

AGENDA

Regular Meeting #2025-01

Kingston Frontenac Public Library Board

January 22, 2025 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. Election of Officers
 - 2.1. Chair (motion)
 - 2.2. Vice-Chair (motion)
3. Adoption of the Agenda / Addendum (motion)
4. Disclosure of Conflict of Interest
5. Delegations
6. Presentations
 - 6.1. Board Education – Intellectual Freedom
7. Adoption of Minutes
 - 7.1. Regular KFPL Board Meeting #2024-08 of Nov. 27, 2024 (attached) (motion)
 - 7.2. Special KFPL Board Meeting #2024-s01 of Dec. 11, 2024 (attached) (motion)
8. Business Arising from the Minutes
9. Input from Board Members

Consent Agenda

10. Information Items

10.1. Correspondence / Information Received and Sent

- 10.1.1. From the County of Frontenac, a letter dated November 28, 2024 to advise that Councillor Gerry Lichty has been appointed as Warden and Councillor Bill Saunders as Deputy Warden of Frontenac County.

11. Information Reports

- 11.1. Chief Librarian Communication (attached)
11.2. Requests for Review of Library Materials (Q4-2024) (*no requests received*)

12. Motion to accept Consent Agenda (motion)

Required Approvals Agenda

13. Monitoring Reports

- 13.1. Communication and Counsel (report attached) (motion)
13.2. Emergency Executive Succession (report attached) (motion)

14. Policy Review and Approval

- 14.1. Anti-Nepotism (report and policy attached) (motion)
14.2. Criminal Record Checks (report and policy attached) (motion)
14.3. Ends (E1-E4) (report and policy attached) (motion)

15. Action Items

- 15.1.

Other Business

16. Ownership Linkage & Education Committee – update

- 16.1. Discussion – iCREAt

Adjournment and Next Meeting

Regular Board Meeting, Wednesday, February 26, 2025 at 5:00 p.m., Meet 1, Central Branch.

MINUTES (unconfirmed)

Regular Meeting #2024-08

Kingston Frontenac Public Library Board

November 27, 2024 at 5:00 PM

Meet 1, Central Branch

Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Dr. Mark Asberg (arrived at 5:05 p.m.), Anne Brunner, Mary Beth Gauthier, Dr. Elizabeth Goodyear-Grant, Dr. Marcus Létourneau, Louise Moody (virtual), Alan Revill, Jennifer Ross (Chair) (virtual), Councillor Bill Saunders, Councillor Wendy Stephen (Vice-Chair) (virtual, joined at 5:04 p.m.), Sonia Verjovsky

Staff Present: Nicole Burchat (Budget/HR Analyst), Nicole Charles (Director, Facilities and Technology), Diana Gore (Manager, Marketing and Community Engagement), Kristen Lemay (Manager, Projects and Strategic Initiatives), Shelagh Quigley (Director, Human Resources), Amy Rundle (Recording Secretary), Tim Stranak (Manager, Facilities)

CUPE 2202 / 2202.01: Jillann Rothwell, Dorothy Dickson, Sarah Gallagher, Jennifer Goodfellow, Joanne Berrigan, Mary Cameron

Absent / Regrets: none

1. Call to Order

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

2. Adoption of the Agenda

Item 16. (Re-evaluation of Ends Policies) was moved to follow item 10. (Motion to accept Consent Agenda).

Motion #: 2024-79

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

That the agenda and addenda be adopted as amended.

Carried

3. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

4. Delegations

There were no delegations.

5. Presentations

There were no presentations.

W. Stephen joined the meeting at this time. (5:04 p.m.)

6. Adoption of Minutes

6.1. Regular KFPL Board Meeting #2024-07 of October 23, 2024

Motion #: 2024-80

Moved by: A. Brunner

Seconded by: E. Goodyear-Grant

That the minutes of Regular Meeting #2024-07 of the Kingston Frontenac Public Library Board held October 23, 2024 be adopted as circulated.

Carried

7. Business Arising from the Minutes

There was no business arising from the minutes.

M. Asberg arrived at this time. (5:05 p.m.)

Consent Agenda

8. Information Items

8.1. Correspondence / Information Received and Sent

8.1.1. From the President, CUPE Local 2202 / 2202.01 on behalf of all unionized KFPL workers, a letter dated November 24, 2024 restating their concerns about Extended Hours services.

9. Information Reports

9.1. Chief Librarian Communication

9.2. Requests for Review of Library Materials (Q3-2024)

There were no Requests for Review to report on for Q3-2024.

9.3. Statistical Report (Q3-2024)

A Board member asked about the year-over-year decrease in Q3 circulation data, and if the decrease was related to a specific department or category of materials. L. Carter stated that circulation data by branch is recorded monthly, but more granular data is

available and can be provided if desired.

10. Motion to accept Consent Agenda

Motion #: 2024-81

Moved by: M. Gauthier

Seconded by: L. Moody

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

Carried

16. Re-evaluation of Ends Policies

J. Ross explained that the Ends are the organization's statement of purpose, and identify who the Library serves, the outcomes to work towards, and how resources should be prioritized. Ends policies are high-level direction on where the Library is headed and why, and are used by the Chief Librarian to oversee operations.

Board members were asked to consider our communities, the context that public libraries are operating in, and whether the current Ends are meeting these needs. Overall, it was felt that the current Ends effectively capture the purpose of the organization and who is being served, but more precise language could be used to identify what makes the library unique and essential. The following comments and suggestions were also made:

- Does the interpretation of "welcoming and inclusive" include safety?
- Libraries aren't social service agencies and we need to be cautious this isn't identified as part of our scope. Libraries are essential to community building, but the focus should be on helping people find information about, and make connections with, other community agencies and supports.
- The word "knowledge" isn't part of the current Ends statement, but the Library helps people acquire knowledge by providing access to information.
- Understand why it states "urban-rural", but it might be more effective to just say "all residents".
- "All" is only felt to be inclusive depending on where you sit. This is a unique library system that covers a large and diverse geographical area. Rural communities are differently served and the library plays a different role in small communities (e.g., only place with free wi-fi, computer access). There are unique needs and stating "urban-rural" keeps this front-of-mind.
- Libraries have really re-invented themselves over the last 20 years. They're still an information hub, but also a critical place for bringing people together and creating social connection. Suggest that social connection / participation be included as an outcome.

- “Societal participation” language was intended to capture more than just community connection and came from discussion during the last revision around different literacies and allowing people to participate in more democratic processes and being part of a society.
- Seems highly relevant that the Ends statements align with actual budget priorities. Need to be cognizant of fiscal constraints when developing directions to ensure they are actually achievable.
- Like the inclusion of “foster curiosity” but don’t like that it’s at the end of the statement.

M. Asberg, E. Goodyear-Grant, and J. Ross volunteered to work on a revised Ends statement that will be brought to the January meeting for review and approval.

Required Approvals Agenda

11. Monitoring Reports

11.1. Communication and Counsel

Motion #: 2024-82

Moved by: A. Revill

Seconded by: W. Stephen

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

Carried

11.2. General Executive Constraint

Motion #: 2024-83

Moved by: M. Gauthier

Seconded by: E. Goodyear-Grant

That the Board has assessed the Chief Librarian’s monitoring report on General Executive Constraint (L-1) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

11.3. Staff Relations and Volunteers

In response to a question about the increasing number of incidents, and making sure that staff feel safe, S. Quigley provided an overview of the Joint Health and Safety Committee’s (JHSC) responsibilities and actions:

- Union and Management representatives, who are trained/certified as required by legislation, make up the JHSC, which meets regularly to review emerging issues and

incident reports, and make recommendations around staff training, operational policies, etc. Special meetings are also scheduled on an as-needed basis throughout the year to review/discuss time-sensitive issues.

- The KFPL Safety Manual is reviewed by the JHSC regularly, and updated versions are added to the staff training LMS as a sign-off requirement. The most recent version of the manual was reviewed/approved in September 2024.
- Members of the JHSC participate in an annual branch inspection tour to look at things like lighting, security, alarms, shrubbery around buildings, trip hazards, etc. This is done in addition to the monthly workplace inspections completed by facilities staff.
- Security has been increased this year in response to the number of incidents, and this increase is included in the draft 2025 operating budget estimate that will be presented to City of Kingston Council for approval in the new year.

Motion #: 2024-84

Moved by: A. Revill

Seconded by: W. Stephen

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

Carried

12. Policy Review and Approval

12.1. Patron Code of Conduct - final

L. Carter provided an overview of the final draft policy, including context for consideration and questions/comments received from Board members since the agenda package was distributed.

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

- The policy is typically displayed near the entrance or service desk or on a public bulletin board. Larger locations also have television screens where reminders about specific conduct can be displayed. A key part of implementing the updated policy is marketing and communications (e.g., how to display key points), and this process will follow approval of the policy.
- Use of the word "avoid" provides wiggle room for staff to address individual circumstances that fall outside the intent of the policy.
- Some branches have areas where sitting on the floor is permitted (e.g., programming space, children's play area), but formally identifying these areas leads to other negative staff-patron interactions (e.g., adults without children sitting on the

floor of the children's area).

- Selling prescription medication is illegal and is covered elsewhere in the policy.

L. Carter stated that language specific to "sitting on the floor" was added after discussion with the JHSC around recent incidents with patrons sitting/laying on the floor and resulting negative interactions with staff when asked to move. The role of the JHSC is to mitigate potential risks for staff safety, and there is concern that sitting on the floor is a hazard for others using the Library, including staff, and a source of confrontation between staff and patrons. If the preference of the Board is to remove the reference to sitting, then that is the Board's direction and risk tolerance and staff will enforce to the best ability.

Board members discussed and provided the following comments and suggestions:

- Rural branches have few tables and chairs for sitting. Think it should be "asked to move if blocking aisles".
- Understand that the blocking of aisles might be a tripping hazard, but think we could achieve the same goal by saying just "not block aisles or floor spaces". People looking to defy the rule will try crouching, etc. to get around the 'no sitting' rule, and it seems like we're taking a broad stroke for a very specific and small group of patrons. Also concerned that on KFPL social media channels, website and posters have pictures of people sitting on the floor at the library.
- The current language is highlighting 'no sitting on the floor' at the library, but that isn't the case (e.g., children). We should say what we mean.
- There are many behaviours that would be objectionable in the library and we could never capture all of them. If the policy says "don't block aisles" it covers a broader range of potential behaviours.
- If staff are coming to us with specific wording that best suits enforcement, we should let that stand. There is a level of judgement required to implement the policy, but certain language could be beneficial for staff to enforce rules.
- While sitting on the floor might not always be a hazard, it doesn't necessarily create a welcoming environment for others coming into the space. It's a creative way to include this rule and would wait and see how effective it is as a tool for staff.
- Could soften the language by moving 'sitting on the floor' to the end of the sentence. Suggest rewording to "Keep doorways, aisles and walkways clear. Make sure you and your belongings do not interfere with others' use of the Library (e.g., avoid sitting on the floor)".

W. Stephen left the meeting at this time. (6:00 p.m.)

Board members discussed language specific to food in the Library, and agreed on the following update:

“Food and covered beverages are allowed in most areas of the Library. Out of consideration for others and to protect library facilities and equipment, avoid eating hot or messy foods, clean up after yourself, and dispose of waste in the designated receptacles.”

Motion #: 2024-85

Moved by: M. Gauthier

Seconded by: E. Goodyear-Grant

That the Board approve the revised Library Use and Conduct Policy, as amended, to take effect March 31, 2025.

Carried

13. Action Items

13.1. 2025 Meeting Schedule and Workplan Approval

Motion #: 2024-86

Moved by: M. Létourneau

Seconded by: E. Goodyear-Grant

That the Board approve the 2025 Meeting Schedule and Workplan Framework.

Carried

13.2. 2025 OLA Super Conference – Board attendance

The Library’s annual training budget is approximately \$40,000, and this amount is shared between staff and Board members. The cost to attend the full conference is approximately \$1,800 per person. The Saturday session is specific to Board members, but the first few days of the conference mostly benefit staff. J. Ross stated that keeping board costs to no more than 10% of the annual training budget is reasonable, and suggested sending multiple Board members to the Saturday session. One Board member could attend the full conference but would need to be justified in advance through session selection and demonstration of direct benefit to the Board.

Motion #: 2024-87

Moved by: E. Goodyear-Grant

Seconded by: M. Gauthier

That the attendance of Board members at the 2025 OLA Super Conference be approved as follows:

- # of attendees for Full Conference = up to 1
- # of attendees for Board Bootcamp = up to 4
- to a maximum expenditure of \$4,000.

Carried

Other Business

14. Extended Hours Project – pilot evaluation report

The following answers were provided to questions related to this report:

- The schedules of maintenance and programming staff will be adjusted so they aren't in the branch during Extended Hours. There may be some exceptions (e.g., courier delivery, emergency maintenance issues), but the overall direction is to avoid working in public areas of the branch during Extended Hours.
- Messaging and signage has been adjusted since launching the service to address not letting others in, and improvements will continue to be made as issues arise. Staff emphasize the requirement to not let others in during registration, and new Extended Hours registrants also receive a follow-up email that highlights important terms and conditions of use.
- Have made efforts to address any safety concerns and we follow up on incidents as they happen. Extended Hours was being discussed before the last round of collective bargaining and we had a positive outcome settling the agreement. There have been disagreements with the Union about technology improvements over the years, like self-checks or the sorters. Technology improvements continue to offer new ways to provide library service to the community.
- It's been repeatedly stated that Extended Hours services will not replace staffed hours, and staffed hours at the Pittsburgh Branch were actually increased when the service was implemented. It's possible that the service could be expanded to other branches in the future, but there is no intent to replace current staffed hours. Branches that are closed have resources and technology that are inaccessible to patrons, and the intent is to find ways to make these resources more accessible.

Motion #: 2024-88

Moved by: M. Gauthier

Seconded by: B. Saunders

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

* SH = Staffed Hours; EH = Extended Hours

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

- SH: 9 a.m. to 1 p.m. EH: 1 p.m. to 8 p.m.

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

- EH: 9 a.m. to noon SH: noon to 8 p.m.

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

- EH: 9 to 10 a.m. SH: 10 a.m. to 6 p.m. EH: 6 to 8 p.m.

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

- EH: 9 a.m. to noon.....SH: noon to 8 p.m.

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

- EH: 9 to 1 p.m.....SH: 1 to 5 p.m.

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

- SH: 9 a.m. to 5 p.m.

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

- EH: 1 to 5 p.m.

Carried

Union representatives left the meeting at this time. (6:51 p.m.)

15. Ownership Linkage and Board Education Committee - update

M. Létourneau reported that the activities of the Committee, which has met three times so far with the next meeting scheduled for December 9, 2024. The Committee is recommending a board focus on mental health and well-being for 2025. They also discussed updates to the Board Portal to include additional resources and event sign-up, making space on meeting agendas for reporting back on Ownership Linkage activities and having meetings at other branches.

Adjournment / Next Meeting

There being no further business, A. Revill moved to adjourn the meeting at 6:57 p.m.

The next regular Board Meeting will be held at 5:00 p.m., Wednesday, January 22, 2025, Meet 1, Central Branch.

Signatures:

Jen Ross, Chair

Amy Rundle, Recording Secretary

MINUTES (unconfirmed)

Special Meeting #2024-s01

Kingston Frontenac Public Library Board

December 11, 2024 at 5:00 PM

Meet 3, Central Branch

Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Dr. Mark Asberg, Anne Brunner, Mary Beth Gauthier, Dr. Elizabeth Goodyear-Grant (virtual), Louise Moody (virtual), Alan Revill (virtual), Jennifer Ross (Chair), Councillor Bill Saunders (virtual), Councillor Wendy Stephen (Vice-Chair) (virtual, joined at 5:24 p.m.), Sonia Verjovsky (virtual)

Staff Present: Nicole Burchat (Budget/HR Analyst), Kristen Lemay (Manager, Projects and Strategic Initiatives), Amy Rundle (Recording Secretary), Tim Stranak (Manager, Facilities)

Absent / Regrets: Dr. Marcus Létourneau

1. Call to Order

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

2. Adoption of the Agenda

Motion #: 2024-89

Move by: A. Revill

Seconded by: E. Goodyear-Grant

That the agenda and any addends 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.

Required Approvals Agenda

11. Reallocation of Capital Budget Funds

Staff provided an overview of the Isabel Turner Branch renovation project, including the

cost estimate process and the result of the Request for Proposals (RFP) issued by the City of Kingston to engage a contractor for the project. The following answers were provided in response to questions:

- There is a margin of error with any construction estimates, and unfortunately all of the RFP submissions came in at the high threshold of this margin. In an effort to find cost savings, conversations to clarify design specifics have taken place with the highest ranked proponent as part of contract negotiations, and the project team has engaged in further value engineering exercises.
- A report is going to City Council at their next meeting to request a reallocation of capital funds within their existing budget to cover the remainder of the funding shortfall.
- A substantial redesign of the project plans would be required if the funding shortfall can't be overcome. However, the additional architectural design work and costs related to a delayed project start (e.g. inflationary increases to the cost of materials/labour, extended lease term for the temporary location) would incur significant costs as well and might result in a result that does not meet the operational needs of the Library.
- Budget contingencies are built into the estimates to cover unforeseen issues that arise during the renovation.
- The reallocation of existing funds will support the renovation project without additional taxpayer contributions. It's unlikely that this request will have a negative impact on future Library budget requests.

W. Stephen joined the meeting at this time. (5:20 p.m.)

- A communication plan is in place to address questions and comments from community members.

Motion #: 2024-90

Moved by: M. Gauthier

Seconded by: E. Goodyear-Grant

That the Board approve the transfer of \$300,000 in capital funds to the City of Kingston for the Isabel Turner Branch renovation project.

Carried

Adjournment / Next Meeting

There being no further business, L. Moody moved to adjourn the meeting at 5:24 p.m.

The next regular Board Meeting will be held at 5:00 p.m., Wednesday, January 22, 2025, 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: January 22, 2025

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

Final furniture and equipment items have been removed from the building, facilitating building handover to a general contractor. Construction is expected to begin in late-January.

City of Kingston Asset Management Plan

KFPL staff are working with City of Kingston staff on the next phase of the asset management planning process. Refining service level and asset condition information is the current focus.

Staffing Updates

Temporary pages were hired for the Cataraqui Centre branch (Cherilyn Burnell) and Sydenham branch (Susan Bobbitt).

Alanna Kalnay (Library Assistant) and Joanne Berrigan (Branch Supervisor) will be retiring at the end of January.

Programs, Services, and Spaces – New and Notable

New furniture is coming to the Arden Branch in late-February and preparations will be made to the space over the next month (e.g., shifting of shelving).

KFPL is excited to be partnering with the Reelout Queer Film Festival to offer four film screenings at the Central Branch February 3-6. The Friends of the Library and Reelout have generously sponsored 20 free tickets for library patrons for each screening in addition to the tickets that are for sale.

On January 13, KFPL launched a new type of robotics kit for lending – the LEGO Robotics Discovery Kits. Provided and supported by Queen's Connections, the kits feature LEGO EV3s which allow patrons to build and program their own creations.

Beginning in January, KFPL and Compassionate Communities will be offering a new series called Aging Well. It's a bi-weekly speakers' series that explores topics of interest for older adults. Topics include financial literacy, fraud awareness, medical assistance in dying, kitchen workshops, and more.

On February 8, KFPL will celebrate Lunar New Year at the Central Branch in partnership with the Chinese Canadian Association of Kingston and District. There will be an afternoon full of activities and performances.

February is Black Histories and Futures Month. To celebrate, KFPL will be offering a reading challenge for all ages to promote books written by Black authors. There will also be several programs offered including a story time featuring Michelle from Ruthy's Reading Room and an inclusive art therapy workshop for children ages 4-8 led by Bria Wannamaker.

Marketing and Engagement

Priorities for the first quarter of the year include new Library Use and Conduct Policy signage for all branches (digital and physical) and migrating email notices to a new platform, which will provide improvements on how the information is displayed.

From a programming perspective, the promotional goals are to spotlight Lunar New Year programs, Black Histories and Futures Month, and Freedom to Read Week. This will be achieved through an integrated approach that includes branch signage, book displays, digital book list recommendations, and social media promotion.

As a result of rapid changes to current social media platforms, an evaluation KFPL's use of social media channels and their impact is underway.

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.).

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 (Nov. 19, 2024 to Jan. 13, 2025)****Calvin Park**

- 2024-647 Minor damage to car in parking lot (Nov. 20)
 - 2024-650 Banned patron in branch (Nov. 22) 📞
 - 2024-657 Banned patron in branch again (Nov. 25) 📞
 - 2024-683 Banned patron asked to leave (Dec. 3)
 - 2024-688 Banned patron asked to leave again (Dec. 4)
 - 2024-691 Water from roof causes icy conditions (Dec. 5)
 - 2024-693 Patron shouting profanities on way out (Dec. 5)
 - 2024-700 Alcohol cans found in parking lot (Dec. 10)
 - 2024-701 Alcohol bottle in washroom garbage (Dec. 12)
 - 2024-702 Teenagers asked to leave (Dec. 12)
 - 2024-703 Tarps and remains of campfire outside courtyard gate (Dec. 13)
 - 2024-705 Glass pipe left on toilet in washroom (Dec. 17)
 - 2024-710 Alcohol can found in washroom garbage (Dec. 19)
 - 2025-003 Empty beer cans in washroom garbage (Jan. 2)
 - 2025-004 Burned candle and ash pile outside courtyard fence (Jan. 2)
 - 2025-005 Beer cans and shoes left at front entrance (Jan. 3)
 - 2025-016 Toilet paper dispenser pulled from wall (Jan. 8)
 - 2025-020 Patrons use emergency exit (Jan. 9)
 - 2025-024 Possible DVD theft (Jan. 9)
 - 2025-025 Shattered glass pipe and beer cans found in washrooms (Jan. 10)
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Cataraqui Centre

- 2024-659 Patron unhappy when asked to move from children's area (Nov. 26)
 - 2024-662 Unhappy patron returns, asked to leave (Nov. 26)
 - 2025-002 Unattended child in branch (Jan. 2)
 - 2025-027 Banned patron in branch (Jan. 10)
 - 2025-029 Banned patron enters branch (Jan. 11)
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Central

- 2024-645 Verbal altercation between patrons, threats and verbal abuse to staff (Nov. 19)

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- 2024-656 9-1-1 called about person on nearby roof (Nov. 25) 📞
- 2024-652 Concern about patron behaviour (Nov. 22) 📞
- 2024-651 Public computer found unplugged (Nov. 22)
- 2024-653 Smoking, loitering in parking garage (Nov. 22)
- 2024-654 Dispute between patrons (Nov. 23)
- 2024-655 Public computer unplugged again (Nov. 24)
- 2024-660 Patron confrontation at printer (Nov. 26)
- 2024-661 Crisis team called for patron (Nov. 26) 📞
- 2024-663 Intoxicated patron asked to leave (Nov. 27)
- 2024-664 Banned patron in library (Nov. 27)
- 2024-665 Patron reacts aggressively when asked to smoke off library property (Nov. 27)
- 2024-669 Banned patron asked to leave (Nov. 29) 📞
- 2024-673 Drug use in washroom, patron asked to leave (Nov. 30) 📞
- 2024-674 Feces found in parking lot between KFPL vans (Nov. 30)
- 2024-675 Patron refused to leave at closing (Nov. 30) 📞
- 2024-676 Patron delays closing, verbally abusive to staff (Dec. 1) 📞
- 2024-677 Patron asked to put pocketknife away (Dec. 2)
- 2024-678 Person trying to stop others from logging out of computer sessions (Dec. 2)
- 2024-679 Patron reports possible stolen wallet (Dec. 2)
- 2024-680 Racist comments and altercation between patrons (Dec. 3)
- 2024-681 Patron speaks rudely to staff and other patrons (Dec. 3)
- 2024-682 Possible smoking and drug use in washroom (Dec. 3)
- 2024-684 Drug use in study room, mess left in washroom (Dec. 4)
- 2024-685 Suspected drug use in washroom (Dec. 4)
- 2024-686 Patron shouts inappropriate things at staff, asked to leave (Dec. 4)
- 2024-687 Patron reacts angrily when asked to move from floor (Dec. 4)
- 2024-689 Patron returns after being asked to leave for the day (Dec. 4)
- 2024-690 Antacid medication found in picture book (Dec. 4)
- 2024-692 Police called when security guard threatened (Dec. 5) 📞
- 2024-694 Ban delivered to patron for prior drug use in library (Dec. 5)
- 2024-695 Patron asked to leave (Dec. 6) 📞
- 2024-697 Gluing acrylic nails on at first-floor table (Dec. 7)
- 2024-699 Patron makes racist comments to security during wellness check (Dec. 9)

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- 2024-698 Oily, perfumed substance left on washroom surfaces (Dec. 9)
- 2024-708 Drug paraphernalia found in washroom (Dec. 18)
- 2024-709 Patron complains about noisy patron (Dec. 19)
- 2024-711 Patron makes demands and speaks rudely to staff (Dec. 28)
- 2024-712 Library van break-in (Dec. 28)
- 2024-713 Banned patron in library, makes inappropriate comments to staff (Dec. 30) 📞
- 2025-001 Person with belongings and remains of campfire in parking garage (Jan. 2) 📞
- 2025-006 Banned patron in branch, asked to leave (Jan. 4)
- 2025-007 Banned patron asks for new library card (Jan. 4)
- 2025-008 Patron sleeping and surrounded by drug paraphernalia, asked to leave (Jan. 5)
- 2025-009 Banned patron in branch, threatens security (Jan. 6) 📞
- 2025-010 Person mumbling angrily towards staff (Jan. 6)
- 2025-011 Banned patron in library, asked to leave (Jan. 6)
- 2025-012 Intoxicated patron swears/threatens security when asked to leave (Jan. 6) 📞
- 2025-013 Banned patron and another intoxicated person asked to leave (Jan. 7) 📞
- 2025-014 Patron detained by security after aggressive/violent outburst (Jan. 7) 📞
- 2025-015 Banned patron asked to leave (Jan. 8)
- 2025-017 Patron asked to leave for day after multiple wellness checks (Jan. 8)
- 2025-018 Alcohol can found in washroom (Jan. 8)
- 2025-019 Patron banned for verbally abusing staff and security (Jan. 8)
- 2025-021 Patron grinds food into carpet and swears at security (Jan. 9)
- 2025-022 Alcohol can found inside washroom (Jan. 9)
- 2025-023 Loud and aggressive patron escorted out by security (Jan. 9) 📞
- 2025-026 Banned patron returns to library (Jan. 10)
- 2025-028 Patron asks for help to get to Ottawa by taxi (Jan. 12) 📞
- 2025-030 Patron refuses to get off the floor, aggressive and swearing (Jan. 13)
-

Pittsburgh

- 2024-672 Back cover of book ripped off (Nov. 29)
-

Rideau Heights

- 2024-649 Bullying behaviour (Nov. 20)
- 2024-668 Tween asked to leave (Nov. 29)
- 2024-670 Another group of tweens asked to leave (Nov. 29)

2024-671 Tweens asked to leave (Nov. 29)

Sydenham

2024-706 Patron complains about appropriateness of children's material (Dec. 17)

Appendix B:

Summary of Patron Feedback (Nov. 19, 2024 to Jan. 13, 2025)

Accessibility

- A patron at Calvin Park suggested a higher chair on wheels be provided to help browse the Large Type section.
-

Branch Operations

- A request was made for a chair near an outlet at the Cataraqui Centre Branch.
 - Staff submitted that a patron expressed their gratitude for the Library when they visited the Calvin Park Branch with their grandchild. They'd previously had a card with Frontenac County and when their grandson asked to go to the library, they were pleased to bring them and get their own card.
 - A request was made for additional study space given the closure of the Isabel Turner Branch. The Friends of the Library Community Room has been made available at the Calvin Park Branch when it is not otherwise in-use.
 - A suggestion was made that an after-hours return bin be added at the Cataraqui Centre Branch.
 - A patron requested that a slide scanner be added to the equipment available in the Create Space.
-

Collections

- Audiobooks were added to the Cataraqui Centre Branch in response to several patron requests shortly after it opened.
-

Customer Service

- A patron called to expression appreciation for the Sydenham Branch staff, and particularly wanted to acknowledge Lia for her customer service.
- A patron emailed to express appreciation for staff at the Pittsburgh Branch when they attended to pick up some reserved items. They wrote, in part: "I had a lovely interaction with a librarian at the Pittsburgh branch yesterday (Wednesday, December 4th) when I popped in to pick up some reserved books. We struck up a conversation based on one of the books about greenhouse gardening. It was a very pleasant and friendly exchange. I left feeling happier and more energized than when I had arrived. My intention was to nip in and out to get the books, just another stop on my to-do list. But

as I drove home I reflected on how much better I felt after this brief social interaction. This would not have happened had I gone during staffless hours. Yes, I could have accomplished the task, but I would not have experienced any joy, no increase of endorphins, and I would not have left smiling. We need people. We need librarians. Do not underestimate the importance of these brief encounters for people's mental health: Such seemingly unimportant interactions can make all the difference in a person's day."

- A patron expressed disappointment that we did not have a dedicated local history librarian to assist them.

Facilities

- A patron left a Google Review expressing appreciation for the Sydenham Branch: "I love this Branch! Staff are friendly and very helpful. The view of the lake is beautiful. The updates that occurred more than a few years ago makes it modern and functional."
- Two patrons commented about odours at the Central Branch, one of them expressing that the Library should be asking people to leave.

General

- A patron emailed us to say: "We get such value from the library! Thank you for the wonderful services you provide. Best wishes to staff for 2025."
- A patron submitted a Google Review expressing appreciation for the "large variety of different kinds of books even some that are banned in a large amount of countries" and said they recommend KFPL strongly.
- From a Google Review about the Calvin Park Branch: "Feel good ambience, helpful staff and good collection of materials. We are lucky to have this branch in our neighbourhood."
- A patron left a negative review expressing frustration about getting a PIN attached to their account.

A Google Review submitted for the Pittsburgh Branch: "Our son loves exploring and reading the books. We got all lovely librarians here, always ready to help with a happy smiling face."

- A patron told a staff member that they were surprised that we allow food in the library.
- A patron at the Central Branch provided feedback that they feel it is inappropriate to have a Christmas tree in the Library in this very multicultural society.
- Many compliments were received on the Library's parade float in both Kingston and Sydenham:

- Your float made me feel like a little girl again! it was definitely my favourite one in the whole parade! It was very well done!”
 - “Best float! The library always rocks it!”
 - “Should win best float of the year if that's a thing!! Gorgeous!”
-

KFPL Monitoring Report to the Board

Executive Limitation Policy L-9

Communication and Counsel (2025-01)

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
- Emergency Executive Succession

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

- Chief Librarian Communication
- Correspondence / Information Received and Sent
- Requests for Review of Library Materials (Q4-2024) (*no requests received*)

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 2025-01.

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

January 14, 2025

KFPL Monitoring Report

Executive Limitation Policy L-6

Emergency Executive Succession (2025-01)

In order to protect the Board from sudden loss of chief executive services, the Chief Librarian may not have fewer than two other executives familiar with Board and Chief Librarian issues and processes.

CEO Interpretation:

I interpret this to mean that a minimum of two senior managers will have an essential understanding of the organization's operating principles, policies, and procedures such that they would be able to maintain a competent delivery of library services without loss of public reputation or financial loss during the absence of the Chief Librarian/CEO.

I interpret 'absence' to mean unavailable to fulfill duties for a short duration (e.g., vacation, minor illness, conference attendance), and that a continued absence of a longer duration will be brought to the Board for assessment.

Evidence of Compliance

KFPL has three Directors that can fulfill the duties of the office.

- Director, Facilities and Technology
- Director, Service Design and Delivery
- Director, Human Resources

The Directors have spent time deputizing for the Chief Librarian/CEO in the past, and have knowledge of relevant legislation, board governance, operational policies, and community issues. Additionally, Directors:

- Participate in Board orientation, attend Board meetings, and contribute to monitoring and information reports to the Board.
- Participate in high-level discussion and decision-making with the Chief Librarian/CEO on operational matters.
- Participated in the development of KFPL's Library Facilities Plan and Strategic Plan in 2022 and are involved in the implementation of these plans.
- Ensure operational policies, procedures, and manuals are updated on a regular schedule.

- Are acquainted with key municipal staff, elected officials and community leaders.

A records management system was implemented in 2016 to ensure that corporate records and other essential organization information is retained as required and is accessible to senior managers to mitigate disruptions to operations during staff transitions.

Alternate contacts are listed in reporting systems used to file required regulatory reports, ensuring access is not disrupted due to a change in personnel.

The management team meets on a regular basis, and the other members of the management team provide support for library operations and decision making.

For 2025, in the absence of the Chief Librarian/CEO, the Directors will fulfill her duties as follows:

- January – April.....S. Quigley
- May - AugustN. Charles
- September – DecemberK. Sutherland Mills

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



Laura Carter, CEO/Chief Librarian

January 14, 2025

KFPL Report to the Board

Subject: Anti-Nepotism Policy
Prepared by: S. Quigley, Director, Human Resources
Date of meeting: January 22, 2025

Background:

The Kingston Frontenac Public Library has supported the employment of family members subject to certain limitations set out in the Anti-Nepotism policy.

Analysis:

The proposed addition requires an employee or volunteer to bring to the attention of the Director, Human Resources a potential conflict under the policy (e.g., development of a relationship between employees). The Director, Human Resources will assess the potential conflict and address options to minimize the impact in the workplace.

Recommendations:

That the Library Board approve the revised policy.

Anti-Nepotism (draft)

1. Purpose

The Kingston Frontenac Public Library has an anti-nepotism policy to avoid real or perceived conflicts of interest.

2. Scope

This policy applies to all employees and volunteers of the Kingston Frontenac Public Library (except KFPL Board members).

3. Definitions

Immediate relative: the same meaning as "related person" under the *Income Tax Act* and includes spouse/partner, child, step-child, grandchild, parent, step-parent, parent-in-law, son/daughter-in-law, sibling, sibling-in-law, or anyone for whom the volunteer or employee stands in loco parentis.

4. Guiding Principles

To avoid conflicts of interest in the recruitment and selection of Library employees and volunteers, and to ensure that the policy is consistent with the Ontario *Human Rights Code*.

5. Policy

- 5.1. Immediate relatives of the Chief Librarian or a Director/Manager are not eligible for employment with the Kingston Frontenac Public Library, except those employed prior to the promotion of an employee to the position of Chief Librarian or Director/Manager.
- 5.2. Immediate relatives of any employee of the Kingston Frontenac Public Library may not be employed where there is a direct reporting relationship with authority or practical power to audit, supervise, remove, or discipline an immediate relative. The prospective employment of an immediate relative where there is an indirect reporting relationship will be reviewed by the Director, Human Resources to determine if a conflict would arise.
- 5.3. In the case where an employee applies for a promotion, transfer or reassignment which would lead to a breach of this policy, the applicant is responsible for making the situation known to the Director, Human Resources, to ensure that the intent of this policy is maintained.

- 5.4. Where the potential arises for a conflict under this policy (e.g., development of a relationship between employees), the employee or volunteer is responsible for making the situation known to the Director, Human Resources. The Director, Human Resources will assess the potential conflict and address options to minimize the impact in the workplace.
- 5.5. This policy should also be applied in circumstances involving familial, significant social or intimate personal relationships.
- 5.6. This policy should also be applied when recruiting volunteers at the Library.
- 5.7. Pursuant to this policy, recruitment candidates (employee or volunteer) will be asked to declare any relationships with KFPL employees.

6. Authorities

Human Rights Code, R.S.O. 1990

Income Tax Act

7. Document Control

Original Policy Date: 2006 November

Last Reviewed: ~~2021 May~~ 2025 January

Changes Made: see report to Board dated ~~May 11, 2021~~ January 22, 2025

Next Review: ~~2025 May~~ 2029 January

KFPL Report to the Board

Subject: Criminal Record Check Policy
Prepared by: S. Quigley, Director, Human Resources
Date of meeting: January 22, 2025

Background:

The friendly amendment to the policy reflects the language used in other Library policies regarding the “promotion” of a safe environment. No other changes are recommended.

Analysis:

Not applicable.

Recommendations:

That the Library Board approve the revised policy.

Criminal Record Checks (draft)

1. Purpose

The Kingston Frontenac Public Library (the Library) serves the entire community including children and vulnerable adults who may have difficulty ensuring their own safety and protection. The Library is committed to ~~providing~~ promoting a safe environment to its patrons, staff and volunteers.

2. Scope

This policy applies to all prospective employees, current employees, volunteers (except KFPL Board members) and placement students, age eighteen or older.

3. Definitions

Criminal Record Checks (CRCs) are made by the local Police Department through the Canadian Police Information Centre (CPIC) computer, local police records and other relevant sources. Given the vulnerable nature of the community served by the public library, a Vulnerable Sector Check CRC is the police record check required for prospective employees and volunteers under this policy.

Annual Offence Declaration is an annual declaration form completed by employees and volunteers, disclosing any criminal record while an employee or volunteer of the Library. The declaration is for convictions under the *Criminal Code* of Canada.

4. Policy

In order to ~~maintain~~ promote the Library as a safe environment in the community the Library requires that all new employees, volunteers (except KFPL Board members) and placement students, age eighteen or older, provide a Criminal Record Check (CRC) including a Vulnerable Sector Check prior to their being confirmed in the position. Applications for a CRC shall be made to the Kingston Police or the Ontario Provincial Police (OPP).

4.1. New Employees

The successful candidate, to whom the employment offer has been made, shall be required to provide a current (within 90 days) CRC at their own expense as a condition of employment. New employees can begin work before the CRC is completed. Continued employment, however, is conditional upon the Library receiving the completed CRC within 20 days of the employment start date.

4.2. Volunteers / Placement Students

A current CRC including a Vulnerable Sector Check must be provided before any new volunteer or placement student is accepted for placement. Once in receipt of an acceptable CRC the Library will reimburse the volunteer or placement student for the cost of the CRC.

4.3. Presence of a Criminal Record

The presence of a criminal record shall not in itself be a ban to acceptance, but in arriving at a final decision the Chief Librarian shall take into account the following factors:

- ↳ the nature and number of convictions;
- ↳ the length of time since the conviction(s);
- ↳ rehabilitative efforts made by the candidate;
- ↳ duties and responsibilities associated with the position; and
- ↳ the potential risk to vulnerable persons as a result of accepting the candidate.

4.4. Annual Offence Declaration

All employees and volunteers will submit an annual Offence Declaration Form. Where an employee or volunteer has been charged with a criminal offence, the employee or volunteer must report, in a timely manner, such charges to the Director, Human Resources. The presence of a criminal record or the laying of criminal charges will require a review of any impact on the volunteer or employment status of the individual.

4.5. Collection, Use and Retention of Information

All information shall be used only for the intended purpose and shall be destroyed following such use. Only Part “A” of the CPIC Information Request report shall be retained on file for 12 months as evidence that a check was conducted.

5. Related Documents

Offence Declaration Form

6. Document Control

Original policy date: 2002 October

Last Reviewed: ~~2021 May~~ 2025 January

Changes Made: see report to Board dated ~~May 11, 2021~~ January 22, 2025

Next Review: ~~2025 May~~ 2029 January

KFPL Report to the Board

Subject: Ends Statement Revisions
Prepared by: L. Carter, Chief Librarian / CEO
Date of meeting: January 22, 2025

Background:

Kingston Frontenac Public Library Board Governance Process Policy G-6, Board Planning Cycle/Agenda Planning, states that “The Board will follow an annual Workplan Framework which includes an annual re-exploration of the Ends policies and opportunities for board education.”

Review of the Ends took place at the November 27, 2024 Board meeting. M. Asberg, E. Goodyear-Grant, and J. Ross volunteered to incorporate feedback received at the meeting into a revised Ends statement for review and approval at the January Board meeting.

Analysis:

The revised Ends (E1) are presented to the Board for review. Additionally, staff recommend that the vision, mission and values statements be removed from the Ends policies, as these are developed through a separate strategic planning process that is operational in nature and delegated to the Chief Librarian/CEO.

Markup Explanation:

Proposed changes to the statement are indicated in the draft as follows:

- ~~Red strikethrough~~ indicates text recommended for removal from the statement.
- ~~Blue~~ indicates text recommended for addition to the statement.
- ~~Green strikethrough~~ indicates text recommended to be moved to a different location in the statement. ~~Green~~ indicates the proposed new location for this text.

Recommendations:

That the Library Board approve the revised Ends statement.

(E-1) Ends Statement

Kingston Frontenac Public Library ~~exists so~~ responsibly stewards public resources to ensure that both urban and rural residents have access to resources, services, and programming that support ~~personal enrichment~~ lifelong learning, digital equity, information literacy, ~~and~~ meaningful societal participation, and boundary-spanning connections with a diversity of other people and communities ~~through effective stewardship of public resources~~. Overall, the library provides resources and services that foster curiosity, spark imagination, and ignite creativity.

1. Residents and visitors find welcoming, inclusive public spaces, digital and physical, where diversity is celebrated and ~~they can build~~ a shared sense of community, ~~and~~ belonging, and respect is fostered and experienced.
 - 1.1. ~~People engage in inter-cultural experiences and expand their awareness of social issues.~~
2. Through continuous improvement, library spaces, collections, and services are increasingly responsive to people's needs and lived experiences, including especially those of persons facing systemic barriers.
 - 2.1. ~~Library resources and services are accessible and culturally relevant.~~
 - 2.2. ~~Indigenous members in the service area experience decolonized and Indigenized library services.~~
3. Working with and alongside Indigenous communities, library resources and services are actively being decolonized and Indigenized for generations to come.
 3. ~~Community members find opportunities that spark imagination and ignite creativity.~~

(E-2) Vision

~~Where communities come together, sparking curiosity, and creating possibility for all.~~

(E-3) Values

Inclusion — We create welcoming spaces and services that reflect our communities.

Respect — We treat all people in a dignified way and with compassion.

Creativity — We encourage and support innovative thinking, approaches, and solutions.

Accountability — We are responsible stewards of our resources and respect our position as community leaders.

Sustainability — We are advocates for thriving, healthy, diverse, and resilient communities for generations to come.

Intellectual Freedom — We support the open exchange of information and ideas.

Service Excellence — We consistently deliver high-quality services that are responsive to our communities.

~~(E-4) Mission Statement~~

~~We build and support community by creating inclusive spaces, services and collections that advance literacies and invite people to innovate, learn, explore and connect.~~