

AGENDA

Regular Meeting #2024-03

Kingston Frontenac Public Library Board

April 24, 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. Delegations
5. Presentations
 - 5.1. Isabel Turner Branch Renovation, +VG Architects – The Ventin Group Ltd.
 - 5.2. Community Standards By-law, J. Morley, City of Kingston
6. Adoption of Minutes
 - 6.1. Regular KFPL Board Meeting #2024-02 of February 28, 2024 (attached) (motion)
7. Business Arising from the Minutes
 - 7.1. Statistical Report (Q4-2023) – follow up
 - 7.2. Workplan Updates (attached)
8. Governance Process – results of KFPL Board Meeting Evaluation 2024-01

Consent Agenda

9. Information Items
 - 9.1. Correspondence / Information Received and Sent
(no correspondence to report on as of April 16, 2024)

10. Information Reports

- 10.1. Chief Librarian Communication (attached)
- 10.2. Budget Variance Report (as of March 31, 2024) (attached)
- 10.3. Requests for Review of Library Materials (Q1-2024) (attached)

11. Motion to accept Consent Agenda (motion)

Required Approvals Agenda

12. Monitoring Reports

- 12.1. Communication and Counsel (report attached) (motion)
- 12.2. Financial Condition (Q1-2024) (report attached) (motion)

13. Policy Review and Approval

- 13.1. Collection Development (report and policy attached) (motion)
- 13.2. Community Engagement (report and policy attached) (motion)
- 13.3. Internet Access (Public) (report and policy attached) (motion)

14. Action Items

- 14.1. Fees and Replacement Costs (report attached) (motion)
- 14.2. 2023 Operating Budget Surplus (report attached) (motion)
- 14.3. KFPL Board Constitution (draft attached) (motion)

Other Business

15. Governance Review Committee Update

- 15.1. Terms of Reference (attached) (motion)

16. Community Engagement – Patron Code of Conduct

17. Governance Process – KFPL Board Member Self-Assessment

Adjournment and Next Meeting

Regular Board Meeting, Wednesday, May 22, 2024 at 5:00 p.m., Meet 1, Central Branch.

MINUTES (unconfirmed)

Regular Meeting #2024-02

Kingston Frontenac Public Library Board

February 28, 2024 at 5:00 PM

Meet 1, Central Branch

Attendance:

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

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

CUPE 2202 / 2202.01: Jillann Rothwell

Absent / Regrets: Dr. Elizabeth Goodyear-Grant

1. Call to Order

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

2. Adoption of the Agenda

Workplan updates was added under Other Business as Item 13.

Motion #: 2024-13

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

That the agenda and addeds be adopted as amended.

Carried

3. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

4. Adoption of Minutes

4.1. Regular KFPL Board Meeting #2024-01 of January 31, 2024

Motion #: 2024-14

Moved by: M. Gauthier Seconded by: J. Kingsland

That the minutes of Regular Meeting #2024-01 of the Kingston Frontenac Public Library Board held January 31, 2024 be adopted as circulated.

Carried

5. Business Arising from the Minutes

There was no business arising from the minutes.

Consent Agenda

6. Information Items

6.1. Correspondence / Information Received and Sent

There was no correspondence to report on.

7. Information Reports

7.1. Chief Librarian Communication

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

- The City's grant request through the Government of Canada's Green and Inclusive Buildings program would have funded 80% of the sustainability and accessibility upgrades for the Isabel Turner Renovation (approximately \$4 million). While it's disappointing to not receive this funding, there shouldn't be a noticeable impact on the project schedule. Initial planning proceeded within the scope of the confirmed budget (approximately \$4 million), with the possibility of scaling up sustainable aspects and other wish-list design elements if the grant request was approved. The project team is now able to finalize the scope of the project and refine initial designs accordingly.

7.2. Budget Variance Report (as of December 31, 2023)

7.3. Statistical Report (Q4-2023)

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

- The increase in outreach events/attendance is likely related to COVID recovery. Outreach activities, especially in schools have increased. Staff will take a closer look at the data to confirm.
- The total use statistics for the Central Branch have been down since the branch closed for renovations in late 2016 and patrons were redirected to other urban

branches for library service. Many of these patrons got used to going to the Isabel Turner and Calvin Park branches and didn't return to using the Central Branch before COVID closures started in early 2020. Adding to this, several large downtown employers (e.g., Queen's, City of Kingston, Empire Life, etc.) still have employees working from home which has decreased foot traffic downtown. The Isabel Turner and Calvin Park branches continue to be the busiest locations when measured by total use data, but use of the Central branch is increasing with encouraging statistics around visitors and queries.

- Increased statistics at the Pittsburgh branch are likely due to the Wabaan Crossing, improved visibility and accessibility, and Extended Hours service.
- Statistics at small branches, such as Plevna branch can be significantly impacted by a small number of "super users" moving into or leaving the catchment area.
- Staff will analyze the programming events vs. total attendance ratio as part of the overall programming strategy that will align efforts with the new strategic directions, identify how the landscape has changed since COVID, and ensure effective community partnerships that avoid duplication of services.
- The circulation per capita statistic uses population data from the most recent census (not cardholders). It might not be a useful statistic anymore as it only tracks physical circulation and is likely impacted by a lack of library space in some municipalities and the funding split. Catchment areas with fewer cardholders have been identified and targeted promotion of library services is planned. This statistic might also be more useful as a trend over time rather than an independent snapshot.
- E-collection circulation statistics historically report check-outs of KFPL e-materials by KFPL patrons, but e-collection check-outs by patrons from partner libraries (reciprocal lending agreement) was erroneously included in statistical reports for Q2 and Q3 of 2023. KFPL patrons are also able to check-out e-materials from partner libraries, but we don't currently have access to this data. Staff will investigate the possibility of gathering/communicating more specific e-collection use data to improve reporting.

8. Motion to accept Consent Agenda

Motion #: 2024-15

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

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

Carried

Required Approvals Agenda

9. Monitoring Reports

9.1. Employment, Compensation and Benefits

Motion #: 2024-16

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

That the Board has assessed the Chief Librarian's monitoring report on Employment, Compensation and Benefits (L-8) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

9.2. Financial Condition (Q4-2023)

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

- The Library's fleet management plan includes replacement cost planning (capital budget requests) and maintenance/repair planning (operational budget requests). Repair and maintenance of Library vehicles is done through the City's fleet services department and charged back to the appropriate budget line. Unexpected repairs (e.g., brakes, windshield) can impact the operational budget line for vehicle maintenance, but overages are offset through other budget lines in the same fund. Staff are also working with the City on an asset management plan that has a deadline of July 1, 2024.
- It's normal for the final funding installment from the County to be processed after December 31st.
- Budget surpluses get returned to the funders. The City typically places these surplus funds in a 'reserve' to help fund future asks, but the Library doesn't have direct access to these funds. Currently there is no operating reserve fund.
- The annual financial statements and audit report, completed by an external third party, has been accepted as evidence of compliance for tax and government-ordered payments in the past. Additional oversight/monitoring is also in place throughout the year: payroll information is reviewed by the Budget/HR Analyst before being submitted for processing; payroll activities are completed by the City's payroll department; budget actuals are regularly monitored for discrepancies by the Budget/HR Analyst, including the payroll benefits line. The process is currently set up as Chief Librarian reporting only, but the Board does have the option to conduct direct inspection of evidence. Staff will contact the City's financial services department to discuss options for the provision of additional proof to the Board that

requirements are being met.

Motion #: 2024-17

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

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

Carried

9.3. Staff Relations and Volunteers

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

- Staff are able to ask questions and state concerns in a variety of ways. Most staff concerns come forward in discussion at Union-Management (6 times/year) and Joint Health and Safety Committee (4 times/year) meetings. Branch Operations staff have access to Branch Supervisors for initial questions/concerns, then to the Manager, Branches and Collections for additional support. Programming and Outreach staff have access to the Librarians for initial questions/concerns, then to the Manager, Programming and Outreach for further assistance. Questions/comments from staff are sometimes submitted through the Ask A Librarian application on the public website. The Library also holds an annual All Staff Day and establishes other committees featuring a cross-section of employees to get feedback on specific issues (e.g., Workplace Inclusion Charter).
- The interpretation of this policy is that the Chief Librarian has a responsibility to put all reasonable measures into place to reduce risk, but not to stop every possible situation. Some things are outside of the Chief Librarian's control, and not every situation can be prevented, but reasonable protections are put in place as required. The Board can adjust the Executive Limitations to clarify the intended results or ask for more evidence or options as compliance.
- Overall, there isn't a large staff turnover at the Library, but there are higher turnover rates in entry-level positions as high school and post-secondary students leave Kingston or find employment in their field after graduation. A majority of staff members have been with the Library for significant periods.

Motion #: 2024-18

Moved by: W. Stephen Seconded by: L. Moody

That the Board has assessed the Chief Librarian's monitoring report on Staff Relations and Volunteers (L-2) as providing a reasonable interpretation of the policy and sufficient

evidence of compliance.

Carried

10. Policy Review and Approval

10.1. KFPL Board Constitution

A Board member asked for clarification around the CEO's delegated authority for items 6 and 7 in the Delegation of Authority chart, and suggested the chart be updated to allow for Board oversight and inclusion in these areas. L. Carter explained that items 6 and 7 cover submissions for the Public Library Operating Grant (PLOG), the Pay Equity Grant, and other regular funding that the Board is informed of as part of the annual budget approval process and monitoring reports on Financial Condition. Large grant applications related to capital projects (e.g., Isabel Turner renovation) are typically submitted by municipal staff as they are municipally owned facilities and are outside the Board's purview. Additionally, application deadlines don't often align with the Board's meeting schedule, and this would make the process especially onerous for smaller grant applications (less than \$10,000).

Further discussion took place with Board members providing the following feedback:

- Oversight of grant applications could be based on level of magnitude, and research into how other libraries have structured these authorities could take place.
- The recently approved Procurement of Goods and Services policy gives the CEO authority to spend up to \$250,000 without Board approval, and it feels inconsistent to require more stringent oversight for funds coming in.
- Rather than changing the Delegation of Authority chart, the Executive Limitations policy on Financial Condition could be revised to require reporting of funding asks and grant applications. The CEO continues to have authority and flexibility over operational decisions and the Board receives the information it desires about grants over a certain amount.

A Board member asked for clarification about the Policies and Plans section of the Delegation of Authority chart, specifically the distinction between strategic frameworks, Board policies and administrative/operational policies. L. Carter noted that under the Policy Governance model, Board policies are those specifically related to how the Board governs (e.g., governance process, executive limitations, board-staff relationship, and ends), and all other policies are considered administrative or operational policies. However, past practice has been that some operational policies come to the Board for review/approval, due to a legislated responsibility (e.g., health and safety policies) or deemed importance to the organization (e.g., collection policies). Strategic frameworks

connect the organization's strategic directions and foundational values to operational policies and practices. For example, a higher-level "Collections Framework" would identify key considerations and priorities around the Library's collections to guide the CEO in setting operational policy. Community engagement could also work this way. Strategic frameworks are not currently used by the Board but would be an effective way to distinguish the Board's responsibility to provide high-level direction from operational responsibilities that are delegated to the CEO.

Board members agreed to the following revisions:

- use of gender-neutral and inclusive language throughout
- updates to section 4.5. Disqualification
 - o change "three consecutive months" to "three consecutive meetings."
 - o update language to reflect that vacancies triggered by disqualification criteria are automatic and don't require separate Board approval before the municipality is notified by the Chair.

An updated draft will be brought back to the April meeting for final review/approval.

Other Business

11. Governance Policy - discussion

J. Ross led further discussion around the scope and method for a review of governance policies.

Board members provided the following feedback:

- The lack of understanding around governing as a board has bled into opinions about Policy Governance.
- The Board's focus should be on high-level, future direction.
- Feels like there isn't a high-level understanding of what the Ends are (e.g., the Ends were approved in November without any discussion). There's also a bit of a reporting gap because the CEO isn't required to report on the Ends (e.g., Board sets expectations/targets and CEO reports back).
- It makes sense to strike a committee to go through the executive limitations, make refinements, and bring back to the Board as a whole for approval.
- The governance policies include polices that impact the CEO and policies that direct Board actions. The committee could split the review into two sessions with separate focuses.

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- Understand that Carver boards are hands-off with regards to operations, but the Board can't govern in a vacuum. If we don't understand operational matters, it becomes difficult to develop policy.
 - Maybe have more staff presentations to better understand the Library's future for advocacy.
 - Reviewed other public library board minutes and some libraries have interesting discussion on topics that didn't impact day-to-day operations but aided policy development.
 - Could investigate how other Policy Governance boards do things to inform a review of our processes.
 - Advocacy is about relationships and could have an impact with grant applications.
 - The purpose of the consent agenda is to create space at meetings for generative discussion, but the Board doesn't maximize this opportunity.
 - Generative discussion could be added to Board agendas, but to maximize engagements and expertise, it would be best if topics come from the Board rather than staff. Could be part of ownership linkages and board education which should be more board-driven than staff-driven.
 - We want to make sure we're focused on the future but need to understand the past and present to do this.
 - If we can revisit the Ends in a meaningful way, it would provide a purpose for the Board's work.

Motion #: 2024-19

Moved by: A. Revill Seconded by: R. Leonard

That the Board strike a Committee to oversee a review of governance policies and processes, including development of a Terms of Reference document that indicates the scope, method, and timeframe of the review.

- Alan Revill, Wendy Stephen, Anne Brunner, Jen Ross

Carried

12. Board Evaluation – discussion

J. Ross noted that two different evaluations are used to assess Board performance – one to assess work as a Board, and one to assess individual performance/experience.

Board members worked through the KFPL Board Self-Assessment as a group to facilitate discussion, and the KFPL Board Meeting Evaluation will be distributed to

Board members after the meeting for completion.

13. Workplan Updates

L. Carter requested that compilation of an Annual Report be paused while considering how to move forward with performance reporting and make it more meaningful for the Board and community members. There is no legislative requirement to produce an annual report, and it's a significant amount of staff work for a small number of readers.

Board members were also asked to consider updates related to ownership linkages, community engagement, and the summer bus tour.

Motion #: 2024-20

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

That the 2024 Board Workplan be updated as follows:

- Removal of Annual Report
- Update ownership linkage for April meeting to be related to the Patron Code of Conduct review and the City's Community Standards By-law
- Add book sale (April 5, 6,7)

Carried

Adjournment / Next Meeting

There being no further business, A. Brunner moved to adjourn the meeting at 6:52 p.m.

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

Signatures:

Jen Ross, Chair

Amy Rundle, Recording Secretary

KFPL Board Workplan – 2024

	Governance Process	Ownership Linkages & Education	Ends & Executive Limitations Reports	Information Reports	Required Approvals
January 31, 2024 Statement of Solidarity <i>(read by A. Revill)</i>	- Election of Officers	- Housing & Homelessness in Kingston-Frontenac	- Communication & Counsel - Emergency Exec. Succession - Action Plans & Update	- Chief Librarian Communication - Requests for Review of Library Materials	- Access to Info & Protection of Privacy - Records Management
February 28, 2024 Statement of Solidarity <i>(read by A. Brunner)</i>	- KFPL Board Constitution		- Employment, Comp. & Benefits - Financial Condition - Staff Relations & Volunteers	- Chief Librarian Communication - Budget Variance Report - Statistical Report	
April 24, 2024 Statement of Solidarity <i>(read by J. Ross)</i>	- KFPL Board Constitution - Governance Review Committee update - Review of Board Evaluation	- Code of Conduct and City of Kingston Community Standards By-law	- Communication & Counsel - Financial Condition	- Chief Librarian Communication - Budget Variance Report - Requests for Review of Library Materials	- Collection Development - Community Engagement - Internet Access (Public)
May 22, 2024 Statement of Solidarity <i>(read by M. Gauthier)</i>	- Governance Review Committee update		- Asset Protection (external audit) - Staff Relations & Volunteers	- Chief Librarian Communication - Statistical Report	- Occupational Health & Safety - Workplace Harassment - Workplace Violence Prevention

KFPL Board Workplan – 2024

	Governance Process	Ownership Linkages & Education	Ends & Executive Limitations Reports	Information Reports	Required Approvals
<p>June 26, 2024 Statement of Solidarity <i>(read by L. Moody)</i></p>	<ul style="list-style-type: none"> - Governance Review Committee update 		<ul style="list-style-type: none"> - Service Accessibility - Treatment of Public 	<ul style="list-style-type: none"> - Chief Librarian Communication 	<ul style="list-style-type: none"> - Access. for Users with Disabilities
<p>September 25, 2024 Statement of Solidarity <i>(read by A. Revill)</i></p>	<ul style="list-style-type: none"> - Governance Review Committee update 		<ul style="list-style-type: none"> - Communication & Counsel - Financial Condition - Staff Relations & Volunteers - Action Plans & Update 	<ul style="list-style-type: none"> - Chief Librarian Communication - Budget Variance Report - Requests for Review of Library Materials - Statistical Report 	<ul style="list-style-type: none"> - Patron Code of Conduct
<p>October 23, 2024 Statement of Solidarity <i>(read by TBD)</i></p>	<ul style="list-style-type: none"> - Governance Review Committee update 		<ul style="list-style-type: none"> - Financial Condition - Financial Planning & Budgeting 	<ul style="list-style-type: none"> - Chief Librarian Communication - Budget Variance Report 	<ul style="list-style-type: none"> - 2025 Budget Approval Consent
<p>November 27, 2024 Statement of Solidarity <i>(read by W. Stephens)</i></p>	<ul style="list-style-type: none"> - Governance Review Committee update - 2025 Meeting Schedule & Workplan - Ends Policies (E1-E4) - Board-Staff Relationship Policies (B1-B5) - CEO Performance Review 	<ul style="list-style-type: none"> - Ownership Linkage plan for 2025 - Determine Board education needs for 2025 	<ul style="list-style-type: none"> - Communication & Counsel - General Executive Constraint - Staff Relations & Volunteers 	<ul style="list-style-type: none"> - Chief Librarian Communication - Requests for Review of Library Materials - Statistical Report 	

KFPL Report to the Board

Subject: Chief Librarian Communication

Prepared by: L. Carter, Chief Librarian / CEO

Date of meeting: April 24, 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.

Isabel Turner Branch Renovation Project Update

The Isabel Turner Branch Renovation project team has been focussed on design refinements to ensure the project scope stays within budget while meeting operational needs. Staff input on draft designs is being sought, with floor plans, 3D renderings and supporting information posted on the Library's intranet for review in mid-April. Drop-in sessions are also being offered for staff at the Isabel Turner Branch.

Staff have met with individuals and representatives from Kingston Native Centre and Language Nest, Kahwa'tsire and Tipi Moza to discuss library needs and ideas on making the renovated branch a space welcoming to Indigenous community members. Initial feedback focused on collection updates (increasing language diversity), signage, Indigenous artwork representation and programming space.

An updated project schedule was discussed at the project team meeting on April 3 and will be confirmed at the next meeting scheduled for April 23, with an update provided during the presentation at the April 24th Board meeting. Staff continue to work on operational planning, including identification of options for temporary space required during the construction period. The project page on the KFPL Engage website will be updated as planning progresses, with general community engagement on the renovations taking place at the "Inform" level.

Other Facilities Project Updates

New and replacement furniture has arrived and been installed, including an accessible-height printer station and an additional worktable and chairs at the Rideau Heights Branch and a height-adjustable service desk and storage cabinet for the Sharbot Lake Branch.

The tender process for the Calvin Park Roof Replacement project will be completed cooperatively by City of Kingston and Library staff in mid-April, and the project is expected to be completed by the end of June.

Staffing Updates

Keith Jeffery has moved from a Page position into a permanent part-time Maintenance Assistant role.

Jacqueline Parry has resigned her Relief Library Assistant position in order to pursue graduate education in library and information sciences.

Programs and Services – New and Notable

From April 5 to April 7, patrons purchased over 2000 discarded library items at the Spring Book Sale at the Isabel Turner Branch with assistance from KFPL staff, Friends of the Library volunteers, and teen volunteers.

In the weeks leading up to the solar eclipse, KFPL partnered with the Queen's University Physics Department to distribute over 30 000 pairs of eclipse glasses/viewers to the community and host two eclipse programs.

Over 50 people attended an event at the Central Branch celebrating International Women's Week in March. This program was developed in collaboration with Kingston Interval House, SAC Kingston, Resolve Counselling, Trellis, Kingston Immigration Partnership, Kingston Anti-Violence Advisory Council, and Kingston Frontenac Anti-Violence Coordinating Committee.

Children and teens enjoyed four musical theatre workshops in partnership with Blue Canoe Productions and supported by a donation from the Davies Charitable Foundation.

March Break programming attracted over 400 children, teens and adults with puppet shows, STEM programs, and more!

KFPL staff joined in a celebration of Indigenous Languages at Elbow Lake Environmental Education Centre on March 24 with a collection showcase, library card registration and children's activities.

Website and social media posts, along with in-branch displays highlighted topics such as World Autism Day, poetry month, Transgender Day of Visibility, National Indigenous Languages Day, International Day for the Elimination of Racial Discrimination, and International Women's Day.

Emails were sent in early April to all patrons registered for Extended Hours access at the Pittsburgh Branch. The message contained details about the program, as well as reminders about the Extended Hours Terms and Conditions and Patron Code of Conduct, documents that patrons agree to abide by during the registration process. A video demonstrating how to access the building during Extended Hours was also included.

Moving forward, this email will automatically be sent to everyone who registers for Extended Hours access. As of April 15, 2024, 657 people have registered.

Marketing and Engagement

Community interest in the solar eclipse glasses/viewers distributed through branches led to unprecedented online engagement and positive feedback on KFPL's position in the community.

Participated in feedback sessions related to the build of the new St. Vincent de Paul community hub and the City of Kingston public art strategy for the Rideau Heights Community Centre.

Continued migration of patron communications to the new Patron Point system.

March Break programs marketing and communications efforts were rewarded with multiple sold-out programs and positive comments from community members.

Provincial Updates

An additional \$3.75 million in funding for Ontario's 39 First Nations public libraries has been announced. The three-year investment (\$1.25 million per year) from the Ministry of Tourism, Culture and Sport will support increases to both the First Nation Salary Supplement and the Public Libraries Operating Grant. Since 2021, the Ontario Library Association and the Federation of Ontario Public Libraries have advocated for increased provincial funding to support public libraries on reserve. Resolving chronic underfunding for libraries on reserve was a focus of their joint 2024 Provincial Pre-Budget Submission.

Library staff continue to work with City of Kingston staff and consultants to develop a Non-Core Asset Management Plan, as required under the Infrastructure for Jobs and Prosperity Act, 2015, S.O. 2015, c. 15, O. Reg 588/17, Asset Management Planning for Municipal Infrastructure. A presentation to the Library Board is planned for the May Board meeting.

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 (Feb. 16, 2024 to Apr. 15, 2024)

Calvin Park

- 2024-107 Reported theft of belongings from shopping cart (Feb. 20)
 - 2024-109 Repeated wellness checks for sleeping patron (Feb. 20)
 - 2024-110 Drug paraphernalia found behind salt bin next to entrance (Feb. 21)
 - 2024-111 Garbage in wall-mounted wipes dispenser, toilet tank lid ajar (Feb. 21)
 - 2024-117 No service animal documentation for dog in Library (Feb. 24)
 - 2024-123 Period products sign missing from washroom (Feb. 26)
 - 2024-142 Drug paraphernalia found outside building (Mar. 5)
 - 2024-143 Agitated patron leaves crying, knocks sliding door out of track (Mar. 5)
 - 2024-153 Drug paraphernalia found in women's washroom (Mar. 8)
 - 2024-161 Drug paraphernalia found near bike rack (Mar. 12)
 - 2024-175 Wellness check angers patron (Mar. 18)
 - 2024-181 Video game theft (Mar. 18)
 - 2024-186 Garbage and drug paraphernalia left in non-fiction area (Mar. 20)
 - 2024-191 Patron invades privacy of another computer user (Mar. 20)
 - 2024-202 Empty beer cans outside branch (Mar. 25)
 - 2024-215 Window vandalized (Apr. 2)
 - 2024-225 Person sitting outside window yelling/swearing, bong visible (Apr. 6) 📞
 - 2024-230 Feces smeared on floor/walls of women's washroom stall (Apr. 8)
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Central

- 2024-099 Wellness check leads to aggressive outburst with security (Feb. 17)
- 2024-100 Banned patron asks when ban ends (Feb. 17)
- 2024-101 Patron brings dog into branch without service animal documentation (Feb. 17)
- 2024-105 Agitated patron is rude/impatient with staff (Feb. 20)
- 2024-106 Banned patron trespassing, washing feet in bathroom sink (Feb. 20)
- 2024-108 Patron makes rude comment to staff member (Feb. 20)
- 2024-119 Patrons asked to leave for disruptive behaviour on computers (Feb. 24)
- 2024-121 Patrons yelling and swearing at each other, asked to leave (Feb. 25)

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- 2024-122 Patron is agitated, rude to staff after having computer trouble (Feb. 25)
 - 2024-125 Patron brings bike into library (Feb. 26)
 - 2024-128 Unauthorized video recording of patron in local history area (Feb. 27)
 - 2024-132 Patron drinking alcohol in study room, asked to leave (Feb. 29)
 - 2024-135 Patrons in branch past closing time (Mar. 1)
 - 2024-136 Reported drug use near front entrance (Mar. 2)
 - 2024-139 Disturbing comments made in response to KFPL Facebook post (Mar. 4)
 - 2024-141 Patron offers unacceptable service animal documentation, asked to leave (Mar. 4)
 - 2024-144 Individual yelling in foyer, then outside library (Mar. 6)
 - 2024-145 Banned patron trespassing, uses universal washroom for extended time (Mar. 6)
 - 2024-149 Patron becomes argumentative with staff (Mar. 7)
 - 2024-151 People sleeping behind vehicles in parking garage (Mar. 7)
 - 2024-154 Individual in washroom for extended period, becomes argumentative (Mar. 9) 📶
 - 2024-155 Individual in universal washroom for 45+ minutes, swearing at staff (Mar. 9)
 - 2024-158 Banned patron in library, reminded of ban, asked to leave (Mar. 11)
 - 2024-159 Feces in parking garage (Mar. 11)
 - 2024-160 Possible theft of library materials (Mar. 11)
 - 2024-162 Patron shouting to themselves at computer station (Mar. 12)
 - 2024-164 Patron upset by wellness check, yells/swears at staff (Mar. 12)
 - 2024-167 Patron makes extended call to police from service desk (Mar. 14)
 - 2024-171 Patron tries to enter library with dog, asked to leave (Mar. 16)
 - 2024-172 Patron upset about computer use not being extended (Mar. 17)
 - 2024-174 Confrontation between two patrons (Mar. 18)
 - 2024-176 Patron asked repeatedly to not sit on floor (Mar. 19)
 - 2024-177 Patron engaging in suspicious online banking activity with acquaintances (Mar. 19)
 - 2024-178 Suspected substance use in parking garage (Mar. 19)
 - 2024-179 Possible theft and return of video games (Mar. 19)
 - 2024-180 Individual rolling joints in local history room (Mar. 19)
 - 2024-182 Patron unhappy with washroom check (Mar. 19)
 - 2024-183 Patron smoking near front door (Mar. 20)
 - 2024-184 Patron repeatedly asking to use other patrons' phones (Mar. 20)
 - 2024-185 Two people in universal washroom for extended period (Mar. 20)

-
- 2024-188 Patron angry about wellness check (Mar. 20)
 - 2024-189 AMHS called for patron after wellness check (Mar. 20) 📞
 - 2024-192 Religious leaflet found in computer area (Mar. 21)
 - 2024-193 Belongings left at computer station – call to Welcoming Streets (Mar. 21) 📞
 - 2024-194 Banned patron using a computer (Mar. 21) 📞
 - 2024-195 Patron in universal washroom after closing (Mar. 22)
 - 2024-197 Bike theft (Mar. 23)
 - 2024-200 Alcohol cans found on exterior ramp (Mar. 23)
 - 2024-201 Patron makes inappropriate comment about another patron (Mar. 24)
 - 2024-204 Argument between patrons over newspapers (Mar. 26)
 - 2024-207 Alcohol bottle found outside (Mar. 26)
 - 2024-209 Person drinking beer in library, asked to leave (Mar. 27)
 - 2024-210 Person making repeated loud, aggressive comments asked to leave (Mar. 27)
 - 2024-216 Banned patron in library, police called (Apr. 2) 📞
 - 2024-217 Banned patron using computer, asked to leave (Apr. 2)
 - 2024-219 Patron deliberately stays after hours in universal washroom (Apr. 4)
 - 2024-220 Patron tearing sections from newspapers (Apr. 4)
 - 2024-221 Patron asked to leave for day after interaction with security (Apr. 4)
 - 2024-224 Patron complains about use of foul language outside branch (Apr. 5)
 - 2024-227 Patron makes complaint about another patron (Apr. 7)
 - 2024-228 Agitated person requests to speak with security guard (Apr. 7)
 - 2024-231 Drug paraphernalia found at public computer station (Apr. 8)
 - 2024-232 Beer cans found in garbage can (Apr. 9)
 - 2024-234 Uncomfortable interaction between patrons, individual asked to leave (Apr. 12)
 - 2024-237 Patron in distress in washroom (Apr. 12) 📞
 - 2024-238 Patron asked to leave, security guard threatened (Apr. 12)
 - 2024-239 Patron feeling unwell (Apr. 12)
-

Isabel Turner

- 2024-098 Wellness check for patron lying on floor (Feb. 16)
- 2024-103 Assistance offered to individual huddled in exterior alcove (Feb. 17) 📞
- 2024-104 Person on floor, swears and spits when asked to get up (Feb. 17) 📞
- 2024-115 Person stuck in elevator (Feb. 22)

- 2024-116 Empty alcohol container found in public washroom garbage (Feb. 22)
 - 2024-118 Banned patron in branch, police called (Feb. 24) 📞
 - 2024-120 Banned patron in branch again, police called (Feb. 25) 📞
 - 2024-127 Complaint about teen behaviour (Feb. 26)
 - 2024-129 Banned patron inquired about conditions of ban (Feb. 28)
 - 2024-131 Alcohol cans found outside branch (Feb. 29)
 - 2024-133 Young patron thinks racial slur directed at them (Feb. 29)
 - 2024-134 Alcohol can found outside in garden (Mar. 1)
 - 2024-138 Unresponsive patron on floor near DVD shelving (Mar. 2) 📞
 - 2024-140 Banned patron trespasses again (Mar. 4)
 - 2024-146 Cannabis sample and flyer found in book (Mar. 6)
 - 2024-147 Public masturbation (Mar. 7)
 - 2024-148 Banned patron in branch (Mar. 7) 📞
 - 2024-150 Person in tent in exterior alcove, Bylaw attends (Mar. 7) 📞
 - 2024-152 Drug paraphernalia found outside branch (Mar. 7)
 - 2024-156 Person on floor asked to move to a chair, refuses to get up (Mar. 10) 📞
 - 2024-157 Banned patron in branch, left without staff involvement (Mar. 11)
 - 2024-163 Alcohol cans in garbage can (Mar. 12)
 - 2024-166 Banned patron escorted from library (Mar. 14) 📞
 - 2024-173 Banned patron in branch, police called (Mar. 18) 📞
 - 2024-187 Banned patron observed in branch, police called (Mar. 20) 📞
 - 2024-196 Drug paraphernalia in women's washroom (Mar. 21)
 - 2024-211 Unusual patron comment to staff member (Mar. 28)
 - 2024-213 Drug paraphernalia in women's washroom (Mar. 28)
 - 2024-214 Patron upset about removal of battery disposal bins (Mar. 30)
 - 2024-222 Broken drug pipe on ground near book sale (Apr. 4)
 - 2024-226 Alcohol container in garbage (Apr. 7)
 - 2024-229 Child accidentally sprayed with hand sanitizer (Apr. 8)
 - 2024-235 Banned patron observed in branch, left without issue (Apr. 12)
-

Pittsburgh

- 2024-114 Extended Hours – unauthorized access by contractor (Mar. 22)

- 2024-190 Door alarm accidentally triggered during Extended Hours (Mar. 20)
 - 2024-205 Patron not registered for Extended Hours, insults maintenance staff (Mar. 26)
 - 2024-206 Patron asking for solar eclipse glasses during Extended Hours (Mar. 26)
 - 2024-208 People asking for solar eclipse glasses during Extended hours (Mar. 27)
 - 2024-212 EH Patron reports others entering behind them before door closes (Mar. 28)
-

Rideau Heights

- 2024-112 Youth asked to leave after repeated warnings about behaviour (Feb. 21)
 - 2024-126 Kids asked to leave for the day after reminders about noise/behaviour (Feb. 26)
 - 2024-137 Tween being disruptive/offensive, asked to leave for day (Mar. 2)
 - 2024-165 Youth falls when chair pushed over by another (Mar. 12)
 - 2024-168 Child falls off stool in Nintendo room (Mar. 15)
 - 2024-170 Young patron asked to leave for day after multiple outbursts (Mar. 16)
 - 2024-198 Tween asked to leave after making inappropriate hand gestures (Mar. 22)
 - 2024-199 Youth warned about behaviour in Nintendo room (Mar. 22)
 - 2024-203 Tween girls bothering person in Nintendo room (Mar. 25)
 - 2024-236 Patron sleeping in study room, wellness check done by staff (Apr. 12)
-

Sydenham

- 2024-124 Patron experiences episode of vertigo (Feb. 26)
-

Appendix B:

Summary of Patron Feedback (Feb. 20, 2024 to Apr. 15, 2024)

Branch Operations

- Patron expressed disappointment the library no longer sells the calico cotton print Friends of the Library bags, as they made good gifts.
 - Patron expressed their appreciation for the Mystery Packs service, as it introduced them to new authors.
 - Patron appreciated the Extended Hours service at the Pittsburgh Branch as they live out of town, and this allows them to still use the library on their schedule.
 - Library user was impressed and appreciative of the wellness checks in the washrooms as it demonstrated concern for vulnerable members of our community.
-

Collections

- Patron was grateful the Suggest a Purchase feature was back with clear guidelines and quick response times.
 - Library user frustrated that reservation pickup notices are still not working for their account, despite two phone calls.
 - Patron at the Isabel Turner Branch remarked how impressed they were with the selection of materials and displays.
 - Library user was happy to see the Suggest a Purchase feature return and suggested that the PIN section accommodate a hidden password field.
 - Patron at the Pittsburgh Branch had difficulty searching the catalogue for the complete Wii collection; instead, the searches were bringing up the entirety of the video games collection. *[Inventory of the video game collection is underway and catalogue records, including subject headings will also be reviewed.]*
 - Patron at the Pittsburgh Branch disappointed they could no longer browse the video game collection. *[Most of the video game collection has been temporarily recalled to the Central Branch, as the collection was experiencing a high level of theft. Staff are reviewing options to enable browsing while protecting against loss.]*
 - During communications with patron about an Inter Library Loan request, the person noted the fantastic efforts of the library staff to help.
-

Customer Service

- Patrons at the Central Branch inquired about purchasing button making supplies. *[Button making supplies are provided at no cost during library programs. Staff plan to purchase additional supplies and make them available to the public on a cost-recovery basis (see agenda item 14.1).]*
 - Patron with a young child at the Turner Branch expressed their appreciation for staff and the overall branch.
 - Patron unhappy with communication regarding Central Branch's limited availability during the eclipse day.
 - Several library users at the Pittsburgh Branch frustrated with the Extended Hours bookmark, particularly the hours. *[An updated bookmark has been drafted and sent to branch staff for feedback.]*
 - Patron referred to KFPL as 'a gift for the public.'
 - Group of teen patrons referred to the Pittsburgh Branch as 'cool and vintage.'
 - Patron at Central expressed gratitude for library services at the Central Branch during a particularly stressful time in their lives.
-

Facilities

- Patron asked that the wall-mounted hand sanitizers be either filled or removed, to avoid confusion.
 - Library user at the Sydenham Branch disappointed by the lack of available parking in the shared lot and suggested implementing designated library parking spots. *[Feedback regarding parking has been passed along to the Township of South Frontenac. Upcoming renovations should create additional parking for Township staff.]*
 - Three negative comments about the removal of the battery disposal bins.
-

General

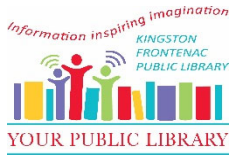
- Patron expressed gratitude for the use of 'autistic authors' instead of 'authors with autism' or 'authors on the spectrum' on one of KFPL's social media posts. They were also appreciative for the use the neurodiversity symbol and not the puzzle piece.
 - One of the New Adult Advisory Board (NAAB) members mentioned they joined because they saw KFPL content on TikTok.
 - Patron referred to KFPL as 'an asset to the community.'
-

Programming

- Two patrons remarked that Tech Tutors are a fantastic resource for the community.
 - Patron appreciated the International Women's Day event and the many incredible women in attendance.
 - Patron suggested a textile repair workshop. *[Textile repair was added for the April program and will be an on-going feature.]*
-

Website

- Patron unhappy they have to login to use Suggest a Purchase.
-



Kingston Frontenac Public Library Budget Variance Report March 31, 2024

Description	Actuals Q1 2024	Annual Budget	Variance \$	Actuals to Budget %	2023 Comparison	
					Actuals Q1 2023	Actuals to Budget %
EXPENSES						
Salaries and wages	770,904	3,368,571	-2,597,667	23%	761,043	23%
Part-Time Wages	301,750	1,173,897	-872,147	26%	288,658	24%
Pages Part-Time Wages	83,797	354,215	-270,419	24%	86,284	25%
Overtime	8,960	44,950	-35,989	20%	7,917	22%
Payroll benefits	396,523	1,697,924	-1,301,400	23%	358,501	23%
Retirees benefits	7,789	31,023	-23,234	25%	8,563	23%
WSIB	209	300	-91	70%	-	0%
Total Staff Costs	1,569,933	6,670,880	-5,100,947	24%	1,510,968	23%
Adult popular mat'ls	127,231	585,000	-457,769	22%	117,852	21%
Child/youth pop mat'ls	36,112	192,650	-156,538	19%	56,116	30%
Electronic resources	61,854	122,245	-60,392	51%	67,615	48%
Serials	11,951	33,254	-21,303	36%	1,098	3%
Total Material	237,148	933,149	-696,001	25%	242,681	27%
Office Supplies	9,912	50,000	-40,088	20%	9,022	15%
Vehicle repairs & maintenance	779	5,000	-4,221	16%	870	17%
Vehicle fuels and lubricants	431	9,400	-8,969	5%	2,018	21%
Computer Equipment	5,062	60,000	-54,938	8%	1,796	2%
Software	3,898	30,111	-26,213	13%	2,398	19%
Furniture and fixtures	935	12,250	-11,315	8%	-	0%
Advertising	2,906	18,000	-15,094	16%	539	5%
Telephones/Cell Phones	7,549	33,463	-25,914	23%	7,862	25%
Internet Connectivity	10,798	39,017	-28,219	28%	11,537	28%
Fees, subscription, membership	7,478	15,150	-7,672	49%	7,500	59%
Mileage	1,202	11,300	-10,098	11%	2,090	18%
Education and training	10,517	40,600	-30,083	26%	12,074	30%
Misc Expense	1,778	8,000	-6,222	22%	1,578	21%
Delivery, postage & shipping	2,143	5,000	-2,857	43%	843	11%
Cash over (short)	107	0	0	0%	2	0%
Professional services	12,211	26,500	-14,289	46%	600	2%
Contracted services - system wide	215,338	378,316	-162,978	57%	202,573	64%
Programs	13,780	24,600	-10,820	56%	11,067	45%
Equipment rentals	1,118	9,543	-8,425	12%	1,937	20%
Interest & Service Charges	464	2,500	-2,036	19%	607	24%
Allocated Insurance	8,979	33,500	-24,521	27%	7,713	27%
Total System-Wide	317,383	812,250	-494,867	39%	284,626	38%
Facilities						
Protective Clothing	363	2,026	-1,663	18%	142	7%
Cleaning supplies	5,131	27,351	-22,220	19%	4,731	17%
Tools & Equipment	0	10,200	-10,200	0%	1,859	18%
Repairs & maintenance	-245	10,660	-10,905	-2%	1,015	10%
Water and Sewer	3,347	20,527	-17,180	16%	3,923	21%
Natural Gas	23,462	88,851	-65,389	26%	28,072	51%
Electricity	38,000	154,324	-116,323	25%	29,597	14%
Contracted Services	28,072	219,924	-191,851	13%	31,760	15%
Total Facilities	98,130	533,862	-435,732	18%	101,099	18%
Total Expenditures	2,222,593	8,950,141	-6,727,548	25%	2,139,373	25%
REVENUES						
Provincial Subsidy	0	-297,138	297,138	0%	-	0%
Project Grants	-26,457	-30,000	3,543	88%	-	0%
Printer/Photocopier Revenue	-5,327	-23,400	18,073	23%	4,143	18%
Fines/Damages	-2,179	-10,400	8,221	21%	1,697	16%
Non-Resident Fees	-2,379	-9,000	6,621	26%	1,833	20%
Facility Rentals	-8,236	-35,000	26,764	24%	3,429	10%
Donations	-10,345	-11,000	655	94%	2,444	22%
Expenditure Recovery	-26,134	-40,000	13,866	65%	16,509	41%
Miscellaneous Revenue	-1,169	-10,000	8,831	12%	816	8%
County of Frontenac	-157,713	-977,501	819,789	16%	-	0%
City of Kingston	-1,876,676	-7,506,702	5,630,026	25%	1,824,220	25%
Total Revenue	-2,116,614	-8,950,141	6,833,527	24%	1,855,091	21%
Net Deficit (Surplus)	105,979	0	105,979		284,282	

KFPL Report to the Board

Subject: Requests for Review of Library Materials (Q1-2024)

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

Date of meeting: April 24, 2024

Background:

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

The Kingston Frontenac Public Library Board regards an individual's right of access to information through the public library as an important element of a democratic society. The presence of any material in the Library does not indicate an endorsement of its contents.

The content or manner of expressing ideas in material that is purposely selected to fill the needs of some Library users may be considered to be offensive by other Library users. The Library recognizes the right of any individual or group to reject Library material for personal use but does not accord to any individual or group the right to restrict the freedom of others to make use of that same material. While Library staff will attempt to guide individuals and groups to materials suitable for their use, the ultimate responsibility for the choice made by the patron lies with the patron and/or their parent(s) or guardian(s).

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

Analysis:

In the first quarter of 2024, KFPL received one Request for Review of Library Materials.

The CRT recommended reclassifying this volume and subsequent volumes as adult graphic novels to match earlier volumes in the series. Details follow:

1. *Goodnight Punpun 4* by Inio Asano

Goodnight Punpun 4 is a coming-of-age graphic novel.

Summary of Patron Comments

The patron felt that the book's content could be damaging to the psyche of younger readers—they are not the intended audience. The patron felt that the title is 'misplaced' as the earlier titles are in KFPL's Adult Collection and that the title should be reclassified to adult graphic novel.

Findings and Action Taken

- The publisher VIZ Media, LLC is an American entertainment company which focuses on publishing manga, and distribution and licensing of Japanese anime, films, and television series. Viz has "manga ratings" for their products based on their content and has designated the book in question as M (MATURE): Suitable for adults only. May contain extreme violence, mature themes, and graphic depictions.
- It is available at other Ontario library systems and is classified as adult.
- Earlier volumes of the series are catalogued in adult.

The Collection Review Team recommends reclassifying the title as an adult graphic novel, along with the remaining titles in the series.

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

Date Resolved

February 2024

KFPL Monitoring Report to the Board

Executive Limitation Policy L-9

Communication and Counsel (2024-03)

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
- Financial Condition (Q4-2023)
- Emergency Executive Succession

- Employment, Compensation and Benefits

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
- Correspondence / Information Received and Sent
- Requests for Review of Library Materials (Q1-2024)
- Budget Variance Report as of December 31, 2023
- Budget Variance Report as of March 31, 2024
- Statistical Report (Q4-2023)
- Strategic Direction – Action Plans and Update
- Cyber Security Update (CONFIDENTIAL)

Statements of Compliance

- To my knowledge, the Board is in compliance with its Governance Process policies.
- Every effort has been made to keep reports brief and to the point.
- Mechanisms have been provided for official Board, officer, and committee communications.
- 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 2024-03.

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

April 16, 2024

KFPL Monitoring Report to the Board

Executive Limitation Policy L-5

Financial Condition – 1st Quarter 2024

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 Chief Librarian/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 Canada Revenue Agency annual 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 is uncovered during the external audit.

Evidence of Compliance

Oversight

Library spending is closely monitored by the Library's Budget/HR Analyst, Managers, Directors, and Chief Librarian, and is reported to the Board quarterly:

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

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

- Library accounts and budget lines are set-up and managed by staff at the City of Kingston, under the direction of the Chief Financial Officer. Inter-fund shifting can only occur through City staff, with evidence of Board and Council authorization.
- The City of Kingston administers the payroll and accounts payable functions for the Library and submits source deductions and tax installments on behalf of KFPL. A letter from the City's Director, Financial Services and Deputy Treasurer confirming that the City of Kingston has met all tax compliance obligations, inclusive of Library requirements, is appended to this report.
- 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 March 31, 2024 shows that expenses were at 25% while revenues came in at 24%. Review of the financial position includes both comparisons to the previous year and tracking of expenditure with regard to progression through the year.

Expenditures

Staff costs were at 24% of budget at the end of the first quarter. Full-time salaries were underspent by \$71K due to leaves of absence, timing of hiring, a reduced work week and a vacant position. Part-time wages were slightly overspent due to gapping requirements to cover the vacancies in the full-time compliment. The annual increment takes effect April 1, 2024.

Total Material costs, including print and electronic collections ended the quarter at 25%, as expected.

System-wide expenditures ended the quarter at 39% of budget. These expenditures are recorded under Contracted Services and include certain annual agreements and system maintenance contracts that require payment at the beginning of the year. These include support and service agreements for products such as the Library's Integrated Library System (ILS), firewalls, room booking software. These were one-time costs that were anticipated to be charged in the first quarter of the year.

Fees, subscriptions, and memberships were at 49% of budget and include \$5.6K for the Federation of Ontario Public Libraries membership. The annual budget for memberships was increased for 2024 by \$2,500 to allow for membership to the Children, Youth and Family Services Collaborative. This cost was not incurred in the first quarter of 2024.

Education and training costs include \$6.0K spent on staff and Board members to attend the Ontario Library Association Conference.

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. Employee recognition is also included in this line.

Postage and delivery costs appear to be much higher when compared to the first quarter of 2023. This is due to costs, such as a bulk stamp purchase, allocated in the first quarter of 2024 that did not occur until later in 2023. The budget for postage and delivery was also reduced by \$2,500 for 2024 based on previous years' expenditures. Postage costs are also offset by the \$2,398 reimbursement received from Ontario Library Service to help fund interlibrary loan costs.

Professional services expenditures include fees paid to Craft Strategic Solutions as consulting on an adult programming strategy.

Expenditures for system-wide contracted services totalled \$18.4K and include \$14.3K spent on security, representing 14% of the annual budget for that cost. The March

billing from Paladin was not received by March 31, 2024 and is therefore not included in the quarterly expense figure for security costs. Security costs remain on budget with the addition of the March costs. \$2.2K was spent on the employee assistance program, also at 14% of the established budget.

Programming expenditures ended the first quarter of 2024 at 56% of the annual budget, with annual subscription fees for online reading challenge software and music charged in this quarter.

Facility costs are trending under budget at 12% with savings in tools and equipment, repairs and maintenance and contracted services. The credit position for the Repairs and Maintenance line is due to a \$405.50 refund processed in 2024 for an expense that occurred in 2023 refund. Snow removal costs for March are not included in the quarterly figures for contracted services due to timing of when the invoices were received. Utility costs are all trending normally and ended the quarter at 25% of the annual budget.

Revenues

At the time of this report the funding from the County of Frontenac was received to the end of February 2024 with the monthly amount still based on 2023 figures. Total expected funding from the County as of March 31, 2024 was \$244K. Total received was \$158K. The provincial funding had also not been received but this funding is not expected until later in the year.

Self-generated revenues continue to increase ending the first quarter at 49% of budget.

The combined revenue from printing, fees for damaged or lost material and non-resident subscriptions increased by 29% over the previous year, and total revenue from facility rentals in the first quarter of ended the quarter at 24%, more than double what was earned in the same period for 2023.

A total of \$26,457 was allocated to revenue under grants and represents disbursements received from endowment funds held with the Community Foundation of Kingston and Area which were deferred from 2023. \$23,626 was received from the KFPL Endowment Fund and \$2,831 was received from the Flora B. Grant Endowment Fund and will be used to support youth at the Sydenham Branch.

Donations totalled \$10,345, largely due to \$7,500 received from the Davies Charitable Foundation in support of the expansion of the Blue Canoe Theatrical Productions' Young Storytellers program offered in partnership with the Library. The funds will be used for program expenses.

Expenditure recoveries totalled \$26,134 and include \$21,772 for connectivity

reimbursements and \$2,398 for postage reimbursements received from Ontario Library Service.

Statements of Compliance

During the period covered by this report:

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

I hereby present my monitoring report on Executive Limitation Policy L-5, Financial Condition: 1st Quarter 2024.

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

April 16, 2024



where history and innovation thrive

City of Kingston

216 Ontario St.
Kingston, ON K7L 2Z3
613-546-4291

April 5, 2024

Kingston Frontenac Public Library
130 Johnston Street
Kingston, ON K7L 1X8

Dear Board Members:

Re: Monthly CRA Tax Filings

Please accept this letter as confirmation that the City of Kingston has met all compliance obligations pertaining to GST/HST and payroll tax filings, remittances, and other reporting. All filings are current as of March 31, 2024, inclusive of Library requirements.

Best regards,

THE CORPORATION OF THE CITY OF KINGSTON

Lana Foulds, CPA, CGA
Director, Financial Services and Deputy Treasurer
lfoulds@cityofkingston.ca / 613-546-4291 extension 2209

KFPL Report to the Board

Subject: Policy Review – Collection Development

Prepared by: L. Carter, Chief Librarian / CEO

Date of meeting: April 24, 2024

Background:

The Collection Development Policy is reviewed and approved annually by the Library Board.

Major changes were made to the policy in 2016 to remove procedural clauses and to modernize the policy.

Changes were made in 2021 to the Selection Criteria and Controversial Materials sections and to the Request for Review of Materials form. The 2020 revision of the Ontario Library Association Statement's on Intellectual Freedom and the Intellectual Rights of the Individual replaced the previous version.

Discussion took place at the February 2, 2022 Committee of the Whole meeting around changes to the Policy and development of a procedure designed to increase dialogue with people requesting a review of materials, and to rest responsibility for selection of materials solely with the Chief Librarian/CEO. Board members requested that information reports on challenged materials be provided quarterly going forward. The amended policy was approved by Board motion (#2022-11) at the February 16, 2022 regular meeting, and guidelines were developed by staff to ensure consistency and increase transparency in the Request for Review process. No changes were made to the policy in 2023.

Analysis:

The review process adopted in 2022 has worked well for the challenges received in the last year. No changes are needed to support library operations.

Recommendations:

That the Board approve the Collection Development Policy.

Collection Development DRAFT

1. Purpose

The purpose of this policy statement is to clarify the criteria used for selecting and acquiring materials, as well as the responsibility for maintaining the collections.

2. Scope

The Collection Development Policy applies to all formats in the Library collection, including print, non-print, audio-visual and electronic materials.

3. Guiding Principles

The mission of the Kingston Frontenac Public Library is to build and support community by creating inclusive spaces, services and collections that advance literacies and invite people to innovate, learn, explore and connect. The Library strives to provide a dynamic collection of materials that is regularly evaluated and available in a variety of formats to serve the needs and support the interests of all members of our community.

The Library aims to provide community-driven and community-focused collections. Community input is obtained through direct suggestions from the public, discussions with community groups and continuous evaluation of the needs of the various groups within Kingston and Frontenac County. Special consideration is given to materials with Kingston and Frontenac County authorship, content or relevance.

The Library endeavors to provide equitable access to its extensive collections through a multi-tiered service delivery model that rationalizes the location, scope and focus of collections. In addition, items may be delivered to any branch at the user's request. The materials budget is maximized through coordinated and controlled expenditure.

The Library does not keep, acquire or purchase material that the Canadian courts have found to be obscene, hate propaganda, seditious, or otherwise contrary to the Criminal Code and all applicable laws, including the Charter of Rights and Freedoms.

The Library's Collection Development Policy fundamentally depends on the Ontario Library Association's Statement on Intellectual Freedom and the Intellectual Rights of the Individual (2020). (See Appendix A)

4. Policy

4.1. Responsibility for Selection

The responsibility for the selection of material rests with the Chief Librarian/CEO who, in turn, delegates the selection and withdrawal of materials to the professional staff who are responsible for the collection on a day-to-day basis.

4.2. Selection Principles

The materials purchased for the Library are selected with the purpose of carrying out the mission, vision and values of the institution. To that end, the Library has established the following goals of selection:

- To maintain a well-balanced and broad collection of materials for information, enjoyment, reference and research
- To foster intellectual growth, lifelong learning and the formal and informal education and enlightenment of the community
- To provide materials for the recreational and leisure pursuits of the public
- To stimulate thoughtful participation in community affairs by providing access to a variety of opinions and ideas.

To assist in the process of selection, the following principles are used to judge the quality and the quantity of the items that are chosen:

- Contemporary materials representing various points of view, which are of current interest and possible future significance, including materials which reflect current conditions, trends and controversies
 - Materials designed to increase the individual's ability to function effectively as a member of society
 - Materials which provide access to practical information which develops the individual's dependence on self, thereby enhancing the quality of life
 - Materials which provide an aesthetic experience, stimulate imagination and increase the individual's potential for creativity
 - Materials, including the experimental or controversial, which may extend the individual's capacity to understand the world in which they live
 - Materials which entertain and which may enhance the individual's enjoyment of life
 - Source materials which thoughtfully interpret, document or illuminate the past
- In addition to English, French and Indigenous language materials, materials which reflect the diverse linguistic or cultural heritage of the community.
- Recognizing the responsibility to make works by Kingston Frontenac and Canadian writers widely available, the Library shall acquire Canadian materials in all categories.

4.3. Selection Criteria

When selecting materials for the collection, Library staff may consider:

Non-fiction

- Purpose and importance
- Authority and reputation
- Accuracy
- Style, clarity and presentation
- Access
- Format
- Need
- Demand
- Price
- Relationship to other items in the collection
- Quality of illustrations or art
- Reviews in library reviewing sources (e.g., *Publishers Weekly*, *Library Journal*)

Fiction

- Style
- Creativity
- Characterization
- Literary merit
- Appeal
- Demand
- Price
- Need
- Relationship to other items in the collection
- Quality of illustrations or art
- Reviews in library reviewing sources (e.g. *Publishers Weekly*, *Library Journal*)

Suggestions for purchase are welcomed from members of the public. All suggested purchases are reviewed by library staff who apply the same selection criteria that are applied to all other materials purchased by the Library.

4.4. Accessible Collections

Many of the resources available at the Kingston Frontenac Public Library are suitable

for patrons with print disabilities.

Vision Enhancements:

- Downloadable audiobooks

Downloadable eBooks – the settings can be adjusted with the majority of our downloadable eBooks to suit personal preferences for text size and typeface

- Books on CD
- DAISY (Digital Accessible Information System) books
- Large Print Books

Hearing Enhancements:

- Many DVDs have a sub-title option
- Many of our databases have text-to-speech capabilities

4.5. Children’s Collections

The Library’s children’s collections serve children from infancy through age twelve. Materials for these collections reflect the wide range of reading and interest levels that this age group includes. The children’s collections exist to encourage children to develop a lifelong habit of reading for both recreational and informational needs. Materials for children shall be chosen in accordance with the Kingston Frontenac Public Library’s overall collection development policy.

4.6. Teen Materials

Teen materials are selected to meet the informational and recreational needs of teens aged thirteen through eighteen. An effort is made to provide materials that support the developmental stages of all teens. The teen collections are not intended to be comprehensive, serving all the needs and interests of teens, nor is it the Library's intention that teens should be confined to the use of these materials. Materials for teens shall be chosen in accordance with the Kingston Frontenac Public Library’s overall Collection Development Policy.

4.7. Parental Responsibility

Responsibility for a child or teen’s choice and use of materials rests with their parent(s) or legal guardian(s). The Kingston Frontenac Public Library believes in the freedom of the individual, and the right and obligation of parents(s) or legal guardian(s) to guide, develop, interpret and maintain their own code of values in their family.

Library users of all ages have open access to the Library’s collections. Selection for the adult collection is not restricted by the possibility that children or teens may access

materials their parent(s) or legal guardian(s) may consider inappropriate.

4.8. Textbooks/Homeschooling Needs

School libraries serve the curriculum needs of students. The Library does not attempt to acquire textbooks or other curriculum-related materials except as such materials may also serve the general public. The Library recognizes the need to provide a wide variety of cultural and recreational reading matter for students in traditional schools and those being homeschooled, and to provide basic materials for students seeking to complete assignments outside school hours.

4.9. Collection Maintenance

In order to maintain a current and relevant collection, it is necessary to withdraw materials from the library collections regularly and systematically. The following criteria are considered when withdrawing materials:

- Accuracy
- Timeliness
- Physical condition
- Frequency of use
- Availability of other copies
- Relevance to needs and interests of the community

If still needed, items may be replaced or rebound. Replacement depends on the demand for the title, the availability of more current materials on the topic and the extent of the coverage of the subject in the collection.

4.10. Review of Materials

The Kingston Frontenac Public Library Board regards an individual's right of access to information through the public library as an important element of a democratic society. The presence of any material in the Library does not indicate an endorsement of its contents.

The content or manner of expressing ideas in material that is purposely selected to fill the needs of some Library users may be considered to be offensive by other Library users. The Library recognizes the right of any individual or group to reject Library material for personal use, but does not accord to any individual or group the right to restrict the freedom of others to make use of that same material. While Library staff will attempt to guide individuals and groups to materials suitable for their use, the ultimate responsibility for the choice made by the patron lies with the patron and/or their

parent(s) or guardian(s).

Requests for review of Library materials must be made in writing by submitting a Request for Review of Library Materials form (see Appendix B). Acknowledgement of the request will be sent within 2 business days and a written response will be sent within 30 days.

Requests for review will be formally reviewed by Library staff following the process outlined in the KFPL Guidelines for Requests for Review of Library Materials document. Their decision will be communicated to the requestor. Patrons who are not satisfied with the response will be invited to meet with the CEO and members of the review team.

The final decision on any challenge to the collection rests with the CEO.

As outlined in the KFPL by-laws, community members wishing to address the Board on issues relating to the collection policy and its future development may request to attend a Board meeting as a delegation.

Information reports on challenges to Library materials are provided to the Board quarterly.

Some of the Library's digital content is provided using third-party vendors and/or shared collections with other library systems. The Library subscribes to services in which the third-party vendor, and not Library staff, determines the specific titles or materials made available through the service. In these circumstances, the Library is unable to reconsider specific materials that Library users object to but may inform the third-party vendor or other library of user concerns and/or take these concerns into consideration in determining whether to continue using the vendor.

4.11. Labeling of Collections

The Library does not label materials to indicate approval or disapproval of the content. No catalogued book or other item will be placed on closed shelves, except due to space limitations or to protect it from damage or theft.

5. Related Documents

KFPL Guidelines for Requests for Review of Library Materials

6. Appendices

- a) Ontario Library Association (OLA) Statement on Intellectual Freedom and the Intellectual Rights of the Individual (2020)

b) Request for Review of Library Materials form

7. Document Control

This policy shall be reviewed on an annual basis.

Original Policy Date: 2007 February

Last Reviewed: 2023 March

Changes Made: see report to Board dated April 24, 2024

Next Review: April 2025

Appendix A:

Ontario Library Association Statement on Intellectual Freedom and the Intellectual Rights of the Individual

Introduction

The Ontario Library Association and its divisions are committed to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms.

Ontario Libraries have the important responsibility to facilitate expressions of knowledge, creativity, ideas, and opinion, even when viewed as unconventional or unpopular.

The Ontario Library Association declares its acceptance of the following principles for libraries:

1. Equitable access to library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.
2. Intellectual freedom requires freedom to critically examine and create other ideas, opinions, views, and philosophy of life, other than those currently approved by the local community or by society in general and including those ideas and interpretations which may be unconventional, uncommon or unpopular.
3. The free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen, view, and create is fundamental to such free traffic.
4. Library governance ensures that the principles of intellectual freedom and expression of thought are upheld.

Library Service, Collections and Resources

5. It is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, and other materials including the provision of access to electronic sources of information and access to the internet. Materials are not excluded from library collections based on race, place of birth, origin, ethnic origin, ethnicity, citizenship, age, creed, disability, family structure, sex, and sexual orientation.

6. It is part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate, censor or curtail access to information, the freedom to read, view, listen or participate by demanding the removal of, or restrictions to library information sources in any format.

Library Programming, Events, and Space Bookings

7. It is the responsibility of libraries to maintain the right of intellectual freedom and expression by implementing it consistently when hosting programs and events within the public space of the library including rented public space by individuals and community organizations.
8. Libraries create welcoming community spaces where community members are free from discrimination and may engage in peaceful assembly. Libraries may cancel or deny permits to individuals or organizations when speech or displays are used in a way that is unlawful.

Applicable Legislation

[Canadian Charter of Rights and Freedoms](#): Section 2(b) of the Charter of Rights and Freedoms protects “freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication”.

[Criminal Code](#): Section 63 pertains to Unlawful Assemblies and Riots. Section 297 pertains to defamatory libel. Section 318 pertains to hate propaganda.

[Ontario Human Rights Code](#): Sub-section 13 pertains to infringing on freedom from discrimination.

Appendix B:

KFPL Request for Review of Library Materials

The Kingston Frontenac Public Library Board regards an individual’s right of access information, through the public library as an important element of a democratic society. All requests for reconsideration of material must be made in writing.

Completed Request for Review of Library Materials forms can be dropped off at any branch or emailed to collections@kfpl.ca. Acknowledgement of the request will be sent within 2 business days and a written response will be sent within 30 days.

Name: _____

Address: _____

Phone: _____ **Email:** _____

I represent: myself other: _____

Please confirm that you have read the following:

KFPL Collection Development Policy OLA Statement on Intellectual Rights & Freedoms

Item for Review:

Title: _____

Author/Publisher/Producer: _____

1. Did you read / listen / view the entire work?

yes no (*please explain*):

2. What do you find objectionable or unsuitable about the material? Please be specific (include page numbers if possible).

3. What do you feel might be the result of reading, viewing or hearing this material?

4. What would you like the Library to do about this material?

Signature: _____

Date: _____

KFPL Report to the Board

Subject: Community Engagement Policy
Prepared by: L. Carter, Chief Librarian / CEO
Date of meeting: April 24, 2024

Background:

The Library Board struck an ad hoc committee in 2016 composed of Library Board and community members to develop a community engagement policy and process. The Community Engagement Policy and Toolkit were first approved by Board motion (#2017-28) at the March 22, 2017 Library Board meeting.

The Library Board passed the following motion at the June 28, 2017, changing the scope of the policy: “That the Library Board exempt maintenance and repair issues from the community engagement process, except for the requirement to “inform” the public” (#2017-48). At the same meeting it was agreed that a group of board members would review the community engagement toolkit. The changes were approved by motion (#2017-59) at the September 27, 2017 meeting and included reducing the number of questions and revising the assessment matrix to make it more basic. Internal staff policies were also exempted from the policy at that meeting.

The policy was approved with no changes in 2018, 2019 and 2020. In 2021, the INCLUSION statement was updated. In 2022, the scope of the policy was updated to clarify that the policy applies to higher-level decision-making rather than item-level choices regarding programs, collections, and services. Outdated terminology related to “stakeholders” was updated, and guiding principles were clearly stated at the beginning of the policy and in the toolkit. No changes were made to the policy in 2023.

Analysis:

There were no recommendations for significant updates following staff review of the existing policy. Additionally, plans for staff, Board, and community engagement on updates to the Patron Code of Conduct have been drafted based on the current Community Engagement Policy, leading to the recommendation that the Board approve the policy with no changes.

Recommendations:

That the Board approve the Community Engagement Policy.

Community Engagement DRAFT

1. Purpose

The purpose of this policy is to ensure that community engagement is integrated into decision making and planning at KFPL. The policy also serves to ensure that community consultation is conducted in a manner that appropriately reflects the complexity, community interest and impact of KFPL decisions.

Community engagement is an important tool for building and sustaining community trust.

2. Scope

The policy applies to all KFPL services and operations, with the exception of maintenance and repair issues which are exempt except for the requirement to “inform” the public.

The policy applies to higher-level decision-making rather than item-level choices regarding programs, collections and services.

3. Definitions

“The community” and “interested parties” are defined as library users, individuals and/or communities, funding bodies or organizations that have an interest in the outcomes of a project or initiative.

4. Guiding Principles

4.1. Inclusion

We want to hear from and include all who have an interest in the outcome of a decision. The Library is committed to reach out to the rural and urban populations across our vast geographic areas. KFPL prioritizes relationship building outside of the formal engagement process and is actively building connections with agencies and grassroots groups that work with underserved and underrepresented populations. These connections will be leveraged during any community engagement process to ensure feedback includes those voices. We will maximize accessibility by utilizing a variety of engagement tools.

4.2. Respect

Our engagement with the community will take place in an atmosphere of mutual

respect.

4.3. Transparency

We will be open about decision processes, procedures and limits. We will communicate clearly in a timely and publicly accessible way. We will provide relevant background and context when informing or engaging the community about the initiative.

4.4. Clarity

We will be clear about defining the community's role in any public participation process. The promise, purpose and limitations on engaging the community and all interested parties will be clear.

4.5. Effectiveness

We will allocate sufficient resources to provide the appropriate level of engagement, use these resources wisely, setting and meeting reasonable timelines.

4.6. Responsiveness

At each stage of the process, we will report back to the community regarding what we heard. When an outcome has been determined, we will share how engagement results were used in decision-making.

5. Policy

The Community Engagement Toolkit shall be used to determine when and what level of community engagement is needed.

6. Communication

When communicating with the community, the Library will do so in accordance with the complexity and impact of the issue as determined by the Community Engagement Toolkit and in a manner that reflects the guiding principles.

Details of the project will be shared in plain language, and shall include what has been done so far, why engagement is needed, what is being considered, what are the constraints, and how input is going to be used. To build credibility and trust in the engagement process, interested parties will also need to understand:

- The overall engagement timeline
- Details of the engagement activities
- Who will be reviewing the input and making decisions
- Their role in the process

A clear communication plan will be developed to shape the whole engagement process and provide clear answers to community questions/concerns from the earliest stages to reporting back results.

The engagement plan will work together with the project's communication plan to generate awareness about the engagement opportunities.

7. Engagement Planning

The Library will utilize the Community Engagement Toolkit to help shape a plan for engagement. The engagement plan serves as a roadmap for the engagement process and helps clarify:

- Engagement goals and objectives
- What KFPL is seeking input on
- Who KFPL has identified as interested parties
- Details such as engagement scope, budget, timelines, dates, roles and responsibilities
- The Spectrum of Strategies and Promises level at which the community will be engaged
- Decisions that are not open to input

8. Reporting Back and Evaluation

KFPL will compile and consider feedback received and report back on:

- What was heard (pulling all sources of input together).
- What decision was made and how the input was used.
- If nothing was changed as a result of the feedback, why?

Raw data will be included in an Appendix in order for contributors to see their individual voices represented and ensure the reporting is an accurate reflection of the data.

Evaluation is important for continuous improvement. KFPL will evaluate both the engagement process and engagement outcomes, documenting lessons learned that can be applied to future projects, refining and improving our engagement efforts and approach.

9. Related Documents

KFPL Community Engagement Toolkit (internal use only)

10. Document Control

Original Policy Date: 2017 March

Last Reviewed: 2024 March

Changes Made: see report to Board dated March 8, 2023

Next Review: 2025 March

KFPL Report to the Board

Subject: Internet Access (Public) Policy
Prepared by: L. Carter, Chief Librarian / CEO
Date of meeting: April 24, 2024

Background:

The Internet Access (Public) Policy has been reviewed and approved by the Library Board once per term since the policy was written in 2003. The last major revision of this policy took place in 2016 when it was merged with the Internet Filtering Policy. Two minor edits to policy wording were made during the last review in February 2020.

Analysis:

In line with recent updates to other KFPL policies, revisions are being recommended to make language/terminology clearer and more concise, and to remove portions that are more procedural in nature.

Staff also propose the following updates:

- Removal of list of prohibited activities. The list may change over time and is covered by the language added in section 4, and in other policies and/or legislation (e.g., Criminal Code or Patron Code of Conduct).
- Removal of statement regarding charging personal devices or unplugging equipment, as it is not related to accessing the internet.
- Re-ordering and additional detail regarding “Information Quality” in section 4.1.
- Additional detail in section 4.2 with respect to internet access for children in the Library.
- Addition of a sentence in section 4.4. cautioning against sharing passwords or other personal information.

In keeping with the delegation of operational matters to the Chief Librarian/CEO, it is recommended that this be the last time this policy is brought forward to the Board for review and approval, and that subsequent reviews are the responsibility of staff.

Markup Explanation:

The draft policy is marked up as follows:

- Language and general intent retained from the existing policy is shown in black.
- **Blue text** indicates new language that staff propose be added.

For clarity and tracking purposes, the original policy is included and is marked up as follows:

- Language/general intent that has been carried forward to the draft policy is shown in black.
- ~~Red strikethrough~~ indicates text/language that staff propose be excluded from the draft policy.

Recommendations:

That the Board approve the Internet Access (Public) Policy.

That the Internet Access (Public) Policy be designated an operational policy, and thus removed from the Board Workplan.

Internet Access (Public) DRAFT

1. Purpose

The purpose of this policy is to establish the rules of conduct and responsibilities associated with public Internet access at the Library.

2. Scope

This policy applies to all public Internet access provided by the Library, both wired and wireless (Wi-Fi).

3. Guiding Principles

The Library is committed to providing public Internet access that:

- Is consistent with the Library's mission and values and upholds the principles of intellectual freedom.
- Meets the needs of our communities, and ensures equitable access to information, enrichment, and social connection.
- Abides by the requirements of applicable legislation and Library policies to support a welcoming, safe, and harassment-free environment for Library users and staff.

4. Policy

Public Internet access is available at all Library branches and can be accessed free of charge on public computer stations, or by connecting wirelessly using a personal device.

Please note:

- The specific equipment, software, and functionality may vary from branch to branch, and availability is not guaranteed.
- In accordance with the principles of intellectual freedom, the Library does not filter Internet content.
- Public computer stations and Wi-Fi access points at the Library are located in a public environment shared by individuals of all ages, backgrounds, and sensibilities.
- To ensure equitable access to Internet resources, the Library reserves the right to impose user bandwidth restrictions without notice [and/or implement daily time limits](#).
- Consequences for inappropriate, disruptive, or illegal activity on the Library's public Internet include expulsion, suspension of library privileges, and criminal prosecution.

Users of the Library's public Internet are expected to:

- Comply with all applicable Library policies, including the Patron Code of Conduct.
- Respect the privacy of others using public computer stations.
- Consider those around them when accessing sites that may reasonably be considered offensive to others.
- Use headphones when accessing sites with sound or when playing sound files on a personal device.

In accessing the Internet, users are subject to federal, provincial, and municipal legislation related to Internet use, including the provisions of the Criminal Code regarding obscenity, child pornography, sedition, and the incitement of hatred. Police will be notified immediately of any suspected illegal activity.

4.1. Information Quality

Information found on the Internet may not be accurate, complete, age-appropriate, or current.

- The Library is only responsible for the information provided on its own website(s), and is not responsible for the content, accuracy, or availability of content via external links.
- Library staff are available to assist customers in finding and evaluating website content.
- The responsibility for the choice and use of Internet resources rests with the individual.

4.2. Choice of Access for Children

As with other Library resources and materials, it is the responsibility of parents or guardians to monitor and guide their children's Internet activity. To support this right of choice, the default setting for Junior memberships (13 years of age or younger) does not allow access to Library computer stations with Internet access. At the parent or guardian's discretion, consent may be given by providing a signed permission form to allow Internet access for their child.

Children who attend the Library with their own device, regardless of age, will be able to connect to the Library's wireless network.

4.3. Privacy and Security

The Library is diligent in its efforts to provide public Internet access but does not provide encryption or other security measures to protect the information sent or received over the Internet. Users are responsible for the security of their personal information/devices while accessing the Library's public Internet. The Library is not responsible for damages, direct

or indirect, arising from use of its public Internet.

- Users are reminded to lock their computer session if stepping away, and to log-out of any device when finished to prevent unauthorized access by others.
- The Library's wireless access points are unsecured connections to the Internet and third parties may be able to obtain information about users' activities, including data transmitted or received, during use.
- Users are responsible for protecting their personal devices from viruses, spyware, and spam.
- To protect its network and users, the Library reserves the right to terminate a connection at any time or to withdraw wireless access entirely.

4.4. Staff Assistance

Staff can provide basic instruction on how to connect to the Internet but are not able to provide in-depth technical assistance.

[Sensitive information, such as passwords and banking/credit card information, should not be shared with staff or other individuals who may be assisting the user.](#)

5. Document Control

Original Policy Date:	2003 October
Last Reviewed:	2024 April
Changes Made:	see report to Board dated April 24, 2024
Next Review:	2028

Internet Access (Public)

1. Purpose

The purpose of this policy is to establish the rules of conduct and library responsibilities concerning Internet services.

2. Scope

The Kingston Frontenac Public Library provides computers with internet access and wireless internet connectivity as part of its mission to make a positive difference in the lives of our users as they pursue educational, recreational and life-long learning objectives.

3. Guiding Principles

The Library will ensure that access to, and use of, the Internet is consistent with the Library Board's adoption of the Statement on Intellectual Freedom of the Ontario Library Association (1998). In accordance with this principle, the Library does not filter internet content.

4. Policy

Because access to the Internet in public areas is shared by users of all ages, backgrounds and sensibilities, users are asked to consider this when accessing potentially controversial information or images.

Children's access to the Internet, as with other library resources, is the responsibility of parents or guardians. The Library supports the right and responsibility of parents or legal guardians to determine and monitor their children's use of Library materials and resources.

Parents are encouraged to supervise their child's Internet sessions and to inform the child if there are resources they do not want the child to access.

The Library is only responsible for the pages pertaining specifically to the Library and is not responsible for the content, accuracy, or availability of any external sites linked to library pages.

The Library does not assume responsibility for any damages, direct or indirect, arising from a user's access to the Internet.

Use of Library services for illegal, actionable or criminal purposes or to access unauthorized areas is prohibited. Prohibited activities are listed below but are not limited to:

- **Infringement of copyright or other intellectual property rights**

- Accessing confidential or protected data without the express authorization of the owner
- Logging onto a computer system to which you are not authorized
- Transmission of spam
- Using library resources to interfere with computer networking or telecommunications services of any other user, host or network.

Availability of the Library network is not guaranteed.

Free wireless Internet access is available at every branch.

The Library's wireless access points are unsecured connections to the Internet. The Library is not responsible for data transmitted or loss of information over the wireless network. Users should be aware that third parties may be able to obtain information about users' activities when using the wireless service to connect to the Internet. The Library assumes no responsibility for the security and privacy of on-line transactions.

Wireless users are responsible for the protection of their devices from viruses, spyware and spam.

The Library is not responsible for the safety of user's personal equipment.

Library staff can provide basic instruction on how to connect to the network but are not able to provide in-depth technical assistance.

Users are welcome to charge their devices using designated or publicly available outlets. They may not plug their device into any outlet that has been provided for the Library's own computers or unplug any library equipment.

In order to protect its network and users, the Library reserves the right to terminate a connection at any time or to withdraw wireless access entirely.

The Library reserves the right to impose user bandwidth restrictions as required and without notice.

Users are expected to comply with this policy and the Patron Code of Conduct. Failure to do so may result in the loss of Internet use and/or library privileges.

5. Document Control

Original Policy Date:	2003 October
Last Reviewed:	2020 February
Changes Made:	see report to Board dated
Next Review:	2024 February

KFPL Report to the Board

Subject: Fees and Replacement Costs - updates

Prepared by: L. Carter, Chief Librarian / CEO

Date of meeting: April 24, 2024

Background:

According to the Kingston Frontenac Public Library Constitution, the Library Board approves any new fees or any changes in fees for merchandise or services. Staff are recommending several fee updates as explained below.

Analysis:

Replacement Costs

While the Library no longer charges overdue fines, a replacement fee is still charged if an item is lost or damaged by a borrower. Donations are not accepted in lieu of payment as the item may no longer be needed or available to purchase. If an item is found within one year of payment, the borrower is reimbursed by cheque.

In June 2021, the Board approved the use of the list price as the replacement cost for an item and eliminated the processing fee. Prior to 2021, items were assigned an average price based on their category (e.g., all adult non-fiction books were \$45).

Where prices are not included in item records, Library staff must look up individual list prices in the materials vendor's database. Manually adding the missing prices has prevented the automation of invoicing, resulting in a less efficient process where staff intervention is required. Reinstatement of a fee table for items with incomplete records is required for automation. 1,377 invoices were sent between November 2023 and March 2024.

Non-Resident Fees

Under the authority of the *Public Libraries Act*. R.S.O. 1990, c. P.44, s. 23 (3), Library Boards may impose fees for the use of library services by persons who do not reside in the area of the Board's jurisdiction. If a child is under 16, they are eligible for a free membership if the parent has a subscription membership. Anyone operating a business, attending school, or working for the City of Kingston, County of Frontenac or any of the Frontenac Townships are also eligible for free memberships.

Anyone else living outside of Kingston and Frontenac County is charged the following rates to get a KFPL card: \$13.00 for three months; \$26.00 for six months; \$52.00 for

one year. The amount charged is based on the per capita cost of library service. Using 2021 census data and figures from the 2024 operating budget, the current per capita cost is \$55.32. Capital costs are not included in the calculation of the subscription fees. These fees were last reviewed in October 2018 and came into effect on January 1, 2019.

\$9,000 of revenue is projected for 2024 for non-resident fees. As of March 31, 2024 there were 249 non-resident cards, with \$2,379 in revenue recorded in Q1.

Non-Sufficient Fund Cheques

Any fees charged to the Library by financial institutions as a result of a non-sufficient fund cheque are passed along to the cheque writer. The current fee is \$36.00, and staff recommend that this be raised to \$41.65 to reflect actual bank charges.

Materials and Supplies

The Library sells USB keys at \$8.00 as a convenience to patrons and has sold other items on occasion, according to operational need.

Staff and members of the public have suggested that the Library make supplies available for the Central Branch Create Space button maker. Not all components are compatible with the Library's equipment, and supplies are not easily purchased locally.

Materials are provided free of charge during formal programs, but anyone booking the button maker outside of sanctioned programs is currently required to procure their own materials, leading to underutilization of the equipment. Unit cost varies depending on the size and style of button but is approximately \$1.00 to \$2.00 per button.

Recommendation:

That the Board approve the use of the appended replacement cost table for lost or damaged items which do not already have list prices in their records and authorize staff to adjust these periodically as required to ensure they remain current.

That the Board approve an increase to non-resident fees, effective June 1, 2024 as follows: \$14.00 for three months; \$28.00 for six months; \$56.00 for one year.

That the Board approve an increase to the non-sufficient fund cheque fee to \$41.65 and authorize the Chief Librarian/CEO to adjust the fee as necessary going forward on a cost-recovery basis.

That the Board authorize the sale of supplies and materials to support operational needs, with prices set and reviewed annually by staff on a cost-recovery basis.

Appendix A:

KFPL Replacement Costs

KFPL will bill the list price on lost or damaged items where a list price is available in the item's catalogue record. When the price is not included in the record, the following table will be used to determine the price.

Print Materials	
Reference	\$75.00
Magazines	\$10.00
Mass Market Paperbacks	\$10.00
Non-fiction	\$40.00
Fiction	\$30.00
Fiction / Non-fiction (junior collection)	\$20.00
Board Books	\$15.00
CD / Books	\$30.00
Audiovisual Materials	
Video Games	\$65.00
Audiobooks	\$45.00
DVDs	\$30.00
CDs	\$25.00
Interlibrary Loans	
Replacement costs are determined by the lending library.	
Technology & Miscellaneous	
Wi-Fi Hotspots	\$250.00
C-Pens	\$380.00
Museum / Park Passes	\$45.00
Peripherals	
Barcodes & Security Tags	\$2.00
Cases (DVD, CD, video game)	\$2.00
Cases (audiobook)	\$5.00

KFPL Report to the Board

Subject: 2023 Operating Budget Surplus

Prepared by: L. Carter, Chief Librarian / CEO

Date of meeting: April 24, 2024

Background:

According to the Kingston Frontenac Public Library Constitution, Library Board approval is required to “transfer budget funds to, or from, the City of Kingston and County of Frontenac.”

Analysis:

As reported in the Financial Condition Monitoring Report (Q4-2023) included in the 2024-02 agenda package, the Kingston Frontenac Public Library ended 2023 in a surplus position. The final amount of the surplus, which was the result of lower than anticipated staff and facility costs, is \$599,265.

Board approval is being sought to return these funds proportionally to the municipalities.

Recommendation:

That the Library Board approve the return of the 2023 operating fund surplus to the County of Frontenac (\$50,247) and to the City of Kingston (\$549,018).

KFPL Report to the Board

Subject: KFPL Board Constitution
Prepared by: L. Carter, Chief Librarian / CEO
Date of meeting: April 24, 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. Discussion regarding recommended and required updates, constituting notice of motion, took place at the February 28, 2024 Board meeting.

Two versions of the Constitution are presented for review: a clean copy incorporating all recommended changes, and a marked up version tracking all recommended edits as follows:

- Language and general intent retained from the existing policy is shown in black.
- **Blue text** indicates new language that staff propose be added.
- **Red strikethrough** indicates text/language that staff propose be excluded.
- **Green strikethrough** indicates text/language that staff propose be moved to a different location in the document, with the alternate location indicated with plain **Green text**.

Recommendations:

That the Board approve the revised Kingston Frontenac Public Library Constitution as presented.

KFPL Board Constitution (DRAFT)

1. Purpose of the Kingston Frontenac Public Library Board

The Kingston Frontenac Public Library Board [the “Board”] has been established to ensure and direct the continuing operation of the Kingston Frontenac Public Library [the “Library”] as a service within the meaning and terms of the *Public Libraries Act*, RSO 1990, c. P.44 [the “Act”].

The Board acts on behalf of the community in the discharge of its mandate and is accountable to City of Kingston Council and Frontenac County Council for the financial affairs of the Library.

2. Head Office of Board

The address of the Board’s head office is 130 Johnson St., Kingston, ON, K7L 1X8.

3. Board Structure

The Board is a corporation established pursuant to:

- a) the Act;
- b) the July 10, 1996 Proposal for the Reform of Local Governance Kingston/Frontenac;
- c) the January 7, 1997 Order of the Minister of Municipal Affairs and Housing of Ontario [the “Order”]; and,
- d) the January 27, 1998 Agreement between the Corporation of the City of Kingston and the Corporation of the Frontenac Management Board, now designated as the Corporation of the County of Frontenac [the “Agreement”].

The Kingston Frontenac Public Library is a union public library as per the Act.

3.1. Apportionment of Costs

The annual cost of operating the library system shall be apportioned as follows, pursuant to the Order and the Agreement:

- a) The City of Kingston shall be responsible for eighty-seven (87) percent of the cost; and
- b) The four Townships – North Frontenac, Central Frontenac, South Frontenac and Frontenac Islands – and the County of Frontenac shall be responsible for thirteen (13) percent of the cost.

The percentage apportionment of costs may be changed to reflect a proportionate change

in household growth in Kingston and in the Townships.

4. Board Composition

The Board shall consist of eleven (11) members, pursuant to the Agreement: eight (8) members appointed by the Council of the City of Kingston and three (3) members appointed by the Council of the County of Frontenac.

4.1. Appointment:

Appointments are made by Council within 60 days of the first meeting of each term. Citizen appointees must meet the qualifications as outlined in section 10 of the Act.

4.2. Term:

Board members shall hold office for a term concurrent with the appointing Council, or until a successor is appointed, and may be re-appointed for one or more further terms.

4.3. Disqualification:

If a Board member ceases to meet the qualifications outlined in section 10 of the Act, or

- a) is convicted of an indictable offence;
- b) becomes incapacitated;
- c) is absent from three consecutive meetings of the Board without being authorized by a Board resolution; or
- d) otherwise forfeits their seat,

the Member's seat becomes vacant, and the Board Chair shall promptly notify the appointing Council of the vacancy.

4.4. Resignations and Vacancies:

Members of the Board who must resign before the end of their term of appointment on the Board shall inform the Clerk if the appointing Council, the Board Chair, and the Chief Librarian/CEO in writing, specifying the effective date of their resignation.

When a vacancy arises, Council will promptly appoint a person to fill the vacant seat for the remainder of the term, except where the term remaining is less than 45 days.

5. Officers of the Board

The Officers of the Board shall consist of the Chair, the Vice-Chair, the Chief Executive Officer, the Secretary, and the Treasurer.

The Chair and the Vice-Chair shall be elected by the Board at its first meeting in the new term and then at the first meeting in each year of its term.

The Chief Librarian, who shall be the Chief Executive Officer of the Library, is appointed by the Board and shall hold this position until the Board rescinds the appointment, or a new appointment is made.

The Secretary and Treasurer of the Board shall be the Chief Executive Officer.

6. Power to Legally Bind the Board

One person representing the Board and / or one person representing the Administration, may legally bind the Board in accordance with the Board Delegation of Authority framework ([Appendix A](#)).

The Board's representation shall be one of the following:

- a) the Chair;
- b) the Vice-Chair;
- c) another Board member who, by motion, has been appointed by the Board with such authority;

The Administration's representation shall be one of the following:

- a) the Chief Librarian; or,
- b) the Chief Librarian's delegate.

7. Conflicts of Interest

Board members must avoid any conflict of interest with respect to their fiduciary responsibility by adhering to the regulations of the *Municipal Conflict of Interest Act*.

7.1. Declarations of Conflict of Interest

Where a Board member, has any direct or indirect pecuniary interest in any matter that is the subject of consideration at a meeting of the Board, the member:

- a) shall, before any consideration of the matter at the meeting, disclose the interest and its general nature;
- b) shall not take part in the discussion of, or vote on, any question in respect of the matter;
- c) shall not attempt in any way, whether before, during, or after the meeting, to influence the voting on any such questions.

Where a Board member is absent from a meeting, they shall disclose any conflict of interest at the next meeting they attend.

All declarations of interest and their general nature shall be recorded by the Secretary in the minutes of that meeting, and, if the meeting is not open to the public, in the minutes of the next meeting that is open to the public.

8. Repeal and Amendments

Any of the preceding clauses of this Constitution may be repealed or amended by notice of motion given at any regular meeting of the Board. Approval of the motion to repeal or amend shall be by a two-thirds majority of votes cast at the next regular meeting of the Board.

Certified to be a true and correct copy of the Constitution of the Kingston Frontenac Public Library, amended by Motion # on .

Signed copy on file.

Appendix A: KFPL Delegation of Authority

Approval / Decision	Board	CEO
Purchasing and Finance		
1. Transfer budget funds to, or from, the City of Kingston and County of Frontenac.	X	
2. Review and recommend annual Budget Estimates to City and County Councils.	X	
3. Approve general competitive and non-competitive expenditures as per the KFPL Procurement of Goods and Services policy.	≥\$250,000	<\$250,000
4. Exercise approved spending authority for library materials up to the annual approved operating and capital budgets.		X
5. Apply for grants and other funding		X
6. Approve, amend, extend and execute agreements with the federal and provincial governments.		X
7. Approve, amend, extend and execute service agreements, contribution agreements and grant agreements.		X
8. Sign contracts for projects once required Board approval is obtained.		X
9. Approve trustee attendance at conferences and conventions	X	
10. Set or change prices for merchandise or services.	X	
Policies and Plans		
11. Approve KFPL Board policies.	X	
12. Approve KFPL Strategic Plan.	X	
13. Approve strategic frameworks for advocacy, fundraising, major sponsorships, and key KFPL services.	X	
14. Set and/or modify the administrative and operational policies, procedures and processes		X

Approval / Decision	Board	CEO
required to implement approved strategic frameworks.		
15. Approve naming rights recommendations.	X	
16. Permanently close branches or kiosk services.	X	
17. Temporarily close branches or temporarily modify kiosk services.		X
18. Approve sites for new branches, buildings, or kiosk services.	X	
19. Approve temporary locations for branches or kiosk services.		X
20. Approve architectural designs for new buildings.	X	
21. Approve website designs and modifications.		X
Human Resources		
22. Recruit, compensate, dismiss the CEO; monitor and evaluate the performance of the CEO.	X	
23. Set general compensation policies and salary levels for the organization within the parameters of collective bargaining.		X
a. Oversee the collective bargaining process, including negotiation of collective agreements.		X
b. Ratify negotiated collective agreements.	X	
24. Set the organizational structure for the organization, including the structure of departments and the number of staff, including Senior Staff.		X
25. Hire, appoint, promote, suspend, dismiss, and manage the performance of individual staff.		X

KFPL Board Constitution (DRAFT)

1. Purpose of the Kingston Frontenac Public Library Board

The Kingston Frontenac Public Library Board [the “Board”] has been established to ensure and direct the continuing operation of the Kingston Frontenac Public Library [the “Library”] as a service within the meaning and terms of the *Public Libraries Act*, RSO 1990, c. P.44 [the “PLA Act”]. ~~and the Ends Statement of the Kingston Frontenac Public Library Board.~~

The Board acts on behalf of the community in the discharge of its mandate and is accountable to City of Kingston Council and Frontenac County Council for the financial affairs of the Library.

2. Head Office of Board

The address of the Board’s head office is 130 Johnson St., Kingston, ON, K7L 1X8.

3. Board Structure

The ~~Kingston Frontenac Public Library~~ Board [the “Board”] is a corporation established pursuant to:

- a) the *Public Libraries Act*;
- b) the July 10, 1996 Proposal for the Reform of Local Governance Kingston/Frontenac;
- c) the January 7, 1997 Order of the Minister of Municipal Affairs and Housing of Ontario [the “Order”]; and,
- d) the January 27, 1998 Agreement between the Corporation of the City of Kingston and the Corporation of the Frontenac Management Board, now designated as the Corporation of the County of Frontenac [the “Agreement”].

The Kingston Frontenac Public Library is a union public library as per the *PLA Act*.

3.1. Apportionment of Costs

The annual cost of operating the library system shall be apportioned as follows, pursuant to the Order and the Agreement:

- a) The City of Kingston shall be responsible for eighty-seven (87) percent of the cost; and
- b) The four Townships – North Frontenac, Central Frontenac, South Frontenac and Frontenac Islands – and the County of Frontenac shall be responsible for thirteen (13) percent of the cost.

The percentage apportionment of costs may be changed to reflect a proportionate change in household growth in Kingston and in the Townships.

~~4. Head Office of Board~~

~~4.1. The address of the Board's head office is 130 Johnson St., Kingston, ON, K7L 1X8.~~

5. Board **Members** Composition

~~5.1. Composition:~~

The Board shall consist of eleven (11) members, pursuant to the Agreement: eight (8) members appointed by the Council of the City of Kingston and three (3) members appointed by the Council of the County of Frontenac.

~~5.2. Qualifications:~~

~~A person is qualified to be appointed as a member of the Board who is a member of the appointing council or:~~

- ~~a) Is at least eighteen years old;~~
- ~~b) Is a Canadian citizen or a permanent resident of Canada within the meaning of the *Immigration and Refugee Protection Act (Canada)*;~~
- ~~c) Is a resident of the City of Kingston or County of Frontenac; and,~~
- ~~d) Is not employed by the Board, City of Kingston or County of Frontenac. [PLA, s.10(1)]~~

5.3. Appointment:

Appointments are made by Council within 60 days of the first meeting of each term. ~~meeting in each term at the first meeting of Council in each term, but if Council fails to make the appointments at its first meeting, it shall do so at any meeting held within 60 days after its first meeting~~ Citizen appointees must meet the qualifications as outlined in section 10 of the Act.

5.4. Term:

~~A~~Board members shall hold office for a term concurrent with the appointing Council, or until a successor is appointed, and may be re-appointed for one or more further terms. [PLA, s. 10(3)]

5.5. Disqualification:

If a Board member ceases to meet the qualifications outlined in section 10 of the Act, or

- a) is convicted of an indictable offence;

- b) becomes incapacitated;
- c) is absent from ~~the meetings of the Board for~~ three consecutive ~~months~~ meetings of the Board without being authorized by a Board resolution; or
- ~~d) ceases to be qualified for membership under 4.2(c); or~~
- e) otherwise forfeits ~~his or her~~ their seat,

the Member's seat becomes vacant, and the Board Chair ~~remaining members~~ shall promptly ~~forthwith declare the seat vacant and~~ notify the appointing Council of the vacancy accordingly.

5.6. Resignations and Vacancies:

~~Where a vacancy arises in the membership of the Board, the appointing Council shall promptly appoint a person to fill the vacancy and to hold office for the unexpired term, except where the unexpired term is less than forty five days. [PLA, s. 12]~~

Members of the Board who must resign before the end of their term of appointment on the Board shall inform the Clerk of the appointing Council, the Board Chair, and the Chief Librarian/CEO in writing, specifying the effective date of their resignation.

When a vacancy arises, Council will promptly appoint a person to fill the vacant seat for the remainder of the term, except where the term remaining is less than 45 days.

6. Officers of the Board

The Officers of the Board shall consist of the Chair, the Vice-Chair, the Chief Executive Officer, the Secretary, and the Treasurer.

The Chair and the Vice-Chair shall be elected by the Board at its first meeting in the new term and then at the first meeting in each year of its term.

The ~~Board shall, by motion, appoint a~~ Chief Librarian, who shall be the Chief Executive Officer of the Library, ~~is appointed by the Board and shall hold this position until the Board rescinds the appointment, or a new appointment is made.~~

The ~~Board shall also, by motion, appoint a~~ Secretary and ~~a~~ Treasurer of the Board shall be the Chief Executive Officer. ~~The Chief Librarian may be appointed as the Secretary and the Treasurer.~~

7. Power to Legally Bind the Board

One person representing the Board and / or one person representing the Administration, may legally bind the Board in accordance with the Board Delegation of Authority framework ([Appendix A](#)).

The Board's representation shall be one of the following:

- a) the Chair;
- b) the Vice-Chair;
- c) another Board member who, by motion, has been appointed by the Board with such authority;

The Administration's representation shall be one of the following:

- a) the Chief Librarian; or,
- b) the Chief Librarian's delegate.

8. Conflicts of Interest

~~8.1.—All Board members must abide by their obligations under the *Municipal Conflict of Interest Act* (or its successor legislation).~~

Board members must avoid any conflict of interest with respect to their fiduciary responsibility by adhering to the regulations of the *Municipal Conflict of Interest Act*.

8.2. Declarations of Conflict of Interest

~~Under the *Municipal Conflict of Interest Act*,~~ Where a Board member, ~~either on their behalf or if acting on behalf of another,~~ has any direct or indirect pecuniary interest in any matter ~~and is present at a meeting of the Board when the matter~~ that is the subject of consideration ~~at a meeting of the Board~~, the member:

- a) shall, before any consideration of the matter at the meeting, disclose the interest and its general nature;
- b) shall not take part in the discussion of, or vote on, any question in respect of the matter;
- c) shall not attempt in any way, whether before, during, or after the meeting, to influence the voting on any such questions.

Where a Board member is absent from a meeting, they shall disclose any conflict of interest at the next meeting they attend.

All declarations of interest and their general nature shall be recorded by the Secretary in the minutes of that meeting, and, if the meeting is not open to the public, in the minutes of the next meeting that is open to the public.

9. Repeal and Amendments

Any of the preceding clauses of this Constitution may be repealed or amended by notice of

motion given at any regular meeting of the Board. Approval of the motion to repeal or amend shall be by a two-thirds majority of votes cast at the next regular meeting of the Board.

Certified to be a true and correct copy of the Constitution of the Kingston Frontenac Public Library, amended by Motion # on .

Signed copy on file.

Appendix A: KFPL Delegation of Authority

Approval / Decision	Board	CEO
Purchasing and Finance		
1. Transfer budget funds to, or from, the City of Kingston and County of Frontenac.	X	
2. Review and recommend annual Budget Estimates to City and County Councils.	X	
<p>3. Approve general competitive and non-competitive expenditures as per the KFPL Procurement of Goods and Services policy. (as amended from time to time) including, but not limited to:</p> <ul style="list-style-type: none"> —Operational expenses —Leases —Single or multi-year tenders or contracts (including any contingencies) per vendor —Settlement and lawsuit payments — Software license agreements 	$\geq \$250,000$	$< \$250,000$
4. Exercise approved spending authority for library materials up to the annual approved operating and capital budgets.		X
5. Apply for grants and other funding		X
6. Approve, amend, extend and execute agreements with the federal and provincial governments.		X
7. Approve, amend, extend and execute service agreements, contribution agreements and grant agreements.		X
8. Sign contracts for projects once required Board approval is obtained.		X
9. Approve trustee attendance at conferences and conventions	X	
10. Set or change prices for merchandise or services.	X	
Policies and Plans		
11. Approve KFPL Board policies.	X	

Approval / Decision	Board	CEO
12. Approve KFPL Strategic Plan.	X	
13. Approve strategic frameworks for key KFPL services.	X	
14. Approve strategic frameworks for advocacy, fundraising, major sponsorships, and key KFPL services.	X	
15. Implement and manage the strategic frameworks for key services, advocacy, and fundraising.		X
16. Set and/or modify the administrative and operational policies, procedures and processes required to implement approved strategic frameworks.		X
17. Approve naming rights recommendations.	X	
18. Permanently close branches or kiosk services.	X	
19. Temporarily close branches or temporarily modify kiosk services.		X
20. Approve sites for new branches, buildings, or kiosk services.	X	
21. Approve temporary locations for branches or kiosk services.		X
22. Approve architectural designs for new buildings.	X	
23. Approve website designs and modifications.		X
Human Resources		
24. Recruit, compensate, dismiss the CEO; monitor and evaluate the performance of the CEO.	X	
25. Set general compensation policies and salary levels for the organization within the parameters of collective bargaining.	X	X
a. Oversee the collective bargaining process, including negotiation of collective agreements.		X
b. Ratify negotiated collective agreements.	X	

Approval / Decision	Board	CEO
26. Set the organizational structure for the organization, including the structure of departments and the number of staff, including Senior Staff.		X
27. Assess the performance of and set salaries for individual staff.		X
28. Hire, appoint, promote, suspend, dismiss, and manage the performance of individual staff.		X
29. Set bargaining mandates.	X	X
30. Negotiate collective bargaining contracts.		X
31. Ratify negotiated collective agreements.	X	

Governance Review Committee (DRAFT)

Purpose

The Governance Review Committee has been established by the Kingston Frontenac Public Library Board to oversee a review of governance policies and processes.

The Committee will:

1. Conduct research into the governance principles, policies, and practices of comparative organizations in Canada, with a focus on public libraries with a Carver board.
2. Review KFPL Board Governance policies including Ends, Executive Limitations Governance Process, Board-Staff Relationship. Make recommendations for revisions, improvements.
3. Facilitate discussion at the May and June Board meetings with the goal of final discussion and approval of updates at the September Board meeting.
4. Ensure that the governance review process is managed/completed as agreed upon.

Membership

The Governance Review Committee is comprised of:

- Four (4) appointed members of the Library Board, with one member appointed as Committee Chair.
- Chief Librarian or designate.
- Additional non-voting resource staff, as required.

Meetings

Meetings will be scheduled as frequently as necessary, and the Committee will make decisions in an expeditious manner.

The Chair of the Committee shall set the agenda prior to each meeting and shall circulate the agenda to the Committee members not less than three (3) business days prior to the meeting.

Kingston Frontenac Public Library staff will provide clerical support to the Committee.

The Committee meetings are subject to the provisions of the Kingston Frontenac Public Library Board's By-laws, *Public Libraries Act*, R.S.O. 1990, c. P.44, and *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M.56.

No member of the Committee shall disclose either the proceedings of meetings or the contents of any documents relating to matters that are deemed confidential under the *Public Libraries Act* (R.S.O. 1990, c. P.44 s. 16.1).

Transparency and Accountability

The Kingston Frontenac Public Library Board is committed to ongoing transparency and accountability. Information on the project will be provided through reports to the Board.

Rules of Order

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

Amendments

Amendments to these terms of reference require approval by motion at any regular meeting of the Board.