AGENDA

Regular Meeting #2024-05
Kingston Frontenac Public Library Board

June 26, 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. Non-Core Asset Management Plan (report attached), Brent Fowler - City of Kingston and Dillon Consulting

6. Adoption of Minutes

    6.1. Regular KFPL Board Meeting #2024-04 of May 22, 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

        9.1.1. From the City of Kingston, a letter dated May 22, 2024 acknowledging A. Cappello's resignation from the KFPL Board.

        9.1.2. To S. Bates, a letter from the Board Chair acknowledging her service to the Library through her work with the Friends of the Kingston Frontenac Public

Library.

9.1.3. From the Community Foundation for Kingston and Area, a letter enclosing the annual fund statement for the KFPL Endowment Fund for the year ending December 31, 2023, asking us to complete and return the Disbursement Direction form. (Action Item 14.1.)

10. Information Reports

10.1. Chief Librarian Communication (attached)

11. Motion to accept Consent Agenda (motion)

Required Approvals Agenda

12. Monitoring Reports

12.1. Service Accessibility (report attached) (motion)

12.2. Treatment of Public (report attached) (motion)

13. Policy Review and Approval

13.1. Accessibility for Users with Disabilities (report and policy attached) (motion)

14. Action Items

14.1. Community Foundation for Kingston and Area Disbursement Direction form (Correspondence 9.1.3.) *(report to be added)* (motion)

Other Business

15. Governance Review Committee Update

16. Board Recruitment Update

17. Closed Meeting (motions)

17.1. Cybersecurity Update (confidential report distributed separately)

18. Governance Process – KFPL Board Member Self-Assessment

Adjournment and Next Meeting

Regular Board Meeting, Wednesday, September 25, 2024 at 5:00 p.m., Meet 1, Central Branch.

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

KFPL Report to the Board

Subject: Non-Core Asset Management Plan

Prepared by: L. Carter, Chief Librarian/CEO and B. Fowler, Director, Corporate
Asset Management & Fleet, City of Kingston

Date of meeting: June 26, 2024

Background:

The City of Kingston engaged Dillon Consulting to assist in the development of an Asset Management Plan (AMP) for its non-core assets. N. Charles, T. Stranak and L. Carter have worked with B. Fowler and Dillon Consulting since August 2023, attending workshops and meetings, providing and verifying data, and collaborating on the final report.

Analysis:

B. Fowler, with L. Guilbeau and D. Campbell from Dillon Consulting and S. Kanellos from Facilities Management & Construction Services, City of Kingston, will provide an overview of the asset management process and outline the Library's Infrastructure Asset Management Plan and Framework, in accordance with Ontario Regulation 588/17: Asset Management Planning for Municipal Infrastructure (the "Regulation").

The AMP provides the foundation that will support an integrated approach as asset management practices are developed to ensure the sustainability of assets and related services. It optimizes infrastructure investment decisions by providing a strong governance and accountability framework while supporting reliable service delivery. The Plan provides an inventory by asset category, asset conditions, service levels, and asset lifecycle activities and costs required to maintain current service levels in accordance with the first-phase requirements of Ontario Regulation 588/17.

While this work establishes the estimated annual costs to maintain the assets at their current level of service, by July 1, 2025, the Library and the City are required to update all asset management plans with established proposed levels of service for all asset categories, and include risk management, lifecycle management and financial strategies to achieve those levels of service.

Upon completion of all phases of this work, the City will have an enterprise-wide integrated asset management plan that going forward will inform the priority and scope of investment in capital assets required to support approved levels of service as well as a roadmap that will inform the prioritization and rationale of long-term capital investment and funding resources.

Kingston Frontenac Public Library

MINUTES (unconfirmed)
Regular Meeting #2024-04
Kingston Frontenac Public Library Board

May 22, 2024 at 5:00 PM
Meet 1, Central Branch

Attendance:

<u>Present:</u> Laura Carter (Chief Librarian / Chief Executive Officer), Dr. Mark Asberg, Anne Brunner, Mary Beth Gauthier, Dr. Marcus Létourneau, Louise Moody, Alan Revill, Jennifer Ross (Chair), Councillor Bill Saunders, Councillor Wendy Stephen (Vice-Chair)

<u>Staff Present:</u> Liz Coates (Manager, Programming and Outreach), Kristen Lemay (Manager, Branches and Collections), Shelagh Quigley (Director, Human Resources), Chris Ridgley (Budget/HR Analyst), Amy Rundle (Recording Secretary)

<u>CUPE 2202 / 2202.01:</u> Sarah Gallagher

<u>Others:</u> Lori Huber, KPMG

<u>Absent / Regrets:</u> Dr. Elizabeth Goodyear-Grant

1.   Call to Order

The meeting was called to order at 5:00 p.m.

2.   Adoption of the Agenda

Item 12.1.1. (Presentation of 2023 Draft Financial Statements) was moved to the Presentations section of the agenda, becoming item 5.1.

Motion #: 2024-37
Moved by: A. Revill   Seconded by: M. Gauthier
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.   Delegations

There were no delegations.

5.   Presentations

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

L. Huber reviewed the draft financial statements and reported a clean audit. L. Huber was thanked for presenting the audit and left the meeting at this time. (5:18 p.m.)

6. Adoption of Minutes

6.1. Regular KFPL Board Meeting #2024-03 of April 24, 2024

Motion #: 2024-38

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

That the minutes of Regular Meeting #2024-03 of the Kingston Frontenac Public Library Board held April 24, 2024 be adopted as circulated.

Carried

7. Business Arising from the Minutes

There was no business arising from the minutes.

8. Governance Process – results of KFPL Board Member Self-Assessment

J. Ross thanked Board members for completing the survey after the last meeting and provided an overview of the feedback received. A shortened version of the self-assessment is being developed for future use.

Consent Agenda

9. Information Items

9.1. Correspondence / Information Received and Sent

There was no correspondence to report on.

10. Information Reports

10.1. Chief Librarian Communication

Motion #: 2024-39

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

That the Board directs the Chair to write a letter to Sue Bates, thanking her for her service to the Library through her work with the Friends of the Kingston Frontenac Public Library.

Carried

10.2. Statistical Report (Q1-2024)

11. Motion to accept Consent Agenda

Motion #: 2024-40

Moved by: M. Gauthier   Seconded by: W. Stephen

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

Carried

Required Approvals Agenda

12. Monitoring Reports

12.1. Asset Protection (external audit)

12.1.1. Presentation of 2023 Draft Financial Statements

See item 5.1.

12.1.2. Audit Approval Consent

Motion #: 2024-41

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

That the Board receive the 2023 audited report.

Carried

12.2. Staff Relations and Volunteers

Motion #: 2024-42

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

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

13. Policy Review and Approval

13.1. Internet Access (Public)

Staff will amend item 4.1 to read "and/or criminal prosecution".

Motion #: 2024-43

Moved by: L. Moody   Seconded by: B. Saunders

That the Board approve the Internet Access (Public) policy, as amended.

Carried

13.2. Health and Safety Policies

S. Quigley provided an overview of the proposed changes, noting the suggested revisions

are supported by the Joint Health and Safety Committee (JHSC).

13.2.1. Occupational Health and Safety

Motion #: 2024-44

Moved by: M. Létourneau   Seconded by: W. Stephen

That the Board approve the Occupational Health and Safety policy.

Carried

13.2.2. Workplace Harassment

Motion #: 2024-45

Moved by: M. Gauthier   Seconded by: M. Létourneau

That the Board approve the Workplace Harassment policy and program.

Carried

13.2.3. Workplace Violence Prevention

Motion #: 2024-46

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

That the Board approve the Workplace Violence Prevention policy.

Carried

Other Business

14.   Governance Review Committee - update

A. Brunner reported that the Committee met on May 8, 2024 and discussed the following:

- Information reports and policy approvals currently required by the Board that are 'extra' to Carver.
- Carver knowledge gaps (e.g., Ends, ownership linkages) and opportunities for more whole Board training.
- Clarifying the intent/purpose of the Executive Limitation policies simplifying the language used.

Preliminary recommendations will be brought forward for Board discussion at the June 26, 2024 meeting.

15.   Board Recruitment

The City of Kingston's list of approved alternates has been exhausted, and a recruitment process is required to fill the current vacancy. The City Clerk oversees the recruitment and appointment process, however the Board can provide content for the trustee job description and make general recommendations to the Nominations Advisory Committee

about the desired skills/attributes of potential Board members.

Discussion took place and consensus was reached as follows:

- The Trustee Job Description should be simplified with clear and concise language (e.g., avoid jargon), and clearly indicate the type of Board (e.g., governing vs. operational) and the key responsibilities/expectations of Board members.

- Applicants should be encouraged to browse through past Board minutes/reports and to attend a Board meeting to better understand the role of a KFPL Board member.

- KFPL serves diverse communities, but this isn't represented in the current Board membership.

- Expanded recruitment efforts will attract a larger and more diverse pool of applicants, but it's equally important that the Nominations Advisory Committee is aware of and supports the Library's values, particularly with respect to equity, diversity and inclusion. It would be beneficial if the appointing process considered Board composition as a whole rather than individual members.

J. Ross and W. Stephen will draft a new trustee job description and selection recommendations for the Nominations Advisory Committee that emphasize the Library's diversity and inclusion priorities. Suggestions for application questions can be sent to J. Ross, for consideration and forwarding to the City Clerk.

16.   Closed Meeting

Motion #: 2024-47
Moved by: L. Moody   Seconded by: A. Revill
That the Board resolve itself into a Closed Meeting to discuss a proposed or pending acquisition or disposition of land by the Board.
Carried

Board members and management staff remained in the meeting. All others left at this time. (6:13 p.m.)

16.1. Temporary Relocation of Isabel Turner Branch Operations

Motion #: 2024-49
Moved by: A. Revill   Seconded by: W. Stephen
That the Board rise from the Closed Meeting without reporting.
Carried

Those who left the meeting returned at this time. (6:29 p.m.)

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, W. Stephen moved to adjourn the meeting at 6:31 p.m.

The next regular Board Meeting will be held at 5:00 p.m., Wednesday, June 26, 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: June 26, 2024

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

Safety and Security Update

Discussion with Welcoming Streets staff about receiving a presentation about the "Boots on the Ground" initiative which would include Welcoming Streets, City of Kingston Municipal Law Enforcement Officers (By-law), AMHS and Kingston Police. The Welcoming Streets Initiative has been extended through the end of 2024, and an additional Kingston Police officer has been assigned to downtown.

Facilities Project Updates

The Calvin Park Branch roof replacement project is on-going and is expected to be completed in mid-July.

The Isabel Turner Branch Renovation project is moving into the detailed design phase following an on-site project team meeting in early June. Operational planning, including finalizing agreements and details required to secure temporary space, is ongoing.

The Pittsburgh Branch has been temporarily closed for repairs to sewage pumps on multiple occasions in May and June. Signage has been posted in washrooms asking that wipes not be flushed, with further investigation into the cause of the breakdowns underway.

Staffing Updates

Madeline McDermott has started as a Summer Reading Club Assistant. Laura Dillon, Erin Halinaty and Ying Lee are starting as Library Assistants while we say goodbye to Lisa Taylor, Rosey Pratt and Cheryl Anderson. Lisa is pursuing further education, Cheryl is returning to teaching and Rosey is also focussing on her teaching career. Kory Melnick has accepted a position with Queen's and Tufail Malik, Ella Marks and Gabrielle Janfield have all been successful at internal job competitions within their roles (Library Assistant and Pages).

On June 10, all branches were closed for All Staff Day, a day for staff development,

planned by a staff committee. External speakers from Pathways to Education (KCHC) were invited to address working with at risk youth, Josh Morgan from Welcoming Streets talked about the initiative, Leah Riddell presented a deaf culture workshop and Lesley Spada provided an ergonomic review. Staff also presented updates, including a technology update on cybersecurity, overview of a new internal ticketing system, and Summer Reading Club updates. Some feedback from a staff member: "I wanted to once again thank all staff who were involved with the planning of All Staff Day. The information covered was informative/helpful. The guest speakers from the community were engaging and informative, the updates concerning Summer Reading, Security etc. much appreciated. Being rural relief staff, I find this day so helpful in having programs/procedures/news updates, connecting with everyone, seeing familiar faces [...] The committee did a great job, I am super grateful for the day and all that we covered. Well worth the time, a valuable experience."

Programs and Services – New and Notable

Registration opened on June 1 for all three Summer Reading Programs – TD Summer Reading Club (0-12), Teen Summer Book-It List (13-18), and Bask in Books (18+). Participants are encouraged to read as much as they can over the summer, participate in challenges, and write reviews. Prizes include gift cards, Stanley tumblers, Lululemon belt bags, a Nintendo Switch, and more!

KFPL partnered with Cycle Kingston and Sustainable Kingston to celebrate Cycling Week in Kingston through hosting a Roll-In Breakfast for active commuters in the parking lot of the Pittsburgh Branch on June 6. Library staff were on hand to promote Extended Hours and other library services.

KFPL participated in Pride Month with book displays and book lists, Pride Kits for teens, and by attending the Pride Community Fair in Confederation Basin and offering a Rainbow Storytime in Spring Market Square on June 15.

June is National Indigenous History Month and June 21 is National Indigenous Peoples Day. KFPL will be joining the celebrations at City Park that day, offering activities for children and an outreach booth featuring books by Indigenous authors and in Indigenous languages, book lists and more.

Marketing and Engagement

Communications planning is underway for the upcoming Isabel Turner Branch renovation and move to a temporary space.

The Summer Reading Programs promotional campaign launched with strong early

registration numbers that surpass year-over-year numbers from 2023.

The Code of Conduct Working Group has met five times and launched the staff survey to promising participation. Members of the group led four separate staff information sessions outlining project goals, timelines and ways for staff to contribute. Next steps include launching the Board survey and finalizing the community survey and public engagement activities.

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 (May 15, 2024 to June 17, 2024)

Calvin Park

2024-305	Bicycle theft (May 21)	
2024-310	Patron outburst, police called (May 24)	📞
2024-314	Yelling, angry profanities in washroom (May 27)	
2024-316	Banned patron asked to leave (May 28)	
2024-317	Street Outreach called to connect with patron lying on floor (May 28)	📞
2024-318	Banned patron upset when asked to leave (May 28)	📞
2024-324	Banned patron asked to leave (May 31)	
2024-326	Patron reports bike stolen (May 31)	
2024-327	Patron distressed about stolen bike, police called (May 31)	📞
2024-331	Hand sanitizer in child's eye (June 3)	
2024-335	Banned patron argues about leaving, police called (June 6)	📞
2024-338	Shopping cart full of items blocking the book return (June 8)	
2024-346	Unresponsive patron outside, 911 called (June 13)	📞

Central

2024-295	Patron requests connection with support services (May 16)	📞
2024-296	Patron blocking fire exit and smoking near entry (May 13)	
2024-297	Individual sleeping outside main door, urinates on building (May 16)	📞
2024-298	Individual hanging out in parking garage with belongings (May 16)	
2024-301	Suspected drug use in universal washroom (May 16)	
2024-302	Drug paraphernalia in universal washroom (May 17)	
2024-303	Drug paraphernalia found outside (May 18)	
2024-306	Drug paraphernalia in universal washroom garbage (May 21)	
2024-307	Individual yells/swears at security during washroom check (May 22)	
2024-308	Banned patron in library (May 23)	
2024-309	Support services called for agitated patron (May 23)	📞
2024-311	Naloxone administered to patron, 911 called (May 25)	📞
2024-312	Patron requests medical assistance for pain (May 25)	📞
2024-315	Patron angry with staff doing wellness check in washroom (May 27)	
2024-319	Banned patron argues, screams at staff when asked to leave (May 29)	📞

2024-322   Glass pipe found on floor by public computers (May 30)

2024-333   Man filming children in the library (June 5) 📞

2024-334   Individual with belongings out sitting against front door (June 6)

2024-341   Patron breaches ban (June 12)

2024-342   Person blocking front entrance (June 13) 📞

2024-343   Welcoming Streets called for patron in distress (June 12) 📞

2024-344   Support services requested for patron (June 13) 📞

2024-349   Patron leaves bike in foyer, threatens security (June 14) 📞

Isabel Turner

2024-299   Alcohol cans found in women's washroom (May 16)

2024-300   Alcohol cans in garden (May 16)

2024-321   Empty alcohol cans found inside and outside branch (May 30)

2024-323   Beer cans found in garbage can (May 30)

2024-328   Women outside of branch in distress (June 1) 📞

2024-329   Beer can found in women's washroom (June 1)

2024-330   Patron complains after being preached to by other patrons (June 3)

2024-336   Alcohol bottles found outside branch (June 7)

2024-339   Banned patron in library (June 11)

2024-345   Patron on speakerphone, disrespectful to staff (June 13)

2024-352   Broken window (June 17)

Pittsburgh

2024-325   Sleeping bat removed from washroom (May 31)

2024-351   Patron brings dog into branch during Extended Hours (June 17)

Rideau Heights

2024-313   Parents question child's internet access (May 25)

2024-325   Blind broken in study room (May 29)

2024-348   Switch game stuck in device (June 14)

2024-350   Hedge clippers found in exterior book drop (June 17)

Sydenham

2024-337   DVD theft (June 8)

Appendix B:

Summary of Patron Feedback (May 15, 2024 to June 17, 2024)

Branch Operations

- Appreciation for the excellent customer service staff provided.

- Patron referred to KFPL as 'one of the best library systems in Canada.'

- Patron frustrated with the self-checkout machine not registering DVDs.

Collections

- Patron commented on challenges using their KOBO to access partner library materials.

- Patron shared their love of the library and asked KFPL to consider adding French comic books to the collection.

- Patron requested audiobook of the newest CJ Archer release.

- Patron expressed appreciation for the inclusive picture books list that was shared on social media.

- Frustration over reservation notices not being delivered leading in holds lapsing. *[Google was intermittently blocking delivery of KFPL notices. The problem has been resolved.]*

- Gratitude for staff who helped a patron find a newspaper article they were seeking.

Facilities

- Patron notified staff that a book they signed out did not register on their account and they were concerned that the alarm did not sound as they were leaving the branch.

- Suggestion for a new water fountain. *[Replacement of the Calvin Park and Pittsburgh Branch water fountains is in the work plan.]*

- Gratitude for the menstrual products in KFPL washrooms.

- Suggests for KFPL to get cats at some of the branches.

Programming

- Suggestion for KFPL to consider running a 'Human Library' event.

- Appreciation from a teacher who visited the Rideau Heights Branch with their class.

- Request for adult board games night at the Calvin Park Branch.

- Suggestion for adult programs that feature arts, crafts, colouring, and books read aloud.

- Patron that attended the Books and Beans program expressed interest in additional programs (such as entrepreneurship), however they flagged that many programs are during the day, making them less accessible to young adults. They also asked if they could receive copies of handouts and learning materials from the current entrepreneurship program.

- Patron thanked KFPL staff for planning a celebration for children at the end of the TD Summer Reading Club.

- Positive feedback for the LEGO and Duplo program at the Rideau Heights Branch.

- Teacher from Centennial appreciated the puppet show at the Calvin Park Branch. They joyfully called their class 'tiny readers.'

- Several positive comments from the Maple Minis group for the puppet show, movement and songs at the Pittsburgh Branch.

- Multiple enthusiastic comments about the Summer Reading Programs and prizes.

KFPL Monitoring Report to the Board

Executive Limitation Policy L-10

Service Accessibility

With respect to the public's access to the Library and its resources, the Chief Librarian shall not cause or allow conditions, procedures or decisions which inhibit access for any patrons.

Accordingly, the Chief Librarian may not:

1. Fail to maintain accessible, safe, clean and welcoming facilities.

2. Fail to ensure that everyone is treated with fairness, dignity and respect according to the approved Accessibility for Users with Disabilities Policy.

3. Fail to ensure resources are acceptably stored for ease of customer access and use.

4. Fail to maintain access to services and technology that bridge the Digital Divide.

5. Fail to ensure accurate, up-to-date, and comprehensive electronic access to the Library's resources.

6. Fail to keep the public informed on changes to services.

7. Fail to provide a regular user feedback process and integrate community engagement into decision-making and planning.

CEO Interpretation

I interpret this to mean that KFPL is committed to providing inclusive, diverse and equitable public library service across Kingston-Frontenac by maintaining spaces that are clean and safe, while meeting current and ongoing legislative obligations with respect to non-discrimination, accessibility, and information privacy.

Compliance will be demonstrated when:

- Organizational policies, processes and conduct reflect the Library's commitment to accessible, safe, clean and welcoming spaces.

- Policies, procedures and training requirements are in place to promote fair, dignified and respectful treatment of Library users.

- Library collections are organized in a logical and systematic arrangement with consideration to accessibility standards and best practices.

- Technology, programs and collections are available to the public to assist them in

accessing and evaluating digital resources.

- Changes, disruptions or additions to existing service levels are communicated to the public in a timely manner.

- Policies and procedures are in place to ensure community feedback is appropriately sought and considered in the planning and evaluation of service design and delivery.

- Mechanisms are in place for library users and community members to provide feedback.

Evidence of Compliance

Legislative requirements are followed with respect to the provision of accessible, safe, clean and welcoming facilities. Voluntary standards and best practices are regularly reviewed and incorporated into Library policies and procedures as appropriate.

- In addition to the requirements under the *Ontario Building Code*, the Library follows the City of Kingston's Facility Accessibility Design Standards where possible and makes every effort to go above and beyond accessibility requirements where feasible.

Library spaces, services and collections are reviewed regularly in consideration of accessibility, safety, and user experience.

- The Joint Health and Safety Committee (JHSC) meets at least quarterly to review and discuss matters related to workplace safety and accessibility, and by extension, the experience of library users in our branches.

- Monthly workplace inspection reports are completed for each location. Reports are reviewed and any deficiencies noted are corrected or reported to the appropriate party.

- Annual accessibility audits are completed for each library branch.

- Accessibility standards, guidelines and best practices are followed or considered in the design and implementation of digital services, such as the Library's website.

Fair, dignified and respectful interactions with Library users are central to service delivery at the Library.

- Operational documents are in place to outline service expectations for staff and protect against wrongful conditions, including, but not limited to:
  - Standards of Conduct for KFPL Employees
  - KFPL Employee Online and Social Media Policy
  - Service Feedback Standards
  - Access to Information and Protection of Privacy Policy
  - Accessibility for Users with Disabilities Policy

- As part of the onboarding process, all new employees, volunteers and board members

complete required training on accessibility, workplace safety, cultural awareness and competency, gender identity and expression, and homelessness.

- Ongoing training is provided regarding accessibility, human rights and other topics as needed or appropriate.

- Library policies and procedures (e.g., Membership Procedures) provide direction to staff and ensure consistent treatment across the library system.

Library collections are consistently and systematically organized and are well-maintained to ensure ease of use.

- Branch shelves are regularly and methodically checked to ensure materials are in order.

- Collection layout in branches considers accessibility and ease of access.

KFPL actively works to increase patron access to and familiarity with the internet, digital resources, information literacy, computers and emerging technologies, and safe internet practices.

- Internet and computer access is provided at every library branch and wireless internet hotspots are available to borrow.

- Online resources, such as LinkedIn Learning, provide courses to assist patrons in learning or upgrading their digital skills.

- Programs and resources (e.g., Technology Tutors) are available to assist users in increasing their familiarity with new and emerging technologies, safe internet practices and a variety of other topics related to computers and technology.

Processes are in place to ensure that the Library's virtual services and collections are credible and relevant.

- New products are regularly evaluated and reviewed for possible inclusion in Library collections.

- Use and relevance of existing products is regularly considered, as is the provision of resources specific to Kingston-Frontenac, and the overall balance of the Library's digital services.

Service changes and interruptions are communicated through multiple channels.

- Service interruptions and accessibility notices are posted at the top of the website and may be also shared via email, phone or social media channels as appropriate.

- Planned service, program or collections changes are communicated via email newsletters, social media channels, website posts and in branches and other community locations via posters, bookmarks or TV slides, as appropriate.

- Sufficient notice is provided of major service changes (e.g., branch hours changes).

Community engagement and user feedback is collected through a variety of channels and is integrated into decision-making and planning.

- Reviewed annually by library staff and the Board, the Community Engagement Policy and Toolkit is in place to ensure community engagement takes place in a consistent and systematic way.

- Feedback is regularly collected using a variety of methods, including suggestion boxes in branches, through email, telephone and via social media platforms.

- Comments and suggestions are logged and reviewed by the management team regularly and are reported on to the Board in the Chief Librarian Communication.

- As required by the Community Engagement Policy, feedback is proactively sought on qualifying projects.

Statements of Compliance

- Legislative requirements, industry standards and best practices are followed or considered with respect to ensuring the Library's facilities are accessible, safe, clean and welcoming.

- Every effort is made to ensure everyone is treated with fairness, dignity and respect according to the approved Accessibility for Users with Disabilities Policy.

- Resources are stored for ease of customer access and use.

- Technology and services that bridge the Digital Divide are provided by the Library.

- The Library's electronic resources are accurate, up-to-date, and comprehensive.

- Every effort is made to keep the public informed on changes to services.

- Processes are in place to ensure community engagement and user feedback is incorporated into decision-making and planning.

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
June 18, 2024

KFPL Monitoring Report to the Board

Executive Limitation Policy L-3
Treatment of Public (2024-05)

> With respect to interactions with patrons, potential patrons or the general public, the Chief Librarian shall now cause or allow conditions, procedures, or decisions which are unsafe, disrespectful, unnecessarily intrusive, or which fail to comply with the provisions of the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA).
>
> Accordingly, the Chief Librarian may not:
>
> 1. Use application forms or procedures that elicit information for which there is no clear necessity.
>
> 2. Use methods of collecting, reviewing, transmitting or storing client information that fail to protect against improper access to, or transmission of, the information elicited.
>
> 3. Operate without a written policy on customer service based on the principles of consistent, patron-oriented public service.
>
> 4. Fail to ensure that staff are equipped with the necessary training to provide excellent service to library users in all areas.
>
> 5. Fail to monitor regularly patron satisfaction with the quality of service.

CEO Interpretation

I interpret this to mean that the services, programs and overall operations of the Library will be conducted in accordance with legislative requirements, and established Board values and priorities.

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

- The collection of personal information is limited to the minimum required to safely and effectively administer library operations and provide library services and programs.

- Policies, procedures and processes are in place to protect personal information as per MFIPPA.

- Staff members are provided with the necessary training in order to provide excellent service to library users and provided with training that is required by

legislation/regulation.

- that procedures and processes are in place to monitor patron satisfaction.

Compliance will be demonstrated when:

- Only the required information is collected and kept on file and the MFIPPA collection notice is included each time information personal information is collected.

- Policies, procedures and processes are in place to protect against improper access to, or transmission of, the information collected.

- Policies and procedures are in place to ensure consistent, patron-oriented customer service is received by members of the public.

- Staff are provided with the time to review relevant policies and procedures and the opportunity to ask questions and seek clarification to confirm understanding.

- Mechanisms are in place for the public to provide feedback regarding library services.

Evidence of Compliance

In compliance with MFIPPA, and as required by Board policies governing Access to Information and Protection of Privacy and Records Management:

- The collection of personal information is limited to that required to identify individual patrons and to allow the Library to contact them (e.g., name, address, email address, telephone, and month/year of birth).

- All Library forms (paper and online versions) include a notice of collection that indicates the legislated authority, the reason for collection, and contact information for the staff member responsible for MFIPPA.

- Staff members are to handle all patron information as confidential.

- Patron records are not to be used for any purpose other than for which the information was collected.

- Personal information is retained as per the approved Retention Classification Structure. Records that are beyond the stated retention period are disposed of in a secure manner.

- Transitory paper records that might contain personal information are shredded.

Policies, procedures and protocols are in place to protect against improper access to, or transmission of, the information collected.

- KFPL's main server is located at the City of Kingston and is maintained as part of

City's network.

- Network communication between the Library's main server and branch/staff devices is closely monitored and secured with firewalls that limit patron access to the branches and patron database. Only minimal services are available on the public side of the firewall.

- Access to the patron database in the integrated library system (ILS) is password protected.

Policies and procedures are in place to ensure consistent, patron-oriented customer service is received by members of the public.

- Membership procedures were revised and consolidated in November 2022, and all public service staff completed training on the updated procedures.

- Service Feedback Standards, along with other policy and procedural documents, and in place to assist staff in providing excellent customer service and in order to establish consistent standards for responding to patron feedback.

Staff members are equipped with the necessary training so that they may provide excellent and inclusive service to all library patrons. Comprehensive training and orientation is provided to new staff and ongoing training is provided to staff as required.

- KFPL has a Learning Management System (LMS) to streamline the delivery and tracking of staff training.

- All staff complete Northern College's "Canadian Indigenous Culture Training - Truth and Reconciliation Edition" course. Training has also been provided on gender identity and gender expression, cultural competence, racism, racial discrimination and human rights and accessibility.

Patron satisfaction is measured through periodic surveys and through comments received via suggestion boxes, emails, telephone calls and in person.

- Comments and suggestions are logged and reviewed by the management team regularly and are reported on to the Board in the Chief Librarian Communication.

Statements of Compliance

- Only the required information is collected and retained.

- Personal information that is collected, reviewed, transmitted or stored is protected against improper access or transmission.

- Written policies on customer service based on the principles of consistent, patron-oriented public service are in place.

- Staff are provided with the training necessary to provide excellent service in all areas.

- Patron satisfaction with the quality of service is regularly monitored.

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

June 18, 2024

KFPL Report to the Board

Subject: Accessibility for Users with Disabilities Policy

Prepared by: S. Quigley, Director, Human Resources

Date of meeting: June 26, 2024

Background:

Organizations in the province of Ontario are required to develop, implement, and maintain policies governing how the organization achieves or will achieve accessibility through meeting the requirements referred to in the Integrated Accessibility Standards Regulation, O. Reg. 191/11, s. 3 (1) (Regulation) under the *Accessibility for Ontarians with Disabilities Act*, 2005 S.O. 2005, c. 11 (AODA).

The Kingston Frontenac Public Library's Accessibility for Users with Disabilities Policy was last reviewed in 2023.

In June of 2023, the Ministry for Seniors and Accessibility emailed an information request to complete a desk audit to confirm that KFPL is in compliance with the *Accessibility for Ontarians with Disabilities Act*, 2005 (AODA) and its accessibility standards. Other public libraries were also contacted by compliance officers with the Ministry. The policy was subject to review as part of the audit and no changes were recommended by the compliance officer in 2023. No legislative changes have occurred since the compliance audit of 2023. A minor housekeeping amendment to the policy regarding Canadian Hearing Services is proposed (was Society).

Analysis:

No changes to the policy are required under provincial regulations or legislation.

Recommendations:

That the Library Board approve the Accessibility for Users with Disabilities policy as presented.

Accessibility for Users with Disabilities

The Kingston Frontenac Public Library (the Library) is committed to meeting its current and ongoing obligations under the Ontario *Human Rights Code* respecting non-discrimination.

The Library understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario *Human Rights Code* or obligations to people with disabilities under any other law.

The Library is committed to complying with both the Ontario *Human Rights Code* and the AODA.

1. Purpose

The purpose of this policy is to ensure that the Library provides all library services, resources and facilities in ways that are accessible to persons with disabilities. The policy also serves to meet the requirements of the *Accessibility for Ontarians with Disabilities Act* (AODA)*.*

2. Scope

This policy applies to all persons who deal with customers or patrons, and to third parties who deal with customers on the Library's behalf, such as those providing program services. A person or third party can be an employee, volunteer, Friend of the Library, Board member, student on placement or someone otherwise engaged in the provision of Library services to our customers.

3. Definitions

AODA means the *Accessibility for Ontarians with Disabilities Act, 2005*.

Assistive Device means a device used to assist persons with disabilities in carrying out activities or in accessing Library services. Assistive devices may include, but are not limited to, wheelchairs, walkers, canes, oxygen tanks, and electronic communication devices.

Core Service means reference, referral and readers' services, collections, lending, technology, programming, and outreach.

Disability or Disabilities means:

a) any degree of physical disability, infirmity, malformation or disfigurement that is

caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

b) a condition of mental impairment or a developmental disability;

c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

d) a mental disorder; or,

e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide dog means a guide dog as defined in section 1 of the *Blind Persons' Act.*

Service Animal means:

An animal is a service animal for a person with a disability if,

a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or

b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

   i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.

   ii. A member of the College of Chiropractors of Ontario.

   iii. A member of the College of Nurses of Ontario.

   iv. A member of the College of Occupational Therapists of Ontario.

   v. A member of the College of Optometrists of Ontario.

   vi. A member of the College of Physicians and Surgeons of Ontario.

   vii. A member of the College of Physiotherapists of Ontario.

   viii. A member of the College of Psychologists of Ontario.

   ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16

Library Premises means premises owned and operated or operated by the Kingston Frontenac Public Library.

Support Person means, in relation to a person with a disability, another person who accompanies a person with a disability in order to assist them with communication, mobility, personal care, or medical needs, or with access to goods, services or facilities.

4. Guiding Principles

Library service is relevant, inclusive, and responsive for all, including persons with disabilities. Each member of the community has an equal opportunity to access public library goods, services, or facilities.

Library services are provided in a manner that respects the dignity and independence of persons with disabilities. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner.

Library services to persons with disabilities are integrated with those provided to persons who do not have disabilities, unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from Library goods, services, or facilities.

5. Policy

The Library is committed to providing quality library services that are accessible to all persons who wish to obtain and use Library goods, services, or facilities.

5.1. Communications with Persons with Disabilities

When communicating with a person with a disability, the Library will do so in a manner that takes into account the person's disability.

When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally-recognized *Web Content Accessibility Guidelines* (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Policy documents will be available on the Library website.

5.2. Temporary Service Disruptions

The Library will make reasonable effort to provide notice of any planned disruption of Library services to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or service, if any, that may be available. If a disruption is unplanned, the Library will provide notice as soon as

possible.

5.3. Assistive Devices and other measures that assist with Accessibility

A person with a disability may provide their own assistive device for the purpose of obtaining or using Library goods, services, or facilities. Exceptions may occur in situations where the Library has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations, the Library may offer a person with a disability other reasonable measures to assist them in obtaining and using Library goods, services, or facilities, where the Library has such other measures available.

It is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

Further accessibility resources are addressed in the Collection Development Policy, under Accessible Collections.

5.4. Service Animals

A person with a disability may enter Library premises accompanied by a service animal and may keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If the service animal is excluded by law, the Library will ensure that alternative means are available to enable the person with a disability to obtain or use or benefit from Library services or facilities.

At times it may be difficult to differentiate between a person with a disability using a service animal and an individual being accompanied by a pet. If it is not readily apparent that the animal is a service animal, Library staff may ask the person for confirmation of the animal's status, as outlined above.

It is the responsibility of the person with the disability to ensure that their service animal is kept in control at all times. This will include controlling the behavior of the animal (e.g., barking or growling), cleaning up after the animal (e.g., defecation), and being responsible for any damage the animal may cause to the Library premises.

5.5. Support Persons

A person with a disability may enter Library premises with a support person and have access to the support person at all times while on the premises.

The Library may require a person with a disability to be accompanied by a support person while on Library premises in situations where it is necessary to protect the health and safety of the person with the disability or the health and safety of others. Before making a decision to require a support person, the Library will consult with the person

with a disability to understand their needs, consider health or safety reasons based on available evidence and determine if there is any other reasonable way to protect the health or safety of the person or others on the premises.

A support person, when assisting a person with a disability to obtain or use Library services, will be permitted to attend at no charge where an admission fee is applicable.

Where an admission fee is charged to gain access to an event, facility, or service, and the revenue from the fee is payable to a third party (e.g., a concert provider), the support person is permitted to attend the event at their own cost.

If a third party uses a Library meeting room to host an event, they are not required to alter their admission fees for support persons, but we would strongly encourage them to do so. However, if a third party voluntarily decides to alter admission fees for support persons for their event, the Library will not be responsible for reimbursing them for the value of those admission fees.

In response to a request for a sign language interpreter, the Library will endeavour to engage an interpreter through the Ontario Interpreting Services (OIS) at ~~The~~ Canadian Hearing ~~Society~~ Services (CHS).

5.6.   Training

The Library will ensure that all persons to whom this policy applies receive training as required by the *Integrated Accessibility Standards* (Ontario Regulation 191/11). The amount and format of training given will be dependent on a person's interactions with Library users.

The content of the training will include:

- a review of the purposes of the *AODA*;
- the requirements of the *Integrated Accessibility Standards* (Ontario Regulation 191/11);
- training on the *Human Rights Code* as it pertains to persons with disabilities;
- instruction on Library policies, procedures and practices pertaining to the provision of Library services to persons with disabilities;
- how to interact and communicate with persons with various types of disabilities;
- what to do if a person with a particular type of disability is having difficulty accessing Library goods, services, or facilities;
- how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person, guide dog or service animal; and,
- information about the equipment or devices available on the Library premises that

may help with the provision of Library goods, services, or access to facilities to persons with disabilities.

A record of training provided under this policy will be kept by the Director, Human Resources. Training will be provided as part of orientation training for new employees or as required to those covered by this policy.

5.7.   Feedback and Complaints About Services

Feedback and complaints from a member of the public about the delivery of goods and services (including facilities) to persons with disabilities may be given by telephone, in person, in writing, in electronic format, or through other methods. Complaints and feedback will be received and addressed in accordance with the Library's complaints administration process.

5.8.   Procurement

We will incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

5.9.   Self-service kiosks

We will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

5.10.   Employment

We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify staff that supports are available for those with disabilities. We will use our accommodation policy to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

5.11.   Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces.

Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and

accessible pedestrian signals.

- Service-related elements like service counters, fixed queuing lines and waiting areas.

6. Appendices

a. Sign Language Interpreter Services Information

b. Accessible Customer Service Feedback Form

7. Authorities

O. Reg 191/11 s. 6(1) under *Accessibility for Ontarians with Disabilities Act,* 2005.

8. Document Control

Original policy date: 2009 October

Last Reviewed: 2023 September

Changes made: no change

Next Review: 2024 June