

## AGENDA

### Regular Meeting #2025-02

#### Kingston Frontenac Public Library Board

February 26, 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. 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 #2025-01 of January 22, 2025 (attached) (motion)
7. Business Arising from the Minutes
8. Input from Board Members

#### Consent Agenda

9. Information Items
  - 9.1. Correspondence / Information Received and Sent
    - 9.1.1. From CUPE Local 2202 / 2202.01, notification to enter into discussions regarding the terms and conditions of the Collective Agreements with the Board which expire March 31, 2025.
10. Information Reports

- 10.1. Chief Librarian Communication (attached)
- 10.2. Statistical Report (Q4-2024) (attached)
- 11. Motion to accept Consent Agenda (motion)

### **Required Approvals Agenda**

- 12. Monitoring Reports
  - 12.1. Financial Condition (Q4-2024) (attached) (motion)
  - 12.2. Staff Relations and Volunteers (attached) (motion)

### **Other Business**

- 13. Board Bus Tour
- 14. 2025 Board Workplan Framework – updates (attached)

### **Adjournment and Next Meeting**

Regular Board Meeting, Wednesday, April 23, 2025 at 5:00 p.m., Meet 1, Central Branch.

## MINUTES (unconfirmed)

### Regular Meeting #2025-01

#### Kingston Frontenac Public Library Board

January 22, 2025 at 5:00 PM

Meet 1, Central Branch

#### Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Dr. Mark Asberg, Anne Brunner, Mary Beth Gauthier (virtual), Dr. Elizabeth Goodyear-Grant (virtual), Dr. Marcus Létourneau, Louise Moody (Vice-Chair), Alan Revill, Jennifer Ross (Chair), Councillor Wendy Stephen (left at 5:43 p.m.), Sonia Verjovsky (virtual)

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)

CUPE 2202 / 2202.01: Janice Finkle

Absent / Regrets: Councillor Bill Saunders

#### 1. Call to Order

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

#### 2. Election of Officers

In accordance with the By-Laws, L. Carter chaired the meeting pro-tem during the election for the position of Chair.

##### 2.1. Chair

W. Stephen nominated J. Ross for the position of Chair for 2025.

Motion #: 2025-01

Moved by: M. Létourneau

Seconded by: A. Revill

That nominations for the position of Chair be closed.

Carried

J. Ross was elected Chair by acclamation and assumed the position of Chair.

##### 2.2. Vice-Chair

W. Stephen nominated L. Moody for the position of Vice-Chair for 2025.

Motion #: 2025-02

Moved by: A. Revill

Seconded by: M. Asberg

That nominations for the position of Vice-Chair be closed.

Carried

L. Moody was elected Vice-Chair by acclamation.

### **3. Adoption of the Agenda**

Motion #: 2025-03

Moved by: M. Létourneau

Seconded by: L. Moody

That the agenda and addends be adopted as distributed.

Carried

### **4. Disclosure of Conflict of Interest**

There were no declarations of conflict of interest.

### **5. Delegations**

There were no delegations.

### **6. Presentations**

#### **6.1. Board Education – Intellectual Freedom**

K. Lemay provided an overview of the principles of Intellectual Freedom and how they inform Library policy, programs, services and collections.

The following answers were provided in response to questions:

- Instead of submitting a request for review, or in response to an unsuccessful challenge, theft of the materials in question is sometimes used as a tactic.
- The reality is that social media platforms like Meta have been lenient about hate speech and misinformation for quite some time, and there's likely a role for the Library to educate and promote fact-checking.
- Social media use and content is rapidly changing and it will be interesting to see over the coming months how things will shift.

### **7. Adoption of Minutes**

#### **7.1. Regular KFPL Board Meeting #2024-08 of November 27, 2024**

Motion #: 2025-04

Moved by: W. Stephen

Seconded by: S. Verjovsky

That the minutes of Regular Meeting #2024-08 of the Kingston Frontenac Public Library Board held November 27, 2024 be adopted as circulated.

Carried

7.2. Special KFPL Board Meeting #2024-s01 of December 11, 2024

Motion #: 2025-05

Moved by: A. Revill

Seconded by: M. Asberg

That the minutes of Special Meeting #2024-s01 of the Kingston Frontenac Public Library Board held December 11, 2024 be adopted as circulated.

Carried

## **8. Business Arising from the Minutes**

There was no business arising from the minutes.

## **9. Input from Board Members**

As recommended by the Ownership Linkages & Education Committee, this standing agenda item has been introduced to provide space at meetings for Board members to share interactions with community members and report things learned.

Board members shared the following:

- L. Moody participated in the Community Foundation for Kingston & Area's Resilience Across the Lifespan panel in December. There was great attendance at the event with a diverse mix of community members. Discussion around the relationship between isolation and economics, and experiences of loneliness and belonging for older adults, were particularly relevant to Library planning and policy development.
- As the representative for the KFPL Board, M. Asberg attended the Fall Ontario Library Service Board Assembly meeting last November. There were updates about the recent provincial cabinet shuffle and budget priorities, a presentation on how to develop policy, and an extended round-table session for members to discuss a variety of topics and share expertise (e.g., strong mayor powers, infrastructure development, intellectual freedom, safety and security in libraries, diversity of board members).
- During City Council's budget deliberations there has been discussion around mental health and addiction issues in the downtown core that are relevant to the Library. W. Stephen reported that the Downtown Business Improvement Association (DBIA) shared data with Council that suggests the recently implemented Community Standards By-law has significantly decreased crime rates in the downtown core. The DBIA attributes this decrease to an increase in people getting support and treatment and having positive outcomes. W. Stephen asked if the Library was seeing similar

results. L. Carter looked at total incidents for 2023 and 2024, and there was only a slight decrease for 2024. W. Stephen noted that other councillors are aware of and concerned about the increase in aggressive incidents at the Library and are open to meet with the Chief Librarian/CEO.

- Related to the topic of intellectual freedom, M. Létourneau recommended the International Coalition of Sites of Conscience website as a useful resource.

W. Stephen left the meeting at this time. (5:43 p.m.)

## **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

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

- Cold weather typically results in a corresponding increase in incidents, and this was the trend in the two previous winters also. Levels of aggression have increased over the last several years and confrontations tend to occur when patrons are asked to refrain from unwanted behaviours. The impact of mental health and addictions on the Library was mentioned again in the recent budget presentation to City Council.
- There wasn't a spike in incidents at the Library during the closure of the Integrated Care Hub (ICH). The ICH has reopened, and there has also been movement of other shelters and services in the city. There is quite a lot of substance use in the library and staff are asked to track when alcohol containers or drug paraphernalia is found.
- The Library Use and Conduct Working Group is meeting again tomorrow to look at banning guidelines, notices and appeal procedures, and related staff training requirements.

#### 11.2. Requests for Review of Library Materials (Q4-2024)

There were no Requests for Review to report on for Q4-2024.

### **12. Motion to accept Consent Agenda**

..... Motion #: 2025-06

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

## Required Approvals Agenda

### 13. Monitoring Reports

### 13.1. Communication and Counsel

Motion #: 2025-07

Moved by: A. Brunner

Seconded by: S. Verjovsky

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

## 13.2. Emergency Executive Succession

Motion #: 2025-08

Moved by: M. Asberg

Seconded by: A. Revill

That the Board has assessed the Chief Librarian's monitoring report on Emergency Executive Succession (L-6) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

## 14. Policy Review and Approval

### 14.1. Anti-Nepotism

Motion #: 2025-09

Moved by: M. Asberg

Seconded by: E. Goodyear-Grant

That the Board approve the Anti-Nepotism policy.

Carried

## 14.2. Criminal Record Checks

Motion #: 2025-10

Moved by: A. Revill

Seconded by: L. Moody

That the Board approve the Criminal Record Checks policy.

Carried

### 14.3. Ends (E1-E4)

J. Ross thanked M. Asberg and E. Goodyear-Grant for their work on the revised draft.

Motion #: 2025-11

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

That the Board approve the revised Ends statement.

Carried

## **15. Action Items**

There were no Action Items to discuss.

## **Other Business**

### **16. Ownership Linkage & Education Committee - update**

M. Létourneau reported that the committee met on December 9, 2024 to discuss specific topics within the mental health sphere for the Board to explore in 2025 and how to integrate presentations, generative discussion and other learning opportunities into the workplan framework. The following recommendations were made by the committee:

- Don't want to duplicate information that's already available from other sources. Suggest a review of work already done by the iCREAte team and other community initiatives as a starting point.
- Suggest expanding the title of the focus from mental health to healthy communities to include exploration of topics that overlap with mental health (e.g., isolation, resilience, neurodiversity, dementia).
- Compared to other boards, there isn't a large amount of work between meetings. It would be good for board members to connect with resources and events independently to inform deliberation during meetings. Opportunities for board members to get to know each other and the library better are also recommended.
- Identifying the skills and experiences represented by board members at the table as well as possible gaps, would be beneficial for ownership and education planning, when recruiting new board members, and to support each other and staff.

In the first half of 2025, presentations on intellectual freedom and the iCREAte project will take place. The board portal will also be updated with independent learning resources and event attendance opportunities (e.g., parades, programs).

The committee will meet in early-Spring to discuss plans for the second half of the year.

#### **16.1. Discussion – iCREAte**

L. Moody and M. Gauthier facilitated discussion about the work of the iCREAte project team and the community-led research approach to support healthy communities.

Board members provided the following comments and suggestions:

- Take away from the video regarding bringing people to meetings to talk about experiences versus meeting people in their own environments to gain information and build relationships.
- Be intentional about what we want to learn from community members that we don't already know.
- The iCREAte researchers are looking to connect with people with lived experience and not other organizations. The Library's contribution is mostly from representation on other community groups (e.g., resilience panels). Suggest having conversations with the iCREAte team about how we could work together to benefit both organizations.
- Library could be a place to give the iCREAte team visibility with display opportunities and meeting space.

#### **Adjournment / Next Meeting**

There being no further business, A. Revill moved to adjourn the meeting at 6:15 p.m.

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

### **2025 Work Plan Updates**

An updated 2025 Board Work Plan Framework has been included in this agenda package, with updates indicated in green text. Ownership Linkage and Board Education activities have been updated, and the Room and Event Space Policy review has been deferred to Fall 2026 given the impacts of the Isabel Turner Branch renovation on room utilization and in anticipation of a City of Kingston room rental pilot project.

### **Isabel Turner Branch Renovation Project Update**

The project is now underway with contractor David J. Cupido Construction. Demolition is progressing well and regular construction meetings are being held on site. Fencing around the building has been placed, ensuring a walking path for the public.

### **Facilities Updates**

The following items were completed by Facilities staff over the last month:

- Received and installed a new white board table and chairs for the Teen space at the Sydenham Branch.
- Removed and stored shelving from the Isabel Turner Branch.
- Improved noise pollution issues from the HVAC system at the Cataraqui Centre Branch.

### **Staffing Updates**

In appreciation of the ongoing and valuable contributions staff make in our communities, corporate recognition takes place for staff achieving milestone years of service. In total, 23 staff members were recognized in 2024 for consecutive years of service:

- 5 years – 9 staff members
- 10 years – 5 staff members
- 15 years – 4 staff members

- 20 years – 2 staff members
- 25 years – 2 staff members
- 30 years – 1 staff member

Diana Gore accepted the permanent Manager, Marketing and Community Engagement position. Erin Jones accepted the permanent full-time Marketing Assistant position. Roksolana Opanasiuk left her Page position to return to her home country of Ukraine. Joanne Berrigan, who retired in January, has accepted a Relief Library Assistant position.

### **Staff Training and Professional Development**

Staff and Board members attended the Ontario Library Association (OLA) Super Conference in Toronto in late-January.

Branch Operations staff members completed training on the new Interlibrary Loans software and procedures in advance of the re-launch of the service on February 18, 2025 following a hiatus related to the postal strike and transition to new software.

All KFPL branches will be closed on Monday, March 3<sup>rd</sup> for the annual staff development day.

### **Programs and Services – New and Notable**

The Reelout Queer Film Festival hosted four screenings at the Central Branch in early February, attracting 284 people.

The Chinese Canadian Association of Kingston and District (CCAKD) partnered with KFPL to host a Lunar New Year Spring Festival at the Central Branch on February 8. Incorporating dance and musical performances, library tours, a writing workshop and a storytime with crafts, the festivities were enjoyed by 208 people.

The Agnes Etherington Art Centre supported the Make it Happen programs on February 20 with a Stencil and Spray workshop.

KFPL is hosting a range of events in celebration of Black Histories and Futures Month, including Family Storytime with Ruthy's Reading Room, an inclusive art therapy workshop, kente cloth weaving, Carnival headpiece making and a documentary screening and discussion with Chichi Ayalogu. A reading challenge is also underway.

Freedom to Read Week takes place February 28 to March 1 this year and is an annual event that invites Canadians to reflect on and reaffirm their commitment to intellectual freedom. As part of this celebration, KFPL is running a month-long Banned Books Reading Challenge that encourages participants to engage with challenged or banned books and is hosting a Freedom to Read-a-Thon on February 28<sup>th</sup> at the Central Branch.

**Marketing and Engagement**

Work continued on Q1 priorities: Library Use and Conduct Policy physical and digital signage, email notices update and transfer to a new platform, promotion of key programs during Black Histories and Futures Month and Freedom to Read Week.

KFPL has engaged Sandbox Software, a web design firm from Guelph to update the Library's website with the goal of improving the user experience, making information easier to find and aligning user needs with organizational goals.

Library staff recently reviewed all KFPL social media channels to ensure audience needs were met, resource allocation was appropriate, and engagement was still high. As a result of the audit, KFPL has decided to stop using X (formerly Twitter) and TikTok and to retire the teen Instagram account due to low engagement. Alternate channels such as Bluesky are being investigated, but for now the focus remains on communicating timely information about programs and services on social media channels that our library users are prioritizing (e.g., Facebook and Instagram). Additional work will be done to promote the KFPL newsletters, which deliver vital weekly information to thousands of patrons.

**Provincial Updates**

The Calvin Park Branch will serve as a polling station in the upcoming Provincial election, hosting advance polls on February 20, 21 and 22 and on election day, which is February 27<sup>th</sup>.

The Federation of Ontario Public Libraries (FOPL) and the Ontario Library Association (OLA) updated their election toolkit to support members in engaging with candidates. They sent out a questionnaire to all parties "to better understand how those parties plan to support public libraries when it comes time to make decisions in cabinet."

FOPL issued a media release on February 18<sup>th</sup> to "urge all parties to support public libraries and empower local communities." The toolkit and media release are both available on the FOPL website [www.fopl.ca/news/voting-for-libraries](http://www.fopl.ca/news/voting-for-libraries).

**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 (Jan. 14 to Feb. 17)****Calvin Park**

- 2025-032 Man kicks car window on street (Jan. 14)
  - 2025-043 Minor damage to garden shed (Jan. 22)
  - 2025-044 Drug paraphernalia found outside branch (Jan. 22)
  - 2025-070 Banned patron in branch (Feb. 03)
  - 2025-085 Shattered glass drug pipe in washroom (Feb. 7)
  - 2025-089 Disagreement between patrons about noise (Feb. 10)
  - 2025-090 Distressed patron in women's washroom (Feb. 10)
  - 2025-096 Patron not respecting privacy/space of other patron (Feb. 12)
  - 2025-096 Banned patron asks about suspension status (Feb. 12)
  - 2025-098 Patrons slow to leave at closing (Feb. 13)
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**Cataraqui Centre**

- 2025-040 Patron asked to clean up mess, swears in response (Jan. 19) 📞
  - 2025-047 Possible theft of materials (Jan. 22)
  - 2025-054 Banned patron in branch (Jan. 23) 📞
  - 2025-057 Fire alarm (Jan. 25)
  - 2025-060 Power outage, branch closure (Jan. 27)
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**Central**

- 2025-036 Upset patron (Jan. 16)
- 2025-037 Belongings left in branch (Jan. 16)
- 2025-041 Drug use outside branch (Jan. 20)
- 2025-042 Theft of books (Jan. 19)
- 2025-045 Patrons in basement (Jan. 21)
- 2025-049 Intoxicated patron asked to leave (Jan. 22)
- 2025-050 Banned patron in branch, threatened staff on way out (Jan. 22)
- 2025-051 Theft of materials (Jan. 22)
- 2025-053 Patron makes inappropriate comment (Jan. 23)
- 2025-055 Excrement smeared in men's washroom (Jan. 23)
- 2025-056 Patron experiencing a mental health crisis (Jan. 24) 📞
- 2025-058 Alcohol cans found in washroom (Jan. 23)
- 2025-063 Patron asked to leave after multiple wellness checks, strewn garbage (Jan. 28)

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- 2025-064 Drug paraphernalia and alcohol cans found outside (Jan. 29)
  - 2025-065 Light sensor covered up, sticky substance on table in study room (Jan. 29)
  - 2025-067 Banned patron came into branch to ask about ban duration (Jan. 31)
  - 2025-069 Drug paraphernalia in washroom (Feb. 1)
  - 2025-071 Banned patron on library property, swears at security (Feb. 4)
  - 2025-072 Banned patron attempts to use a computer (Feb. 4)
  - 2025-073 Agitated person utters threats to staff in parking garage (Feb. 3)
  - 2025-074 Banned patron given letter from Chief Librarian, asked to leave (Feb. 5)
  - 2025-075 Patron asked to leave after glass pipe shatters in bathroom (Feb. 5)
  - 2025-076 Patron drinking alcohol in study room, asked to leave (Feb. 5)
  - 2025-077 Person yelling profanities in parking garage (Feb. 5)
  - 2025-079 Person shouting angrily and acting agitated, asked to leave (Feb. 5)
  - 2025-080 Patron complains about annoying behaviour of another patron (Feb. 5)
  - 2025-081 Patron asked to leave after multiple wellness checks, swears at security (Feb. 5)
  - 2025-086 Banned patron using drugs in parking garage (Feb. 7)
  - 2025-087 Person cutting themselves (Feb. 9) 📞
  - 2025-091 Patrons yell profanities/slurs at staff, refuse to leave (Feb. 11) 📞
  - 2025-092 Man asleep on floor in adult fiction, swears at staff (Feb. 11)
  - 2025-097 Patron upset with lack of shelter space (Feb. 12) 📞
  - 2025-099 Banned patron in library, reminded of ban and asked to leave (Feb. 13)
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### **Pittsburgh**

- 2025-059 Unregistered patron enters branch during Extended Hours (Jan. 26)
  - 2025-078 Patron reminded not to bring messy and aromatic food into library (Feb. 5)
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### **Rideau Heights**

- 2025-033 Racist/homophobic slurs used as Nintendo Switch player names (Jan. 15)
  - 2025-034 Tweens wrestling in study room (Jan. 15)
  - 2025-038 Banned patron in branch, argumentative when asked to leave (Jan. 18)
  - 2025-039 Unaccompanied child in branch (Jan. 18)
  - 2025-062 Tweens engage in rough play, argue with staff when asked to leave (Jan. 17)
  - 2025-066 Child reports concern for safety (Jan. 30)
  - 2025-068 Missing Nintendo Switch game (Feb. 1)
  - 2025-082 Youth leaves younger sibling unsupervised in community centre (Feb. 5)
  - 2025-083 Banned youth in branch, asked to leave (Feb. 5)
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## Appendix B:

### Summary of Patron Feedback (Jan. 14 to Feb. 17)

#### Accessibility

- Patron recommended a one-page large font 'How-To Guide' for older adults who wish to try out digital resources (e.g., Libby). They loved the tech tutor program but were looking for an option that would let them attempt to use the app at home without in-person guidance (or using our website).
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#### Branch Operations

- A patron expressed concern regarding the atmosphere within the library. They feel that the increasing number of individuals experiencing homelessness using the Library is leading to "disturbances that disrupt the discipline and quiet atmosphere essential for study and reading." They stated that they "believe it is crucial to find a balance that allows the library to remain a welcoming environment for all while preserving its primary function as a space for learning and quiet reflection" and requested that the Library "consider potential solutions, such as increased staff presence or designated areas for different activities, to help maintain the library's peaceful environment."
  - A patron at the Central Branch let a staff member know they were very grateful for the Library.
  - Two patrons spoke to a staff member at the Cataraqui Centre Branch regarding positive comments they had made that they felt weren't passed along to staff or acknowledged appropriately. *[One patron was identified and was sent follow up communication. Service Feedback Standards, and Ask a Librarian and Comments and Suggestions workflow and procedures will be reviewed to ensure responses are sent.]*
  - Patron commented that they couldn't wait for the interlibrary loan system to be working again.
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#### Collections

- Patrons expressed dissatisfaction that items showing in the catalogue are not available to be reserved or signed out. *[This is related to items in storage because of the Isabel Turner Branch closure. Items have since been hidden from view and staff are working to review items in storage to ensure 'only copies' are made available.]*
  - Patron was unhappy with the selection of large print books at the Cataraqui Centre Branch and requested more "mainstream" authors, murder mysteries, and more intrigue.
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**Customer Service**

- Patrons commented on the friendly and helpful service they received from staff at the Cataraqui Centre Branch and how 'it's a joy to visit that branch.'
  - Patron thanked the librarians, caretakers, managers and the host of other wonderful staff for providing an amazing oasis of calm and so many greatly appreciated services.
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**Facilities**

- Patron remarked the Calvin Park Branch is a great and quiet place to read, study, or work. They find the space cozy and spacious and relayed that the staff "are wonderful and very friendly." They suggested that a power outlet be added near a chair in the corner.
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**General**

- Patron asked the Library to consider adding a 3D Printing Lab at the Isabel Turner Branch after the renovations.
  - Patron asked if the KFPL was considering moving to Bluesky instead of Twitter/X.
  - Several comments on social media highlighted how much patrons appreciate Library staff and how 'they truly are the best!!!'
  - Patrons commented that the Storrington Branch is 'a great library!'
  - Patron remarked that they enjoyed that the school, community center and library are all in one location in Rideau Heights. They really liked the Rideau Heights Branch.
  - Suggestion to add a standing / elevated express computer at the Cataraqui Centre Branch.
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**Programming**

- Patron expressed gratitude for organizing the raffle draw for free tickets of the Magic School Bus show at The Kingston Grand Theatre. It was their four-year old's first time at the theatre, and they had a blast. As regular visitors to the library, they were grateful for the excellent family programming available through KFPL.
  - The Dungeons & Dragons program at the Sydenham Branch received appreciation from a patron who enjoyed seeing the teen space fully in use.
  - The Story Brunch program at the Rideau Heights Branch has had a few new families attend recently and one library user remarked they had just moved to Kingston from Timmons and they were so impressed with how many early years programs the library offers here. They were also pleased with the book options for their children, and they plan to attend other library programs in the future.
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## **KFPL Report to the Board**

**Subject:** Statistical Report (Q4-2024)  
**Prepared by:** L. Carter, Chief Librarian/CEO  
**Date of meeting:** February 26, 2025

### **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 Q4 2024, high-level summary data is being provided in the interim. Data continues to be collected and tracked by staff as before.

Annual totals have also been included by branch in Figure 2 for physical circulation, computer use and queries, along with system-wide totals to provide information regarding overall system performance for 2024.

### **Circulation**

Circulation and renewals of physical materials was down 14.8% in Q4 2024, with the decrease directly related to the Isabel Turner Branch closure on October 24, 2024. There were 33,666 fewer items loaned at the Isabel Turner Branch and Cataraqui Centre Branch in Q4 2024 than there were in Q3 2023. The system-wide physical material circulation decrease for Q4 was 27,000 as compared to the previous year.

E-Materials continue to increase in popularity, with much of the increase related to growth in the use of Libby/OverDrive. Approximately one third of the increase in 2024 over 2023 is in digital magazines following the increased selection available through OverDrive/Libby. Number of unique Libby/OverDrive users also increased, from 8,665 patrons in 2023 to 10,047 in 2024, a 16% increase. 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 were up by 8.8%, or 1,925 questions. Some of the increase is likely

attributable to the Isabel Turner Branch closure. These statistics 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 virtual queries is related to a reduction in these types of messages due to data cleanup projects.

### **Technology**

The E-Services statistic includes Ancestry, Mango, PressReader, and Canadian Major Dailies, 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.

As with other decreases this quarter, the reduction in in-branch computer use is directly attributable to the Isabel Turner Branch closure, with 1,273 fewer sessions between the Isabel Turner and Cataraqui Centre branches, and 1,338 fewer sessions this quarter across the KFPL system.

### **Programming and Outreach**

Several types of programs saw incremental increases in offerings: 9 additional “maker” programs, 10 new climate programs, 5 additional business programs and 10 additional adult learning programs were offered. There was also a significant increase in groups visiting the library, with 12 more group tours and 11 uses of the programming space by community groups.

Additional outreach events included Indigenous community celebrations for the harvest and winter solstice, as well as a Winter Celebration coordinated by True North Aid. Three additional outreach visits were made to older adult residences and events. Outreach also took place following the holiday parade in Sydenham.

### **Visitors and Active Cardholders**

Tracking visitor counts is another method of measuring overall library business as an unknown percentage of library visitors do not borrow materials or attend programs. 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. Q4 2024 visitor counts for the 11 library branches with complete data for both Q4 2023 and Q4 2024 numbered 91,904, which is a 12.9% increase over the same quarter the previous year when the same branches recorded 81,368 visitors. Note that the Isabel Turner/Cataraqui Centre Branch counts are not included, as the Isabel

Turner Branch closed October 24, 2024, and counting equipment was removed prior to closure in preparation for the opening of the Cataraqui Centre Branch on November 1, 2024.

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 another part of the broader picture, this metric does not fully capture the number of people who used the Library, as 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 December 31, 2024, KFPL had 38,544 active cardholders, compared to 39,142 at the end of Q4 2023, a 1.5% decrease. There is some expected and normal fluctuation in this statistic related to the timing of new cardholder registrations and renewals of library cards.

**Figure 1: Selected Library Use Data for Q4**

		<b>2023</b>	<b>2024</b>	<b>Variance</b>
<b>Circulation</b>	Physical Materials	182,459	155,459	-14.8%
	E-Materials	86,125	92,412	+7.3%
	Virtual Renewals	56,640	51,745	-8.6%
	<b>Total Circulation</b>	<b>325,224</b>	<b>299,616</b>	<b>-7.9%</b>
<b>Queries</b>	In-Branch	21,899	23,824	+8.8%
	Virtual	2,520	1,591	-36.9%
	<b>Total Queries</b>	<b>24,419</b>	<b>25,415</b>	<b>+4.1%</b>
<b>Technology</b>	Computer Sessions	9,806	8,468	-13.6%
	E-Services	31,094	22,364	-28.1%
	Website Visits	277,600	270,046	-2.7%
<b>Programming</b>	Sessions	231	260	+12.6%
	Attendance	3,366	3,919	+16.4%
<b>Outreach</b>	Events	46	62	+34.8%
	Attendance	1,613	2,123	+31.6%

**Figure 2: Selected Library Use Data for 2024**

		2023	2024	Variance
<b>Arden</b>	Circulation	4,713	3,819	-19.0%
	Queries	1,322	309	-76.6%
	Computer Sessions	51	73	+43.1%
<b>Calvin Park</b>	Circulation	162,830	166,841	+2.5%
	Queries	15,975	18,092	+13.3%
	Computer Sessions	8,935	10,908	+22.1%
<b>Central</b>	Circulation	130,482	130,080	-0.3%
	Queries	17,941	20,770	+15.8%
	Computer Sessions	11,719	11,489	-2.0%
<b>Cloyne</b>	Circulation	5,836	5,810	-0.4%
	Queries	690	767	+11.2%
	Computer Sessions	127	164	+29.1%
<b>Hartington</b>	Circulation	5,406	5,628	+4.1%
	Queries	528	485	-8.1%
	Computer Sessions	38	89	+134.2%
<b>Howe Island</b>	Circulation	2,154	2,061	-4.3%
	Queries	159	43	-73.0%
	Computer Sessions	0	0	0.0%
<b>Isabel Turner / Cataraqui Centre</b>	Circulation	299,281	252,178	-15.7%
	Queries	16,026	25,535	+59.3%
	Computer Sessions	12,776	13,017	+1.9%
<b>Mountain Grove</b>	Circulation	1,804	1,181	-34.5%
	Queries	608	185	-69.6%
	Computer Sessions	32	21	-34.4%
<b>Parham</b>	Circulation	2,776	2,666	-4.0%
	Queries	1,344	533	-60.3%
	Computer Sessions	21	37	+43.2%
<b>Pittsburgh</b>	Circulation	68,918	66,784	-3.1%
	Queries	8,448	7,879	-6.7%
	Computer Sessions	890	1,126	+26.5%

		2023	2024	Variance
<b>Plevna</b>	Circulation	6,344	7,666	+20.8%
	Queries	1,515	1,511	-0.3%
	Computer Sessions	101	124	+22.8%
<b>Rideau Heights</b>	Circulation	27,953	26,643	-4.7%
	Queries	8,461	6,209	-26.6%
	Computer Sessions	2,062	2,779	+34.8%
<b>Sharbot Lake</b>	Circulation	7,786	7,927	+1.8%
	Queries	2,031	1,431	-29.5%
	Computer Sessions	185	196	+5.9%
<b>Storrington</b>	Circulation	7,398	6,157	-16.8%
	Queries	817	826	+1.1%
	Computer Sessions	40	5	-87.5%
<b>Sydenham</b>	Circulation	31,399	30,403	-3.2%
	Queries	4,202	5,029	+19.7%
	Computer Sessions	637	655	+2.8%
<b>Wolfe Island</b>	Circulation	6,828	6,238	-8.6%
	Queries	2,178	2,386	+9.6%
	Computer Sessions	91	103	+13.2%
<b>System-Wide</b>	Circulation (e-materials)	303,965	359,723	+18.3%
	Circulation (virtual renewals)	222,691	216,863	-2.6%
	Queries (virtual)	10,454	7,658	-26.7%
	Program Attendance	24,796	25,145	+1.4%
<b>TOTALS</b>	<b>Circulation (ALL)</b>	<b>1,298,564</b>	<b>1,298,668</b>	<b>+0.01%</b>
	<b>Queries (ALL)</b>	<b>92,699</b>	<b>99,648</b>	<b>+7.5%</b>
	<b>Computer Sessions</b>	<b>37,705</b>	<b>40,786</b>	<b>+8.1%</b>
	<b>Program and Outreach Attendance</b>	<b>24,796</b>	<b>25,145</b>	<b>+1.4%</b>

# KFPL Monitoring Report to the Board

## Executive Limitation Policy L-5

### Financial Condition – 4<sup>th</sup> Quarter 2024

With respect to the actual, ongoing condition of the Library's financial health, the Chief Librarian may not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditures from Board priorities established in Ends policies and under the *Public Libraries Act*, RSO 1990, c.P. 44.

Accordingly, the Chief Librarian may not:

1. Expend more funds than will be received in the fiscal year.
2. Use any specifically designated Long Term Reserves, except for their designated purposes.
3. Allow cash to drop below the amount needed to settle payroll and debts in a timely manner, except where unavoidable due to Municipal funding flow.
4. Allow tax payments or other government-ordered payments or filings to be overdue or inaccurately filed.
5. Make a single purchase or commitment of greater than the amount allowed in the Procurement of Goods and Services Policy.
6. Fail to provide accurate and detailed financial statements showing budgeted and year-to-date figures.

### CEO Interpretation

I interpret this policy to mean that the Library's finances will be responsibly managed by the Chief Librarian/CEO, that legislative requirements and established Board priorities will be respected, and multiple levels of monitoring/oversight will be in place to mitigate risk.

**"May not expend more funds than have been received"** is interpreted to mean that at no point in the year do expenses exceed expected revenues. Expected revenues refer to transfers from the City of Kingston, County of Frontenac, and Province of Ontario, as well as self-generated revenues, which are part of the approved operating budget.

**"Long term reserves"** are interpreted to mean a fund designated for a specific purpose and identified as such (e.g., capital project, grant or award funding, monetary donation).

**"Tax payments" and "government-ordered payments or filings"** are interpreted to mean source deductions for employee income taxes, pensions, worker's compensation, employment insurance, reports associated with these payments, the Ministry of Tourism,

Culture and Gaming's annual survey and grant application, and the Canada Revenue Agency annual Registered Charity Information return.

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

- Sufficient funds are available to meet payroll obligations, accounts payable are processed in a timely manner, and the Library does not report a deficit at the end of the fiscal year.
- Long term reserves are used only for the designated purpose.
- Government-ordered payments and filings are submitted before the due date, have not been deliberately falsified, and are error-free (other than minor calculation errors).
- Purchases and financial commitments exceeding \$250,000, and transactions involving real property, will only be made with Board approval.
- Budget Variance Reports are provided quarterly, and an external audit is conducted and presented annually.

Compliance will be demonstrated when:

- More than one level of oversight is in place to ensure Library funds are not moved or spent in an unauthorized way.
- Statements of municipal/government accounts verify on-time receipt of payments and reports.
- Budget Variance Reports are provided as scheduled and show that expenses do not exceed expected revenues.
- No purchases/commitments exceeding \$250,000, or transactions involving real property, were made during the period covered by this report.
- The auditor reports no evidence of unacceptable use/reporting of designated funds, and that no falsified information is uncovered during the external audit.

## **Evidence of Compliance**

### **Oversight**

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

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

Budget/HR analyst for the Chief Librarian. Reports are submitted to the Board as required under Governance Policy B-5.

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

- Library accounts and budget lines are set-up and managed by staff at the City of Kingston, under the direction of the Chief Financial Officer. Inter-fund shifting can only occur through City staff, with evidence of Board and Council authorization.
- The City of Kingston administers the payroll and accounts payable functions for the Library and submits source deductions and tax installments on behalf of KFPL. A letter from the City's Director, Financial Services and Deputy Treasurer confirming that the City of Kingston has met all tax compliance obligations, inclusive of Library requirements is included with this agenda package.
- Approval authorities for designated KFPL staff are on file with the City of Kingston to protect against purchases or commitments greater than the amount allowed in the Procurement of Goods and Services Policy.

The buildings that house KFPL branches are owned by the municipalities and are not the property of the Board.

- Council approval is required to acquire, substantially alter, or dispose of these properties.
- The Procurement of Goods and Services and Asset Disposal policies identify specific parameters for the purchase and disposition of all other Library assets.

### **Expenses vs. Expected Revenues**

The budget variance report to December 31, 2024 (attached) shows that expenses were at 96% while revenues came in at 100%. Review of the financial position includes both comparisons to the previous year and tracking of expenditure with regard to progression through the year.

### **Staffing Expenditures**

Staff costs were at 95% of budget at the end of the fourth quarter. As noted in past monitoring reports, part-time wages were overspent due to gapping requirements to cover the vacancies in the full-time compliment, with full-time salaries underspent due to leaves of absence, timing of hiring, a reduced work week and a vacant position. Overtime is at 59% of budget at the end of Q4, related to full-time staff opting to receive lieu time instead of payment for Sunday shifts.

### **Materials Expenditures**

Total Material costs, including print and electronic collections ended the quarter at 101%. The unpredictability in timing of shipments and receipt of previously ordered items results

in the physical materials routinely being slightly under or overspent. Savings in the Electronic Resources line were used to offset the overages in the Adult Popular Materials line.

### **System-Wide Expenditures**

System-wide expenditures were 100% of budget, with most expenses on plan, except for a few areas:

- Furniture and Fixtures is showing an overage of \$2,223 but is actually slightly underspent. A table for the teen area at the Sydenham Branch was charged to this line, but the expense was offset by the Flora B. Grant Endowment Fund disbursement recorded in the Project Grants line.
- Miscellaneous Expenses includes transfers to the Friends of the Library for the sale of their merchandise. These transfers are offset by the revenue of the sale of these items which is collected on behalf of the Friends of the Library and included in the Library's deposits as Miscellaneous Revenue. Employee recognition is also included in this line.
- The Programs line routinely shows as overspent due to reimbursements from the Friends of the Library (FOL). Expenses for Blue Canoe partnered programming were also recorded here but were offset by a one-time donation of \$7,500 from the Davies Foundation recorded in the Donations line.

### **Facilities Expenditures**

Facility expenditures ended the quarter at 97% of budget. The overage in the Tools and Equipment line is related to the purchase of a new floor scrubber, and is offset by savings in other expense categories, such as Repairs and Maintenance.

The variance showing for Electricity, Water and Sewer and Natural Gas lines is related to the transition to the Shared Services Model (SSM) with the City of Kingston in April 2024. Utilities costs are now included in the Allocated Shared Services line, and in adjusting the utilities budgets to reflect the monthly Allocated Shared Services billing, it makes it appear that those lines are over or under spent. In the case of Electricity, for example, those costs are higher in January and February than they are in other months, so the proration of that line is showing it overspent.

### **Revenues**

For 2024, total revenue exceeded the budget by \$10,917, achieving 100% of the planned target.

Project Grants were 51% of budget. Recorded here are the proceeds from the Flora B. Grant Endowment Fund, designated to benefit children or youth at the Sydenham Branch; grants from the Ontario Ministry of Tourism, Culture, and Sport and Government of Canada's Young Canada Works in Heritage Organizations program, which helped offset the

wages for the Summer Programming Assistant. The disbursement from the Endowment Fund has been deferred to 2025 and is therefore not reflected here.

Printer/Photocopier Revenue and Non-Resident Fees exceeded budget targets, and Donations significantly exceeded targets, largely due to the \$7,500 from the Davies Foundation, which offset the cost of the Blue Canoe partnership. Fines/Damages tracked near plan, and Facility Rentals ended the year at 84% of the budgeted amount.

Expenditure recoveries were \$47,619 and include reimbursements from the Ontario Library Service, Friends of the Library, recoveries for employee and early retiree benefit premiums and from CUPE 2202/2202.01 for employees away on Union Business.

Miscellaneous revenues significantly exceeded the budget, reaching 212% of the planned amount. This is largely attributable to funds received through GovDeals for the sale of furniture and equipment from the Isabel Turner branch closure and amount raised from the sales of discarded library materials.

Funding from the Provincial Library Operating Grant, the City of Kingston, and Country of Frontenac has been fully received.

## **Statements of Compliance**

During the period covered by this report:


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

I hereby present my monitoring report on Executive Limitation Policy L-5, Financial Condition: 4th Quarter 2024.

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



Laura Carter, CEO/Chief Librarian  
February 18, 2025

<div>  <div> <div>Kingston Frontenac Public Library</div> <div>Budget Variance Report</div> <div>December 31, 2024 - Unaudited</div> </div> <div>2023 Comparison</div> </div>						
Account	2024 Actuals	2024 Budget	Variance	Actuals to Budget %	2023 Actuals	Actuals to Budget %
<b>EXPENSES</b>						
Salaries and wages	3,069,428	3,368,571	-299,143	91%	3,011,531	92%
Part-Time Wages	1,306,702	1,173,897	132,805	111%	1,146,365	95%
Pages Part-Time Wages	323,072	354,215	-31,144	91%	334,358	96%
Overtime	26,463	44,950	-18,486	59%	26,085	72%
Payroll benefits	1,559,984	1,697,924	-137,939	92%	1,405,021	89%
Retirees benefits	38,833	31,023	7,810	125%	28,918	79%
WSIB	1,544	300	1,244	515%	224	75%
<b>Total Staff Costs</b>	<b>6,326,026</b>	<b>6,670,880</b>	<b>-344,854</b>	<b>95%</b>	<b>5,952,501</b>	<b>92%</b>
Adult popular mat'ls	608,657	585,000	23,657	104%	622,573	113%
Child/youth pop mat'ls	190,057	192,650	-2,593	99%	208,393	113%
Electronic resources	107,130	122,245	-15,116	88%	114,752	82%
Serials	32,888	33,254	-365	99%	9,693	27%
<b>Total Material</b>	<b>938,732</b>	<b>933,149</b>	<b>5,583</b>	<b>101%</b>	<b>955,410</b>	<b>105%</b>
Office Supplies	46,223	50,000	-3,777	92%	55,859	93%
Vehicle repairs & maintenance	3,599	5,000	-1,401	72%	7,256	145%
Vehicle fuels and lubricants	6,385	9,400	-3,015	68%	8,921	95%
Computer Equipment	59,959	60,000	-41	100%	81,366	104%
Software	29,880	30,111	-231	99%	7,109	56%
Furniture and fixtures	14,473	12,250	2,223	118%	11,160	91%
Advertising	17,519	18,000	-481	97%	4,674	41%
Telephones/Cell Phones	32,076	33,463	-1,387	96%	32,794	103%
Internet Connectivity	38,006	39,017	-1,011	97%	45,090	111%
Fees, subscription, membership	14,415	15,150	-735	95%	11,973	95%
Mileage	11,070	11,300	-230	98%	12,056	107%
Education and training	40,423	40,600	-177	100%	38,986	96%
Misc Expense	11,894	8,000	3,894	149%	11,869	158%
Delivery, postage & shipping	4,603	5,000	-397	92%	4,519	60%
Cash over (short)	537	0	0	0%	-99	0%
Professional services	22,995	26,500	-3,505	87%	31,772	120%
Contracted services - system wide	365,532	378,316	-12,784	97%	310,197	98%
Programs	43,565	24,600	18,965	177%	41,521	170%
Equipment rentals	7,893	9,543	-1,650	83%	8,660	92%
Interest & Service Charges	2,684	2,500	184	107%	2,591	104%
Allocated Insurance	37,128	33,500	3,628	111%	32,561	114%
<b>Total System-Wide</b>	<b>810,859</b>	<b>812,250</b>	<b>-1,390</b>	<b>100%</b>	<b>760,833</b>	<b>101%</b>
<b>Facilities</b>						
Protective Clothing	1,370	2,026	-656	68%	668	33%
Cleaning supplies	22,459	27,351	-4,892	82%	18,824	69%
Tools & Equipment	10,941	10,200	741	107%	4,137	41%
Repairs & maintenance	8,064	10,660	-2,596	76%	5,578	52%
Water and Sewer	3,464	5,923	-2,458	58%	18,411	97%
Natural Gas	24,440	37,528	-13,088	65%	61,181	111%
Electricity	40,275	23,444	16,832	172%	150,706	71%
Contracted Services	60,103	72,342	-12,239	83%	132,646	62%
Allocated shared services	344,389	344,389	0	100%		
<b>Total Facilities</b>	<b>515,505</b>	<b>533,862</b>	<b>-18,358</b>	<b>97%</b>	<b>392,151</b>	<b>71%</b>
<b>Total Expenditures</b>	<b>8,591,122</b>	<b>8,950,141</b>	<b>-359,019</b>	<b>96%</b>	<b>8,060,895</b>	<b>93%</b>
<b>REVENUES</b>						
Provincial Subsidy	-297,138	-297,138	0	100%	-297,138	100%
Project Grants	-15,344	-30,000	14,656	51%	-500	2%
Printer/Photocopier Revenue	-25,349	-23,400	-1,949	108%	-23,651	102%
Fines/Damages	-9,547	-10,400	853	92%	-8,507	82%
Non-Resident Fees	-11,027	-9,000	-2,027	123%	-9,086	101%
Facility Rentals	-29,427	-35,000	5,573	84%	-22,021	63%
Donations	-20,231	-11,000	-9,231	184%	-10,462	95%
Expenditure Recovery	-47,619	-40,000	-7,619	119%	-41,945	105%
Miscellaneous Revenue	-21,173	-10,000	-11,173	212%	-3,697	37%
County of Frontenac	-977,501	-977,501	0	100%	-946,275	100%
City of Kingston	-7,506,702	-7,506,702	0	100%	-7,296,880	100%
<b>Total Revenue</b>	<b>-8,961,058</b>	<b>-8,950,141</b>	<b>-10,917</b>	<b>100%</b>	<b>-8,660,161</b>	<b>99%</b>
<b>Net Deficit (Surplus)</b>	<b>-369,936</b>	<b>0</b>	<b>-369,936</b>		<b>-599,265</b>	



*where history and innovation thrive*

**City of Kingston**

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

February 18, 2025

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

Dear Board Members:

Re: Monthly CRA Tax Filings

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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 December 31, 2024, inclusive of Library requirements.

Best regards,

**THE CORPORATION OF THE CITY OF KINGSTON**

---

Lana Foulds, CPA, CGA  
Director, Financial Services and Deputy Treasurer  
[lfoulds@cityofkingston.ca](mailto:lfoulds@cityofkingston.ca) / 613-546-4291 extension 2209

# KFPL Monitoring Report to the Board

## Executive Limitation Policy L-2

### Staff Relations and Volunteers (2025-02)

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 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 to protect against wrongful conditions, including, but not limited to:
  - o Standards of Conduct for KFPL Employees
  - o Accessibility for Users with Disabilities
  - o KFPL Employee Online and Social Media Policy
  - o Right to Disconnect Policy
  - o Electronic Monitoring Policy
  - o Service Feedback Standards
  - o Impairment in the Workplace
  - o Workplace Harassment Policy
  - o Workplace Violence Prevention Policy
  - o KFPL Safety Manual

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 updated policy, re-named the Library Use and Conduct Policy, was approved by the Board in November 2024, with an implementation date of March 31, 2025.
- Updated signage for all branches is being designed and produced and will be installed for March 31.
- 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. It is being updated to reflect changes in the Policy and will be discussed at the March 3, 2025 annual staff development day.
- Banning guidelines are in place to provide guidance for staff in dealing with inappropriate patron behaviour and are being updated to reflect updates to the Library Use and Conduct Policy.

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 for 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 is being held on March 3, 2025 and will focus on the Library Use and Conduct Policy and its application. Organizational updates and departmental meetings are also on the agenda.
- 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.
- One grievance, #2025-01 regarding employee parking, has been filed since the last report in November 2024. Grievance #2024-01 is scheduled for arbitration in the summer and #2024-02 has yet to be scheduled.

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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

February 18, 2025

# KFPL Board Workplan Framework – 2025

	Governance Process	Ownership Linkages & Education	Ends & Executive Limitations Reports	Information Reports	Required Approvals
<b>January 22, 2025</b> Statement of Solidarity <i>(read by )</i>	- Election of Officers	- Intellectual Freedom - iCREAte Project	- Communication & Counsel - Emergency Executive Succession	- Chief Librarian Communication - Requests for Review of Library Materials	- Anti-Nepotism - Criminal Record Checks
<b>February 26, 2025</b> Statement of Solidarity <i>(read by )</i>		- Generative Discussion - Branch Bus Tour (discuss options)	- Financial Condition <i>(incl. Budget Variance Report)</i> - Staff Relations & Volunteers	- Chief Librarian Communication - Statistical Report	- Room and Event Space Rental <i>(deferred to Fall 2026)</i>
<b>April 23, 2025</b> Statement of Solidarity <i>(read by )</i>	- Chief Librarian Evaluation	- Ownership Linkage & Board Education Committee update	- 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
<b>May 28, 2025</b> Statement of Solidarity <i>(read by )</i>			- 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
<b>June 25, 2025</b> Statement of Solidarity <i>(read by )</i>		- TBD	- Asset Protection - Service Accessibility - Treatment of Public	- Chief Librarian Communication	- Accessibility for Users with Disabilities
<b>September 24, 2025</b> 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
<b>October 22, 2025</b> 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
<b>November 26, 2025</b> 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	