contained in MFIPPA. Personal information that is collected will be limited to what is necessary for the proper administration of the library, and the provision and promotion of services and programs.~~
- ~~Personal information will only be used for the stated purpose for which it was collected or for a consistent purpose.~~
- ~~Individuals are informed of the reasons for collecting personal information at or before the time of collection. Examples of reasons are:~~
 - ~~— Access to library materials, services and programs;~~
 - ~~— Room rentals;~~
 - ~~— Library fund development;~~

- ~~— Electronic communications including, but not limited to, hold alerts, overdue notices, program registration, and new member orientation;~~
- ~~— Electronic newsletters highlighting upcoming programs and events, recommended resources, and new services in areas of interest (e.g., Children and Families);~~
- ~~— Non-identifying statistical purposes~~
- ~~- Protection of Library property and the safety of the public.~~
- ~~• The Library will take reasonable steps to ensure that the personal information on the records held by the Library is accurate and up to date. The Library will change an individual's personal information if it is incorrect. The Library may ask for supporting documentation.~~
- ~~Employee access to personal information is limited to those employees who need access in order to perform their assigned duties.~~
- ~~The Library will maintain a personal information bank index of all personal information banks in the custody or under the control of the Library, as set forth in MFIPPA.~~

Personal records of individuals who have not used their cards in the previous three (3) years and do not have a balance owing are purged on an annual basis.

5.2. Disclosure of Information

~~Notwithstanding the specific applications of MFIPPA cited in this policy, the Kingston Frontenac Public Library Board is subject to all requirements of disclosure in the MFIPPA.~~

The Library will not disclose personal information under its custody or control, related to an individual to any third party without obtaining consent to do so, subject to certain exemptions as provided in MFIPPA.

Situations where the Library will disclose this information include the following:

- The Library will disclose personal information to a parent or guardian of a child, under 16 years of age, whose names are recorded on the child's patron record.
- The Library will disclose relevant personal information about an individual ~~enrolled in the~~ **registered for** Extension Services, to an authorized support person/family member, or staff of long-term care facilities, for the purposes of service delivery, authorized by the individual.
- The Library will disclose personal information concerning an individual to a third party who has been assigned supplementary card privileges (e.g., pick up **of reserved** materials ~~on hold~~) provided that the individual and the third party have indicated their agreement and the agreement has been recorded in the patron record. Use of the card

does not allow access to other services and programs or access to information in the individual's record.

- The Library may release relevant personal information to a company acting on its behalf for the collection of Library property or unpaid fines or fees.
- The Library will release information ~~as required to the Family and Children's Services,~~ under the authority of the *Child, Youth and Family Services Act*, 2017, S.O. 2017, c. 14, Sched. 1. ~~which states that a person who believes, on reasonable grounds, that a child under 16 is at risk of harm, must report this suspicion to the Family and Children's Services immediately, directly and on an ongoing basis.~~
- The Library requires any contracted service provider that may have access to personal information (e.g., integrated library system provider) to sign a confidentiality agreement.

5.3. Electronic Communication

The Library will ensure that all electronic messages clearly identify the subject of communication, the Library's email address and contact information, and identify Kingston Frontenac Public Library as the sender.

Obtaining a library card implies the individual's consent to authorize the Library to send electronic notifications regarding personal borrowing, transaction activities, services and programs using their preferred method. The Library will provide options for individuals to opt out or unsubscribe from the service or change their preferences at any time.

5.4. Accountability

The Library uses reasonable security measures to protect against risks such as unauthorized access, collection, use, disclosure, or disposal of personal information. Measures include administrative, physical, technological, and operational safeguards that are appropriate to the nature and format of personal information.

The Chief Librarian/CEO is responsible and accountable for documenting, implementing, enforcing, monitoring, and updating the Library's privacy and access compliance.

- All Library staff will be made aware of their obligations under MFIPPA and this policy. Training will be provided to the appropriate staff responsible for the administration and application of this policy.
- Failure by staff to comply with this policy may result in disciplinary action up to and including termination of employment.

Library users should report any lost or stolen library cards immediately to reduce the potential for unauthorized access to their records and protect their information.

5.5. Unauthorized Disclosure / Privacy Breach

Any Library employee who becomes aware of any unauthorized disclosure of a record in contravention of this policy has a responsibility to ensure that the Chief Librarian/CEO and other appropriate staff are immediately informed of the breach.

Once a privacy breach has occurred (e.g., loss, theft, or inadvertent disclosure of personal information) immediate action must be taken to control the situation.

- The Chief Librarian/CEO will identify the scope of the breach and take steps to contain the damage (e.g., determine if unauthorized access to the system has occurred, retrieve copies of recorded information, etc.).
- The Chief Librarian/CEO will inform the Information and Privacy Commission and, if applicable, notify affected parties whose personal information was disclosed.
- The Chief Librarian/CEO will conduct an internal investigation into the matter to review the circumstances surrounding the event as well as the adequacy of existing policies and procedures in protecting personal information.

5.6. ~~Retention of Records~~

~~The Library will not retain any personal information, such as information related to items borrowed or requested by an individual, or pertaining to an individual's on-line activity, longer than is necessary for the provision of library services and programs, unless a longer period is required by law. Examples include:~~

- ~~• Personal information regarding library transactions is retained as long as the circulation record indicates that an item remains on loan or fees remain unpaid.~~
- ~~• As part of the Library's commitment to offering personalized service, patrons may register for an online service which will allow them to view their ongoing record of items borrowed. Use of this service will be entirely voluntary.~~
- ~~• The circulation records of individuals registered for Extension Library Services individuals are retained with their permission in order to assist the staff in selecting materials for the individual.~~
- ~~• Personal records of individuals who have not used their cards in the previous three (3) years and do not have a balance owing are purged on an annual basis.~~

5.7. ~~Training~~

~~All Library staff will be made aware of their obligations under MFIPPA and this policy. Training will be provided to the appropriate staff responsible for the administration and application of this policy.~~

5.8. ~~Compliance~~

~~Failure by staff to comply with this policy may result in disciplinary action up to and including termination of employment.~~

5.9. Accuracy

All personal information collected shall be as accurate, complete, and up to date as is necessary to fulfill the purpose for which it is collected.

~~The Library will update personal information and ensure that the collection, storage, and disposal of information is carried out in a manner that conforms to legislation.~~

Library users are responsible for communicating changes in personal information such as name, address or contact information to maintain the accuracy of their information.

If recorded personal information about an individual is identified by staff to be inaccurate or incomplete, the Library will initiate corrective efforts.

5.10. Access to Information

Access to general records about Library operations will be provided to the public, subject to the provisions of MFIPPA.

- Library Board agendas and minutes, annual reports, policies, and a variety of other information will routinely be made a matter of public record through Library's website and publications.
- Access to recorded personal information about a particular individual will be provided to that individual, upon verification of identity and subject to the exemptions outlined in MFIPPA.
- Requests for access to general records and recorded personal information should be directed to the Office of the Chief Librarian/CEO.
- Payment of a fee may be required and will be assessed and collected in accordance with MFIPPA regulations.

6. Related Policies

Video Surveillance Policy

Records Management Policy

7. Authorities

Municipal Freedom of Information and Protection of Privacy Act R.S.O.1990, c. M56

[Canada Anti-Spam Legislation S.C. 2010, c.23](#)

Child, Youth and Family Services Act, 2017, S.O. 2017, c. 14, Sched. 1

Public Libraries Act, R.S.O. 1990, c. P.44

8. Document Control

Original Policy Date: February 2014 (previously entitled Patron Privacy)

Last Reviewed: 2020 October

Changes Made: [see report to Board dated January 31, 2024](#)

Next Review: [2028 January](#)

Access to Information & Protection of Privacy (DRAFT)

1. Purpose

The purpose of this policy is to ensure that the Kingston Frontenac Public Library (the Library) complies with the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O., c. M.56. (MFIPPA) and *Canada Anti-Spam Legislation* S.C. 2010, c. 23 (CASL) by protecting an individual's personal information and privacy in their transactions with the Library.

2. Scope

This policy applies to all personal information about individuals that is collected or received by the Library (including Board members, Employees, and volunteers) during the provision of public library service, including the administration, development, promotion and evaluation of library services, resources, programs, and spaces.

3. Definitions

The following definitions from MFIPPA and CASL are used in this policy.

- **Personal information** means identifiable information about an individual such as name, phone, address, email, date of birth, etc. and any correspondence between the individual and the organization which may or may not be confidential in nature. Exceptions and additional terms are defined in the legislation.
- **Record** means any record of information however recorded, whether in printed form, on film, by electronic means or otherwise.
- **Spam** means an electronic message sent without explicit or implied consent of the recipient.

4. Guiding Principles

The Library is committed to protecting the personal privacy of all Library users and will:

- comply with the principles and intent of MFIPPA, CASL, and other applicable legislation,
- limit the collection of personal information to what is necessary for the administration, provision, and promotion of Library services,
- treat information about an individual's personal use of the Library's collections, programs, services, or spaces as confidential, limiting access to employees who require it to perform their assigned duties,

- provide Library users with access to their own personal information to provide or decline consent, maintain accuracy, request clarification or challenge practices,
- state the purpose for collection of personal information and obtain consent for its use, except for consent implied by obtaining a library card,
- maintain a personal information bank index as set forth in MFIPPA.

5. Policy

5.1. Collection, Use and Retention of Information

Personal information about individuals will only be collected by the Library in accordance with MFIPPA, and will not be shared, used, retained, or disclosed for purposes other than for which it was collected, except with the consent of the individual or as required by law.

Personal information that is collected will be limited to what is necessary for the proper administration of the library, and the provision and promotion of services and programs.

- Obtaining a library card, attending a registered library program, or booking a library service or resource implies the individual's consent to authorize the Library to collect and access personal information, including borrowing and transaction history, for the purpose of conducting Library business.
- Personal information related to items borrowed or requested by an individual, or pertaining to an individual's on-line activity, will not be retained longer than is necessary for the provision of library services and programs.
- Voluntary registration for personalized services (e.g., borrowing history, Extension Services) implies the individual's consent to authorize the Library to retain personal information about items borrowed or requested beyond the regular retention period.

The Library will provide the following information to the individual when personal information is being collected on behalf of the Library:

- legal authority
- principle purpose or purposes for use
- title, business address and telephone number of an official from the Library who can answer questions.

Personal information may only be obtained from the individual to whom the record relates, as required in MFIPPA, unless the individual authorizes another manner of collection. A parent or guardian may supply information about a child under 16 years of age, in their custody.

Personal records of individuals who have not used their cards in the previous three (3)

years and do not have a balance owing are purged on an annual basis.

5.2. Disclosure of Information

The Library will not disclose personal information under its custody or control, related to an individual to any third party without obtaining consent to do so, subject to certain exemptions as provided in MFIPPA.

Situations where the Library will disclose this information include the following:

- The Library will disclose personal information to a parent or guardian of a child, under 16 years of age, whose names are recorded on the child's patron record.
- The Library will disclose relevant personal information about an individual registered for Extension Services, to an authorized support person/family member, or staff of long-term care facilities, for the purposes of service delivery, authorized by the individual.
- The Library will disclose personal information concerning an individual to a third party who has been assigned supplementary card privileges (e.g., pick up of reserved materials) provided that the individual and the third party have indicated their agreement and the agreement has been recorded in the patron record. Use of the card does not allow access to other services and programs or access to information in the individual's record.
- The Library may release relevant personal information to a company acting on its behalf for the collection of Library property or unpaid fines or fees.
- The Library will release information as required under the authority of the *Child, Youth and Family Services Act*, 2017, S.O. 2017, c. 14, Sched. 1.
- The Library requires any contracted service provider that may have access to personal information (e.g., integrated library system provider) to sign a confidentiality agreement.

5.3. Electronic Communication

The Library will ensure that all electronic messages clearly identify the subject of communication, the Library's email address and contact information, and identify Kingston Frontenac Public Library as the sender.

Obtaining a library card implies the individual's consent to authorize the Library to send electronic notifications regarding personal borrowing, transaction activities, services and programs using their preferred method. The Library will provide options for individuals to opt out or unsubscribe from the service or change their preferences at any time.

5.4. Accountability

The Library uses reasonable security measures to protect against risks such as unauthorized access, collection, use, disclosure, or disposal of personal information. Measures include administrative, physical, technological, and operational safeguards that are appropriate to the nature and format of personal information.

The Chief Librarian/CEO is responsible and accountable for documenting, implementing, enforcing, monitoring, and updating the Library's privacy and access compliance.

- All Library staff will be made aware of their obligations under MFIPPA and this policy. Training will be provided to the appropriate staff responsible for the administration and application of this policy.
- Failure by staff to comply with this policy may result in disciplinary action up to and including termination of employment.

Library users should report any lost or stolen library cards immediately to reduce the potential for unauthorized access to their records and protect their information.

5.5. Unauthorized Disclosure / Privacy Breach

Any Library employee who becomes aware of an unauthorized disclosure of a record in contravention of this policy has a responsibility to ensure that the Chief Librarian/CEO and other appropriate staff are immediately informed of the breach.

Once a privacy breach has occurred (e.g., loss, theft, or inadvertent disclosure of personal information) immediate action must be taken to control the situation.

- The Chief Librarian/CEO will identify the scope of the breach and take steps to contain the damage (e.g., determine if unauthorized access to the system has occurred, retrieve copies of recorded information, etc.).
- The Chief Librarian/CEO will inform the Information and Privacy Commission and, if applicable, notify affected parties whose personal information was disclosed.
- The Chief Librarian/CEO will conduct an internal investigation into the matter to review the circumstances surrounding the event as well as the adequacy of existing policies and procedures in protecting personal information.

5.6. Accuracy

All personal information collected shall be as accurate, complete, and up to date as is necessary to fulfill the purpose for which it is collected.

Library users are responsible for communicating changes in personal information such as name, address or contact information to maintain the accuracy of their information.

If recorded personal information about an individual is identified by staff to be inaccurate or incomplete, the Library will initiate corrective efforts.

5.7. Access to Information

Access to general records about Library operations will be provided to the public, subject to the provisions of MFIPPA.

- Library Board agendas and minutes, annual reports, policies, and a variety of other information will routinely be made a matter of public record through Library's website and publications.
- Access to recorded personal information about a particular individual will be provided to that individual, upon verification of identity and subject to the exemptions outlined in MFIPPA.
- Requests for access to general records and recorded personal information should be directed to the Office of the Chief Librarian/CEO.
- Payment of a fee may be required and will be assessed and collected in accordance with MFIPPA regulations.

6. Related Policies

Video Surveillance Policy

Records Management Policy

7. Authorities

Municipal Freedom of Information and Protection of Privacy Act R.S.O.1990, c. M56

Canada Anti-Spam Legislation S.C. 2010, c.23

Child, Youth and Family Services Act, 2017, S.O. 2017, c. 14, Sched. 1

Public Libraries Act, R.S.O. 1990, c. P.44

8. Document Control

Original Policy Date: February 2014 (previously entitled Patron Privacy)

Last Reviewed: 2020 October

Changes Made: see report to Board dated January 31, 2024

Next Review: 2028 January

Records Management (DRAFT)

1. Purpose

The purpose of this policy is to ensure accessibility to accurate, authentic, and reliable ~~Kingston Frontenac Public Library~~ corporate information ("records") in all formats, including electronic, to meet legislated requirements, to support the effective management and work of the Library and/or to record the history of the Library.

- ~~• The Library will retain and will not destroy any of its records that are required to meet legislated requirements, to support the effective management and work of the Library and/or to record the history of the Library.~~
- ~~Transitory records and records that are no longer required to meet legislated requirements, support the effective management of the Library and/or record the history of the library are destroyed according to pre-determined records retention guidelines and schedules.~~

2. Scope

This policy applies to all records, ~~in all~~ regardless of formats, ~~that are~~ created or received by the Library (including its Board and Employees) ~~in the course of~~ while carrying out job-related responsibilities.

~~This policy does not apply to the digital or physical materials acquired for public collections, or to historical and archival items acquired for the Local History collection.~~

~~The holdings of the Kingston Frontenac Public Library Board shall include all the records of the institutions which amalgamated into the Kingston Frontenac Public Library at on January 1, 1998, by order of the Minister of Municipal Affairs and Housing.~~

~~All records are the property of the Kingston Frontenac Public Library Board.~~

3. Definitions

Active records ~~is a~~ are records that ~~is are~~ retained ~~in employee offices and on-site storage areas~~ and ~~is~~ required for the day-to-day business of the Library.

Archival record ~~is~~ means a record that has been appraised for permanent retention because of its historical, fiscal, legal (including evidential), operational or administrative value.

Disposal/disposition means the ~~disposal of records that have no further value, or the transfer of archival records to permanent storage~~ decision regarding retention after a

record is no longer considered active (i.e., archived or destroyed).

Destruction/destroy means to eliminate permanently ~~(e.g. through shredding)~~ a record within a record series at a time indicated on the ~~Retention Classification Structure~~ **Records Retention Schedule**.

Record ~~is means~~ any information however recorded, ~~and regardless of its form or characteristics. Records include, but are not limited to:~~ documents, business records, financial statements, personnel files, minutes, accounts, correspondence, memoranda, plans, maps, drawings, photographs, films **whether in printed form, on film, by electronic means or otherwise.**

~~**Record series** is a group of related files that are normally used and filed together~~

Records management ~~is the process of planning, organizing, directing and controlling all the steps involved in the life cycle of records~~ means the discipline and organizational function of managing records to meet defined pre-determined requirements, such as business operational needs, legislation, etc.

~~**Retention Classification Structure** is a description of what record series are being managed and how long they need to be retained and what will be their final disposition based on legal, compliance, business, operational and historical requirements.~~

Records Retention Schedule means a description of what records are being managed, how long they need to be retained, and what requirements their final disposition will be based on (i.e., legal compliance, business, operational or historical).

Transitory records ~~means any record~~ are those that ~~has~~ have a temporary usefulness and are only required for the completion of a routine action, or the preparation of another ~~record is not required to meet legislated requirements, set policy, establish guidelines and procedures, certify a transaction, become a receipt or provide evidence of a legal, financial, operation or other decisions of the Library. Examples of such records include: duplicate copies, working documents, notes from a meeting for which the reports and minutes have been finalized or adopted.~~

~~4.~~ **Guiding Principles Policy**

The Kingston Frontenac Public Library will maintain and apply records management policy and procedures which ensure that records in the custody of the Library are:

- Available and accessible to support strategic and operational business decisions;
- Held in an efficient and cost-effective manner;
- Secured and properly protected;

- Available to support the business recovery process;
- Retained as long as required; and
- ~~Disposed of in accordance with established retention schedules.~~

The policy, procedures and retention schedules will be consistent with or exceed the legislated requirements and professional standards.

~~All records are the property of the Kingston Frontenac Public Library Board.~~

~~The holdings of the Kingston Frontenac Public Library Board shall include all the records of the institutions which amalgamated into the Kingston Frontenac Public Library at January 1, 1998 by order of the Minister of Municipal Affairs and Housing.~~

The Library will retain and will not destroy any of its records that are required to meet legislated requirements, to support the effective management and work of the Library and/or to record the history of the Library.

~~Transitory records and records that are no longer required to meet legislated requirements, support the effective management of the Library and/or record the history of the library are destroyed according to pre-determined records retention guidelines and schedules.~~

The Library will destroy all transitory records and records that are no longer required according to established retention schedules.

Transfer of original Library records into the possession of private organizations or individuals is prohibited except for the purposes of microfilming, duplication, format conversion, binding, conservation, or other records management and preservation procedures or authorized by policy, legislation, or contractual agreement.

~~4.1.~~ **General Directives Responsibilities**

~~All records created or received by an employee of the Kingston Frontenac Public Library Board in the course of official business are not exempt from KFPL records management practices and procedures.~~

The Library Board authorizes and directs the Chief Librarian/CEO to establish, maintain and administer a corporate Records Retention Schedule, and any procedures and practices required to enact this policy.

- Board members are accountable and responsible for the management of Library records produced or associated with the fulfillment of their duties.

The Chief Librarian/CEO or designate is accountable and responsible for the management of all Library records in compliance with this policy, including the establishment of records retention schedules, procedures, secure storage, and destruction arrangements.

- Authorized directors/managers will act for the Library in the management of Library records in accordance with this policy and associated procedures.

Library employees are accountable and responsible for the management of Library records produced or associated with fulfillment of their duties, including records created by volunteers under the employee's direction.

~~It is the responsibility of every employee holding or maintaining Library records to deliver all such records to one's successor or to the Chief Librarian/CEO or designate upon leaving employment.~~

~~Security measures must be implemented to ensure that records are created, acquired, updated, handled, used, transmitted, transported, filed, stored and destroyed in a manner appropriate to their sensitivity. These security measures must ensure the integrity of all records, protect sensitive information and personal information from unauthorized access or disclosure and protect vital records from damage or loss.~~

~~Transfer of original Library records into the possession of private organizations or individuals is prohibited except for the purposes of microfilming, duplication, format conversion, binding, conservation, or other records management and preservation procedures or authorized by policy, legislation, or contractual agreement.~~

~~Records in the custody of consultants and contractors performing work for the Library may be under the control of the Library and subject to the *Municipal Freedom of Information and Protection of Privacy Act*.~~

~~Records created by volunteers under the direction of a Library employee are corporate records subject to this policy and to the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*.~~

4.2. Business Continuity

The Chief Librarian/CEO is responsible and accountable for implementing, monitoring, and updating the specific administrative, technological, and operational processes required to safeguard and/or restore Library records.

It is the responsibility of every employee holding or maintaining Library records to deliver all such records to one's successor or to the Chief Librarian/CEO or designate upon leaving employment.

4.3. Security

Security measures will be implemented to ensure that records are created, acquired, updated, handled, used, transmitted, transported, filed, stored, and destroyed in a manner appropriate to their sensitivity. These security measures must ensure the integrity of all

records, protect sensitive information and personal information from unauthorized access or disclosure and protect vital records from damage or loss.

4.4. Records Retention and Disposition

~~The retention classification structure is a timetable which prescribes a life span of records information from creation to final disposition.~~

~~In accordance with approved schedules, final disposition action must take place in a timely manner at the end of the inactive retention period.~~

Records retention schedules will be consistent across all media, and the management of electronic records will be integrated into the Library's records management program.

Inactive records will be held in a safe and secure location, with reasonable accessibility by authorized employees.

Procedures and practices with regards to electronic records will be regularly reviewed and updated given the changing nature of technology.

Storage practices will support the cost-effective use of office space, computer server space and storage facilities.

4.5. Preservation of Archival Records

~~Records with archival value are those where the long-term value of the records justifies their preservation. Archival records are preserved most effectively and economically when they are managed for preservation throughout the information life cycle.~~

~~Archival records must be created in formats that ensure the longest possible life of records or of the information contained in them. They must be handled and stored in a manner that minimizes damage and deterioration while in use.~~

~~Archival records must be preserved in formats appropriate to their retention periods and final disposition. Information of enduring value must be preserved using durable storage media.~~

4.5.1. Transitory Records

~~Transitory records are those that have a temporary usefulness and are only required for the completion of a routine action, or the preparation of another record.~~

~~They are not an integral part of a records series and are not filed regularly with standard records or filing systems.~~

~~Transitory records are not required to meet statutory obligations or to sustain administrative or operational functions.~~

After a final record has been produced and incorporated into the regular filing system, the working materials involved may become superseded or obsolete transitory records and may be destroyed unless otherwise legislated or specified in the records retention schedule.

~~Working materials which are required for ongoing legal, fiscal, audit, administrative or operational purposes are not transitory records.~~

Transitory records that are the subject of ongoing legal proceedings or a request under the *Municipal Freedom of Information and Protection of Privacy Act* must not be destroyed until after the legal proceeding or request has been completed and all possible appeals have been resolved.

4.5.2. Preservation of Archival Records

~~Records with archival value are those where the long term value of the records justifies their preservation. Archival records are preserved most effectively and economically when they are managed for preservation throughout the information life cycle.~~

~~Archival records must be created in formats that ensure the longest possible life of records or of the information contained in them. They must be handled and stored in a manner that minimizes damage and deterioration while in use.~~

Archival records must be preserved in formats appropriate to their retention periods and final disposition. Information of enduring value must be preserved using durable storage media that minimizes damage and deterioration.

4.5.3. Destruction of Records

~~Destruction of records may occur at the end of a record's life cycle as described in the approved Retention Classification Structure.~~

~~Records shall be destroyed using a method appropriate to their medium and to their content.~~

~~Records containing confidential and /or personal information shall be destroyed through a process that achieves definitive obliteration of information.~~

Destruction operations must maintain the security of information and protect the privacy of individuals whose personal information is contained in records.

- Records will be destroyed using a method appropriate to their format and content.
- Confidential and personal information shall be destroyed through a process that achieves definitive obliteration of information.

4.6. Authority and Responsibility

~~The Chief Librarian/CEO and authorized Directors/Managers will act for the Library in the management of Library records in accordance with the approval authority provisions of the Library Board.~~

~~The Library Board empowers the Chief Librarian/CEO and authorized Directors / Managers to establish records management retention schedules, procedures, external storage services required to enact the policy.~~

~~All employees shall comply with the Records Management Policy, processes and corresponding procedures and schedules.~~

5. Appendices

~~Retention Classification Structure~~

~~Citation Authority Summary~~

6. Authorities

Municipal Act, 2001, SO 2001, c. 25

Public Libraries Act, RSO 1990, c. P. 44

Municipal Freedom of Information and Protection of Privacy Act, RSO 1990, C. M. 56

Employment Standards Act, 2000, SO, C. 41

Canada Revenue Agency regulations

7. Document Control

Original Policy Date: 2016 (Board motion # 2016-65)

Last Reviewed: 2024 January

Changes Made: see report to Board dated January 31, 2024

Next Review: 2028 January

Records Management (DRAFT)

1. Purpose

The purpose of this policy is to ensure access to accurate, authentic, and reliable corporate information ("records") in all formats, including electronic, to meet legislated requirements, to support the effective management and work of the Library and/or to record the history of the Library.

2. Scope

This policy applies to all records, regardless of format, that are created or received by the Library (including its Board and Employees) while carrying out job-related responsibilities.

This policy does not apply to the digital or physical materials acquired for public collections, or to historical and archival items acquired for the Local History collection.

The holdings of the Kingston Frontenac Public Library Board shall include all the records of the institutions which amalgamated into the Kingston Frontenac Public Library on January 1, 1998, by order of the Minister of Municipal Affairs and Housing.

All records are the property of the Kingston Frontenac Public Library Board.

3. Definitions

Active records are records that are retained and required for the day-to-day business of the Library.

Archival record means a record that has been appraised for permanent retention because of its historical, fiscal, legal (including evidential), operational or administrative value.

Disposal/disposition means the decision regarding retention after a record is no longer considered active (i.e., archived or destroyed).

Destruction/destroy means to eliminate permanently a record within a record series at a time indicated on the Records Retention Schedule.

Record means any record of information however recorded, whether in printed form, on film, by electronic means or otherwise.

Records management means the discipline and organizational function of managing records to meet defined pre-determined requirements, such as business operational needs, legislation, etc.

Records Retention Schedule means a description of what records are being managed,

how long they need to be retained, and what requirements their final disposition will be based on (i.e., legal compliance, business, operational or historical).

Transitory records are those that have temporary usefulness and are only required for the completion of a routine action, or the preparation of another record.

4. Policy

The Kingston Frontenac Public Library will maintain and apply records management policy and procedures which ensure that records in the custody of the Library are:

- Available and accessible to support strategic and operational business decisions;
- Held in an efficient and cost-effective manner;
- Secured and properly protected;
- Available to support the business recovery process;
- Retained as long as required; and
- Disposed of in accordance with established retention schedules.

The policy, procedures and retention schedules will be consistent with or exceed the legislated requirements and professional standards.

The Library will retain and will not destroy any records that are required to meet legislated requirements, to support the effective management and work of the Library and/or to record the history of the Library.

The Library will destroy all transitory records and records that are no longer required according to established retention schedules.

Transfer of original Library records into the possession of private organizations or individuals is prohibited except for the purposes of microfilming, duplication, format conversion, binding, conservation, or other records management and preservation procedures or authorized by policy, legislation, or contractual agreement.

4.1. Responsibilities

The Library Board authorizes and directs the Chief Librarian/CEO to establish, maintain and administer a corporate Records Retention Schedule, and any procedures and practices required to enact this policy.

- Board members are accountable and responsible for the management of Library records produced or associated with the fulfillment of their duties.

The Chief Librarian/CEO or designate is accountable and responsible for the management of all Library records in compliance with this policy, including the establishment of records

retention schedules, procedures, secure storage, and destruction arrangements.

- Authorized directors/managers will act for the Library in the management of Library records in accordance with this policy and associated procedures.
- Library employees are accountable and responsible for the management of Library records produced or associated with fulfillment of their duties, including records created by volunteers under the employee's direction.

4.2. Business Continuity

The Chief Librarian/CEO is responsible and accountable for implementing, monitoring, and updating the specific administrative, technological, and operational processes required to safeguard and/or restore Library records.

It is the responsibility of every employee holding or maintaining Library records to deliver all such records to one's successor or to the Chief Librarian/CEO or designate upon leaving the employment of the Library.

4.3. Security

Security measures will be implemented to ensure that records are created, acquired, updated, handled, used, transmitted, transported, filed, stored, and destroyed in a manner appropriate to their sensitivity. These security measures must ensure the integrity of all records, protect sensitive information and personal information from unauthorized access or disclosure and protect vital records from damage or loss.

4.4. Records Retention

Records retention schedules will be consistent across all media, and the management of electronic records will be integrated into the Library's records management program.

Inactive records will be held in a safe and secure location, with reasonable accessibility by authorized employees.

Procedures and practices with regards to electronic records will be regularly reviewed and updated given the changing nature of technology.

Storage practices will support the cost-effective use of office space, computer server space and storage facilities.

4.4.1. Transitory Records

After a final record has been produced and incorporated into the regular filing system, the working materials involved may become superseded or obsolete transitory records and may be destroyed unless otherwise legislated or specified in the records retention schedule.

Transitory records that are the subject of ongoing legal proceedings or a request under the *Municipal Freedom of Information and Protection of Privacy Act* must not be destroyed until after the legal proceeding or request has been completed and all possible appeals have been resolved.

4.4.2. Archival Records

Archival records must be preserved in formats appropriate to their retention periods and final disposition. Information of enduring value must be preserved using durable storage media that minimizes damage and deterioration.

4.4.3. Destruction of Records

Destruction operations must maintain the security of information and protect the privacy of individuals whose personal information is contained in records.

- Records will be destroyed using a method appropriate to their format and content.
- Confidential and personal information shall be destroyed through a process that achieves definitive obliteration of information.

5. Authorities

Municipal Act, 2001, SO 2001, c. 25

Public Libraries Act, RSO 1990, c. P. 44

Municipal Freedom of Information and Protection of Privacy Act, RSO 1990, C. M. 56

Employment Standards Act, 2000, SO, C. 41

Canada Revenue Agency regulations

6. Document Control

Original Policy Date: 2016 (Board motion # 2016-65)

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