

AGENDA

Regular Meeting #2024-02

Kingston Frontenac Public Library Board

February 28, 2024 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. Adoption of Minutes
 - 4.1. Regular KFPL Board Meeting #2024-01 of January 31, 2024 (attached) (motion)
5. Business Arising from the Minutes

Consent Agenda

6. Information Items
 - 6.1. Correspondence / Information Received and Sent
(no correspondence to report on as of February 20, 2024)
7. Information Reports
 - 7.1. Chief Librarian Communication (attached)
 - 7.2. Budget Variance Report (as of December 31, 2024) (attached)
 - 7.3. Statistical Report – (Q4-2023) (attached)
8. Motion to accept Consent Agenda (motion)

Required Approvals Agenda

9. Monitoring Reports

- 9.1. Employment, Compensation and Benefits (report attached) (motion)
- 9.2. Financial Condition (Q4-2023) (report attached) (motion)
- 9.3. Staff Relations and Volunteers (report attached) (motion)

10. Policy Review and Approval

- 10.1. KFPL Board Constitution (report and policy attached)

Other Business

- 11. Governance Policy – discussion
- 12. Board Evaluation – discussion

Adjournment and Next Meeting

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

MINUTES (unconfirmed)

Regular Meeting #2024-01

Kingston Frontenac Public Library Board

January 31, 2024 at 5:00 PM

Gates Room, Isabel Turner Branch

Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Dr. Mark Asberg (virtual), Anne Brunner, Alicia Cappello (virtual), Mary Beth Gauthier, Jane Kingsland, Councillor Ray Leonard, Louise Moody, Alan Revill (Chair until 5:30 p.m.), Dr. Elizabeth Goodyear-Grant, Jennifer Ross (assumed Chair at 5:44 p.m.), Councillor Wendy Stephen (Vice-Chair)

Staff Present: Nicole Charles (Director, Facilities and Technology), Liz Coates (Manager, Programming and Outreach, Kristen Lemay (Manager, Branches and Collections), Shelagh Quigley (Director, Human Resources), Chris Ridgley (Budget/HR Analyst), Amy Rundle (Recording Secretary), Tim Stranak (Manager, Facilities)

CUPE 2202 / 2202.01: Melanie Ball

Others: Ruth Noordegraaf, Director – Housing & Social Services, City of Kingston (left at 5:29 p.m.)

Absent / Regrets: none

1. Call to Order

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

3. Adoption of the Agenda

Item 2. (Election of Officers) was moved to follow item 5. (Presentation).

Motion #: 2024-01

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

That the agenda and addenda be adopted as amended.

Carried

4. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

5. Presentations

5.1. Housing and Homelessness in Kingston-Frontenac

R. Noordegraaf provided an overview of the City's Housing and Social Services department, including its role as a service manager for Frontenac County, ongoing efforts to support individuals experiencing homelessness, and the development of strategies/approaches to move past current situations.

A Board member noted that community services, such as public libraries, are currently funding and absorbing the impact from a lack of day-service shelters and asked about expansion of these services in the community. R. Noordegraaf stated the lack of daytime programs at shelters is the result of funding/capacity issues, and service providers would like to see an investment in transitional housing options, including day services.

Prioritization of available resources is an ongoing challenge.

A Board member asked about residential starts and construction progress in Kingston-Frontenac, and whether projects typically run concurrently or consecutively. R.

Noordegraaf stated that recent government funding initiatives have helped support housing partners, accelerate new housing projects, and ensure ongoing development of additional units rather than consecutive projects.

R. Noordegraaf was thanked for an informative presentation and left the meeting at this time. (5:29 p.m.)

2. Election of Officers

In accordance with the By-Laws, L. Carter chaired the meeting pro tem during the election for the position of Chair.

2.1. Chair

Nominations for the position of Chair were received as follows:

- W. Stephen nominated J. Ross
- L. Moody nominated A. Revill

Motion #: 2024-02

Moved by: M. Gauthier Seconded by: L. Moody

That nominations for the position of Chair be closed.

Carried

Nominees were given an opportunity to speak prior to commencement of voting.

To ensure anonymous voting for Board members attending virtually, an electronic voting process was used.

J. Ross was elected Chair by majority vote and assumed the position of Chair.

2.2. Vice-Chair

Nominations for the position of Vice-Chair were received as follows:

- J. Ross nominated W. Stephen

Motion #: 2024-03

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

That nominations for the position of Vice-Chair be closed.

Carried

W. Stephen was elected Vice-Chair by acclamation.

6. Adoption of Minutes

6.1. Regular KFPL Board Meeting #2023-09 of November 22, 2023

Motion #: 2024-04

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

That the minutes of Regular Meeting #2023-09 of the Kingston Frontenac Public Library Board held November 22, 2023 be adopted as circulated.

Carried

7. Business Arising from the Minutes

7.1. Governance Process Policies (G1-G9)

These policies were reviewed and approved at the last meeting, but there were revisions that should have been made to reflect current Board practice. An amended version of the policies was included in Addendum 2.

Motion #: 2024-05

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

Whereas the Governance Process policies approved by the Board at meeting 2023-09 held November 22, 2023 have been identified to contain inaccuracies, the Board resolves to amend its approval by replacing the previously approved policy documents with the amended version currently presented.

Carried

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

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

- Staff are working on adjusting Extended Hours communications and signage to address confusion regarding registration requirements and access issues. The instinct is to be polite and hold the door for others, and it can feel rude to not do this. Going forward, all Extended Hours registrants will receive an automated newsletter that follows-up on expectations for use and suggestions for common situations. When concerns are raised by patrons, or situations are witnessed by staff, individual follow-up with those involved takes place. None of the incidents of unauthorized entry investigated so far have resulted in damages or other negative outcomes.
- A Board member asked if the architects' presentation, planned for the February Board meeting would be a good opportunity to hear about the project. L. Carter responded that would likely be premature. Regarding community engagement on the renovations, most aspects of the projects are being driven by infrastructure requirements (e.g., HVAC, accessibility, etc.), and certainty about project funding needs to be received before final decisions can be made about non-infrastructure aspects of the design. Community engagement is planned to inform design elements and service initiatives that would benefit from community feedback.
- Staff intend to bring a report to the Board with recommendations around Extended Hours services after a full year of regular operation. The service was launched in October 2023, but the first few months were focussed on implementation and troubleshooting. Have a full year of regular operation data would be optimal for assessment and decision-making.
- It was noted that the report highlighted 25 staff celebrating milestone years of service, and L. Carter was asked to express appreciation on behalf of the Board for their service.
- A notable incident was reported by staff at the Isabel Turner Branch recently (2024-

036) where a patron was openly using a substance that was suspected to be cocaine, and then directly threatened the staff member who asked them to stop/leave. This took place on a Saturday afternoon at a busy urban branch. L. Carter highlighted this incident during a recent community conversation hosted by the Mayor as an example of safety/security issues that require a more cohesive community response. Library staff do call support services for assistance (e.g., AMHS, etc.), but for various reasons the assistance isn't always available or satisfactory.

- Board members are encouraged to voice concerns and advocate for additional funding and supports, even beyond municipal discussions, whenever possible (e.g., meetings, conversations). Groups like the Canadian Urban Libraries Council provide a collective national voice and may provide an ideal forum for discussion and advocacy.
- Incident report titles are reported to the Board without identifying information to protect personal information of individuals involved. Branches experience different issues based on location and other factors. Anecdotally, incidents at the Central Branch mostly relate to the City's mental health, addictions and housing crisis, incidents at the Turner Branch more often involve inappropriate teen behaviour, and incidents at the Rideau Heights Branch generally involve pre-teen youth. Overall, the number of incident reports filed due to violence and aggression has increased exponentially and involve a mix of repeat and single offenders. A tremendous amount of time is spent on incident report follow-up by senior staff, reducing staff capacity to make progress with other Library work, including statistical processing related to incidents.
- The roof leak at the Isabel Turner Branch wasn't serious (i.e., some materials were lost, but not many). The branch is slated for a large renovation in the near-term, but a full roof replacement is still a few years out in the capital plan.

9.2. Requests for Review of Library Materials (Q4-2023)

(no requests for review to report on for Q4-2023)

9.3. Strategic Directions – Action Plans and Update

10. Motion to accept Consent Agenda

Motion #: 2024-06

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

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

The Board is not currently in compliance with the governance policies, specifically related to self-evaluation, which is an important part of the governance process. L. Carter raised the issue previously with the Chair and Vice-Chair and is required to report non-compliance as per the Executive Limitation policy on Communication and Counsel.

Board members discussed options for resolving the issue of non-compliance, with the view that self-evaluations should commence quickly, even if the process isn't perfect.

It was agreed that discussion related to specific next steps be combined with the broader governance review discussion later in the meeting.

Motion #: 2024-07

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

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

Carried

11.2. Emergency Executive Succession

A Board member asked if the staff identified in this report are comfortable with the plan. L. Carter stated that the plan was discussed and found to be acceptable to those involved.

Motion #: 2024-08

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

That the Board has assessed the Chief Librarian's monitoring report on General Emergency Executive Succession (L-6) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

12. Policy Review and Approval

L. Carter provided an overview of the proposed changes, noting the suggested revisions streamline and clarify the documents for easier interpretation (e.g., procedural sections have been removed). Policies from other public libraries were also considered, and legislative references were confirmed to be accurate and current.

12.1. Access to Information and Protection of Privacy

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

- Most of the policy language comes directly from MFIPPA requirements, including the maximum age for disclosure of youth information to parents/guardians. All disclosures of personal information are taken very seriously, even when required by legislation, and documentation of parent/guardian names in the patron record is done as a safeguard when a card is created or updated.
- Disclosures related to library property or outstanding fees refers to the use of collection agency services, but this hasn't been done in many years.
- Parents or guardians documented as such in a child's library account can request to view the child's borrowing history, but disclosure requests such as this are extremely rare, and would be subject to a stringent process.
- If a patron declines the ability to view their borrowing history the information won't be displayed in their online account profile, but the borrowing history is still retained as part of the patron record.
- Certain personal information is required by the Library for access to services (e.g., name, address, etc.).
- Patron accounts have 'preferred name' and 'legal name' fields and procedures for use are clearly outlined for staff. The 'preferred name' is used for library communication (e.g., notices) and is what shows when a patron logs into their online account.
- The Library limits information provided to third-party vendors and requires confidentiality agreements. Data storage locations are also a key consideration for staff when purchasing products for the Library. Additionally, the Library's patron information is located on secure servers and electronic resources are connecting to this database and not storing the information themselves.

Motion #: 2024-09

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

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

Carried

12.2. Records Management

A Board member suggested that language referencing confidentiality requirements be added to the section governing the transfer of original Library records to a private organization. L. Carter noted that requirements around personal/confidential information is covered in the Access to Information and Protection of Privacy policy, and this could be specifically referenced in this section for clarity.

Motion #: 2024-10

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

That the Board approve the Records Management policy, as amended.

Carried

Other Business

13. Closed Meeting

Motion #: 2024-11

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

That the Board resolve itself into a Closed Meeting to discuss the security of the property of the board.

Carried

Board members and senior staff remained in the meeting. All others left at this time. (6:48 p.m.)

13.1. Cyber Security Update

Motion #: 2024-12

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

That the Board rise from the Closed Meeting without reporting.

Carried

Those who left the meeting returned at this time. (7:04 p.m.)

14. Governance Policy - discussion

Following up on the review of the Governance Processes Policies in November, J. Ross led a discussion around the scope and method of a potential governance review.

Board members provided the following feedback:

- Governance should be efficient and effective, and the associated policies and processes easy to interpret. Consideration should be given to the frequency and purpose of required reports to ensure the Board receives the information necessary to support decision-making while respecting staff capacity.
- Striking a committee would be more beneficial than discussion as a Committee of the Whole (COW). Those with specific interest and expertise could research and compile information that is made digestible for others.
- Suggest that a COW meeting is the best starting point and could be used to identify specific problems and issues for a committee to investigate further.

- When a policy comes forward for review, Board members need to understand its purpose and importance. A broad, high-level discussion about the overall framework is needed.
- Suggest starting with a review of the governance policy manual and ensure understanding of terminology.
- One of the things missing is understanding what the Carver model is and how we fit into the system being used.

Some Board members noted that Carver is confusing and suggested a larger review of the governance model being used, while others aren't sure where the confusion is stemming from.

Orientation documents included in the Board resource binder could be reviewed as a starting point, and additional Carver resources and training modules can also be considered for purchase. L. Carter explained that it's hard to support Board members without knowing what isn't understood.

E. Goodyear-Grant left the meeting at this time. (7:22 p.m.)

As a starting point, Board members agreed to identify concepts in the governance binder that aren't understood or could be better explained. J. Ross asked that Board members email her with questions. Discussion to be continued at a future time, to be determined.

Adjournment / Next Meeting

There being no further business, W. Stephen moved to adjourn the meeting at 7:24 p.m.

The next regular Board Meeting will be held at 5:00 p.m., Wednesday, February 28, 2024, Meet 1, Central Branch.

Signatures:

Jen Ross, Chair

Amy Rundle, Recording Secretary

KFPL Report to the Board

Subject: Chief Librarian Communication

Prepared by: L. Carter, Chief Librarian / CEO

Date of meeting: February 28, 2024

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

Safety and Security Update

The Joint Health & Safety Committee (JHSC) had a special meeting on February 8 to review questions from staff regarding the application of the current patron Code of Conduct. An FAQ was posted for staff the following week, containing existing guidance and with answers to the questions gathered by committee members. The document will be updated as required.

On February 2, Kingston, Frontenac and Lennox & Addington Public Health issued an alert to warn residents about a recent rise in drug-involved poisonings and associated symptoms within the region. They reported a 15 per cent increase in apparent drug poisonings the previous week, along with an increase in clients experiencing very prolonged deep sedation and hallucinations. This notice was posted on the staff intranet and discussed at the JHSC meeting on February 8th.

The Safety and Security Working Group of the Canadian Urban Libraries Council / Conseil des Bibliothèques Urbaines du Canada (CULC/CBUC) released their Safety and Security Toolkit on February 14. With contributions from many member libraries, it is designed to help public libraries more effectively manage and respond to safety and security incidents. The toolkit, which offers a menu of ideas libraries can explore while considering the nuances of their community, staff, and library systems, will be on the agenda for the next JHSC meeting.

CULC submitted five recommendations for federal pre-budget consultations in advance of the 2024 budget. Three of recommendations are based on the work of the Safety & Security Working Group and are a result of the on-going advocacy recommendations in the toolkit. Included in the full submission are recommendations that the Government of Canada “undertake a comprehensive national assessment of the value and impact of public libraries on community well-being and health” and that they recognize “the

significant impact of mental health and addiction in Canadian communities and work with provincial governments to develop a pan-Canadian strategy on mental health and addiction that would include input from library leaders.” The full submission and the toolkit are available on CULC/CBUC’s website.

Facilities Project Updates

City of Kingston staff received notification on February 13 that the application to the Government of Canada’s Green and Inclusive Community Buildings program for the Isabel Turner Branch Renovation Project was unsuccessful. The consultants have since been asked to itemize design elements and to refine the initial pricing in order to finalize the scope of the project without the additional funding. The presentation planned for the February Library Board meeting will be rescheduled.

Purchase orders have been issued and furniture has been ordered for the Arden, Sharbot Lake and Rideau Heights Branches to address storage, ergonomic and operational needs.

The reverse-motion sensor system has been installed in the universal washroom at the Central Branch, and testing is underway. The system passively monitors public washrooms for signs of overdose and other emergencies and is in use at other libraries in Canada.

Staffing Updates

Craig MacEachern started as Web Librarian.

The two Tech Tutor positions have been extended until June 2024.

Staff Training and Professional Development

Staff and Board members attended the Ontario Library Association (OLA) Super Conference in Toronto in January.

S. Quigley attended “Due Diligence Defences – Practical Tips for Defending Occupational Health and Safety Charges” in Toronto in mid-February. This session was offered in response to the recent Supreme Court of Canada (SCC) decision that ruled that the City of Greater Sudbury could be held liable as an employer under Ontario’s *Occupational Health and Safety Act* despite having appointed a third-party as the project’s constructor.

All KFPL branches will be closed on Monday, June 10th for the annual staff development day. A cross-departmental committee has been formed to lead the planning.

Programs and Services – New and Notable

Programs, book lists and in-branch displays focused on diversity and inclusion, with Black History Month, Lunar New Year, and the 25th Annual Reel Out Queer Film Festival

highlighted.

Kingston's Poet Laureate, Sadiqa De Meijer, facilitated "Spoken Here: An evening of poetry, language and culture" at the Isabel Turner Branch. Poems were read in their original languages, including Farsi, Bengali, Spanish, Dutch and Estonian, followed by the English translation.

Bi-weekly "Dungeons and Dragons" sessions are underway for Teens at the Sydenham and Central Branches.

The "Request for Purchase" application re-launched following technical upgrades. Patrons can once again submit up to three item requests each month.

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 A](#)

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 B](#)

Appendix A:

KFPL Incident Reports by Branch (Jan. 23, 2024 to Feb. 16, 2024)

Calvin Park

- 2024-044 Patron agitated and swearing, support services offered (Jan. 23)
 - 2024-045 Patron yelling loudly, upsets other patrons (Jan. 23)
 - 2024-058 Wellness check for patron resting in snowbank (Jan. 29)
 - 2024-062 Tent outside branch, support services called (Jan. 31)
 - 2024-079 Patron speaks with police about a personal matter (Feb. 8)
 - 2024-082 Patron reacts with anger when asked not to lay on the floor (Feb. 9)
 - 2024-087 Drug paraphernalia found outside near shed (Feb. 13)
 - 2024-093 Patron challenges service animal policy (Feb. 15)
 - 2024-094 Inquiry about potential laptop theft (Feb. 15)
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Central

- 2024-043 Belligerent patron (Jan. 23)
- 2024-049 Suspected drug use in the bathroom (Jan. 27)
- 2024-050 Patron banned for threatening staff in branch, police called (Jan. 27) 📞
- 2024-052 Patron struggling to stay awake at computer, swears at security (Jan. 27)
- 2024-053 Drug paraphernalia found in universal washroom (Jan. 28)
- 2024-054 Banned patron asked to leave (Jan. 28)
- 2024-055 Distraught patron concerned about being stalked (Jan. 29) 📞
- 2024-056 Person on top of Hanson parking garage (Jan. 29) 📞
- 2024-059 Garbage bags ripped open at curb (Jan. 29)
- 2024-060 Patron brings dog into branch (Jan. 30)
- 2024-063 Suspected drug use in second floor washroom (Jan. 31)
- 2024-064 Ambulance called for unresponsive patron (Feb. 1) 📞
- 2024-065 Possible theft of cooking books (Feb. 1)
- 2024-068 Loose millwork in children's area (Feb. 3)
- 2024-072 Drowsy, unsteady patron on stairs, declined ambulance (Feb. 6)
- 2024-075 Drug use in washroom, glass pipe partially melted to floor (Feb. 7)
- 2024-078 Empty alcohol containers found in public washroom (Feb. 8)

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- 2024-081 Multiple wellness checks for sleeping patron, asked to leave (Feb. 9)
 - 2024-084 Period products and basket thrown in washroom garbage (Feb. 10)
 - 2024-086 Unused period products dumped in washroom garbage (Feb. 11)
 - 2024-090 Patron brings dog into the Library (Feb. 14)
 - 2024-092 Patron using public washroom for grooming purposes (Feb. 14)
 - 2024-095 Conversation with patron about sharing newspapers (Feb. 15)
 - 2024-097 Patron challenges service animal policy again, asked to leave (Feb. 16)
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Isabel Turner

- 2024-051 Agitated patron swears at staff, dumps pizza on floor (Jan. 27) 📞
 - 2024-057 Banned patron asked to leave (Jan. 29)
 - 2024-061 Loud teens, paint on furniture, window screen removed, spit on floor (Jan. 31)
 - 2024-067 Graffiti on computer table (Feb. 2)
 - 2024-070 Person sleeping outside branch, evidence of campfire and drug use (Feb. 3)
 - 2024-069 Patron watching pornography on public computer, asked to leave (Feb. 3)
 - 2024-073 Teen speaking loudly and swearing, warned about behaviour (Feb. 6)
 - 2024-071 Possible theft of library materials (Feb. 6)
 - 2024-077 Patron unable to provide service animal identification (Feb. 8)
 - 2024-085 Banned patron asked to leave (Feb. 12)
 - 2024-088 Report of stolen wallet (Feb. 14)
 - 2024-089 Patron threatens security guard, police called (Feb. 14) 📞
 - 2024-091 Empty alcohol cans in women's washroom (Feb. 14)
 - 2024-096 Empty alcohol containers found in garbage cans (Feb. 15)
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Pittsburgh

- 2024-066 Delivery person inadvertently enters branch during extended hours (Feb. 2)
 - 2024-074 Brief power outage (Feb. 7)
-

Plevna

- 2024-080 External walkway slippery (Feb. 9)
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Sydenham

- 2024-076 Power outage (Feb. 8)
 - 2024-083 Yard waste and rocks in drop box, materials water-damaged (Feb. 10)
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Appendix B:

Summary of Patron Feedback (Jan. 23, 2024 to Feb. 16, 2024)

Accessibility

- Positive feedback was received from a patron who was proud to hear that all Library washrooms have period products available for free.

Branch Operations

- A patron suggested that showing the list of 'unavailable holds' (listed in the order they appear in reservation list) be available to view in the online patron account.
- A negative Google review was posted by a patron who was disappointed by their first in-person visit to the Isabel Turner Branch. Library staff reached out to the patron to apologize for the experience and offer the opportunity for further discussion.
- A patron suggested that the Maker Space at the Central Branch be sound-proofed to allow for viewing/listening to DVDs and CDs.
- A patron expressed appreciation for the assistance he received with his ereader at the Pittsburgh Branch.
- A Calvin Park patron let us know how much they love going to the branch, and that they appreciate all of our hard work.
- A patron leaving the Turner Branch recently exclaimed "I love the library! You all give such great customer service at my branches!"
- A patron at the Pittsburgh Branch expressed appreciation for the Library, saying it's a beautiful place where they can read, draw, and enjoy.
- Positive feedback was received through Ask A Librarian about staff at the Sydenham branch: "Thanks! Also, we LOVE Sydenham Library! Best staff and best views!"

Collections

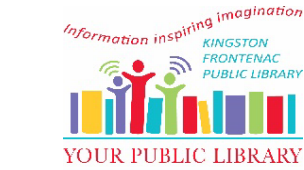
- Inquiry about the RFP update and requests for items that are no longer considered new.
 - Positive feedback was received from staff at the Reel Out Film Festival: "Great job with the selections." [re: May We Suggest titles]
 - Positive feedback was received from a patron about the Library's collections, specifically Libby and graphic novels: "I must have saved at least \$500 in graphic novels alone. Thank you for your amazing work!"
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Facilities

- A patron suggested that kitty litter or coffee grounds be used for winter maintenance on sidewalks instead of salt.
 - A patron felt that the Isabel Turner Branch was too warm.
 - A patron inquired about the possibility of a café at the Central Branch.
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Programming

- A family expressed appreciation for the “Crafternoon: Macrame” session, saying that “it’s challenging finding an activity for their 10 and 12 year old that doesn’t feel too childish for the kids participating.”
- Complimentary reviews were received from participants in various programs:
 - o “[Baby and Me] was fantastic! Thanks for running such a great program.”
 - o “Thanks for hosting [Playdough Play]; we’re all having a great time and enjoying ourselves.”
 - o “My sister used the repair shop on Saturday to fix her DVD player...while she got that done, I got my 6 yr old granddaughter her very first library card. And we read through a few books while waiting. My granddaughter wants to come back again next Saturday.”
 - o “Puzzle Swap was great! Please host more in the future.”
- A patron expressed appreciation for the help received during a Technology Tutor appointment.
- Positive feedback was received from a participant in the “Spice It Up!” program, encouraging the Library to continue offering it in the future.
- A positive experience was documented by a staff member after observing a recent Lego program at the Calvin Park Branch: “The second week of Lego and the room was packed. As I looked around the room I saw literacy and language development happening right before my eyes, as families talked, planned, designed together; helped one another find the pieces they needed and shared them with other families. The room buzzed with Ukrainian, Chinese, French, Russian and at least one other language in addition o English. Two families came together. When I spoke to the father from Israel, he explained that he’d met the Ukrainian family while taking English classes. It was a pleasure to be present for so much energy, creativity and warmth!”



Kingston Frontenac Public Library
Budget Variance Report
December 31, 2023 - Unaudited

2022 Comparison

Account	2023 Actuals	2023 Budget	Variance	Actuals to Budget %	2022 Actuals	Actuals to Budget %
EXPENSES						
Salaries and wages	3,023,539	3,291,140	-267,601	92%	2,935,649	92%
Part-Time Wages	1,146,365	1,211,912	-65,548	95%	1,192,645	103%
Pages Part-Time Wages	334,358	348,750	-14,392	96%	307,081	99%
Overtime	26,085	36,382	-10,297	72%	32,537	90%
Payroll benefits	1,405,021	1,574,402	-169,380	89%	1,317,270	91%
Retirees benefits	28,918	36,744	-7,826	79%	55,894	100%
WSIB	224	300	-76	75%	181	60%
Total Staff Costs	5,964,509	6,499,629	-535,119	92%	5,841,256	94%
Adult popular mat'ls	622,573	550,000	72,573	113%	437,243	109%
Child/youth pop mat'ls	208,393	184,000	24,393	113%	141,566	83%
Electronic resources	114,752	140,382	-25,630	82%	312,114	100%
Serials	9,693	36,000	-26,307	27%	32,782	100%
Total Material	955,410	910,382	45,028	105%	923,705	101%
Office Supplies	55,859	60,000	-4,141	93%	49,897	83%
Vehicle repairs & maintenance	7,256	5,000	2,256	145%	6,599	122%
Vehicle fuels and lubricants	8,921	9,400	-479	95%	9,085	101%
Computer Equipment	81,366	78,535	2,831	104%	80,287	102%
Software	7,109	12,765	-5,656	56%	8,068	90%
Furniture and fixtures	11,160	12,250	-1,090	91%	7,849	64%
Advertising	4,674	11,500	-6,826	41%	9,535	106%
Telephones/Cell Phones	32,794	31,739	1,055	103%	29,081	88%
Internet Connectivity	45,090	40,626	4,464	111%	46,395	124%
Fees, subscription, membership	11,973	12,650	-677	95%	11,403	94%
Mileage	12,056	11,300	756	107%	9,450	84%
Education and training	38,986	40,600	-1,614	96%	39,365	97%
Misc Expense	11,869	7,500	4,369	158%	11,182	149%
Delivery, postage & shipping	4,519	7,500	-2,981	60%	5,237	65%
Cash over (short)	-99	0	0	0%	3	0%
Professional services	19,772	26,500	-6,728	75%	23,955	90%
Contracted services - system wide	310,197	316,964	-6,767	98%	309,151	100%
Programs	41,313	24,370	16,943	170%	36,579	136%
Equipment rentals	8,660	9,448	-788	92%	8,468	88%
Interest & Service Charges	2,591	2,500	91	104%	2,311	92%
Allocated Insurance	32,561	28,600	3,961	114%	29,794	124%
Total System-Wide	748,625	749,747	-1,122	100%	733,692	100%
Facilities						
Protective Clothing	668	2,026	-1,358	33%	1,923	96%
Cleaning supplies	18,824	27,351	-8,527	69%	23,638	88%
Tools & Equipment	4,137	10,200	-6,063	41%	6,703	66%
Repairs & maintenance	5,578	10,660	-5,082	52%	10,194	100%
Water and Sewer	18,225	19,015	-790	96%	15,601	124%
Natural Gas	60,696	54,950	5,746	110%	45,201	76%
Electricity	148,149	211,490	-63,341	70%	151,552	74%
Contracted Services	131,166	213,518	-82,353	61%	148,535	91%
Total Facilities	387,443	549,210	-161,767	71%	403,347	82%
Total Expenditures	8,055,987	8,708,968	-652,980	93%	7,901,999	95%
REVENUES						
Provincial Subsidy	-297,138	-297,138	0	100%	-297,138	100%
Project Grants	-500	-30,000	29,500	2%	-15,026	50%
Printer/Photocopier Revenue	-23,651	-23,275	-376	102%	-16,548	71%
Fines/Damages	-8,507	-10,400	1,893	82%	-11,044	106%
Non-Resident Fees	-9,086	-9,000	-86	101%	-8,337	89%
Facility Rentals	-22,021	-35,000	12,979	63%	-12,767	28%
Donations	-10,462	-11,000	538	95%	-13,530	123%
Expenditure Recovery	-41,945	-40,000	-1,945	105%	-48,039	120%
Miscellaneous Revenue	-3,697	-10,000	6,304	37%	-3,752	38%
County of Frontenac	-867,419	-946,275	78,856	92%	-906,459	100%
City of Kingston	-7,296,880	-7,296,880	-0	100%	-6,948,848	100%
Total Revenue	-8,581,304	-8,708,968	127,663	99%	-8,281,489	99%
Net Deficit (Surplus)	-525,317	0	-525,317		-379,490	

KFPL Report to the Board

Subject: Statistical Report (Q4 2023)
Prepared by: L. Carter, Chief Librarian/CEO
Date of meeting: February 28, 2024

Background:

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

Data for the fourth 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)
- 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:

The statistics reported on in Appendix A have evolved and expanded since this report was established. The data collected in the Ministry of Tourism, Culture and Sport's Annual Survey of Public Libraries has also changed. A review of statistical information presented to the Board, including the frequency, metrics and alignment with the Annual Survey is planned for 2024.

Year-over-year comparisons can be 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 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 budgeted operating hours, with the exception of the Central, Calvin Park, and Isabel Turner Branches, which were closing at 8pm instead of 9pm Monday-Thursday. The 8pm closure was made permanent in October 2023 (see below).
- Rooms were unavailable to rent several times during the COVID-19 pandemic. They were available for all of Q4 2023, and while use is increasing, it remains below 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. Q1 use was impacted by the discontinuation of

cloudLibrary reservations in late December 2022, and the unavailability of holdings between January 23 and February 2, 2023 while they were moved to OverDrive. The Reciprocal Lending Agreement (RLA) with partner libraries launched on March 1, 2023, providing KFPL patrons access to eBooks and eAudiobooks in the collections of the Burlington, Hamilton, London, Mississauga and Ottawa Public Libraries. KFPL patrons must manually add each partner library to their account and search each collection separately, likely contributing to the drop in use compared to 2022.

- 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.
- The Monday – Thursday 8pm closure of the Calvin Park, Central and Isabel Turner branches was made permanent by Board motion 2023-52 and implemented on October 2, 2023. Eight service hours were allocated to the Rideau Heights Branch (Tuesdays and Thursday from 10am to 2pm) and two additional staffed hours were temporarily added to the Pittsburgh Branch, during the Extended Hours pilot project.

Selected Trends:

Analysis in this section focusses on the comparison of Q4 2023 data to Q4 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 2.8% compared to Q4 2022.

While website visits are showing a 49% increase over Q4 2022, raising the E-Services (Figure 10) total significantly, this is due to a Spring 2023 change in analytics services and statistics collection rather than an increase in web traffic. E-book and e-audiobook use through OverDrive/Libby is down compared to Q4 2022 and is likely related to availability of items and ease of searching partner collections and not due to a lack of demand. While use of these collections is down compared to 2022, use increased through the year, apart from a slight decrease in Q4 eBook use. The corrected figures referred to in the footnote under Figure 10 are as follows:

- ↳ Q1 = 15,028 (e-audiobook); 30,331 (e-book)
- ↳ Q2 = 17,408 (e-audiobook); 34,192 (e-book)
- ↳ Q3 = 17,986 (e-audiobook); 35,092 (e-book)

Patron queries (see Figure 6) increased 6.2% over Q4 2022. These statistics are reported manually by staff, which creates a margin of error.

In-branch computer use (see Figure 7) increased slightly overall this quarter and is up 3.8% compared to Q4 2022. This service has seen the greatest impact related to the pandemic, as many people acquired their own devices to access the internet.

Social Media followers (see Figure 8) continue to rise, though views, mentions and engagement with posts are down overall. A small number of YouTube videos are responsible for the large increases in views. Newsletter subscribers are up 7.4% over Q4 2022.

Reach of programming and outreach activities increased 19% over Q4 2022, even with a 15% reduction in the number of events/sessions. Outreach events were particularly successful this quarter with 42 events reaching over 1,500 people. Technology Tutor statistics are not included in the program statistics.

Paid meeting room bookings (Education, Government, Private and Private Cultural (see Figure 12) increased by 31% (19 bookings) over Q4 2023.

Appendix A: Performance Statistics – 4th 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	1,198	1,499	1,240	1,033
Calvin Park	46,374	42,082	38,760	40,047
Central	30,181	30,229	29,337	30,498
Cloyne	956	1,433	1,519	1,508
Hartington	896	1,381	1,186	1,298
Howe Island	458	636	546	567
Isabel Turner	62,213	67,092	67,889	69,618
Mountain Grove	412	535	570	326
Parham	687	639	683	674
Pittsburgh	12,868	12,470	14,181	16,930
Plevna	388	619	761	1,331
Rideau Heights	4,012	6,279	6,274	6,394
Sharbot Lake	1,845	1,893	1,861	1,815
Storrington	1,881	2,122	1,716	1,547
Sydenham	7,868	7,626	7,053	7,394
Wolfe Island	1,317	1,366	1,465	1,453
Mobile	0	0	84	26
Virtual (renewals)	65,192	60,341	57,425	56,640
TOTAL	238,746	238,380	232,550	239,099

Figure 2: Circulation Percentages Overview

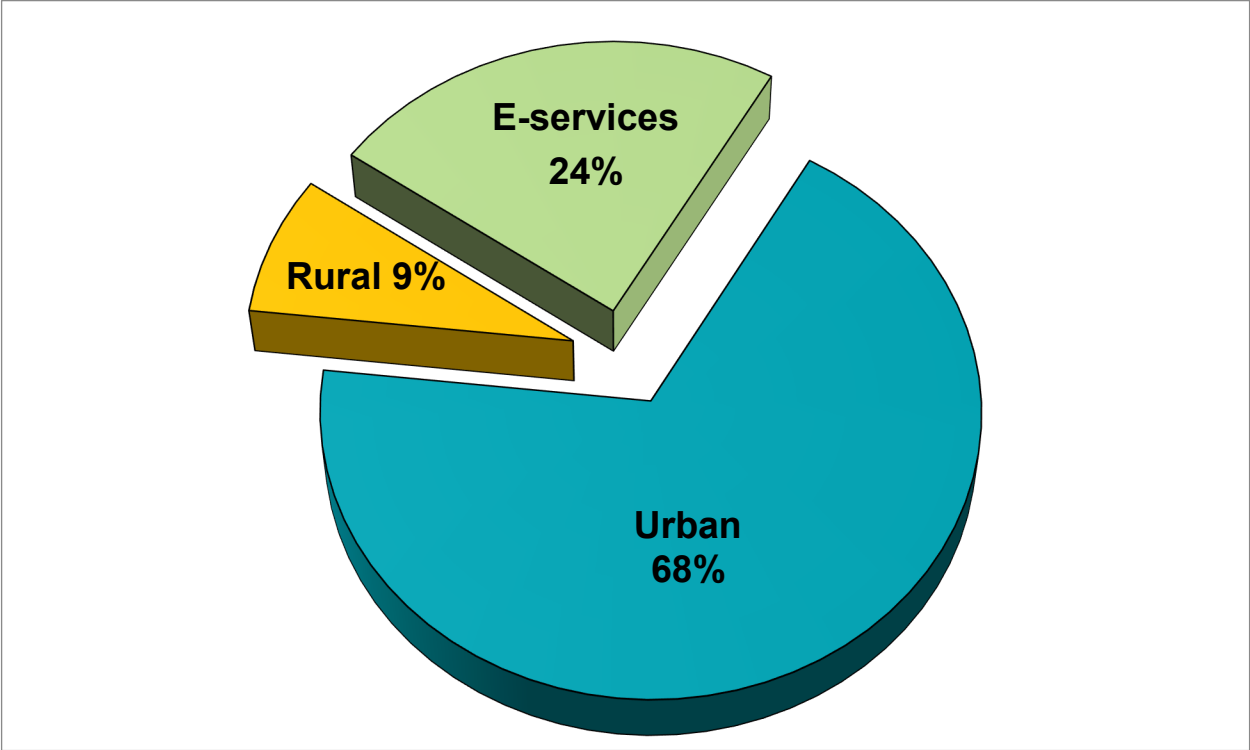


Figure 3: Circulation – Rural Branches

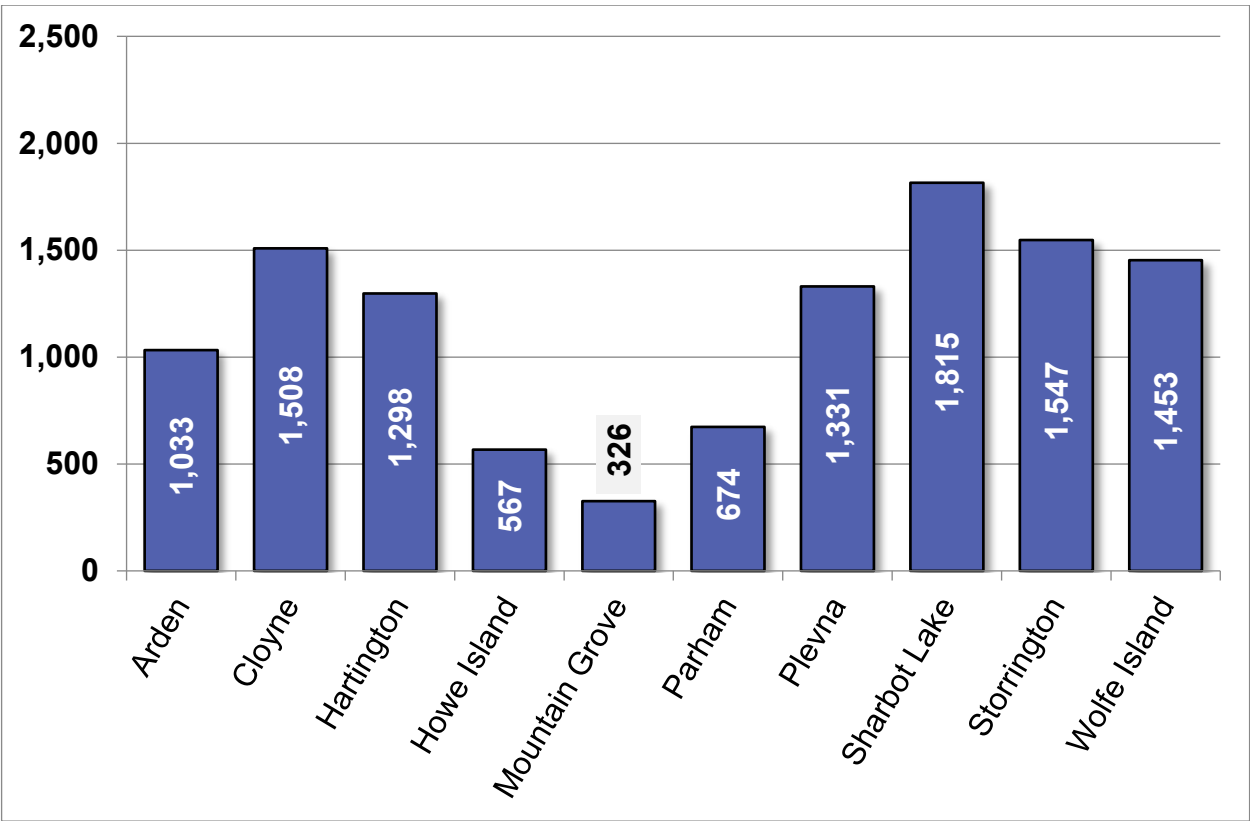
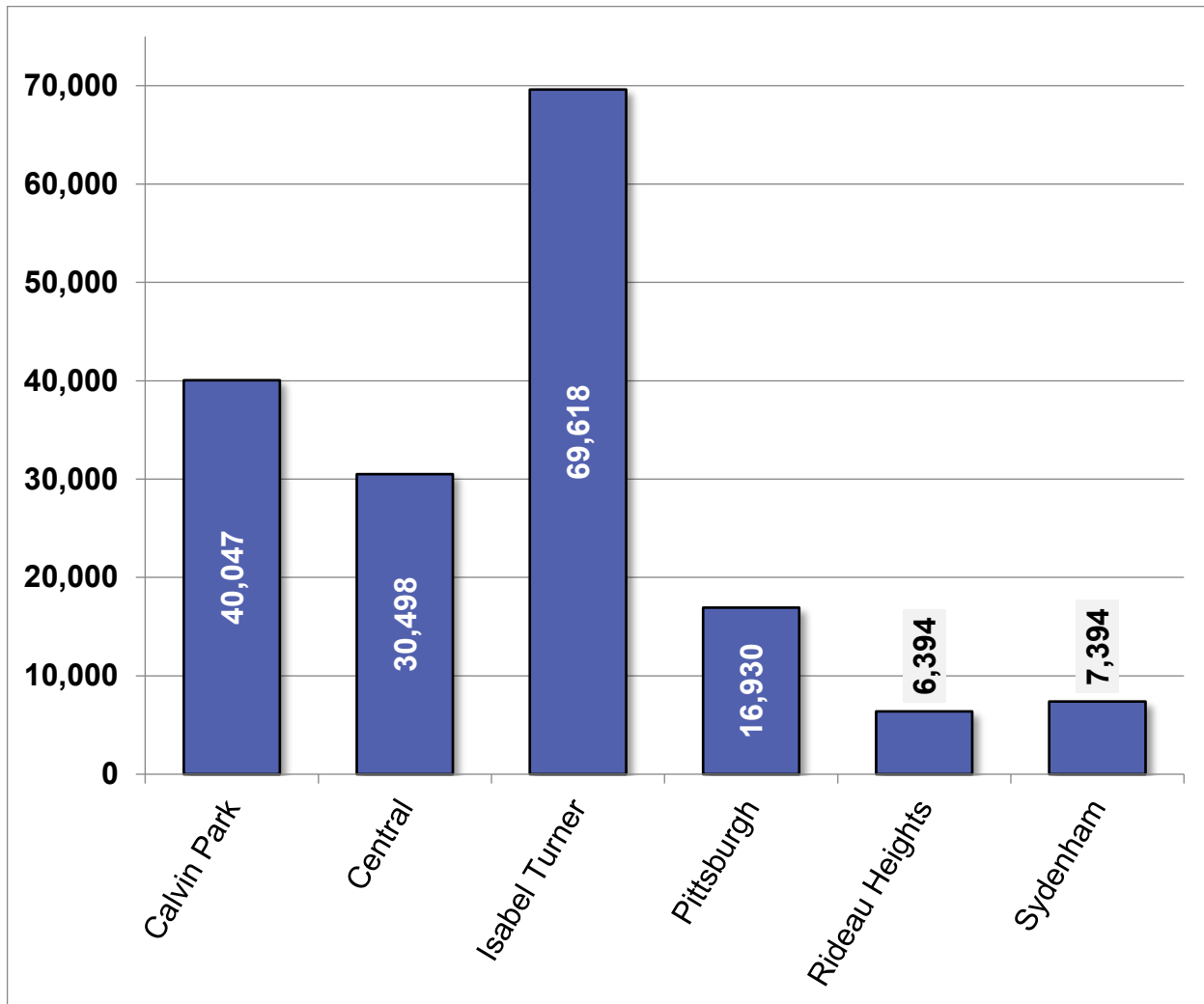


Figure 4: Circulation – Kingston and Sydenham**Figure 5: Circulation Per Capita**

Region	Population 2021	Circulation Q4 2023	Circulation per capita
City of Kingston	132,485	163,487	1.23
Township of South Frontenac	20,188	10,239	0.51
Township of Central Frontenac	4,892	3,848	0.79
Township of North Frontenac	2,285	2,839	1.24
Township of Frontenac Islands	1,930	2,020	1.05

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	337	314	303	298
Calvin Park	2,578	3,713	4,623	3,878
Central	4,681	4,010	4,604	4,818
Cloyne	181	285	237	248
Hartington	226	142	260	114
Howe Island	46	15	24	16
Isabel Turner	3,677	3,690	4,400	6,144
Mountain Grove	103	232	129	161
Parham	208	375	292	181
Pittsburgh	1,420	1,516	1,915	2,044
Plevna	50	116	154	364
Rideau Heights	321	852	1,985	1,523
Sharbot Lake	464	423	351	430
Storrington	66	178	176	175
Sydenham	328	772	1,265	1,091
Wolfe Island	252	406	463	531
Virtual	2,773	2,334	1,826	2,541
TOTAL	17,711	19,269	23,007	24,440

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	7	8	7
Calvin Park	2,427	1,919	2,512	2,401
Central	1,724	1,812	2,777	2,987
Cloyne	n/a	9	15	10
Hartington	n/a	1	2	13
Howe Island	n/a	3	0	0
Isabel Turner	2,932	2,455	3,193	3,361
Mountain Grove	n/a	6	3	7
Parham	n/a	5	1	4
Pittsburgh	93	78	135	261
Plevna	n/a	13	8	17
Rideau Heights	92	207	569	526
Sharbot Lake	4	43	37	43
Storrington	2	13	9	7
Sydenham	203	142	145	147
Wolfe Island	1	13	35	15
TOTALS	7,478	6,726	9,449	9,806

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	2,929	2,878	3,489	5,309
	Likes	4,276	4,561	2,465	5,523
	Posts	71	375	453	391
Instagram	Engagement	1,638	6,658	12,137	9,396
	Followers	2,041	2,440	2,744	3,040
	Posts	35	74	60	78
	Views of Video	1,092	5,256	11,229	7,922
TikTok	Engagement	n/a	n/a	9,148	5,465
	Followers	n/a	n/a	56	70
	Posts	n/a	n/a	24	5
	Views	n/a	n/a	8,443	5,379
X (Twitter)	Engagement	607	1,534	803	703
	Followers	3,814	4,094	4,298	4,377
	Mentions	201	331	248	n/a
	Tweets	308	732	567	397
YouTube	Posts	72	41	16	12
	Subscribers	610	927	1,087	1,387
	Views	8,188	8,667	11,634	52,565

Figure 9: Engagement

Engagement Type	Description / Title	Subscribers / Participants
KFPL Newsletters	Grow	1,488
	Connect	11,996
	Create	1,998
	Engage	1,003

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), and other products.

Figure 10: E-Services

Resource	Category	2020	2021	2022	2023
Ancestry Library*	Uses	21,209	25,322	9,008	10,910
OverDrive / Libby**	E-audiobooks	17,796	20,615	22,907	18,001
	E-books	48,734	45,140	43,872	33,152
Cantook Station	Uses	n/a	n/a	38	93
Hoopla	Uses	3,841	4,244	4,039	4,404
Kanopy	Uses	n/a	2,264	2,448	3,209
LinkedIn Learning	Courses completed	265	107	67	148
	Users	532	248	249	253
Mango Language	Uses	810	901	873	955
Newspapers & Articles	Uses	26,390	31,436	19,842	13,376
Digital Magazines	Uses	7,292	2,588	2,285	15,320
Website	Visits	173,748	227,820	186,416	277,600
TOTAL		300,617	360,685	292,044	377,421

*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/Libby statistics mistakenly included use of KFPL collections by partner library patrons for Q1-Q3 2023. Q4 statistics reflect KFPL patron use of KFPL and partner library collections, and the corrected figures are included in the body of the Q4 statistical report.

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	65	66	74	37
	Attendance	697	1,149	425	372
Children and Family	Session / Events	138	148	200	125
	Attendance	521	870	2,921	2,508
Mixed / All Ages	Session / Events	0	0	4	34
	Attendance	2,214*	888*	31	342
Outreach	Session / Events	n/a	n/a	21	42
	Attendance	n/a	n/a	530	1,552
Teen	Session / Events	25	8	27	39
	Attendance	176	133	295	237
TOTALS	Session / Events	228	222	326	277
	Attendance	3,608	3,040	4,202	5,011

* Attendance statistics for participants at any Library program whose age is unknown is tracked in the Mixed/All Ages category, but the number of sessions/events is limited to programs that are specifically targeted for the "Mixed/All Ages" user group.

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	23	29
Central	Meet 1	15	n/a	29	34
	Meet 2	6	n/a	22	39
	Meet 3	1	n/a	15	11
	Meet 4	0	n/a	17	4
Isabel Turner	Cataraqui	1	n/a	18	15
	North Room	0	n/a	14	10
	South Room	0	n/a	3	6
	Gates Training	1	n/a	6	18
TOTALS		24	n/a	147	166

Figure 13: Room Bookings by Type

Booking Type	2020	2021	2022	2023
Book Clubs	1	n/a	6	7
City of Kingston	1	n/a	12	19
Education	2	n/a	5	6
Government	1	n/a	2	25
In House*	18	n/a	60	44
Private	1	n/a	43	34
Private Cultural	0	n/a	11	15
Read for Fun	0	n/a	8	16
TOTAL	24	n/a	147	166

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

Total Uses

Figure 14: Total Uses

Branch	Internet	Program Attendance	E-services	Patron Queries	Circulation	TOTAL
Arden	7	-	-	298	1,033	1,338
Calvin Park	2,401	-	-	3,878	40,047	46,326
Central	2,987	-	-	4,818	30,498	38,303
Cloyne	10	-	-	248	1,508	1,766
Hartington	13	-	-	114	1,298	1,425
Howe Island	0	-	-	16	567	583
Isabel Turner	3,361	-	-	6,144	69,618	79,123
Mountain Grove	7	-	-	161	326	494
Parham	4	-	-	181	674	859
Pittsburgh	261	-	-	2,044	16,930	19,235
Plevna	17	-	-	364	1,331	1,712
Rideau Heights	526	-	-	1,523	6,394	8,443
Sharbot Lake	43	-	-	430	1,815	2,288
Storrington	7	-	-	175	1,547	1,729
Sydenham	147	-	-	1,091	7,394	8,632
Wolfe Island	15	-	-	531	1,453	1,999
Mobile	-	-	-	-	26	26
System-wide	-	5,011	377,421	2,541	56,640	441,613
TOTAL	9,806	5,011	377,421	24,557	239,099	655,894

KFPL Monitoring Report to the Board

Executive Limitation Policy L-8

Employment, Compensation and Benefits

With respect to employment, compensation and benefits to employees, consultants, contract workers and volunteers, the Chief Librarian may not cause or allow jeopardy to fiscal integrity or public image.

Accordingly, the Chief Librarian may not:

1. Establish or alter the compensation and benefits for non-union staff without Board authorization or approval.
2. Promise or imply permanent or guaranteed employment.
3. Create compensation obligations over a longer term than revenues or adequate funds can be safely projected.
4. Establish or change pension plans so as to cause unpredictable or inequitable situations.

CEO Interpretation

I interpret this to mean that the Library's recruitment, employment, and compensation practices are responsibly managed by the CEO, according to delegated authority and established procedures, and that legislative requirements and fiscal integrity will be respected.

Compliance will be demonstrated when:

- Changes to the non-union staff agreement are made only when authorized by Board resolution.
- No person has been promised or guaranteed employment outside of the accepted interviewing and hiring process.
- The Library's salaries budget is accommodated within existing projected revenue.
- No new pension plan has been established and no changes have been made to existing plans.

Evidence of Compliance

- Compensation and benefits (including vacation time and sick leave) for non-union staff are determined by the Agreement between the Board and Permanent Non-

Union Staff. This document was last amended and approved by the parties on November 3, 2022. The agreement expires on March 31, 2025 and no compensation or benefits have been established or altered by the Chief Librarian.

- Collective Agreements with unionized staff, and the Non-Union Staff agreement contain provisions governing the carryover of vacation, lieu, and banked time to limit unfunded liabilities. Unfunded liabilities are tracked and are reported on during the annual audit.
- All employment opportunities are posted on the staff intranet and/or the KFPL website. Established hiring practices have been followed, with documentation in the form of advertisements, applications, and letters of offer.
- The current budget does not indicate any significant increase in the salary line which cannot be met within budgeted and expected future revenues.
- OMERS, the pension plan the Library is a member of, determines the terms and conditions of the plan. This plan cannot be changed by the Chief Librarian, and no alternate pension plan has been established.

Statements of Compliance

- No alterations have been made to the compensation and benefits for non-union staff without Board authorization or approval. Documentation is provided to City of Kingston for the processing of changes (e.g., grid progression) pursuant to the agreement in place.
- No person has been promised or guaranteed employment outside of the accepted interviewing and hiring process.
- No compensation obligations have been created over a longer term than revenues or adequate funds can be safely projected.
- No new pension plan has been established.

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
February 20, 2024

KFPL Monitoring Report to the Board

Executive Limitation Policy L-5

Financial Condition – 4th Quarter 2023

With respect to the actual, ongoing condition of the Library's financial health, the Chief Librarian may not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditures from Board priorities established in Ends policies and under the *Public Libraries Act*, RSO 1990, c.P. 44.

Accordingly, the Chief Librarian may not:

1. Expend more funds than will be received in the fiscal year.
2. Use any specifically designated Long Term Reserves, except for their designated purposes.
3. Conduct inter-fund shifting except with the authorization of the municipal councils, as stipulated in the *Public Libraries Act*, Sec 24.
4. Allow cash to drop below the amount needed to settle payroll and debts in a timely manner, except where unavoidable due to Municipal funding flow.
5. Allow tax payments or other government-ordered payments or filings to be overdue or inaccurately filed.
6. Make a single purchase or commitment of greater than the amount allowed in the Procurement of Goods and Services Policy.
7. Acquire, encumber or dispose of real property.
8. Fail to provide quarterly accurate and detailed financial statements showing budgeted and year-to-date figures.

CEO Interpretation

I interpret this policy to mean that the Library's finances will be responsibly managed by the CEO, that legislative requirements and established Board priorities will be respected, and multiple levels of monitoring/oversight will be in place to mitigate risk.

“May not expend more funds than have been received” is interpreted to mean that at no point in the year do expenses exceed expected revenues. Expected revenues refer to transfers from the City of Kingston, County of Frontenac, and Province of Ontario, as well as self-generated revenues, which are part of the approved operating budget.

“Long term reserves” are interpreted to mean a fund designated for a specific purpose

and identified as such (e.g., capital project, grant or award funding, monetary donation).

“Tax payments” and “government-ordered payments or filings” are interpreted to mean source deductions for employee income taxes, pensions, worker’s compensation, employment insurance, reports associated with these payments, the Ministry of Heritage, Tourism and Sport’s annual survey and grant application, and the Registered Charity Information return.

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

- Sufficient funds are available to meet payroll obligations, accounts payable are processed in a timely manner, and the Library does not report a deficit at the end of the fiscal year.
- Long term reserves are used only for the designated purpose.
- Government-ordered payments and filings are submitted before the due date, have not been deliberately falsified, and are error-free (other than minor calculation errors).
- Purchases and financial commitments exceeding \$250,000, and transactions involving real property, will only be made with Board approval.
- Budget Variance Reports are provided quarterly, and an external audit is conducted and presented annually.

Compliance will be demonstrated when:

- More than one level of oversight is in place to ensure Library funds are not moved or spent in an unauthorized way.
- Statements of municipal/government accounts verify on-time receipt of payments and reports.
- Budget Variance Reports are provided as scheduled and show that expenses do not exceed expected revenues.
- No purchases/commitments exceeding \$250,000, or transactions involving real property, were made during the period covered by this report.
- The auditor reports no evidence of unacceptable use/reporting of designated funds, and that no falsified information was uncovered by a random sampling of filing and that no falsified information is uncovered during the external audit.

Evidence of Compliance

Oversight

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

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

- Invoices for purchases and services rendered are reviewed for accuracy by the appropriate Manager/ Director, are assigned to a budget line and forwarded to administration staff for processing. Coded invoices are reviewed/approved by the Budget/HR Analyst (within designated approval limits), or by the Chief Librarian.
- Purchasing card reports have three levels of review – staff, Manager/Director, and Chief Librarian, who all review for accuracy and policy compliance.
- Quarterly budget variance reports and financial condition reports are prepared by the Budget/HR analyst for the Chief Librarian. Reports are submitted to the Board as required under Governance Policy B-5.

The Board's reserve accounts for capital projects, bequests and other designated funding are held and administered by the City of Kingston:

- Library accounts and budget lines are set-up and managed by staff at the City of Kingston, under the direction of the Chief Financial Officer. Inter-fund shifting can only occur through City staff, with evidence of Board and Council authorization.
- The City of Kingston administers the payroll and accounts payable functions for the Library and submits source deductions and tax installments on behalf of KFPL.
- Approval authorities for designated KFPL staff are on file with the City of Kingston to protect against purchases or commitments greater than the amount allowed in the Procurement of Goods and Services Policy.

The buildings that house KFPL branches are owned by the municipalities and are not the property of the Board.

- Council approval is required to acquire, substantially alter, or dispose of these properties.
- The Procurement of Goods and Services and Asset Disposal policies identify specific parameters for the purchase and disposition of all other Library assets.

Expenses vs. Expected Revenues

The budget variance report to December 31, 2023 shows that expenses were at 93% while revenues came in at 99%, resulting in an overall surplus of \$525K. This does not include the December funding from the County of Frontenac which had not been received at the time of this report. Once received, the Library operating surplus is expected to be \$604K. The bulk of the surplus is the result of lower than anticipated staff and facility costs.

Staff costs were at 92% of budget at the end of the fourth quarter. Pandemic-related

hours changes continued to have an impact in 2023 with full operating hours not resuming until October. Leaves of absence and vacant positions contributed to full-time salaries being underspent by 8%, and part-time wages being underspent by 5%.

Total Material costs, including print and electronic collections ended the year at 105%. The serials line is underspent due to the timing of invoices and change in digital magazine vendors for 2023, and together with savings in the Electronic Resource line, helps to offset the overage in the adult and children's and teen popular materials lines. The unpredictability in timing of shipments and receipt of previously ordered items results in the physical materials routinely being slightly under or overspent.

Facility costs ended Q4 at 71% of budget, with savings in cleaning supplies related to a review undertaken to identify lower priced products and economies of scale. Tools and Equipment and Repairs and Maintenance lines were underspent due to staffing and capacity issues. Contracted services expenditures ended 2023 at 61% of amounts budgeted, largely due to the timing of procurement and contract commencing for HVAC and building automation systems preventative maintenance. Utility costs ended the year at 80% of the established budget. They were set in collaboration with the City of Kingston and based on past and forecasted consumption and cost and have been adjusted accordingly for 2024.

Self-generated revenues continued to slowly increase in 2023 and ended the year at 86% of budget as compared to 76% for 2022. Revenue from printing, non-resident fees and facility rentals all increased while revenue collected for fees for damaged or lost material declined. Most of the revenue from facility rentals occurred in the last quarter of 2023.

An additional \$6,146 in donations was received in the fourth quarter, making the total donations received by the end of the year \$10,462.

Grants for this quarter include \$26.5K received in disbursements from the KFPL Endowment Fund and the Flora Grant Endowment Fund held with the Community Foundation for Kingston and Area, which were deferred to 2024, and \$500 received from the International Dyslexia Association to support the purchase of decodable books.

While the Library is showing an overall surplus, the Budget Variance Report dated December 31, 2023 shows that some lines or accounts are over budget. Some of these overages are offset by grants or donations, and some are related to unexpected conditions or increases.

- Internet connectivity expenditures exceeded the budget by 11% (\$4.4K). A review of connectivity costs for all branches was done in 2023, resulting in cost savings for

some of the branches that will extend into 2024.

- Programming expenditures totalled \$41K, but were offset by \$16.2K provided by the Friends of the Library in support of various adult and children's programming initiatives and \$3.1K funded by the City of Kingston for the Rideau Heights Food-Based programs, ending the year slightly under budget.
- Vehicle repair costs exceeded the budget by 45% (\$2.2K) due to unexpected repairs.
- Miscellaneous expenditures include transfers to the Friends of the Library for the sale of their merchandise. These transfers are offset by the revenue of the sale of these items which is collected on behalf of the Friends of the Library and included in the Library's deposits. Other miscellaneous expenses include employee recognition and volunteer appreciation.
- Insurance costs for 2023 were higher than anticipated, ending the year \$4K over budget. This budget line has been increased accordingly for the 2024 budget year.

As predicted in the last Financial Condition report, the Library's operating budget has ended the year in a surplus position.

Reports and Filings

The City of Kingston administers the payroll and accounts payable functions and submits source deductions and tax instalments on behalf of the Library.

The Budget Variance Report has been included in the Board agenda package for review.

The Public Library Operating and Pay Equity Grant application was submitted on October 30, 2023, prior to the deadline of November 3.

Statements of Compliance

During the period covered by this report:

- All payroll and other financial obligations were met.
- Expected revenues exceeded expected expenses.
- Long term reserves were used only as designated.
- No inter-fund shifting occurred.
- No purchases/commitments exceeding \$250,000, or transactions involving real property, were made during the period covered by this report.
- All required tax payments and reports were filed accurately and on time.

- The 2023 audit is scheduled for mid-March 2024.
-

I hereby present my monitoring report on Executive Limitation Policy L-5, Financial Condition: 4th Quarter 2023.

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

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

Laura Carter, CEO/Chief Librarian
February 20, 2024

KFPL Monitoring Report to the Board

Executive Limitation Policy L-2

Staff Relations and Volunteers (2024-02)

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 the 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.
- 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 was established in 2021 and members are working to implement the recommendations included in the Workplace Inclusion Charter. The Committee is working on a mentoring program for new staff, with a proposed launch schedule of early-2024.

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.

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

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

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

-
- The Patron Code of Conduct is available in-branch and on the Library's website, with a review scheduled to take place in 2024.
 - Signs have been posted prominently in City of Kingston branches regarding expectations around treatment of staff and other patrons.
 - Guidance has been provided to staff to assist in the application of the existing Code of Conduct and to clarify expectations for patrons and for staff.
 - 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.
- Training is assigned to staff 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. Formal Union-Management Committee meetings take place at least six (6) times per year, 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. Planning is underway for 2024.

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 November 2023.
-

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

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

Laura Carter, CEO/Chief Librarian

February 20, 2024

KFPL Report to the Board

Subject: KFPL Board Constitution
Prepared by: L. Carter, Chief Librarian / CEO
Date of meeting: February 28, 2024

Background:

The Kingston Frontenac Public Library Board Constitution was last extensively reviewed in 2014 by a Board sub-committee, resulting in the separation of the Constitution from the By-laws (motions #2014-57 and #2014-58). Minor revisions to the Constitution were made in February 2020 to reflect amendments to the *Public Libraries Act* and KFPL's Procurement of Goods and Services policy.

Analysis:

Amendments to the Constitution require a notice of motion to be given at a regular meeting of the Board, with changes considered at the next regular Board meeting. This is planned for the February and April meetings, respectively.

A review of the document for consistent use of inclusive language, and accurate representation of current Board practices is recommended.

Recommendations:

That the Board engage in discussion about the Constitution to identify improvements, reach consensus on proposed revisions, and provide direction to the Chief Librarian around preparation of a draft document for formal review and approval at the April 24, 2024 regular meeting.