

AGENDA

Regular Meeting #2024-04

Kingston Frontenac Public Library Board

May 22, 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
6. Adoption of Minutes
 - 6.1. Regular KFPL Board Meeting #2024-03 of April 24, 2024 (attached) (motion)
7. Business Arising from the Minutes
8. Governance Process – feedback/discussion

Consent Agenda

9. Information Items
 - 9.1. Correspondence / Information Received and Sent
(no correspondence to report on as of May 14, 2024)
10. Information Reports
 - 10.1. Chief Librarian Communication (attached)
 - 10.2. Statistical Report (Q1-2024) (attached)
11. Motion to accept Consent Agenda (motion)

Required Approvals Agenda

12. Monitoring Reports

12.1. Asset Protection (external audit)

12.1.1. Presentation of 2023 Draft Financial Statements, Lori Huber (Partner, Audit), KPMG

12.1.2. Audit Approval Consent (2023 Draft Financial Statements distributed separately) (motion)

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

13. Policy Review and Approval

13.1. Internet Access (Public) (report and policy attached) (motion)

13.2. Health and Safety Policies (report attached)

13.2.1. Occupational Health and Safety (policy attached) (motion)

13.2.2. Workplace Harassment (policy attached) (motion)

13.2.3. Workplace Violence Prevention (policy attached) (motion)

Other Business

14. Governance Review Committee Update

15. Board Recruitment

16. Closed Meeting (motions)

16.1. Temporary Relocation of Isabel Turner Branch Operations (confidential report distributed separately)

17. Governance Process – KFPL Board Member Self-Assessment

Adjournment and Next Meeting

Regular Board Meeting, Wednesday, June 26, 2024 at 5:00 p.m., Meet 1, Central Branch.

MINUTES (unconfirmed)

Regular Meeting #2024-03

Kingston Frontenac Public Library Board

April 24, 2024 at 5:00 PM

Meet 1, Central Branch

Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Dr. Mark Asberg (virtual) (left at 6:15 p.m.), Anne Brunner, Alicia Cappello (virtual), Mary Beth Gauthier, Dr. Elizabeth Goodyear-Grant, Dr. Marcus Létourneau, Louise Moody (virtual), Alan Revill, Jennifer Ross (Chair), Councillor Wendy Stephen (Vice-Chair) (left at 5:50 p.m.)

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), Tim Stranak (Manager, Facilities)

CUPE 2202 / 2202.01: Jillann Rothwell

Others: Dan McDougall, Project Manager - Facilities and Construction Management Services, City of Kingston (left at 5:33 p.m.), Jenna Morley, Counsel for the City of Kingston (left at 5:56 p.m.), Jeff Rempel, Manager - Facilities and Construction Management Services, City of Kingston (left at 5:33 p.m.), Dan Wojcik, Chief Operating Officer, +VG Architects – The Ventin Group Ltd. (left at 5:33 p.m.)

Absent / Regrets: Councillor Bill Saunders

1. Call to Order

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

2. Adoption of the Agenda

Motion #: 2024-21

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

That the agenda and addenda be adopted as distributed.

Carried

3. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

4. Delegations

There were no delegations.

5. Presentations

5.1. Isabel Turner Branch Renovation, +VG Architects – The Ventin Group Ltd.

D. Wojcik provided an overview of the project objectives, milestones/timeframe, and draft designs. The following answers were provided in response to questions:

- Current accessibility design standards allocate more space between rows of shelving and require shelf heights that are not too low or too high. This might impact the space available for collections in the new design.
- Renderings of the children's area only show the space/layout reserved for these collections and play spaces. Detailed design elements will be added after consultation with another firm that specializes in vibrant play spaces.
- There are a number of constraints on the project (e.g., timing, budget, accessibility, and mechanical upgrades) that limit the amount of meaningful feedback that residents can provide during the initial design phase. Conversations have taken place with specific groups, particularly around moving Indigenous goals forward in Library spaces, and as the project moves forward, engagement activities to gather feedback on furniture and equipment choices for specific spaces (e.g., children, teens) may take place.

D. Wojcik was thanked for their presentation and left the meeting at this time. (5:33 p.m.)

5.2. Community Standards By-law, J. Morley, City of Kingston

J. Morley provided an overview of the Community Standards By-law development process and implementation plans.

W. Stephen left the meeting at this time. (5:50 p.m.)

The following answers were provided in response to questions:

- The By-law doesn't use a specific definition of nuisance, but rather identifies behaviours to be considered.
- By-law officers are required to make inherently subjective decisions (e.g., legitimate protest vs. nuisance), and the By-law Enforcement policy was developed as a companion document to allow transparency of the process of these decisions.
- Public spaces are defined as outdoor spaces only. For the Library this means that even though operations take place in a City-owned building, Library staff are authorized to make decisions about acceptable behaviour and to issue trespass notices.

J. Morley was thanked for their presentation and left the meeting at this time. (5:56 p.m.)

6. Adoption of Minutes

6.1. Regular KFPL Board Meeting #2024-02 of February 28, 2024

Motion #: 2024-22

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

That the minutes of Regular Meeting #2024-02 of the Kingston Frontenac Public Library Board held February 28, 2024 be adopted as circulated.

Carried

7. Business Arising from the Minutes

7.1. Statistical Report (Q4-2023) – follow up

In response to questions at the previous Board meeting about the Q4-2023 performance report, L. Carter confirmed the following information:

- The year-over-year difference in program attendance statistics is related to how attendance statistics are collected at large community events (e.g., number of people at KFPL booth vs number of people at the event).
- The increase in circulation statistics at the Plevna branch is related to a new super-user in the community.

7.2. Workplan Updates

The format of the workplan has been updated to make it easier to see at a glance what the Board's responsibilities are and when they are scheduled. Changes to the workplan content approved at the February meeting are also reflected.

8. Governance Process – results of KFPL Board Meeting Evaluation 2024-01

J. Ross thanked Board members for completing the survey after the last meeting and provided an overview of the feedback received.

Consent Agenda

9. Information Items

9.1. Correspondence / Information Received and Sent

Sent / Received since distribution of the agenda

9.1.1. Received from the City of Kingston, a letter dated April 18, 2024 confirming the appointment of Marcus Létourneau to the KFPL Board.

9.1.2. Received from the County of Frontenac, a letter dated April 22, 2024 confirming the appointment of Councillor Bill Saunders to the KFPL Board.

10. Information Reports

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

11. Motion to accept Consent Agenda

Motion #: 2024-23

Moved by: L. Moody Seconded by: E. Goodyear-Grant

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

Carried

Required Approvals Agenda

12. Monitoring Reports

- 12.1. Communication and Counsel

Motion #: 2024-24

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

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

Carried

- 12.2. Financial Condition (Q1-2024)

Motion #: 2024-25

Moved by: M. Gauthier Seconded by: E. Goodyear-Grant

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

13. Policy Review and Approval

- 13.1. Collection Development

Motion #: 2024-26

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

That the Board approve the Collection Development policy.

Carried

13.2. Community Engagement

Motion #: 2024-27

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

That the Board approve the Community Engagement policy.

Carried

13.3. Internet Access (Public)

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

- Policy language regarding “sites that may reasonably be considered offensive to others” typically comes into play with patrons accessing pornography at public computer stations. Study/meeting rooms could be used by individuals when a less-public environment is needed to conduct research, or watch/listen to content that might offend others (e.g., nudity in artwork, mature language, graphic news images).
- Viewing pornography is not permitted in any area of the Library, however staff aren’t able to police everything being viewed, particularly on personal devices, and most enforcement is complaint-driven.
- Removing the list of specific prohibited uses from the policy gives staff flexibility to have conversations with individuals about a wide-range of inappropriate behaviours and suggest other spaces for use to support intellectual freedom (e.g., artwork with nudity). Policy language around illegal activity has been tightened to specifically reference applicable sections of the Criminal Code (e.g., obscenity, indecent acts, incitement of hatred, etc.) and emphasize that illegal activity will be reported to law enforcement.
- Public Internet access at the Library is also subject to the Patron Code of Conduct which is scheduled for review/revision later this year. Expectations about the use of shared public spaces are typically addressed in this broader policy, giving staff the ability to have conversations about a wide range of inappropriate behaviours, including protecting other library users from incidental exposure to content they may find offensive.
- The Library is sometimes asked by law enforcement to provide information about how computers have been used as part of their investigation process. A sentence will be incorporated into the policy to address this possibility.
- Headphones are also required at public computer stations and the policy language will be updated to reflect this.

Motion #: 2024-28

Moved by: E. Goodyear-Grant

Seconded by: A. Revill

That the Board defer approval of the Internet Access (Public) policy to the next meeting.

Carried

Staff will incorporate feedback received and bring the revised policy back for review/approval at the next meeting.

Motion #: 2024-29

Moved by: M. Gauthier Seconded by: E. Goodyear-Grant

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

Carried

14. Action Items

14.1. Fees and Replacement Costs

Motion #: 2024-30

Moved by: M. Gauthier Seconded by: E. Goodyear-Grant

That the Board approve the use of the appended replacement cost table for lost and 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.

Carried

Motion #: 2024-31

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

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

Carried

Motion #: 2024-32

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

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.

Carried

Motion #: 2024-33

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

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.

Carried

14.2. 2023 Operating Budget Surplus

Motion #: 2024-34

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

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).

Carried

14.3. KFPL Board Constitution

Motion #: 2024-35

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

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

Carried

Other Business

15. Governance Review Committee - update

A. Brunner reported that the Committee has met two times so far with the next meeting scheduled for May 8, 2024. The aim is to facilitate whole-Board discussion around initial recommendations at the June Board meeting.

15.1. Terms of Reference

Motion #: 2024-36

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

That the Board approve the Governance Review Committee Terms of Reference document.

Carried

16. Community Engagement – Patron Code of Conduct

Staff provided an overview of the 2016 review process and proposed the following timeline/tactics for the current review:

- A staff working group is currently being formed to oversee planning.
- Staff and Board engagement is proposed for May 2024.
 - information sessions and survey
- Community consultation is proposed for June/July 2024. Possible tactics include:
 - survey
 - feedback sessions (urban, rural, and virtual)
 - coffee chats (in-person at urban branches)
 - community meetings
 - community outreach events

- 1:1 conversations (Chief Librarian/CEO and Community Leaders)
- feedback sessions (small groups by invitation)
- community pop-ups at other agencies
- Development of the first draft is proposed for late-August 2024.
- Board review of the first draft is proposed for the September 25, 2024 meeting.
- Additional staff and community consultation around the revised draft is proposed for October 2024.
- Final Board review/approval is proposed for the November 27, 2024 meeting.
- Implementation of the revised policy is proposed for January 2025.

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

- In terms of ensuring broad representation in the engagement, the realities vulnerable people are facing in their daily lives need to be considered when figuring out how to engage with them.
- The approach is to plan the engagement as a collaborative community conversation within the boundaries of protecting the health and safety of staff and library users.
- Post-secondary audiences will be missed with summer engagement activities but will have an opportunity to provide feedback during the second round of engagement in the fall. July is traditionally one of the busiest months for library use and provides opportunity to reach non-library users at summer events. Additionally, incidents tend to increase in the colder months, so having a revised policy in place for winter is ideal.

17. Governance Process – KFPL Board Member Self-Assessment

Board members were asked to complete the KFPL Board Member Self-Assessment survey after the meeting.

Adjournment / Next Meeting

There being no further business, A. Revill moved to adjourn the meeting at 7:22 p.m.

The next regular Board Meeting will be held at 5:00 p.m., Wednesday, May 22, 2024, Meet 1, Central Branch.

Signatures:

Jen Ross, Chair

Amy Rundle, Recording Secretary

KFPL Report to the Board

Subject: Chief Librarian Communication

Prepared by: L. Carter, Chief Librarian / CEO

Date of meeting: May 22, 2024

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

Safety and Security Updates

Following evidence of overnight camping, substance use and fires outside the main door at the Central Branch, the security company is once again completing overnight and early morning patrols.

Isabel Turner Branch Renovation Project Update

Library and City staff continue to work with the consultant to refine the floor plans. Operational planning for the closure and relocation of collections, equipment, staff and programs to temporary spaces and other branches is underway.

Other Facilities Project Updates

The Calvin Park roof replacement RFP has been awarded and work is expected to start in late-May. No significant operational interruptions are expected during the approximately 6-week project duration.

Staffing Updates

After years of dedicated patron service as a Library Assistant, Sherry Van Luven is retiring in May. Sherry started with KFPL in 1991 and has worked in various roles including Branch Operations, Administration and Facilities (Courier). Programming Assistant Lori Kyle is also retiring in May, having joined KFPL after retiring from teaching. Dariush Kokabi was the successful internal candidate for a temporary Library Assistant role. Daniela Buendia was hired to start in May as Relief Library Assistant. Israa Abou El Nour, a Relief Library Assistant, has resigned to attend Medical School.

Tech Tutors have been extended to the end of August.

Recruitment for a Summer Reading Club Assistant is underway. Supported by the Government of Canada through the Young Canada Works program, and by the Province of Ontario through the Summer Employment Opportunities Program, this position will

promote reading through programming and outreach initiatives this summer.

Programs and Services – New and Notable

Express Reads are returning to select KFPL branches and mobile libraries in late May. They are new and popular adult books available for a two-week loan with no renewals and no reservations.

In April, library staff were welcomed by Kahwà:tsire Ronwatiyenawá:se, A Great Start for Families to present an interactive session on incorporating early literacy practices into everyday life.

On May 6, KFPL participated in an event to remember and honour missing and murdered Indigenous women, girls, and Two Spirit (2S+) people for National MMIWG2S+ Awareness Day (Red Dress Day).

KFPL joined the Touch a Truck event in Sydenham, interacting with over 100 people.

The Library's gears-themed booth at Science Rendezvous, an event celebrating all things science, engineering, and math, was visited by over 500 people!

Marketing and Engagement

Summer reading programs ad campaign under development.

Manager, Marketing and Community Engagement attended community food service providers meeting to discuss Code of Conduct update project.

Continued migration of patron communications to the new Patron Point system. New email for Extended Hours set up to welcome new users, outline services provided and include instructional video on how to use the scanner to access the branch. The next priority for updating email communications will be new cardholder emails.

Social media strategy to leverage TikTok for teen audiences under development.

Canadian Federation of Library Associations (CFLA-FCAB) Updates

The Canadian Federation of Library Associations was formed in 2016 following the dissolution of the Canadian Library Association. They work to advance library excellence in Canada; champion library values and the value of libraries; and influence national and international public policy impacting libraries and their communities. Membership in CFLA-FCAB is available to associations, groups or corporations interested in furthering the interests of the Canadian library community. Kingston Frontenac Public Library supports the work of CFLA through the Canadian Urban Libraries Council (CULC-CBUC). CULC members serve on CFLA Committees and on the Board.

CFLA developed a new strategic plan for 2023-2027, and recently issued two position

statements. The CFLA Position Statement on the Status of School Libraries in Canada and the Intellectual Freedom Statement on Labelling are both available on their website:

<https://cfla-fcab.ca/en/guidelines-and-position-papers/>

Friends of the Kingston Frontenac Public Library

At their Annual General Meeting on May 14th, the Friends of the Library thanked outgoing Board member and past-president Sue Bates and celebrated her commitment and contributions to the Friends and to the Library.

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 Incidents by Branch (Apr. 16, 2024 to May. 14, 2024)

Calvin Park

- 2024-232 Beer cans found in garbage (Apr. 16)
- 2024-245 Sleeping patron asked to leave for the day (Apr. 16)
- 2024-259 Individuals setting up camp outside (Apr. 22)
- 2024-260 Hypodermic needle left in washroom (Apr. 23)
- 2024-261 Patron concern about Loving Spoonful (Apr. 24)
- 2024-265 Patron requests naloxone kit (Apr. 25)
- 2024-266 Service/Therapy dog interaction with patron (Apr. 25)
- 2024-269 Drug paraphernalia in washroom (Apr. 26)
- 2024-272 Human waste by shed (Apr. 30)
- 2024-273 Broken glass pipe on floor in public washroom (Apr. 30)
- 2024-275 Concern for patron on floor in washroom (May 1)

Central

- 2024-240 Banned patron argues with security, police called (Apr. 13) 📞
- 2024-241 Patron altercation (Apr. 14)
- 2024-242 Suspected drug use in washroom stall (Apr. 15)
- 2024-243 Patron swearing at staff (Apr. 16)
- 2024-244 Person in universal washroom for extended period (Apr. 16)
- 2024-246 Possible smoking in washroom (Apr. 17)
- 2024-247 Individual staring at young female patrons (Apr. 17)
- 2024-248 Person arguing with others at public computers (Apr. 17)
- 2024-252 People using unlocked meeting room (Apr. 19)
- 2024-253 Sleepy patron on public computers (Apr. 19)
- 2024-254 Graffiti in parking garage (Apr. 20)
- 2024-262 Unaccompanied children (Apr. 24)
- 2024-264 Patron becomes angry and aggressive, swears loudly (Apr. 25)
- 2024-267 Patron in universal washroom for extended time, angry with security (Apr. 25)
- 2024-268 Drug paraphernalia in second floor washroom (Apr. 26)
- 2024-271 Patron screaming and cursing in universal washroom (Apr. 27)
- 2024-278 Patron complains about security and washroom checks (May 3)

- 2024-279 Patron accidentally ingests substance they're allergic to (May 4)
2024-281 Drug paraphernalia found near bike rack (May 7)
2024-282 Banned patron asked to leave (May 7)
2024-288 Assistance alarm in universal washroom triggered accidentally (May 9)
2024-289 Person yelling and swearing, asked to leave (May 10) 📞
2024-290 Banned patron asked to leave (May 11)
2024-291 Patron uses Emergency Exit to leave building (May 11)
2024-292 Clothing and bike lock found in external book drop (May 11)
2024- 294 Patron's phone stolen (May 11)
-

Howe Island

- 2024-284 Book end falls on child (May 4)
-

Isabel Turner

- 2024-251 Escalation in inappropriate behaviour, patron asked to leave (Apr. 18)
2024-256 Banned patron asked to leave (Apr. 20)
2024-257 Patron packaging a mystery substance (Apr. 22)
2024-258 Lack of service animal documentation (Apr. 22)
2024-276 Drug paraphernalia found outside library (May 2)
2024-277 Teens using bongos outside the library (May 2)
2024-280 Vandalism to table surface (May 6)
2024-286 Patron asks to use room for private conversation with police (May 8)
-

Pittsburgh

- 2024-250 Unauthorized access to branch during Extended Hours (Apr. 18)
-

Rideau Heights

- 2024-255 Banned patron asked to leave (Apr. 20)
2024-270 Patron argues about damaged item fee (Apr. 26)
2024-285 Plug receptacle broken on study desk (May 8)
2024-287 Patron using computer swearing repeatedly (May 9)
2024-293 Broken car window (May 11)
-

Sydenham

- 2024- 274 Patron brings barking dog in the library (May 1)
-

Appendix B:

Summary of Patron Feedback (Apr. 16, 2024 to May 14, 2024)

Branch Operations

- Feedback was received about after-hours return bin at the Wolfe Island Branch.
- Patron wishes we still had printing on the second floor at CE.
- Patron grateful for Library Assistant's help with the computers and printing.
- A note was received at the Central branch: "I am a patron of the Central branch. I have written this card in thanks to all of you. While I rarely linger in the library, this is one of my favourite places here in Kingston. It always brings me joy to visit and browse the books on display. Choosing the books on the shelves is a great adventure for me, and I appreciate being exposed to books that may not be "trendy." I am not sure how often the public expresses their admiration for those of you involved with KFPL, so I wanted to write this card to say thanks!"
- Patron felt a staff member was rude and disrespectful when they intervened in a conversation the patron was having with the security guard. The patron was expressing their opinions of the security company and the training of their personnel. *[This interaction was documented by staff in an incident report. The Manager and Branch Supervisor both followed up with the patron.]*
- Patron was upset they were told they may have to pay for materials that were returned incomplete (missing DVDs).
- A patron's reply to successful microfilm searches for two obituaries: "Many thanks again! Great service and appreciated!"

Collections

- Complaint received about the lack of poetry books at the Central Branch and about empty shelves generally in the non-fiction section.
- Request for e-audiobooks by an author that are no longer available through Hoopla.
- Concern expressed that some patrons write their initials inside books as a way to remember if they've read the book before.

Facilities

- Patron suggested that plants be added (maybe fake ones) throughout the library to brighten up the place and reduce the "sterility."
 - Patron slightly disappointed that the battery collection bin is gone.
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General

- A patron left a Google review "We love going to KFPL. Both Isabel Turner and Central Branch. I love Isabel Turner's vast catalog of children's books and I love the children's area in the central library. I think each Branch has its highlights. The staff are very attentive, and it's a great place to spend time with my son, who loves having us read stories to him. Anyone who comes to live in Kingston, I recommend registering and making use of everything it offers." (Translated by Google from Portuguese).
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Technology

- Patron complained about internet speeds and ability to download onto library computers. They also submitted feedback about library keyboards, the monitor on a specific computer and requested charging outlets for cellphones or headphones.
 - Patron complained after having trouble accessing the wireless internet at the Calvin Park Branch.
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Programming

- Two patrons expressed appreciation for the Tech Tutors and the assistance they received.
 - Patron asked if we would be hosting another Silent Disco program.
 - Request for teen/children's program to teach kids how to play chess.
 - An educator posted on X (formerly Twitter): "Thank you @KFPL for the puppet shows, singing, dancing and library tour. Thank you to our volunteers for helping us walk to and from the library, we had a great trip!!"
 - Patron came up after program and said that their daughter was glowing about experience as a Queen's summer camp coordinator and how beneficial it was to bring kids to the library as part of their summer camp experience.
 - Appreciation was expressed at the end of the Baby & Me program series at the Pittsburgh Branch. The patron said that it was nice to meet other caregivers and form supportive relationships with them. They felt that the library is a welcoming space and looks forward to attending a wider variety of programs as their child grows.
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KFPL Report to the Board

Subject: Statistical Report (Q1 2024)
Prepared by: L. Carter, Chief Librarian/CEO
Date of meeting: May 22, 2024

Background:

Performance statistics are used to identify usage trends and inform operational decisions.

Analysis:

A review of statistical information presented to the Board, including the frequency, metrics and alignment with the Board's Ends Policies and Strategic Plan is planned for 2024. To keep the Board informed on trends in library use as of the end of Q1 2024, high-level summary data is being provided in the interim. Data continues to be collected and tracked by staff as before.

Visitors and Active Cardholders

Visitor counts were previously only reported annually using annualized data collected during the Annual Survey of Public Libraries (ASPL) "typical week." As of late 2023, all KFPL branches have people counters, enabling more accurate reporting and granular analysis of trends.

Total visitors across all branches in Q1 2024 was 157,950. This represents an 11.5% increase compared to Q1 2023 (looking only at branches with complete data for Q1 2023, which was 11 out of 16). An unknown percentage of library visitors do not borrow materials, and so tracking visitors is another way to measure overall library business.

The number of "Active Cardholders" is a metric that has been tracked in the ASPL for many years and refers to anyone who has used their card over the previous two years. While one part of the broader picture, this metric does not tell the whole story, since it only captures uses reflected in the Integrated Library System (ILS) and does not reflect program attendance, shared cards (caregivers and children) or use of other services that do not require a card. As of March 31, 2024, KFPL has 38,188 active cardholders, compared to 34,091 at the end of Q1 2023, a 10.7% increase.

Figure 1: Selected Library Use Data

		2023	2024	Variance
Circulation	Physical Materials	196,671	186,797	-5.0%
	E-Materials	88,433	92,080	+4.1%
	Virtual Renewals	54,941	52,940	-3.6%
	Total Circulation	340,045	331,817	-2.4%
Queries	In-Branch	20,009	23,690	+18.4%
	Virtual	2,312	2,144	-7.2%
	Total Queries	23,767	25,834	+8.7%
Technology	Computer Sessions	10,348	10,226	-1.2%
	E-Services**	34,706	20,745	-40.2%
	Website Visits	283,099	321,133	+13.4%
Programming	Sessions***	220	198	-10%
	Attendance	3,952	3,784	-4.25%
Outreach	Events	52	41	-21.1%
	Attendance	1,470	1,444	-1.8%

*KFPL distributed 30,000 pairs of eclipse glasses at the end of March and answered many queries regarding the availability of glasses. Increases in visitors, queries and website visits in Q1 would be related to the distribution.

**Decrease is directly related to decreased use of Ancestry.

***Decrease in number of programs offered is partly attributable to the ongoing review and adjustment of the Programming and Outreach strategy and evaluation framework.

KFPL Monitoring Report to the Board

Executive Limitation Policy L-2

Staff Relations and Volunteers (2024-04)

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

With respect to staff, the Chief Librarian may not:

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

CEO Interpretation

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

Compliance will be demonstrated when the Library:

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

Evidence of Compliance

Training has been provided to staff on a variety of topics, including cultural competence, gender identity and gender expression, workplace harassment, violence in the workplace and human rights.

Diversity and accessibility statements are included on all job postings.

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

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

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

- The Patron Code of Conduct is available in-branch and on the Library's website, with a review scheduled to take place in 2024.
- Signs have been posted prominently in City of Kingston branches regarding

expectations around treatment of staff and other patrons.

- Guidance has been provided to staff to assist in the application of the existing Code of Conduct and to clarify expectations for patrons and for staff.
- Banning guidelines are in place to provide guidance for staff in dealing with inappropriate patron behaviour.

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

- Orientation of new staff includes coverage of rights and responsibilities, training required under the *Occupational Health and Safety Act* and time to meet with a CUPE representative as per the current collective agreements.
- Training is assigned to staff through the Library's Learning Management System (LMS).
- KFPL offers mechanisms for staff to ask questions, state concerns and to provide feedback and suggestions.
- Written policies and procedures are in place to provide direction to staff in carrying out their duties, and training is provided.
- Communication with Union representatives takes place regularly to proactively address issues and concerns. Formal Union-Management Committee meetings take place at least six (6) times per year, and Joint Health and Safety Committee meetings take place at least four (4) times per year.
- Staff feedback is requested and considered as part of operational planning and training. Recent examples of this include the cross-functional committee planning the annual staff development day, taking place on June 10, and the feedback sought on the draft floor plans for the Isabel Turner Branch Renovation.
- Building on ideas generated at the 2023 staff development day, Librarians, Supervisors and Managers met recently to identify additional projects or initiatives that could be undertaken to advance the Strategic Plan.
- A Code of Conduct working group has been formed to guide the community and staff engagement process and to make recommendations for updates to the Code of Conduct based on feedback received during the engagement process. Six people, representing both unionized staff and management, are sitting on the Committee, with three of the members also serving on the Joint Health and Safety Committee.

Statements of Compliance

- No staff member has been disciplined or discriminated against for expressing an ethical dissent.
- No unreasonable, unfair, or undignified conditions for staff/volunteers have been caused or allowed.
- Every effort has been made to review and consider suggestions from staff.
- Every effort has been made to ensure that staff morale and productivity have not been detrimentally affected by the employment environment.
- No grievances have been filed since the last report in February 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.

A handwritten signature in black ink, appearing to read 'Laura Carter', is positioned above the printed name.

Laura Carter, CEO/Chief Librarian

May 14, 2024

KFPL Report to the Board

Subject: Internet Access (Public) Policy – revised draft

Prepared by: L. Carter, Chief Librarian / CEO

Date of meeting: May 22, 2024

Background:

The Internet Access (Public) Policy was reviewed and discussed by the Board at the April 24, 2024 meeting and additional revisions were requested before a final review and approval at the May Board meeting.

Analysis:

Review of the Policy in order to respond to feedback provided by the Board resulted in additional reorganization of the Policy, notably the addition of the Legal Compliance and Public Space sub-headings.

Language about providing information to law enforcement about how computers have been used as part of their investigation process was added, along with language taken from the Toronto Public Library's policy around compliance with copyright laws, privacy laws, licensing agreements, and other intellectual property rights.

To balance the concerns regarding incidental exposure to potentially offensive content with the Library's commitment to intellectual freedom, a statement was added to explain how Library staff will investigate and resolve concerns about content being accessed in the Library. The statement regarding headphones being required was clarified in this section as well.

In order to help protect library hardware and software, a statement was added in Section 4.6 regarding the connection of personal devices to the Library network.

Markup Explanation:

The revised draft policy is marked up as follows:

- Language and general intent retained from the previous draft is shown in black.
- Changes made in response to Board requests at the last meeting are highlighted in yellow.

Recommendations:

That the Board approve the Internet Access (Public) Policy

Internet Access (Public) REVISED 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

4.1. General

- 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.
- 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.
- 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.
- Violations of this Policy and/or the Library Code of Conduct may result in suspension of library privileges, exclusion from the Library and criminal prosecution.

4.2. Legal Compliance

- In accessing the Internet, users are subject to federal, provincial, and municipal legislation related to Internet use, including the provisions of the Criminal Code.
- Users must comply with copyright laws, privacy laws, licensing agreements, and other intellectual property rights. The Library is not responsible for infringements of these laws.
- Police will be notified immediately of any suspected illegal activity.
- Information related to an individual's use of the Library's public Internet will be disclosed to law enforcement as required to support investigations and legal proceedings.

4.3. Public Space

- 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.
- Anyone concerned about content being accessed at the Library is encouraged to speak with Library staff. In investigating and addressing concerns, Library staff will be guided by the Library Code of Conduct and the guiding principles articulated in Section 3 above.
- Users are expected to respect the privacy of others using public computer stations.
- When accessing sites with sound or when playing sound files, headphones are to be used.

4.4. Information Quality

- 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 users in finding and evaluating website content.
- The responsibility for the choice and use of Internet resources rests with the individual.

4.5. 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.

4.6. Privacy and Security

- 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.
- Personal devices (e.g., laptops, tablets, portable gaming devices) must not be physically connected to the Library's network.
- To protect its network and users, the Library reserves the right to terminate a connection at any time or to withdraw wireless access entirely.

4.7. 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 May

Changes Made: see report to Board dated May 22, 2024

Next Review: 2028

KFPL Report to the Board

Subject: Health and Safety Policies
Prepared by: S. Quigley, Director, Human Resources
Date of meeting: May 22, 2024

Background:

The *Occupational Health and Safety Act*, R.S.O. 1990 c. 0.1 (OSHA) requires employers to review health and safety policies at least annually. Section 32.2 of the Act stipulates that “the Minister may approve a code of practice and the approved code of practice may be followed to comply with a legal requirement specified in the approval.” In 2016, the Ontario Ministry of Labour, Immigration, Training, and Skills Development (MLITSD) issued a Code of Practice to address workplace harassment including a template for policy, workplace investigations etc. As stated by the MLITSD, “This Code of Practice to address workplace harassment (“Code of Practice”) is approved by the Minister of Labour under Part III.1 of the OHSA for use at all workplaces to which the OHSA applies.

Compliance with the practices set out in this Code of Practice is one way in which employers can meet the legal requirements regarding workplace harassment specified under sections 32.0.1 (1)(b)(c), 32.0.1(2), 32.0.6(1) and (2), 32.0.7 and 32.0.8 (“Workplace Harassment Provisions”) of the OHSA. Determination about whether OHSA requirements have been met is made by Ministry of Labour health and safety inspectors. This Code of Practice has four parts. Employers may choose to adhere to one or all of the parts of the Code of Practice. If an employer adheres with a part of the Code of Practice, it must adhere with all of the Practice outlined under that part to be deemed in compliance with the related workplace harassment provision.” Kingston Frontenac Public Library (KFPL) policies were amended to follow the Code of Practice.

On May 6, 2024, the Ontario government introduced the *Working for Workers Five Act*, 2024 (Bill 190). Bill 190 proposes amendments to various employment-related statutes, including the *Employment Standards Act, 2000*, *Occupational Health and Safety Act*, and *Workplace Safety and Insurance Act, 1997*.

Analysis:

Bill 190 expands the definition of workplace harassment and workplace sexual harassment to include harassment that occurs in a workplace “virtually through the use

of information and communications technology.” The proposed expansion was discussed at the Joint Health and Safety Committee (JHSC) meeting and the amendment to the harassment policy was endorsed. While Bill 190 has just been introduced, it is expected that the amendments will be passed, and the Code of Practice would be updated accordingly.

In 2023, the Board reviewed the Occupational Health and Safety policy language under 5.1, “ensuring a hazard free workplace.” The JHSC reviewed the minutes of the discussion and to address the concern that was raised, endorsed an amendment to 5.1 which would replace “ensuring a hazard free workplace” with “the objective of reducing the risk of injury and hazards in the workplace.” The amended language was based on a review of a template policy provided by the MLITSD.

As discussed, KFPL is committed to providing a safe workplace for staff. Programs are in place to mitigate the risk of hazards, whether wet floor signs to caution staff about a slip hazard or policies to address inappropriate patron behaviours. With any hazard or risk in the workplace, the “reasonable person test” would be used to determine the assessment of risk and the response to it. The workplace parties conduct annual assessments of what risks or hazards there are in the workplace and the measures in place to mitigate those risks. They also have a commitment to continuously review any workplace changes that take place to assess new or changed risks, determining if they may impact policy. The friendly amendment to the policy is consistent with the workplace parties understanding of their health and safety obligations.

No changes were required for the Workplace Violence Prevention policy.

Recommendations:

That the policies be approved.

Occupational Health and Safety (DRAFT)

1. Purpose

The Kingston Frontenac Public Library is dedicated to continuing to meet or exceed the requirements of the *Occupational Health and Safety Act* (OHSA).

2. Scope

This policy applies to all workers of the Kingston Frontenac Public Library.

3. Definitions

Under the OHSA, “**worker**” includes a person who performs work or supplies services for monetary compensation. “**Worker**” includes library employees working full-time, part-time, or casual, in unionized, non-unionized, supervisory or management positions. Students and student interns involved in work experience programs are also included in the definition of worker. “**Worker**” does not include contractors, sub-contractors or volunteers.

4. Guiding Principles

Through a comprehensive occupational health and safety program, management of the Library will ensure that operational activities remain safe and productive.

5. Policy

- 5.1. The management of the Kingston Frontenac Public Library is responsible for developing and implementing standards ~~to ensure a hazard free workplace~~ with the objective of reducing the risk of injury and hazards in the workplace.
- 5.2. Workers will have ongoing training programs provided to familiarize them with safety regulations.
- 5.3. A healthy and safe workplace is everyone’s responsibility. Workers of the Kingston Frontenac Public Library will report any unsafe condition to management and/or a member of the Joint Health & Safety Committee (JHSC) and management will respond by correcting the situation as required.
- 5.4. This Policy Statement, officially signed, has been posted on all Branch Health & Safety Bulletin Boards.
- 5.5. This policy will be reviewed annually by the Board of the Kingston Frontenac Public Library.

6. Appendices

Not applicable.

7. Authorities

Occupational Health and Safety Act, R.S.O. 1990, Chapter 0.1

8. Document Control

Last Reviewed: [May 2024](#)

Changes Made: [see report to Board dated May 22, 2024](#)

Next Review: [May 2025](#)

9. Signatures

Signed / date: _____
Chief Librarian / CEO

Signed / date: _____
Chair, KFPL Board

Signed / date: _____
Joint Health and Safety Committee – Union Representative

Workplace Harassment (DRAFT)

The Kingston Frontenac Public Library is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace including patrons, customers, clients, volunteers, other employers, contractors, supervisors, workers and members of the public.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace, [including virtually through the use of information and communications technology](#), that is known or ought reasonably to be known to be unwelcome or workplace sexual harassment.

Workplace sexual harassment means:

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace, [including virtually through the use of information and communications technology](#), because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.

Workers are encouraged to report any incidents of workplace harassment to the appropriate person (e.g., supervisor, Manager or Director, Union).

Management will investigate and deal with all complaints or incidents of workplace harassment in a fair, respectful and timely manner. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

Managers, supervisors and workers are expected to adhere to this policy, and will be held responsible by the employer for not following it. Workers are not to be penalized or disciplined for reporting an incident or for participating in an investigation involving workplace harassment.

If a worker needs further assistance, they may contact a member of the Joint Health and Safety Committee, the Union, the Ministry of Labour or the library Employee Assistance Program provider.

Related Documents:

KFPL Workplace Harassment Program

Document Control:

Last Reviewed: [May 2024](#)

Changes made: no changes

Next Review: [May 2025](#)

Signatures:

Signed / date: _____
Chief Librarian / CEO

Signed / date: _____
Chair, KFPL Board

Signed / date: _____
Joint Health and Safety Committee – Union Representative

Workplace Harassment Program (DRAFT)

The Kingston Frontenac Public Library is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace including customers, patrons, clients, volunteers, other employers, contractors, supervisors, workers, and members of the public.

The workplace harassment program applies to all workers including managers, supervisors, temporary employees, students and subcontractors.

1. Workplace Harassment

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace, [including virtually through the use of information and communications technology](#), that is known or ought reasonably to be known to be unwelcome or workplace sexual harassment. (See [Appendix A](#) for more definitions and examples).

Workplace sexual harassment means:

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace, [including virtually through the use of information and communications technology](#), because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome;

Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment (e.g., scheduling, annual performance review).

2. Reporting Workplace Harassment

2.1. How to Report Workplace Harassment

Workers can report incidents or complaints of workplace harassment verbally or in writing. When submitting a written complaint, please use the workplace harassment complaint form (see [Appendix B](#)). When reporting verbally, the reporting contact, along with the worker complaining of harassment, will fill out the complaint form.

The report of the incident should include the following information:

- a) Name(s) of the worker who has allegedly experienced workplace harassment and contact information.
- b) Name of the alleged harasser(s), position and contact information (if known).
- c) Names of the witness(es) (if any) or other person(s) with relevant information to provide about the incident (if any) and contact information (if known).
- d) Details of what happened including date(s), frequency and location(s) of the alleged incident(s).
 - Any supporting documents the worker who complains of harassment may have in their possession that are relevant to the complaint.
 - List any documents a witness, another person or the alleged harasser may have in their possession that are relevant to the complaint.

2.2. Who to Report Workplace Harassment To

An incident or a complaint of workplace harassment should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated in a timely manner.

Report a workplace harassment incident or complaint to your manager. If the worker's supervisor or reporting contact is the person engaging in the workplace harassment, contact the Director, Human Resources. If a manager or director is the person engaging in the workplace harassment, contact the Chief Librarian/CEO. If the Chief Librarian/CEO is the person engaging in the workplace harassment, contact the Chair of the KFPL Board. (Note: The person designated as the reporting contact should not be under the direct control of the alleged harasser.)

Human Resources shall be notified of the workplace harassment incident or complaint so that they can ensure an investigation is conducted that is appropriate in the circumstances. If the incident or complaint involves a senior executive or KFPL Board member, an external person qualified to conduct a workplace harassment investigation who has knowledge of the relevant workplace harassment laws will be retained to conduct the investigation.

All incidents or complaints of workplace harassment shall be kept confidential except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

3. Investigation

3.1. Commitment to Investigate

The Kingston Frontenac Public Library will ensure that an investigation appropriate in the circumstances is conducted when the employer, human resources, a manager or supervisor becomes aware of an incident of workplace harassment or receives a complaint of workplace harassment. (See [Appendix C – Investigation Template](#))

3.2. Who Will Investigate

The Director, Human Resources will determine who will conduct the investigation into the incident or complaint of workplace harassment. If the allegations of workplace harassment involve a Manager, Director or Chief Librarian/CEO, the employer will refer the investigation to an external investigator to conduct an impartial investigation.

3.3. Timing of the Investigation

The investigation must be completed in a timely manner and generally within 90 days or less unless there are extenuating circumstances (i.e., illness, complex investigation) warranting a longer investigation.

3.4. Investigation Process

The person conducting the investigation whether internal or external to the workplace will, at minimum, complete the following:

- a) The investigator must ensure the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation. The investigator should remind the parties of this confidentiality obligation at the beginning of the investigation.
- b) The investigator must thoroughly interview the worker who allegedly experienced the workplace harassment and the alleged harasser(s), if the alleged harasser is a worker of the employer. If the alleged harasser is not a worker, the investigator should make reasonable efforts to interview the alleged harasser.
- c) The alleged harasser(s) must be given the opportunity to respond to the specific allegations raised by the worker. In some circumstances, the worker who allegedly experienced the workplace harassment should be given a reasonable opportunity to reply.
- d) The investigator must interview any relevant witnesses employed by the employer who may be identified by either the worker who allegedly experienced the workplace harassment, the alleged harasser(s) or as necessary to conduct a thorough investigation. The investigator must make reasonable efforts to interview any relevant witnesses who are not employed by the employer if there are any identified.
- e) The investigator must collect and review any relevant documents.
- f) The investigator must take appropriate notes and statements during interviews with

the worker who allegedly experienced workplace harassment, the alleged harasser and any witnesses.

- g) The investigator must prepare a written report summarizing the steps taken during the investigation, the complaint, the allegations of the worker who allegedly experienced the workplace harassment, the response from the alleged harasser, the evidence of any witnesses, and the evidence gathered. The report must set out findings of fact and come to a conclusion about whether workplace harassment was found or not.

3.5. Results of the Investigation

Within 10 days of the investigation being completed, the worker who allegedly experienced the workplace harassment and the alleged harasser, if they are a worker of the employer, will be informed in writing of the results of the investigation and any corrective action taken or that will be taken by the employer to address workplace harassment.

3.6. Confidentiality

Information about complaints and incidents shall be kept confidential to the extent possible. Information obtained about an incident or complaint of workplace harassment, including identifying information about any individuals involved, will not be disclosed unless disclosure is necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

While the investigation is on-going, the worker who has allegedly experienced harassment, the alleged harasser(s) and any witnesses should not discuss the incident or complaint or the investigation with each other or other workers or witnesses unless necessary to obtain advice about their rights. The investigator may discuss the investigation and disclose the incident or complaint-related information only as necessary to conduct the investigation.

All records of the investigation will be kept confidential.

3.7. Handling Complaints

If an investigation confirms that an offence has occurred and remedial action is warranted it will be initiated without delay. This may include counselling, education and training, review and modification of policies and practices, or other disciplinary action up to and including dismissal. Where applicable, the relevant disciplinary procedures set out in the Collective Agreement or other employee agreements will be followed. In no circumstances shall this remedial action in a substantial case of harassment penalize the complainant.

4. **Record Keeping**

The employer (human resources or designated person) will keep records of the

investigation including:

- a) a copy of the complaint or details about the incident;
- b) a record of the investigation including notes;
- c) a copy of the investigation report (if any);
- d) a summary of the results of the investigation that was provided to the worker who allegedly experienced the workplace harassment and the alleged harasser, if a worker of the employer;
- e) a copy of any corrective action taken to address the complaint or incident of workplace harassment.

All records of the investigation will be kept confidential. The investigation documents, including this report should not be disclosed unless necessary to investigate an incident or complaint of workplace harassment, take corrective action or otherwise as required by law.

Records will be kept for six years.

5. Appendices

- a) Types and Examples of Harassment
- b) Workplace Harassment Complaint Form

6. Document Control

Original Policy Date: January 2017

Last Reviewed: [May 2024](#)

Changes Made: [see report to Board dated May 22, 2024](#)

Next Review: [May 2025](#)

7. Signatures:

Signed / date: _____
Chief Librarian / CEO

Signed / date: _____
Chair, KFPL Board

Signed / date: _____
Joint Health and Safety Committee – Union Representative

Appendix A: Types and Examples of Harassment

1. Sexual Harassment

1.1. Unwelcome Behaviour

Examples of this type of harassment include, but are not limited to:

- unwelcome physical contact such as touching, kissing, patting, or brushing up against a person
- suggestive staring or other obscene or offensive gestures
- physical assault
- display of pornographic materials, including graffiti
- unwelcome remarks, jokes, or taunting about a person's body, dress, or sex
- isolating or making fun of a person because of gender identity or gender expression
- enquiries or comments about a person's sex life, sexual preferences, etc.
- circulation or posting of sexist jokes or cartoons

1.2. Sexual Advances

This second type of sexual harassment occurs when a person in a position of power or authority makes unwanted sexual advances or requests for sexual relations.

2. Racial Harassment

Racial slurs and harassment and racial jokes are a form of discrimination that violate the Ontario *Human Rights Code* (the Code). The term "race" includes all race-related grounds: race, ancestry, place of origin, colour, ethnic origin, citizenship and creed.

Examples of this type of harassment include, but are not limited to:

- unwelcome remarks, jokes, innuendoes, or taunting about a person's racial or ethnic origin, colour, place of birth, citizenship or ancestry
- racist, ethnic or religious graffiti or the display of racist material
- practical jokes based on racial, ethnic or religious grounds which cause awkwardness or embarrassment
- refusal to work or converse with an employee because of their racial or ethnic background
- use of racially derogatory nicknames

3. Poisoned Work Environment

Conduct or comments not directed at a specific individual can nonetheless create a

degrading or offensive "poisoned" work environment and may therefore be considered a form of harassment. Examples of this type of harassment include, but are not limited to:

- display of material which degrades or denigrates a person or group on the grounds of gender, race, ethnic origin, disability, or sexual orientation
- patronizing behaviour, language or terminology which reinforces stereotypes and undermines other workers' self-respect or adversely affects work performance or working conditions
- intimidating behaviour by a person in authority which negatively affects the work performance of employees and is generally detrimental to the working environment
- a poisoned work environment constitutes harassment whether or not employees complain about the display of offensive materials, joking, or name-calling.

4. Personal Harassment

Personal harassment is improper conduct and/or comment, not related to a legitimate work purpose, directed at and offensive to another person or persons in the workplace and that the individual knows or ought to reasonably know would offend, harm or is derogatory, demeaning or causes humiliation or embarrassment.

Personal harassment often involves a course or grouping of behaviours. However a single serious incident of such behaviour that has a lasting harmful effect on an employee may also constitute personal harassment. Examples of this type of harassment include, but are not limited to:

- frequent angry shouting/yelling or blow-ups
- regular use of profanity and abusive or violent language
- physical, verbal or email threats, intimidation
- violent behaviours – slamming doors, throwing objects, knocking over chairs
- targeting individual(s) in humiliating practical jokes
- excluding, shunning, impeding work performance
- spreading gossip, rumours, negative blogging
- insults, name calling
- retaliation, sabotaging
- repeated offensive or intimidating phone calls or e-mails
- communication that is demeaning, insulting, humiliating, mocking

5. Bullying

Bullying can be defined as persistent actions, criticism or personal abuse, either in public

or private, which humiliates, denigrates, undermines, intimidates or injures the recipient. Bullying includes cyberbullying.

6. What Harassment does not include

The term harassment is often used incorrectly. It does not include:

- reasonable and appropriate direction, evaluation or discipline by a manager or supervisor
- reasonable action taken by management relating to the management and direction of workers
- stressful events associated with the performance of legitimate job duties
- differences of opinion or minor disagreements between co-workers
- good-natured jesting and bantering which is mutually acceptable
- friendly or romantic behaviour which is welcome and mutual

Appendix B: Workplace Harassment Complaint Form

Note: Whether the worker uses the complaint form or not, the employer is still obligated to ensure an investigation appropriate in the circumstances is conducted into an incident of workplace harassment.

Name and contact information of worker who has allegedly experienced workplace harassment (your name):

Name of alleged harasser(s) and contact information, if available:

Details of the Complaint of Workplace Harassment: Please describe in as much detail as possible the bullying and harassment incident(s), including: (a) the names of the parties involved; (b) any witnesses to the incident(s); (c) the location, date and time of the incident(s); (d) details about the incident(s) (behaviour and/or words used); (e) any additional details. (Attach additional pages if required)

Relevant Documents/Evidence: Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted. If you are not able to attach documents and they are relevant to your complaint, please list the documents below. If someone else has relevant documents, please note that below.

Signature: _____

Date: _____

Appendix C: Workplace Harassment Investigation Template

This template may be used for guidance in investigating workplace harassment incidents or complaints. It may not be appropriate for complex workplace harassment investigations. The person conducting the investigation must not have been involved in the incident or complaint of workplace harassment and must not be under the direct control of the alleged harasser.

Name of investigator: _____

Date of investigation: _____

A. Background Information:

Who are the people involved? Are they workers as defined by *OHSA*? Who reported and when? (Attach more pages if necessary)

1. Name of person who reported workplace harassment:

2. If not the same person as above, name of person who allegedly experienced workplace harassment:

3. Date complaint/concern raised and how:

4. Name of worker(s) (complaining or possibly exposed to workplace harassment);
Position/Department:

5. Name of respondent(s) (alleged harasser); Position/ Department: If not a worker –
provide details:

B. Investigation Plan:

Plan and **conduct** the investigation (Attach more pages if necessary):

1. Obtain the worker(s) concerns of harassment in writing, if possible. Assistance should be provided in completing the form where necessary.
2. An investigator needs to interview the worker who allegedly experienced workplace harassment and the alleged harasser (if a worker of the employer). If the alleged harasser is not a worker of the employer, the investigator should make reasonable efforts interview him or her.
3. Make a list of possible relevant witnesses. The worker who allegedly experienced workplace harassment and the alleged harasser should be asked for names of any relevant witnesses.
4. Interview relevant witnesses. Ask specific questions about what they have observed, are aware of or have personally experienced. If the witnesses are not workers of the employer, the investigator should make reasonable efforts to interview those witnesses.
5. Collect and review relevant documents from the worker, alleged harasser, witnesses and the employer.
6. Take detailed notes.
7. Keep the investigation confidential. Instruct the worker who allegedly experienced workplace harassment, the alleged harasser and witnesses not to talk to others about the investigation unless it is necessary, for instance, to obtain advice or counselling.

C. Worker(s) Concerns / Workplace Harassment Allegations:

When did the incident(s) occur? Confirm date of first incident and any subsequent behaviours or conduct. Note that recalling events of harassment can be stressful for the complainant. (Attach more pages if necessary)

Date of first incident:

Date of last incident:

Date of other incident(s):

D. Alleged Harasser(s) Response:

The alleged harasser(s) will likely need details of the allegation of harassment to be able to respond. (Attach more pages if necessary)

Workplace Violence Prevention (DRAFT)

1. Purpose

The Kingston Frontenac Public Library is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. The Library will take whatever steps are reasonable to protect workers from workplace violence from all sources.

2. Scope

This policy applies to all library workers including those of part-time, temporary or casual status, as well as to all Library Board appointees, and all elected officials, appointees or employees acting on behalf of the City of Kingston, the County of Frontenac, and the Townships of North Frontenac, Central Frontenac, South Frontenac and Frontenac Islands. The policy also applies to students, student interns, volunteers, contractors, members of the public and patrons.

3. Definitions

Workplace violence means:

1. the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
2. an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
3. a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker or other workers, in a workplace, that could cause physical injury to the worker or other workers.

The workplace:

Workplace violence can occur in any library location, not just library buildings. The workplace may include: meeting rooms, vehicles, locker rooms, cafeterias, or any other location where library business is conducted.

4. Guiding Principles

The Library is committed to a workplace free from violence.

5. Policy

The Kingston Frontenac Public Library, as the employer, will ensure that this policy and the

supporting program are implemented and maintained and that all workers, supervisors and managers have the appropriate information and instruction to protect them from violence in the workplace.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning assistance and a process for workers to report incidents or raise concerns.

Managers and supervisors will adhere to this policy and the supporting program. Managers and supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information that they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents and/or threats. This includes the threat of domestic violence that would likely expose a worker or workers to physical injury in the workplace.

The employer pledges to investigate and deal with all incidents and complaints of workplace violence in a timely and fair manner, respecting the privacy of all concerned to the extent possible. The investigation process is attached as [Appendix A](#). Failure to uphold and abide by this policy may result in discipline, legal action and/or such other sanction as set out in Library policy.

This policy will be reviewed annually by the Board of the Kingston Frontenac Public Library and will be posted in each branch of the Library.

6. Appendices

- a) Investigation Process

7. Authorities

Occupational Health and Safety Act, R.S.O. 1990, Chapter O.1

8. Document Control

Original policy date: 2010

Last Reviewed: [2024 May](#)

Changes made: [see report to Board dated May 22, 2024](#)

Next Review: [2025 May](#)

9. Signatures:

Signed / date: _____

Chief Librarian / CEO

Signed / date: _____

Chair, KFPL Board

Signed / date: _____

Joint Health and Safety Committee – Union Representative

Appendix A: Investigation Process

The Kingston Frontenac Public Library will investigate any incident or threat of violence in the workplace. The principle that the Library will operate under is to communicate as much information as possible to workers, subject to the limitations of privacy legislation.

Patron or External Party Violence

Any worker who observes or is made aware of an act or threat of violence by an external party (i.e., not a worker) shall call the police immediately, and then contact a person in charge (e.g., Branch Supervisor, Librarian-in-Charge, Manager or Director). Where the worker is uncertain of the threat, they are required to contact the person in charge for direction. Where security is on-site, the guard should also be notified of the act or threat of violence.

An Incident Report is to be used for documenting threats and/or acts of violence in the workplace. The designated Manager and/or Director will investigate any incident or threat of violence in the workplace. Police and/or security may be involved depending on the circumstances. Remedial action may include banning patrons and/or criminal prosecution. Workers will be informed of the results of any investigation using the Incident Report and Banning Notification process. The Joint Health and Safety Committee will review all Incident Reports.

Worker Violence

It is the responsibility of every worker to report threats or acts of violence made by any worker in the workplace. The designated Manager and/or Director will investigate any incident or threat of violence in the workplace. The Union, police and/or security may be involved depending on the circumstances.

An Incident Report is to be used for documenting threats and/or acts of violence in the workplace. For worker violence incidents, the Incident Report published on the Library staff intranet will be treated as confidential.

Domestic Violence

Where the Library becomes aware or ought reasonably to be aware that domestic violence would likely expose a worker or workers to physical injury, the Director, Human Resources in conjunction with other relevant staff and/or security will develop a safety plan for the identified worker and those workers that would reasonably be exposed to the violence. Where appropriate, the police will be contacted to assist with the safety plan.

The nature and circumstances of the incident and/or threat of violence will determine the level and content of communication to workers including any remedial action taken by the Library.