

AGENDA

Regular Meeting #2024-08

Kingston Frontenac Public Library Board

November 27, 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 #2024-07 of October 23, 2024 (attached) (motion)
7. Business Arising from the Minutes

Consent Agenda

8. Information Items
 - 8.1. Correspondence / Information Received and Sent
(no correspondence to report on as of November 19, 2024)
9. Information Reports
 - 9.1. Chief Librarian Communication (attached)
 - 9.2. Requests for Review of Library Materials (Q3-2024) (*no requests received*)
 - 9.3. Statistical Report (Q3-2024) (attached)

10. Motion to accept Consent Agenda (motion)

Required Approvals Agenda

11. Monitoring Reports

11.1. Communication and Counsel (report attached) (motion)

11.2. General Executive Constraint (report attached) (motion)

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

12. Policy Review and Approval

12.1. Patron Code of Conduct - final (report and policy attached) (motion)

13. Action Items

13.1. 2025 Meeting Schedule and Workplan Approval (attached) (motion)

13.2. 2025 OLA Super Conference – Board attendance (motion)

Other Business

14. Extended Hours Project – pilot evaluation report (report attached) (motion)

15. Ownership Linkage and Board Education Committee - update

Adjournment and Next Meeting

Regular Board Meeting, Wednesday, January 22, 2025 at 5:00 p.m., Meet 1, Central Branch.

MINUTES (unconfirmed)

Regular Meeting #2024-07

Kingston Frontenac Public Library Board

October 23, 2024 at 5:00 PM

Meet 1, Central Branch

Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Mary Beth Gauthier, Dr. Elizabeth Goodyear-Grant, Louise Moody, Alan Revill (virtual), Jennifer Ross (Chair), Councillor Bill Saunders, Councillor Wendy Stephen (Vice-Chair) (virtual)

Staff Present: Nicole Burchat (Budget/HR Analyst), Nicole Charles (Director, Facilities and Technology), Kristen Lemay (Manager, Projects and Strategic Initiatives), Shelagh Quigley (Director, Human Resources), Alice Robinette-Woods (Acting Manager, Branches and Collections) (left at 6:00 p.m.), Amy Rundle (Recording Secretary), Tim Stranak (Manager, Facilities)

CUPE 2202 / 2202.01: Janice Finkle

Absent / Regrets: Dr. Mark Asberg, Dr. Marcus Létourneau, Sonia Verjovsky

1. Call to Order

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

2. Adoption of the Agenda

Motion #: 2024-68

Moved by: L. Moody 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

There were no presentations.

6. Adoption of Minutes

6.1. Regular KFPL Board Meeting #2024-06 of September 25, 2024

Motion #: 2024-69

Moved by: M. Gauthier Seconded by: B. Saunders

That the minutes of Regular Meeting #2024-06 of the Kingston Frontenac Public Library Board held September 25, 2024 be adopted as circulated.

Carried

7. Business Arising from the Minutes

There was no business arising from the minutes.

Consent Agenda

8. Information Items

8.1. Correspondence / Information Received and Sent

There was no correspondence to report on.

9. Information Reports

9.1. Chief Librarian Communication (attached)

10. Motion to accept Consent Agenda

Motion #: 2024-70

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

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

Carried

Required Approvals Agenda

11. Monitoring Reports

11.1. Financial Planning and Budgeting

Motion #: 2024-71

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

That the Board has assessed the Chief Librarian's monitoring report on Financial Planning and Budgeting (L-4) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

11.2. Financial Condition (Q3-2024)

L. Carter noted that the programming budget line appears to be overspent, but this overage is directly offset by Friends of the Library funding.

The Board expressed appreciation for the Friends of the Library contributions.

Motion #: 2024-72

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

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

12. Policy Review and Approval

12.1. KFPL Board Governance Policies

Committee members were complimented on their work during this process.

Motion #: 2024-73

Moved by: B. Saunders Seconded by: E. Goodyear-Grant

That the Board approve the revised Governance Policy Manual as distributed.

Carried

13. Action Items

13.1. 2025 Operating and Capital Estimates

L. Carter provided an overview of the 2025 capital and operating estimates, projections for 2026, 2027, and 2028, and the 15-year capital plan.

The following answers were provided in response to questions:

- System-wide and facility operating costs are artificially low for 2025 because of the Isabel Turner Branch closure. These 'savings' directly offset other increases (e.g., staffing, insurance, digital resources, security, etc.), allowing the 2025 operating estimates to align with City of Kingston budget direction. However, the system-wide and facility operating costs for the Isabel Turner Branch will return in the 2026 operating budget, resulting in a year-over-year increase that will appear exceptionally high.
- The large capital funding request for 2027 and 2028 is related to the planned Pittsburgh Branch expansion and renovation, and the 2032 request is related to a Library Facility Plan (LFP) recommendation to expand and revitalize the Calvin Park Branch due to projected population growth. The LFP recommendations will

need to be revisited considering updated population projections.

- The 'Materials for Sight-Impaired' line in the capital budget correlates to a directed bequest the Library received many years ago. These funds are held in a capital reserve account, but the funds will be completely spent in the next year.
- Capital budget planning for rural branch facilities (e.g., roof replacement, mechanical systems, etc.) is handled by Township staff in coordination with the Manager, Facilities to flag specific library concerns/needs. For capital requests initiated by the Library (e.g., new Sharbot Lake Branch, holds lockers), planning discussions take place with municipal staff and councils to coordinate funding in advance.
- City Council receives projection information for information purposes only and they are only approving the 2025 operating and capital estimates. If Council does not approve the budget as presented, the *Public Libraries Act* (PLA) requires the Library Board to determine where cuts/reductions would come from. Council doesn't get a say about specific budget lines, only the full amount.
- Library funding over the past 5-10 years has not kept pace with inflationary cost increases, and further cost-cutting will directly affect collections and/or service levels. Operational costs associated with community issues such as mental health, addictions and housing are also eroding the Library's capacity to provide library services (e.g., security, police reports). Advocating for increased social support funding from all levels of government is one way Board members can help.
- Staff are confident that funds requested in 2025 for cybersecurity, combined with unused capital funds from previous years relating to the website and technology, are sufficient. It's important not to underfund technology requirements, and additional capital funds will be requested going forward to mitigate potential risks.

Motion #: 2024-74

Moved by: E. Goodyear-Grant

Seconded by: A. Revill

That the Kingston Frontenac Library Board receive and approve the 2025 operating and capital estimates.

Carried

Motion #: 2024-75

Moved by: E. Goodyear-Grant

Seconded by: L. Moody

That the Kingston Frontenac Public Library Board receive the operating budget projections for 2026, 2027, and 2028.

Carried

Motion #: 2024-76

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

That the Kingston Frontenac Public Library Board receive and approve the 15-year capital plan.

Carried

Motion #: 2024-77

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

That the Kingston Frontenac Public Library Board direct the Chief Librarian / CEO to forward the 2025 operating and capital estimates, operating budget projections for 2026, 2027, and 2028, and the 15-year capital plan to the City of Kingston and County of Frontenac.

Carried

A. Robinette-Woods left the meeting at this time. (6:00 p.m.)

Other Business

14. Ownership Linkages and Board Education

J. Ross provided an overview of what ownership linkages are and how the Board has connected with different groups in the past. The Annual Workplan Framework, including proposed ownership linkages and board education opportunities, is scheduled to be reviewed and approved at the November Board meeting.

It was agreed that a time-limited committee be struck to determine priority groups and develop ownership and education recommendations for whole-Board consideration. Board members were encouraged to forward ideas for discussion to the committee.

Motion #: 2024-78

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

That the Board strike a Committee to oversee the development of an Ownership Linkage and Board Education plan for 2025.

- Marcus Létourneau
- Louise Moody
- Mary-Beth Gauthier
- Jen Ross

Carried

15. Re-exploration of Ends – initial discussion

The annual re-exploration of the Ends policies is also scheduled for November.

Background information on the purpose of Ends policies, and a variety of recent articles/papers about the role/future of public libraries, will be distributed to all Board members to stimulate discussion.

The current Ends statement will be used as a starting point for discussion at the November Board meeting.

Adjournment / Next Meeting

There being no further business, L. Moody moved to adjourn the meeting at 6:16 p.m.

The next regular Board Meeting will be held at 5:00 p.m., Wednesday, November 27, 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: November 27, 2024

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

Isabel Turner Branch Renovation Project Update

The last day for public service at the Isabel Turner Branch was October 24, 2024, and the Cataraqui Centre Branch opened to the public on November 1, 2024. A contractor should be engaged by the City of Kingston in early December.

City of Kingston Asset Management Plan

The 2024 Asset Management Plan is being presented to City of Kingston Council for discussion and adoption at their November 19, 2024 meeting. KFPL assets, including technology, furniture and equipment, vehicles and collections are included in the plan. Information on the state of the Library's assets was presented to the Board at the June 2024 meeting. Library staff will continue to work with City staff to meet legislative and regulatory requirements moving forward.

Staffing Updates

Kinlee Lapointe, Salem Ismail and Lucie Poirier began Page positions with the Library, and Gabriela Castillo joined KFPL as a permanent part-time Programming Assistant. Farah Sadiq was the successful candidate for the Web Specialist position. Maintenance Assistant Ray Baril left KFPL to pursue another opportunity.

Programs and Services – New and Notable

KFPL's Truth and Reconciliation Reading Challenge wrapped up at the end of October. 70 patrons read 94 books by Indigenous authors and reported them.

KFPL and H'art Centre partnered on Together We Read, an inclusive, engaging, sensory storytime experience in a modified environment, suitable for all ages. Families and adults with all abilities were able to come together to enjoy stories and songs. H'art Centre is a community arts hub that provides artists with disabilities opportunities to engage and produce works of art.

On October 27, KFPL proudly hosted a Citizenship Ceremony at the Central Branch in partnership with the City of Kingston.

In November, KFPL and the Kingston Youth Climate Council partnered on the Youth Climate Action Summit with the Frontenac Archbiosphere. Approximately 100 youth from across Eastern Ontario filled the Central Branch for hands-on climate workshops.

KFPL has partnered with Queen's Connections to be able to offer an exciting new program for school-aged children – Robotics Club. This in-demand program teaches kids coding and robotics modelled after the FIRST LEGO League Challenge.

On November 18, KFPL partnered with the McDonald Institute to host a book launch for "Drift: Art and Dark Matter" featuring short talks from several of the book's co-authors, Nobel Laureate and Professor Emeritus, Dr. Art McDonald, Director of the Agnes, Emelie Chhangur, Agnes Curator and book editor Sunny Kerr, and program coordinator Zac Kenny.

In honour of the National Day of Remembrance and Action on Violence Against Women, Kingston Interval House, Trellis, Kingston Frontenac Anti-Violence Coordinating Committee, Kingston Frontenac Anti-Violence Advisory Council (KAVAC), the Sexual Assault Centre, and KFPL have come together to host a Community Vigil at the Central Branch on December 6th starting at 5 p.m.

KFPL is partnering with TransFamily Kingston, Beyond the Binary Kingston, and Kingston Pride to offer Vibrant Voices, a joyful series of song circles for the 2SLGBTQIA+ community and allies.

Marketing and Engagement

Work continued on the Code of Conduct Policy update with a second round of engagement activities to gather feedback on the proposed updates. The Code of Conduct Working Group reviewed the additional comments, questions and concerns, and updated the Policy accordingly. An ad campaign ran for thirteen days, between October 7- October 20 and achieved a reach of 21,934 Meta users and led to 876 link clicks to the Engage KFPL webpage which included the updated Policy and the Stage 1 Engagement Report.

The marketing and engagement team supported branch operations efforts for the closing of the Isabel Turner Branch and the opening of the temporary Cataraqui Centre Branch. Efforts focused on awareness and wayfinding. A social media campaign was active for 18 days with a reach of over 30,000 Meta users, leading to close to 800 link clicks and sustained engagement via comments and shares. In-branch signage, wayfinding posters at the Cataraqui Centre and organic social media posts ensured the community was aware of the closure and opening dates and what library services would be available.

Engagement was also undertaken for the Extended Hours Pilot Project. Activities focused on a targeted survey distributed via email to patrons registered for Extended Hours and to patrons with the Pittsburgh Branch as their primary branch in the Library database. A paper version of the survey was also made available at the Pittsburgh Branch. The survey had 488 responses, which are detailed in an Engagement Report.

Marketing for fall programs focused on new robotics and Lego programs, highlighting KFPL's partnership with EarlyON, a giveaway through a partnership with the Grand Theatre and efforts to increase subscribers to current newsletters.

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 (Oct. 13 to Nov. 18)****Calvin Park**

- 2024-577 Empty beer cans in washroom garbage (Oct. 17)
 - 2024-585 Minor damage to garden shed (Oct. 21)
 - 2024-591 Banned patron using public computer station (Oct. 23)
 - 2024-593 Banned patron asked to leave (Oct. 23)
 - 2024-599 Patron concerned for individual outside (Oct. 28)
 - 2024-602 Independent news publications found in children's area (Oct. 28)
 - 2024-603 Street Outreach contacted to support patron (Oct. 29) 📞
 - 2024-610 Banned patron in library (Nov. 2)
 - 2024-611 Angry patron (Nov. 2)
 - 2024-612 Banned patron returns and asks for tape (Nov. 2)
 - 2024-614 Clogged toilet causes minor flooding (Nov. 4)
 - 2024-615 Patron asks to charge phone behind service desk (Nov. 4)
 - 2024-621 Banned patron in branch (Nov. 7)
 - 2024-624 Banned patrons in washroom for extended time (Nov. 8)
 - 2024-628 Patron banned for behaviour towards staff (Nov. 11)
 - 2024-634 Patron unhappy with being asked to move (Nov. 13)
 - 2024-637 Empty beer can in washroom garbage (Nov. 14)
 - 2024-638 Drug paraphernalia outside branch (Nov. 14)
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Cataraqui Centre

- 2024-620 Patron misses chair and falls to floor (Nov. 6)
 - 2024-642 Patrons upset after being asked to move (Nov. 14)
 - 2024-643 Patron refusing to leave public computer station (Nov. 16)
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Central

- 2024-571 Missing Star Trek DVDs (Oct. 15)
- 2024-572 Unauthorized use of child's library card (Oct. 15)
- 2024-574 Patron viewing pornography (Oct. 16)
- 2024-578 Feces in underground parking lot (Oct. 17)
- 2024-579 Banned patron asked to leave (Oct. 18)

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- 2024-580 Wellness check on patron outside library (Oct. 18)
2024-583 Verbally aggressive patron (Oct. 19)
2024-584 Patron viewing pornography, asked to leave (Oct. 18)
2024-586 Banned patron using computers, asked to leave (Oct. 22)
2024-590 Glass pipe found outside branch (Oct. 23)
2024-595 Damaged items returned in book drop (Oct. 24)
2024-597 Patron in washroom for extended period, suspected drug use (Oct. 24)
2024-600 Patron asked to leave for day after multiple wellness checks (Oct. 28)
2024-601 Universal washroom – feces in sink (Oct. 28)
2024-605 Patron wearing a pumpkin as a helmet (Nov. 1)
2024-606 Refusal to move car from staff parking spot (Nov. 1)
2024-607 Banned patron in library (Nov. 1)
2024-608 People eating on ground in parking garage (Nov. 1)
2024-609 Banned patron returns, asked to leave (Nov. 1)
2024-613 Patron viewing pornography, asked to leave (Nov. 3)
2024-616 Man shaving in washroom at closing (Nov. 4)
2024-617 Empties left in in public washrooms (Nov. 5)
2024-619 Banned patron in library (Nov. 5)
2024-622 Agitated patron asked to leave (Nov. 7)
2024-623 Empty alcohol bottle found in garbage (Nov. 8)
2024-628 Patron banned for behaviour towards staff (Nov. 11)
2024-630 Person urinating on exterior wall of library (Nov. 11)
2024-631 Patron has nosebleed in public washroom (Nov. 11)
2024-635 AMHS called for patron in distress (Nov. 14) 📞
2024-636 Substance use and abusive language (Nov. 14)
2024-641 Patron reading and sleeping on the floor (Nov. 14)
2024-644 Beer cans found in washroom garbage (Nov. 16)
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Hartington

- 2024-582 Power outage, branch closed (Oct. 19)
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Isabel Turner

- 2024-573 Concerning interaction with patron, asked to leave (Oct. 15)
2024-575 Teens sitting on overhead ledge, rude when asked to leave (Oct. 16)

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- 2024-576 Sections of the Toronto Star removed/stolen (Oct. 16)
2024-581 Wellness check for patron in washroom (Oct. 18)
2024-587 Teens being rude to other patrons, asked to leave (Oct. 22)
2024-592 Theft of bicycle outside branch (Oct. 23)
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Pittsburgh

- 2024-596 Patron is rude and disrespectful during phone call (Oct. 24)
2024-618 Banned patron in library (Nov. 5)
2024-627 Patron lets unregistered friend into branch during EH (Nov. 6)
2024-629 Banned patron asks to speak with supervisor (Nov. 11)
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Rideau Heights

- 2024-594 Aggressive behaviour in the Nintendo Switch room (Oct. 23)
2024-598 Pop can thrown at exterior window (Oct. 25)
2024-625 Youth threatened by other youth, concerned for safety (Nov. 7) 📞
2024-626 Tweens ask to leave (Nov. 8)
2024-640 Patron slow to leave at closing time (Nov. 14)
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Appendix B:

Summary of Patron Feedback (Oct. 13 to Nov. 18)

Branch Operations

- Patron expressed how much they enjoy the branch at the Cataraqui Centre and how it better serves those that go to the mall.
 - Patron complained that he could not get branch hours when phoning 613-549-8888. Even though they pressed 1 as directed, nothing happened.
 - Library user raved that the new Cataraqui Centre Branch was great for moms with kids or folks who want to grab a coffee and go look at new books.
 - Patron expressed desire for the Cataraqui Centre location to become permanent as it is very convenient.
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Collections

- Library user suggested KFPL get a paper-copy subscription to *L'Actualité* or a similar French-language news magazine. They were interested in the physical publication, not a digital version. Patron noted they have made several requests for this in the past without receiving any reply.
 - Patron inquired if the Cataraqui Centre Branch would include more book selections.
 - A patron came in and expressed desire for more Wonderbooks at the Cataraqui Centre Branch and generally at KFPL branches. They also mentioned they love the layout of the new location at the Cataraqui Centre.
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Facilities

- A patron came to the desk and asked to share their thoughts about the upcoming renovations: Central is no longer welcoming and feels very sterile since the renovations. After visiting once, they have not returned. Their hope is that the renovations at Turner do not result in the same outcome. They did mention that staff at both locations are very welcoming and helpful.
- Patron suggested KFPL consider adding a spiritual/prayer room similar to space offered at Stauffer Library at Queen's University.
- In response to a photo on Facebook of the children's area at the Cataraqui Centre Branch, a patron said they loved it very much and maybe similar sensory-friendly spaces can be added in the future to other branches.
- A patron called and commented how much they enjoy going to the Cataraqui Centre

Branch. They said KFPL did a great job in getting it ready and the branch looks great.

General

- Patron shared their kids love Kingston libraries!
 - A patron expressed that they don't feel safe bringing their young child to Central, having witnessed what they thought was substance use in the Library in the spring.
 - A library user new to Kingston shared that they came with their children and they all got library cards and were excited to use the self-checkout, which almost felt like 'magic.'
 - Two library users mentioned they first visited KFPL back in 2018 when they moved to the area. They attended a Lego event at the Sydenham branch. Their kids really enjoyed it and they expressed gratitude at having a free, local event running in the summertime at the Library. Ever since, they have LOVED KFPL and have checked out almost all the branches. They reminisced how helpful it was to reserve books through the early days of the pandemic as well as have access to e-Books.
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Programming

- Patron expressed appreciation for the Tech Tutor Programme at Isabel Turner Branch and suggested the Library continue offering the program.
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KFPL Report to the Board

Subject: Statistical Report (Q3-2024)
Prepared by: L. Carter, Chief Librarian/CEO
Date of meeting: November 27, 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 2025. To keep the Board informed on trends in library use as of the end of Q3 2024, high-level summary data is being provided in the interim. Data continues to be collected and tracked by staff as before.

Circulation

Circulation of physical materials was flat, with a 0.1% increase over Q3 2023. A decrease in the number of physical materials borrowed and renewed in Q3 was offset by an increase in digital circulation.

E-Materials continue to increase in popularity, with much of the increase related to growth in the use of digital magazines following the increased selection available through OverDrive/Libby. E-Materials circulation is constrained by financial resources. Monthly borrowing limits are in place for Kanopy and Hoopla to ensure budgeted amounts are not exceeded. E-Book and E-Audiobook circulation is limited by both the number of titles and number of copies the Library can afford to purchase through OverDrive/Libby.

Queries

In-Branch queries are recorded manually by staff and are subject to a margin of error. Virtual queries include automatic replies and bounce-back messages from undelivered emails. Part of the decrease in this category is related to a reduction in these types of messages due to data cleanup projects.

Technology

The E-Services statistic includes Ancestry, Mango, PressReader, Canadian Major Dailies and Cantook Station, with the drop primarily attributable to decreased use of Ancestry. A link allowing for at-home use of Ancestry during the pandemic was removed in February

2024. Regular use of Ancestry is in-library only. Some underutilised products were cancelled for 2024, which is also contributing to the decrease.

In-branch computer use is up at almost every branch across the system.

Programming and Outreach

Technology Tutor appointments are not included in session or attendance numbers and are tracked separately. Average attendance at in-library programs was up slightly when compared to Q3 2023, as was people reached at outreach events.

Visitors and Active Cardholders

An unknown percentage of library visitors do not borrow materials or attend programs. Tracking visitor counts is another method of measuring overall library business. Visitor counts were previously only reported annually, and for branches without people counters, the number was calculated using data collected during the Annual Survey of Public Libraries (ASPL) “typical week,” which was then annualized. As of late 2023, all KFPL branches had people counters installed, enabling more accurate reporting and granular analysis of visitor trends. Q3 2024 visitor counts for the 9 library branches with complete data for both Q3 2023 and Q3 2024 numbered 138,009, which is a 3.9% increase over the same quarter the previous year.

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 full 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 September 30, 2024, KFPL had 39,142 active cardholders, compared to 36,072 at the end of Q3 2023, an 8.5% increase.

Figure 1: Selected Library Use Data

		2023	2024	Variance
Circulation	Physical Materials	207,201	196,605	-5.1%
	E-Materials	78,387	91,108	+16.2%
	Virtual Renewals	57,168	55,442	-3.0%
	Total Circulation	342,756	343,155	+0.1%
Queries	In-Branch	21,561	22,376	+3.8%
	Virtual	2,420	1,947	-19.5%
	Total Queries	23,974	24,323	+1.5%
Technology	Computer Sessions	8,559	11,122	+29.9%
	E-Services*	31,206	22,237	-28.7%
	Website Visits	275,375	305,457	+10.9%
Programming	Sessions	218	212	-2.8%
	Attendance	4,735	4,697	-0.8%
Outreach	Events	41	35	-14.6%
	Attendance	1,901	1,705	-10.3%

KFPL Monitoring Report to the Board

Executive Limitation Policy L-9

Communication and Counsel (2024-08)

With respect to providing information and counsel to the Board, the Chief Librarian may not permit the Board to be uninformed.

1. Neglect to submit monitoring data required by the Board (see Appendix: Table 1) in a timely, accurate and understandable fashion, directly addressing provisions of the Board policies being monitored.
2. Let the Board be unaware of relevant trends, significant changes in provincial or municipal policies, anticipated adverse media coverage, and/or public reaction, material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established. This shall be done in a timely manner.
3. Fail to advise the Board if, in the Chief Librarian's opinion, the Board is not in compliance with its own policies on Governance Process and Board-Staff Relationship, particularly in the case of Board behaviour which is detrimental to the work relationship between the Board and the Chief Librarian.
4. Fail to marshal for the Board as many staff and external points of view, issues and options as needed for fully informed Board choices.
5. Present information in unnecessarily complex or lengthy form or in a form that fails to differentiate among information of three types: monitoring, decision-preparation or other.
6. Fail to provide a mechanism for official Board, officer or committee communications.
7. Fail to deal with the Board as a whole except when (a) fulfilling individual requests for information or (b) responding to officers or committees duly charged by the Board.
8. Fail to report in a timely manner an actual or anticipated non-compliance with any policy of the Board.
9. Fail to supply for the consent agenda all items delegated to the Chief Librarian, yet required by law or contract to be board-approved, along with the monitoring assurance pertaining thereto.

CEO Interpretation

I interpret this to mean that the CEO shall ensure the Board receives, in a timely and accessible manner, a sufficient amount of accurate information from a variety of perspectives, to inform Board policy and decision-making and assess operational performance. The Board will also receive staff support, in a manner consistent with the total staff resources available, to carry out its responsibilities.

Compliance will be demonstrated when:

- Mechanisms are in place to ensure access to Board resources, training, and communications.
- All required monitoring reports are submitted for inclusion in the Board agenda package according to the schedule in Board policy documents and are accepted by Board motion.
- The Board is advised of any trends, legislative changes, adverse media coverage or public reaction, and external/internal changes that could impact Board policies, particularly those that may trigger the Board's reconsideration of the policies. This information will be provided as soon as possible.
- The Board is advised, through communication with the Board Chair, if there is perceived non-compliance with the Governance Process and Board-Staff Relationship policies.

Evidence of Compliance

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

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

According to the schedule for submission of monitoring data for Executive Limitations and Ends, the following monitoring reports were provided to the Board since the last report:

- Communication and Counsel
- Staff Relations and Volunteers
- Service Accessibility
- Treatment of Public
- Financial Condition (Q3-2024)

The letter from City's Director, Financial Services and Deputy Treasurer confirming that the City of Kingston has met all tax compliance obligations, inclusive of Library requirements was not available in time for the October Board meeting due to the timing of September accounting entries. It has been since been provided and is being attached to this report.

To ensure the Board's awareness of trends, legislative changes, adverse public reaction and/or media coverage, and other material changes that affect the assumptions upon which Board policy has been established, the following information reports were provided to the Board since the last report:

- Budget Variance Report as of September 30, 2024
- Chief Librarian Communication
- Correspondence / Information Received and Sent
- Extended Hours Project – performance update
- Requests for Review of Library Materials (Q3-2024) (*no requests received*)
- Statistical Report (Q3-2024)

Statements of Compliance

- To my knowledge, the Board is in compliance with its Governance Process policies.
- Every effort has been made to keep reports brief and to the point.
- Mechanisms have been provided for official Board, officer, and committee communications.
- My dealings have either been with the Board as a whole or with the Chair on matters within their jurisdiction.
- All delegated items, required by law or contract to be board-approved, along with monitoring assurance, have appeared on meeting agendas since the last report.

I hereby present my monitoring report on Executive Limitation Policy L-9, Communication and Counsel for meeting 2024-08.

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
November 19, 2024



where history and innovation thrive

City of Kingston

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

October 31, 2024

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

Dear Board Members:

Re: Monthly CRA Tax Filings

Please accept this letter as confirmation that the City of Kingston has met all compliance obligations pertaining to GST/HST and payroll tax filings, remittances, and other reporting. All filings are current as of September 30, 2024, inclusive of Library requirements.

Best regards,

THE CORPORATION OF THE CITY OF KINGSTON

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

KFPL Monitoring Report to the Board

Executive Limitation Policy L-1

General Executive Constraint

The Chief Librarian shall not cause or allow any practice, activity, decision or organizational circumstance which is either imprudent or in violation of commonly accepted business, environmental and professional ethics, the *Public Libraries Act*, RSO 1990, c.P.44, other relevant statutes, or contractual agreements the Board has made.

CEO Interpretation

“Cause” is interpreted to mean any action or inaction made by the Chief Librarian/CEO and “allow” is interpreted to mean any action or inaction taken by Library staff that is permitted.

“Practice, activity, decision, or organizational circumstance” is interpreted to include all operational functions within the Chief Librarian/CEO’s control. The endangerment of the organization’s public image/credibility is interpreted to mean that the public, Council, or media’s trust in the organization has diminished due to violation of Library policies or due to violations of commonly accepted business, environmental and professional ethics, the *Public Libraries Act*, RSO 1990, c.P.44, other relevant statutes, or contractual agreements the Board has made.

I interpret this to mean that it is the responsibility of the Chief Librarian to maintain current knowledge of legislation, best practices, and other issues that are relevant to library operations. It is also the responsibility of the Chief Librarian to stay informed about operational situations/occurrences, and to react accordingly. Risk will be mitigated by the proactive establishment of organizational guidelines that promote responsible, informed, and prudent decision-making and activities.

Evidence of Compliance

Compliance will be demonstrated when there are no substantiated occurrences of unlawful, unethical, or imprudent actions caused or allowed by the Chief Librarian.

Statements of Compliance

- A successful external audit confirmed compliance with reporting and financial obligations.
- There have been no legal claims from staff or the public relating to violations of the

Ontario Human Rights Code, the Ontario *Human Rights Code*, the Ontario *Occupational Health and Safety Act*, the *Workers Safety and Insurance Act* or the *Employment Standards Act*.

- There have been no claims made by the Ministry of Tourism, Culture and Gaming or any other government body that the Library has been in violation of the *Public Libraries Act* or any other Ministry requirements.
 - There have been no lawsuits filed against the Library.
 - Contractual obligations have been met.
-

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

November 19, 2024

KFPL Monitoring Report to the Board

Executive Limitation Policy L-2

Staff Relations and Volunteers (2024-08)

With respect to relations with paid staff and volunteers, the Chief Librarian may not cause or allow conditions which are unreasonably 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.
6. Fail to provide staff with sufficient training and resources to handle potential emergency situations.

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, are encouraged to report issues of concern, and are provided with resources and training in order to be appropriately prepared to respond to potential emergency situations.

Compliance will be demonstrated when the Library:

- Operates with written policies and fosters an organizational culture that reflects that the Library's commitment to diversity and inclusion.
- Operates with written personnel procedures which clarify rules, provide for the effective handling of grievances, and protect against wrongful conditions.
- Provides orientation and training to acquaint staff members with their rights.

-
- Offers mechanisms for staff to ask questions, state concerns and to provide feedback and suggestions.
 - Does not treat staff in an unjust or unfavourable manner for holding moral principles or expressing opinions at variance with those commonly or officially held.
 - Provides resources and training to appropriately prepare staff to respond to potential emergency situations.

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 and accommodation is provided during the application and interview process if requested.

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

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

- KFPL Safety Manual

These above-mentioned policies and procedures, along with others mentioned in the following sections also help prepare staff to respond to potential emergency situations. The KFPL Safety Manual is of particular importance in this regard and was recently updated and assigned to all staff for review.

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. The Policy is actively being reviewed by an internal Working Group and a draft of the final revised Policy is included in the November agenda package for Board for approval.
- Signs have been posted prominently in City of Kingston branches regarding expectations around treatment of staff and other patrons.
- Guidance has been provided to staff to assist in the application of the existing Code of Conduct and to clarify expectations for patrons and for staff.
- Banning guidelines are in place to provide guidance for staff in dealing with inappropriate patron behaviour.

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

- Orientation of new staff includes coverage of rights and responsibilities, training required under the *Occupational Health and Safety Act* and time to meet with a CUPE representative as per the current collective agreements.
- Training is assigned to staff through the Library's Learning Management System (LMS).
- KFPL offers mechanisms for staff to ask questions, state concerns and to provide feedback and suggestions.
- Written policies and procedures are in place to provide direction to staff in carrying out their duties, and training is provided.
- Written policies and procedures are in place to provide direction for staff to effectively state concerns and provide feedback.
- Communication with Union representatives takes place regularly to proactively address issues and concerns. Formal Union-Management Committee meetings take place at least six (6) times per year, and Joint Health and Safety Committee

meetings take place at least four (4) times per year.

- Staff feedback is requested and considered as part of operational planning and training. The annual staff development day was held on June 10, 2024 and was planned by a staff committee with representation from across the organization. In addition to organization and department updates, external speakers presented to Library staff on ergonomics, deaf culture, at-risk youth and the Welcoming Streets program.
- A Code of Conduct working group was 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 about changes to patron service policies.
- Every reasonable 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 September 2024. Grievance #2024-01 is scheduled for arbitration and #2024-02 will be scheduled for arbitration in 2025.

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

November 19, 2024

KFPL Report to the Board

Subject: Patron Code of Conduct Policy – revised draft

Prepared by: L. Carter, Chief Librarian / CEO

Date of meeting: November 27, 2024

Background:

The Code of Conduct Working Group has been guiding planned updates to the Library's Patron Code of Conduct Policy since Spring 2024.

A first draft of the updated Patron Code of Conduct Policy was brought to the September 2024 Board meeting, where it was discussed and approved for further public consultation.

Analysis:

Stage two of engagement activities included two in-person pop-ups at KFPL branches, a staff survey and a feedback ad campaign aimed at collecting suggestions via email. These activities were designed to raise awareness of the updated policy, now renamed Library Use and Conduct Policy and gather feedback on the proposed changes via email or in person. The full engagement report is included in the agenda package following this report.

As a result of data collected during engagement activities, as well as feedback from the Library's Joint Health and Safety Committee, the Working Group is recommending the following changes:

- Add line about volume of conversation and tone of voice.
- Remove 'scooters' from list of items that must be left outside the branches, to eliminate confusion between mobility assistive devices and recreational equipment.
- Add provision about intoxication being prohibited on library premises to the section that deals with illegal substances at the Library.
- Add the word 'behaviour' to the first line to reinforce that it is not just offensive and discriminatory language that is not permitted, but also discriminatory and offensive behaviour or gestures.
- Reorder the lines so similar items are grouped together.
- Edit the line about clothing to better communicate expectations.
- Expand the line about food to clarify what types of foods are allowed and include language regarding patrons being mindful of others.
- Separate clauses so 'Keep belongings with you' is its own line.

- Add provision regarding sitting on the floor.

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 feedback received are highlighted in yellow.

Next Steps:

Updated banning/suspension guidelines, referred to in the Library Use and Conduct Policy as the “Kingston Frontenac Public Library Procedure on Responding to Library Use and Conduct Policy Violations” are under development, along with communications and signage regarding the Policy changes. The Code of Conduct Working Group will develop draft procedures for consideration by the Joint Health and Safety Committee. It is expected that this work, along with any staff training, can be completed by March 31, 2025. It is recommended that implementation of the updated Policy be delayed until that work is complete.

Recommendations:

That the Board approve the revised Library Use and Conduct Policy as presented in Appendix A, to take effect March 31, 2025.

Appendix A:

Library Use and Conduct (2nd DRAFT)

1. Purpose

The purpose of this Policy is to ensure everyone feels welcome and has a positive experience while using the Library and its services. Along with other Library policies, it helps promote the safety, dignity, and intellectual freedom of library patrons and staff, as well as the security of library property.

2. Scope

This Policy outlines expectations regarding the use of library services and spaces. It applies everywhere the Library conducts its business, whether on Library property, in the community, over the phone or email, or online.

3. Guiding Principles

This Policy supports the Library's mission to build and support community through inclusive, welcoming and safe spaces for all. The Library provides free and equitable access to services and collections that advance literacies and invite people to innovate, learn, explore, and connect.

Library staff make every effort to apply this Policy in a fair, dignified, and respectful manner.

4. Policy

Adhering to the following will promote a safe, welcoming and harassment-free environment where everyone can respectfully co-exist:

- Use respectful language and respect the rights of others to enjoy the Library. Abusive, coarse, violent, or harassing language **and behaviour**, as well as discrimination based on *Ontario Human Rights Code* protected grounds will not be tolerated.
- **Be considerate of the tone and volume of your conversations.**
- Use library facilities, materials, and furniture with respect and only for their intended purposes.
- Respect the privacy of library patrons at service desks, printing stations, computers, meeting rooms and other KFPL spaces.

- Take responsibility for those in your care during your visit.
- Refrain from canvassing, soliciting, or distribution of materials without prior authorization.
- Obtain approval and consent before taking photographs, filming, or recording.
- Sleeping on library premises is not permitted. To ensure KFPL patrons are well and not in need of emergency services, staff will conduct wellness checks where there is a concern about a patron's well-being.
- Preparing, selling, or using cannabis, alcohol, cigarettes, e-cigarettes or illegal drugs is not allowed on library premises. **Being intoxicated is not allowed on library premises.**
- Weapons are not permitted on library premises.
- **Dress for a public setting. Tops, bottoms and footwear are required to be worn in the Library.**
- **Food and lidded beverages may be consumed in most areas of the Library. Avoid messy and aromatic foods and be considerate of others by placing all waste in receptacles provided.**
- **Keep personal belongings with you.**
- **Avoid sitting on the floor** and keep doorways, aisles and walkways clear. Make sure you or your belongings do not interfere with others' use of the Library.
- Leave equipment such as bikes and carts in designated areas outside.
- Bring in only service animals, as defined in the *Accessibility for Ontarians with Disabilities Act*, 2005, Ontario Regulation 191/11, Integrated Accessibility Standards.
- Follow KFPL staff or security personnel direction and leave the building promptly at closing and as requested during emergency situations.
- Notify KFPL staff of any issues or concerns or if assistance is required.

5. Compliance

Patrons engaging in conduct contrary to this Policy, other Library policies or municipal, provincial or federal laws will be asked to modify their behaviour and/or directed to leave the premises.

Continued or serious violations may result in loss of library privileges, including a ban from physical and/or digital spaces and services. Please refer to Kingston Frontenac

Public Library Procedure on Responding to Library Use and Conduct Policy Violations
(*to be developed*) for information regarding suspension and banning procedures.

Information related to an individual's use of the Library will be disclosed to law enforcement as required to support investigations and legal proceedings.

6. Related Policies

Access to Information and Protection of Privacy

Accessibility for Users with Disabilities

Bulletin Boards – Posting and Displaying Materials

Internet Access (Public)

Occupational Health and Safety

Public Use of KFPL Online Forums and Social Media

Service Feedback Standards

Unaccompanied Children in the Library

Video Surveillance

Workplace Harassment

Workplace Violence Prevention

7. Document Control

Original Policy Date:

Last Reviewed: 2015

Changes Made: see report to Board dated November 27, 2024

Next Review:

Patron Code of Conduct Policy Update

Public Engagement Report – October 2024

Introduction

Community engagement is integrated into decision-making and planning at the Kingston Frontenac Public Library (KFPL). As part of the Library's commitment to community-informed development, updates to the Patron Code of Conduct are being made to meet the evolving needs of library patrons and staff. Along with other Library policies, it helps ensure the safety, dignity and intellectual freedom of library patrons and staff, as well as the security of library property.

Engagement played an important role in shaping the updates, ensuring diverse perspectives were considered. This report highlights the methods used to engage the community during the second phase of feedback, summarizes the feedback received and outlines how this input influenced the project's outcomes.

Background

Library policies are regularly reviewed, both on a pre-determined schedule, and based on operational need. The Patron Code of Conduct Policy was last reviewed by a staff committee in 2015. Revisions to the Policy were approved by the Library Board in February 2016, but later reversed after a significant amount of community feedback was received in response to changes. The Library Board then formed a [Community Engagement Committee](#) and implemented a [Community Engagement Policy](#) and Toolkit. Public consultation on the Patron Code of Conduct Policy took place in 2018, led by an external consultant. Progress on Policy updates was stalled by staffing changes and the COVID-19 pandemic.

An internal Working Group was formed in Spring 2024, with management and union representatives, including Joint Health and Safety Committee members, tasked with directing the project, making decisions on engagement opportunities and providing overall guidance regarding updates to the Patron Code of Conduct Policy. The Working Group met regularly between May and November 2024. Much of the Working Group's time was devoted to gathering and reviewing internal and external feedback and drafting an updated version of the Policy.

The first stage of engagement was conducted between May and July 2024 and included feedback from key audiences like KFPL staff, Library Board and members of the public.

Over 1,500 people participated and provided suggestions and ideas. The first stage concluded with the release of the draft of the re-named Library Use and Conduct Policy. The Library Board approved the first draft for further engagement at their September 25, 2024 meeting.

Engagement Objectives

The purpose of the second stage of engagement was to collect internal and external feedback on the updated Patron Code of Conduct Policy, now titled Library Use and Conduct Policy, to ensure it aligns with the current needs of staff and library patrons.

Audiences

- ↳ KFPL Staff and Library Board
- ↳ Kingston and Frontenac County communities

Engagement Methods

Engagement activities included two in-person pop-ups at KFPL branches, staff survey and a feedback ad campaign aimed at collecting suggestions via email. These activities were designed to raise awareness of the updated Library Use and Conduct Policy and gather feedback on the updated Policy via email or in person.

Outreach efforts were supported by City of Kingston and Frontenac County staff, who shared the draft policy with their audiences.

To gather a broad range of input, KFPL offered multiple engagement formats:

Survey

- ↳ Staff survey (38 responses)

In-branch engagement pop-ups

- ↳ Two in-branch pop-up sessions at the Central and Isabel Turner Branches provided library users with the opportunity to speak with a member of the Code of Conduct Working Group about the changes to the Policy.

Engagement Ad Campaign

- ↳ The ad campaign ran for thirteen days, between October 7- October 20. The call to action was to review the changes and email KFPL suggestions.
- ↳ The goal was to drive users to the updated Policy and request feedback over email or in-person at one of the pop-ups.
- ↳ The campaign reached 21,934 Meta users and led to 876 link clicks to the [Engage KFPL webpage](#) which included the updated Policy and the Stage 1 Engagement Report.

- ↳ The ad had 50 reactions, 13 comments and 10 shares.

What We Heard

The engagement process on the draft Library Use and Conduct Policy was valuable in ensuring revisions to the Policy reflect the needs of KFPL's diverse community and promote a safe and welcoming space for all.

The following section of the report summarizes feedback collected during the October engagement activities.

Loitering

- ↳ 2 patrons wanted to ensure loitering was no longer part of the updated policy.

Noise

- ↳ 2 patrons who use the library to study were concerned that no provision addresses noise volume.

Intoxication

- ↳ 1 patron inquired about KFPL's guidelines regarding intoxication on library premises.

Sleeping

- ↳ 12 patrons had comments about sleeping at the Library (both at the in-branch pop-up, via email and in comments on social media). Concerns ranged from patrons wishing sleeping was allowed and those that felt that it was not appropriate to sleep at the Library.

Hot foods

- ↳ 1 patron expressed desire to be able to eat hot meals while studying.

Overall clarity

- ↳ 1 patron provided suggestions to re-organize the order of points in the Policy for greater clarity.

Mobility scooters

- ↳ 1 library user suggested to re-think the inclusion of 'scooters' as part of the items that must be left outside in designated area. Only including the word 'scooters' might be confusing, as some patrons use scooters as mobility devices.

Recommendations

As a result of feedback received during engagement activities, as well as feedback from the Library's Joint Health and Safety Committee, the Working Group is recommending the following changes:

- ↳ Add line about volume of conversation and tone of voice.
- ↳ Remove ‘scooters’ from list of items that must be left outside the branches, to eliminate confusion between mobility assistive devices and recreational equipment.
- ↳ Add provision about intoxication being prohibited on library premises to the section that deals with illegal substances at the Library.
- ↳ Add the word ‘behaviour’ to the first line to reinforce that it is not just offensive and discriminatory language that is not permitted, but also discriminatory and offensive behaviour or gestures.
- ↳ Reorder the lines so similar items are grouped together.
- ↳ Edit the line about clothing to better communicate expectations.
- ↳ Expand the line about food to clarify what types of foods are allowed and include language regarding patrons being mindful of others.
- ↳ Separate clauses so ‘Keep belongings with you’ is its own line.
- ↳ Add provision regarding sitting on the floor.

The Code of Conduct Working Group carefully reviewed all information collected during the engagement process and recommended changes directly supported by the survey data, internal incident reports, library sector best-practices and Health and Safety regulations and considerations. The recommendations aim to ensure the Policy fosters positive experiences for KFPL patrons and staff, complies with health and safety regulations, and upholds the Library’s commitment to being a welcoming space for all.

The Draft Policy refers to a “Procedure on Responding to Library Use and Conduct Policy Violations” in section 5 under Compliance. Banning guidelines will be reviewed and procedures revised as part of the implementation of the new Policy.

Next Steps

The second draft of the Library Use and Conduct Policy will be presented for approval to the Kingston Frontenac Public Library Board at their November 27, 2024 meeting with the recommendation that the Policy and updated banning/suspension guidelines be implemented on March 31, 2025.

Supplementary Materials

2015 Patron Code of Conduct Policy (attached)

2024 Library Use and Conduct Policy 1st Draft (attached)

2024 Library Use and Conduct Policy 2nd Draft (attached)

KFPL Board Workplan Framework – 2025

	Governance Process	Ownership Linkages & Education	Ends & Executive Limitations Reports	Information Reports	Required Approvals
January 22, 2025 Statement of Solidarity <i>(read by)</i>	- Election of Officers	- TBD	- Communication & Counsel - Emergency Executive Succession	- Chief Librarian Communication - Requests for Review of Library Materials	- Anti-Nepotism - Criminal Record Checks
February 26, 2025 Statement of Solidarity <i>(read by)</i>		- TBD	- Financial Condition <i>(incl. Budget Variance Report)</i> - Staff Relations & Volunteers	- Chief Librarian Communication - Statistical Report	- Room and Event Space Rental
April 23, 2025 Statement of Solidarity <i>(read by)</i>	- Chief Librarian Evaluation	- TBD	- Communication & Counsel - Ends: Report of Library Achievements - Financial Condition <i>(incl. Budget Variance Report)</i>	- Chief Librarian Communication - Requests for Review of Library Materials	- Collection Development - Community Engagement
May 28, 2025 Statement of Solidarity <i>(read by)</i>		- TBD	- Asset Protection (external audit) - Staff Relations & Volunteers	- Chief Librarian Communication - Statistical Report	- Occupational Health & Safety - Workplace Harassment - Workplace Violence Prevention - Standards of Conduct for KFPL Employees - Volunteer

KFPL Board Workplan Framework – 2025

	Governance Process	Ownership Linkages & Education	Ends & Executive Limitations Reports	Information Reports	Required Approvals
June 25, 2025 Statement of Solidarity <i>(read by)</i>		- TBD	- Asset Protection - Service Accessibility - Treatment of Public	- Chief Librarian Communication	- Accessibility for Users with Disabilities
September 24, 2025 Statement of Solidarity <i>(read by)</i>		- TBD	- Communication & Counsel - Financial Condition <i>(incl. Budget Variance Report)</i> - Staff Relations & Volunteers	- Chief Librarian Communication - Requests for Review of Library Materials - Statistical Report	- Community Partnerships - News Media
October 22, 2025 Statement of Solidarity <i>(read by)</i>		- TBD	- Financial Condition <i>(incl. Budget Variance Report)</i> - Financial Planning & Budgeting	- Chief Librarian Communication	- 2026 Budget Approval Consent - Programming
November 26, 2025 Statement of Solidarity <i>(read by)</i>	- 2026 Meeting Schedule & Workplan Framework - Re-exploration of Ends	- OLA Super Conference attendance - Ownership Linkage plan for 2026 - Determine Board education needs for 2026	- Communication & Counsel - General Executive Constraint - Staff Relations & Volunteers	- Chief Librarian Communication - Requests for Review of Library Materials - Statistical Report	

KFPL Report to the Board

Subject: Extended Hours Pilot Project
Prepared by: L. Carter, Chief Librarian/CEO
Date of meeting: November 27, 2024

Background:

The use of technology to expand access to the Pittsburgh Branch was first added to the 15-year capital plan after a 2018 grant application was unsuccessful. Funding for the project was requested in the 2022 capital budget presented to the Library Board and approved at the October 2021 meeting.

The Pittsburgh Branch was chosen for initial implementation of the technology as Library planning documents back to 2004 point to a need for increased space and greater access to library services in Kingston East. A major renovation and expansion is planned for this branch, and the Extended Hours project increases access in the interim. The layout, location and low number of incidents recorded at the branch also made it an ideal location to pilot the technology.

Implementation of Extended Hours was delayed to allow for completion of the Library Facilities Plan in 2022. The ongoing impacts of the pandemic including staffing, capacity and supply chain challenges also impacted project implementation. Extended Hours launched as a pilot project on Monday, October 2, 2023. Staffed hours were increased by 2 to for a total of 40 staffed hours each week, and 20 hours were added under the Extended Hours pilot project, for a total of 60 weekly hours of service.

A June 2022 report to the Board states that the goal of the pilot project is to “increase access to and use of the Pittsburgh Branch leading into the branch expansion” and states that “the effectiveness of Extended Hours will be evaluated using data and feedback from staff and patrons.”

Analysis:

A combination of Library use data and patron satisfaction feedback is being used to evaluate the success of the Extended Hours Project.

Patron Use and Satisfaction

A survey was conducted between October 23 and November 10, 2024 to assist in the evaluation of the Extended Hours Pilot Project. Feedback was collected from patrons registered for Extended Hours and also sought from all patrons with the Pittsburgh

Branch listed as their primary branch in the Library database. The goal was to understand overall satisfaction levels, as well as reasons for not registering for the service.

A total of 488 people responded to the survey, which was sent via email to 5,161 patrons and also made available in hardcopy at the Pittsburgh Branch. A sign with a QR code linking to the digital survey was posted at the Pittsburgh Branch to further promote the opportunity to provide feedback.

The survey revealed a very high level of satisfaction with the service, with 82% of respondents very satisfied and 11% somewhat satisfied. Similarly, most respondents said they would recommend the service to others, with 82% of respondents very likely and 10% somewhat likely to recommend Extended Hours.

Three survey questions gave respondents the opportunity to provide information via a free-text field. These questions probed satisfaction levels with the service, why respondents hadn't registered and asked about suggestions for improvement.

Many patrons took the opportunity to express appreciation for Extended Hours. Where concerns were expressed, staffing was most mentioned. Some respondents expressed a preference to visit during staffed hours because they value the interactions with staff and the ability to ask questions. Others expressed feeling uncomfortable with the lack of staff on the premises, either in connection to concern about potential job loss for library workers, or because they are opposed to the concept of using the Library without staff.

Registration and use of the service was second-most mentioned opportunity for improvement, with people identifying lack of knowledge about the service and hours of availability, challenges with the registration process, difficulty using the barcode scanner to enter the building and confusion regarding the registration requirement as areas for improvement or reasons for being dissatisfied with the service.

Several respondents said safety concerns were the reason they did not or would not use the service. A small number of respondents mentioned that while they had not experienced any issues, they were still concerned about safety. A few people stated that they felt awkward or uncomfortable when other library users tried to get in at the same time as them.

The full public engagement report is included with this report.

Visitor, Active Cardholder and Usage Data

Visitor, active cardholder and usage activity for the first year of Extended Hours increased, both when compared to the previous 12 months of Pittsburgh Branch data,

and also when compared to system-wide or City of Kingston branch averages (see Figure 1).

Extended Hours Usage

To make use of the service, patrons are required to register. As of September 30, 2024, 1,019 patrons, which represents 26% of active cardholders with the Pittsburgh Branch listed as their primary branch, had registered for the service. Of these 1,019 registrants, 891 patrons, or 87%, had used the service.

Data from the outdoor scanner shows the Branch was accessed 2,626 times during Extended Hours.

Circulation of physical materials during Extended Hours showed 6,794 were borrowed which represents 10% of the total branch circulation.

Public internet use (excluding Wi-Fi) was 126 sessions, or 11% of overall branch computer use.

Incident Reports

Internal incident reports were used to track any reported or observed violation of Library policy, including Extended Hours Terms and Conditions. Of the 33 incidents reported between October 1, 2023 and September 30, 2024, 20 incidents were related to Extended Hours:

- 11 incidents were related to patrons accessing the branch without scanning their card or entering their PIN. These incidents involved registered patrons holding the door open for others, registered users bringing other people in with them, or people entering behind registered users before the door had fully closed or latched.
- 3 incidents were related to technology failure or registration errors where patrons could not access the branch during Extended Hours.
- 3 incidents were related to other Library policy violations with respect to unaccompanied children, pets in the branch and verbal aggression towards maintenance staff.
- 3 incidents were related to alarm or facilities-related issues.

Library staff followed up on all incidents and contacted patrons to ensure understanding of Extended Hours Terms and Conditions. Incident reports at the Pittsburgh Branch made up 4.7% of the overall incidents reported system-wide during the same period.

An e-newsletter was sent to all registered Extended Hours users to provide them with a copy of the Terms and Conditions and to reinforce messaging to prevent instances of

unauthorized access. Each new registrant to the service now receives this newsletter automatically. Orientation scripts were also updated to highlight these clauses in the Terms and Conditions. A brochure was also developed to help communicate the highlights of the Extended Hours service.

Opportunities for Improvement

- ↳ Communications: Some of the survey responses revealed misunderstanding about how the Extended Hours service works, particularly with respect to hours, registration requirements and continued availability of staffed hours at the Pittsburgh Branch. Messaging and signage will be reviewed to help address the issues.
- ↳ Technology and Operations: Staff are looking to remove the 60-minute time limit on the public internet stations. Other operational suggestions are also being investigated.
- ↳ Additional Hours: Several survey responses requested that additional Extended Hours be added, particularly on Friday evenings and on Sundays. The only possible expansion of hours at this time is on Sundays from 1 to 5 p.m., and staff recommend that these be added effective January 5, 2025.

Conclusion

Survey data, as well as Library use data demonstrate that the pilot project had a positive impact. KFPL aims to provide high-quality services that are responsive to community needs. Convenience, flexibility and increased access made this project responded to identified needs and made this pilot successful with KFPL patrons.

High levels of patron satisfaction, increases to Pittsburgh Branch use that exceed City-wide or system-wide average increases, combined with a small number of minor incidents support the decision to continue with Extended Hours on a permanent basis.

Recommendations:

That the Board approve, on a permanent basis, the hours of operation for the Pittsburgh Branch as presented below, effective January 4, 2025.

Monday (9 a.m. to 8 p.m.)

- Staffed Hours..... 9 a.m. to 1 p.m.
- Extended Hours..... 1 p.m. to 8 p.m.

Tuesday (9 a.m. to 8 p.m.)

- Extended Hours..... 9 a.m. to noon
- Staffed Hours..... noon to 8 p.m.

Wednesday (9 a.m. to 8 p.m.)

- Extended Hours 9 to 10 a.m.
- Staffed Hours 10 a.m. to 6 p.m.
- Extended Hours 6 to 8 p.m.

Thursday (9 a.m. to 8 p.m.)

- Extended Hours 9 a.m. to noon
- Staffed Hours noon to 8 p.m.

Friday (9 a.m. to 5 p.m.)

- Extended Hours 9 to 1 p.m.
- Staffed Hours 1 to 5 p.m.

Saturday (9 a.m. to 5 p.m.)

- Staffed Hours 9 a.m. to 5 p.m.

Sunday (1 to 5 p.m., mid-Oct. to mid-April)

- Extended Hours 1 to 5 p.m.

Figure 1: Library Use Data for the Pittsburgh (PI) Branch

		Oct 2022- Sept 2023	Oct 2023- Sept 2024	Variance
Cardholders	PI - Primary branch	3,360	3,897	+16.0%
	PI - Unique users	2,759	3,537	+28.2%
	System-wide	36,072	39,142	+8.5%
In-Person Visits	Pittsburgh Branch	37,194	46,436	+24.8%
	City of Kingston Branches excl. RH*	460,444	510,438	+10.9%
Circulation	Physical Materials	66,169	68,002	+2.8%
	City of Kingston Branches	677,990	669,761	-1.2%
	System-wide	764,844	749,171	-2.0%
Computer Use	Pittsburgh Branch**	774***	1,149	+48.4%
	System-Wide	37,284	40,879	+9.6%

* Equipment failure at the Rideau Heights Branch led to loss of visitor count data in 2023. Rideau Heights Branch is therefore excluded from the visitor count comparison.

** Two public computers were removed from the Pittsburgh Branch in order to install a new photocopier/printer and self-service printing technology.

*** Software upgrade in June 2023 resulted in loss of computer session data. An average of the other 11 months was used to estimate June's computer usage.

Extended Hours Pilot Project

Public Engagement Report – November 2024

Introduction

Community engagement is integrated into decision-making and planning at the Kingston Frontenac Public Library (KFPL). As part of the Library's commitment to community-informed development, patron feedback was sought as part of the evaluation of the Extended Hours Pilot Project.

The Extended Hours Pilot Project provides the community with more access to the Library by offering blended services at the Pittsburgh Branch. It empowers library users to access resources and services independently while staff are not on-site. Library staff continue to support users on-site during staffed hours and remotely via telephone during Extended Hours.

Engagement played a role in shaping the review of the pilot project, ensuring patron perspectives were considered. This report highlights the methods used to engage the community and summarizes the feedback received.

Background

The Extended Hours Pilot Project was launched in October 2023 at the Pittsburgh Branch.

The Pittsburgh Branch is in an area of significant development and requires a major renovation and expansion. The need for increased space and hours of service in this growing community was noted as far back as the 2004 Kingston Frontenac Public Library Branch Services Review. The need has only grown since, with ongoing development in the area and the opening of the Waaban Crossing. Community consultation for the 2022 [Library Facilities Plan](#) identified expanded hours as the most-requested service priority at branches across Kingston-Frontenac.

The goal of the Extended Hours Pilot Project was to increase access to and use of the Pittsburgh Branch leading into a planned branch expansion.

Engagement Objectives

The purpose of the engagement was to assist in the evaluation of the Extended Hours Pilot Project by collecting patron feedback.

Audience and Engagement Methods

Feedback via a targeted survey was sought from everyone who had registered for the service prior to September 30, 2024, as well as patrons with the Pittsburgh Branch listed as their primary branch in the Library database (5,161 patrons).

To further promote the feedback opportunity at the Pittsburgh Branch, a paper version of the survey was made available and a sign with a QR code linking to the digital survey was posted.

Survey responses were collected between October 23 and November 10, 2024, with a total of 488 survey responses received.

A blank copy of the survey is included in this report as supplementary material.

What We Heard

The engagement process was valuable in assessing how the current set-up of Extended Hours services meets the needs of patrons and in identifying areas for improvement.

Survey respondents were asked a series of questions about their familiarity with the project and whether they were 'registered' or 'not registered' for the service. The remaining survey questions then focussed on the respondent's overall experiences with Extended Hours service, or their reasons for not registering.

Several questions in the survey allowed respondents to select more than one option, data for those questions in the report is based on percentage of respondents rather than on the number of respondents.

A summary of feedback collected from the survey is included below.

Familiarity with the service

Of the 488 respondents who completed the survey:

- 88.7% (433 respondents) were familiar with the Extended Hours Pilot Project.
- 11.3% (55 respondents) were unfamiliar with the Extended Hours Pilot Project.

Registration Rates

Of the 433 respondents who indicated they were familiar with the Extended Hours Pilot Project:

- 70% (304 respondents) were registered for the service.
- 30% (131 respondents) were not registered for the service.

Reasons for not registering

When asked about reasons for not being registered, 120 people responded, and

responses fell into the following categories:

↳ Staffing

- 28 respondents identified feeling uncomfortable with the lack of staff on the premises, whether it was in connection to library worker job loss, being opposed to the concept of using the Library without staff present or simply not wanting to be there while staff were not present.
- 6 respondents expressed a preference to go to the branch while staff are present so they may ask questions or interact with library staff.

↳ Safety Concerns

- 17 respondents identified safety concerns as the reason they have not registered for the service.

↳ Process

- 4 respondents did not know the service required registration.
- 4 respondents expressed confusion around hours for the service and when they could come in.
- 3 respondents were unclear on how they were supposed to register.
- 3 respondents felt the registration process was difficult.

↳ Lack of Knowledge

- 3 respondents were not familiar with the service.

↳ Availability

- 16 respondents stated they forgot or were too busy to register.

↳ No current need for service

- 32 respondents noted they did not need the service, with reasons ranging from using digital resources to being content with current staffed hours.

↳ Other

- 3 respondents listed being new to Kingston as the reason for not registering.
- 1 respondent preferred to go to a different branch rather than use Extended Hours.

When asked if they wanted to register for the service now:

- 70% said no.
- 30% said yes. Library staff will contact the 47 people who provided contact information to provide information and offer assistance to register.

When prompted to provide details about how users heard about Extended Hours:

- 50% heard through the KFPL website.

- 44% heard from KFPL staff member.
- 24% heard through other means (sign at branch, email from KFPL, newsletter, local media).
- 16% heard through word of mouth.
- 9% heard through social media.
- 4% were referred by friend or family.
- 1% heard by searching online.

Services used during Extended Hours

Data from the survey showed the following services were used during Extended Hours:

- 80% of respondents used the service to pick up reservations.
- 72% of respondents used the service to return materials.
- 47% of respondents used the service to browse the collection.
- 47% of respondents used the service to borrow materials.
- 19% of respondents used the service to access library space (study, read etc.).
- 18% of respondents used the service to access washroom facilities.
- 6% of respondents used the service for access to Wi-fi.
- 4% of respondents used the service to print or photocopy.
- 3% of respondents selected “other,” with the majority listing being registered, but not getting around to using the service yet and 1 person listing study as their main reason to use Extended Hours.

Satisfaction with the service

Survey data showed overall high satisfaction levels with the service with:

- 82% of respondents being very satisfied.
- 11% of respondents being somewhat satisfied.
- 5% of respondents being neither satisfied, nor dissatisfied.
- 2% of respondents being very dissatisfied.
- 1% of respondents being somewhat dissatisfied.

When prompted to provide details about their satisfaction levels with the services, 242 people answered, and their responses fell into the following categories:

↳ Convenience

- 152 respondents mentioned convenience and increased access as the reason they are satisfied with the service.

↳ Positive experience

- 30 respondents stated they are happy with the service but did not provide a

specific reason.

↳ Staffing

- 19 respondents took the opportunity to mention that even though they visit the branch during Extended Hours, they still prefer staff interactions. Out of the 19 responses, 3 respondents flagged concern about library worker job loss.

↳ Increased Hours

- 17 respondents expressed a desire for even more hours and 1 respondent suggested expanding the service to other branches.

↳ Process

- 7 respondents mentioned challenges with the registration process; out of the 7, 6 mentioned the scanner was an issue at some point.

↳ Safety concerns

- 5 respondents mentioned that while they had not experienced any issues, they were still concerned about safety.

↳ Quiet Time

- 4 respondents said they enjoyed how quiet the branch is during Extended Hours.

↳ Interactions with other library users.

- 3 respondents stated they felt awkward or uncomfortable when other library users tried to get in at the same time as them.

↳ Other

- 1 respondent mentioned the one-hour limit on Wi-Fi does not make sense during Extended Hours.
- 1 respondent mentioned they prefer using the branch during Extended Hours due to being COVID-cautious and preferring to be around fewer people.

Assistance during Extended Hours

When asked if they needed assistance during Extended Hours:

- 85% of respondents said no.
- 12% of respondents responded said yes.
- 3% of respondents said they did not know they could ask for help.

Out of the 35 respondents that said they needed assistance, data showed they requested assistance in the following ways:

- 45% of respondents asked for help during staffed hours.
- 31% of respondents used the in-branch phone.

- 20% of respondents used other methods such as asking staff that happened to be around at the time (e.g. maintenance) or asking other patrons.
- 9% of respondents used the print binder.
- 6% of respondents used the Extended Hours web page.

When asked about the satisfaction level with the assistance:

- 63% of respondents were very satisfied with the assistance.
- 28% of respondents were satisfied with the assistance.
- 9% of respondents were neutral.
- 0% of respondents were somewhat dissatisfied or very dissatisfied.

Service Recommendation

Data showed users were very likely to recommend the service with:

- 82% of respondents very likely to recommend Extended Hours.
- 10% of respondents somewhat likely to recommend Extended Hours.
- 5% of respondents were neutral.
- 1% of respondents were somewhat unlikely to recommend Extended Hours.
- 2% of respondents were very unlikely to recommend Extended Hours.

Improving Extended Hours

Survey respondents were asked for their suggestions to improve the service. 178 people answered this question, and responses fell into the following categories:

↳ No suggestions for improvements

- 100 respondents said they did not have any suggestions; of that total, 22 mentioned the service works great and therefore they had no suggestions for improvements, while 78 just said they had no suggestions.

↳ Hours

- 29 respondents suggested KFPL consider expanding extended hours. 7 respondents suggested providing extended hours on Sunday, 2 suggested more hours on Fridays and 1 suggestion to expand the service to rural branches.
- 3 respondents would prefer consistent daily hours.
- 1 respondent found it difficult to keep track of current hours.

↳ Staffing

- 11 respondents brought up staff, with 6 noting that they prefer to have staff there, 3 concerned about job loss for staff and 2 suggesting KFPL hire more staff.

↳ Safety

- 6 survey respondents provided suggestions for safety improvements with 1 person mentioning having a monitor with staff available for questions; 2 respondents suggested video surveillance; 1 respondent suggested better indoor and outdoor lighting, 1 person mentioning they feel overall uneasy and 1 wanting for the door not to stay open for as long.
- 1 person would like for both branch doors to be locked.

↳ Technology

- 4 survey respondents suggested the scanner could be easier to use.
- 2 respondents would like to be able to use the computer for more than the current 60-minute time limit.

↳ Communications and Signage

- 4 respondents would like better signage at the branch.
- 1 respondent wished Extended Hours was more visible on the website.
- 1 respondent suggested more reminders that only one patron can enter the branch at a time.
- 1 respondent suggested reinforcing that the service requires registration.
- 1 respondent suggested improvements to the Google listing to explain the service requires registration.

↳ Available services

- 3 patrons suggested service improvements with 2 wanting video games to be able available for reservation and 1 wishing for more board games.

↳ Other

- 1 patron mentioned feeling uncomfortable when other patrons knock on windows to be let inside the branch.
- 1 person asked that the service be discontinued but did not provide a reason.
- 1 survey respondent was concerned too much responsibility is placed in the hands of the library users.
- 1 survey respondent suggested the armchair from the large print section be moved to provide better access to shelves.

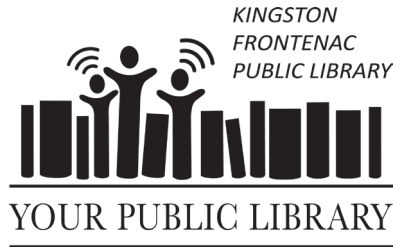
Next Steps

Data from the survey will be evaluated alongside library use data to better understand the overall impact of the service, to identify opportunities for improvement and to make a recommendation regarding the continuation of Extended Hours in 2025.

A report on the Extended Hours Pilot Project will be presented to the Library Board at their November 27, 2024 meeting.

Supplementary Materials

2024 Extended Hours Pilot Project Survey



Extended Hours Survey

In October 2023, Kingston Frontenac Public Library (KFPL) launched the **Extended Hours Pilot Project**. KFPL is looking to gather feedback from patrons who have the Pittsburgh Branch as their preferred branch. The information gathered will be used to evaluate the success of the project. This survey will take less than 10 minutes to complete.

The survey closes on **November 10 at 11:45 p.m.**

At the end of the survey, you will have the opportunity to share your email address to enter a draw for a **\$50 gift card** to a coffee shop of your choosing.

All individual responses will be kept confidential and treated in accordance with the KFPL Access to Information and Protection of Privacy Policy. Personal information collected by the Kingston Frontenac Public Library is done so under the authority of the Public Libraries Act, R.S.O. 1990, c. P.44., s. 5(3) and s. 20 and the Municipal Freedom of Information and Protection of Privacy Act, R.S.O., c. M.56., s. 28(2) The information collected will be used in the process of the library's business. Questions regarding the collection of this information should be directed to the CEO & Chief Librarian, Kingston Frontenac Public Library, 130 Johnson Street, Kingston, ON K7L 1X8 613-549-8888.

1. Are you familiar with the Extended Hours Project?

☐ Yes ☐ No

If you answered yes, go to question **2**. If you answered No, go to question **1a**.

1a. About the Extended Hours Project

The Extended Hours Pilot Project provides our community with more access to the Library by offering blended service at the Pittsburgh Branch. It empowers you to access library resources and services independently while staff are not on-site. Library staff continue to support users on-site during staffed hours.

How to Register

Extended Hours access is only available to users who pre-register in person at any of our 16 library branches by providing identification and agreeing to the Extended Hours Terms of Use.

Would you like to register for Extended Hours Access at the Pittsburgh Branch?

☐ Yes ☐ No

If you answered yes, go to question **1b**. If you answered No, go to question **11**.

1b. Please provide your contact information so we may reach out and help you register for Extended Hours access:

First name Last name
Email address

After filling out your contact information go to question **11**.

2. Are you registered for Extended Hours?

☐ Yes ☐ No

If you answered yes, go to question **3**. If you answered No, go to question **2b**.

2b. Please tell us why you have not registered for the Extended Hours Service.

After answering go to question **11**.

3. How did you hear about the Extended Hours Project? (check all boxes that apply)

- ☐ KFPL staff member ☐ Word of mouth ☐ Referral by friend of family
- ☐ KFPL website ☐ Online search (ex. Google, Bing) ☐ Social media (ex. Facebook, Instagram etc.)
- ☐ Other (please specify)

4. What services do you use during Extended Hours? (check all boxes that apply)

- ☐ Pickup reservations ☐ Printing / photocopying ☐ Return materials
- ☐ Use library space (ex. study, read etc.) ☐ Browse the collection ☐ Public Wi-fi
- ☐ Borrow materials ☐ Washroom ☐ Public Internet
- ☐ Other (please specify)

5. How satisfied are you with the Extended Hours service?

- ☐ Very satisfied ☐ Somewhat satisfied ☐ Neither satisfied not dissatisfied
- ☐ Somewhat dissatisfied ☐ Very dissatisfied

6. Tells us more details about your satisfaction levels with the service:

7. Have you ever needed assistance with Extended Hours? (ex. asked for help during staffed hours, used the in-branch phone, reviewed the print binder, used the Extended Hours webpage)

- ☐ Yes ☐ No ☐ I did not know I could ask for help.

If you answered yes, go to question **7a**. If you answered No, or I did not know, go to question **8**.

7a. How did you get help during Extended Hours? (check all that apply)

- ☐ In-branch phone ☐ Extended Hours print binder ☐ Extended Hours webpage
- ☐ Ask for help during staffed hours ☐ Other (please specify)

7b. How satisfied were you with the assistance?

- ☐ Very satisfied ☐ Satisfied ☐ Neutral
- ☐ Somewhat dissatisfied ☐ Very dissatisfied

8. How likely are you to recommend Extended Hours?

- ☐ Very likely ☐ Somewhat likely ☐ Neutral
- ☐ Somewhat unlikely ☐ Very unlikely

9. Do you have any improvements to suggest for the Extended Hours service?

10. If the Extended Hours Project has made a difference for you, please tell us your story. Include your first name, as we would like to share your first name with the Library Board.

11. Survey Draw

If you wish to be entered into the draw for a **\$50 gift card** to a coffee shop of your choosing, please provide your email address.

Email

Thank you! For more information about the code of conduct update, visit **www.community.kfpl.ca**.