

AGENDA

Regular Meeting #2025-04

Kingston Frontenac Public Library Board

May 28, 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
 - 5.1. 2024 Draft Financial Statements, Tatiana Lacerda (Audit Manager), KPMG (see also 12.1.)
6. Adoption of Minutes
 - 6.1. Regular KFPL Board Meeting #2025-03 of April 23, 2025 (attached) (motion)
7. Business Arising from the Minutes
 - 7.1. Report - Approval Authorities for Conduct and Use Policies at Ontario Public Libraries (attached)
8. Input from Board Members

Consent Agenda

9. Information Items
 - 9.1. Correspondence / Information Received and Sent
(no correspondence to report on as of May 20, 2025)

10. Information Reports

10.1. Chief Librarian Communication (attached)

10.2. Statistical Report (attached)

11. Motion to accept Consent Agenda (motion)

Required Approvals Agenda

12. Monitoring Reports

12.1. Asset Protection – external audit (see also 5.1.)

12.1.1. Audit Approval Consent (2024 Draft Financial Statements - distributed separately) (motion)

12.2. Ends – Compliance Targets for 2025 (distributed separately) (motion)

12.3. Staff Relations and Volunteers (attached) (motion)

13. Policy Review and Approval

13.1. Health and Safety (report and policies attached)

13.1.1. Occupational Health and Safety (motion)

13.1.2. Workplace Harassment (motion)

13.1.3. Workplace Violence Prevention (motion)

13.2. Operational Policies – Volunteer and News Media (report attached) (motion)

14. Action Items

14.1. 2024 Operating Budget Surplus (report attached) (motion)

Other Business

15.

Adjournment and Next Meeting

Regular Board Meeting, Wednesday, June 25, 2025 at 5:00 p.m., Meet 1, Central Branch.

MINUTES (unconfirmed)

Regular Meeting #2025-03

Kingston Frontenac Public Library Board

April 23, 2025 at 5:00 PM

Meet 1, Central Branch

Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Dr. Mark Asberg, Mary Beth Gauthier, Dr. Elizabeth Goodyear-Grant, Louise Moody (Vice-Chair) (virtual), Alan Revill, Jen Ross (Chair), Councillor Bill Saunders (left at 5:31 p.m.), Councillor Wendy Stephen, Sonia Verjovsky (virtual)

Staff Present: Nicole Burchat (Budget/HR Analyst), Nicole Charles (Director, Facilities and Technology), Liz Coates (Manager, Programming and Outreach), Kristen Lemay (Manager, Strategic Projects and Initiatives), Shelagh Quigley (Director, Human Resources), Alice Robinette-Woods (Acting Manager, Branches and Collections), Amy Rundle (Recording Secretary), Tim Stranak (Manager, Facilities), Kimberly Sutherland Mills (Director, Service Design and Delivery)

CUPE 2202 / 2202.01: Jillann Rothwell

Absent / Regrets: Anne Brunner

1. Call to Order

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

2. Adoption of the Agenda

Item 14.1. (Closed Meeting) was moved to follow item 7. (Business Arising from the Minutes).

Motion #: 2025-17

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

That the agenda and addends 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.

6. Adoption of Minutes

6.1. Regular KFPL Board Meeting #2025-02 of February 26, 2025

Motion #: 2025-18

Moved by: W. Stephen

Seconded by: M. Gauthier

That the minutes of Regular Meeting #2025-02 of the Kingston Frontenac Public Library Board held February 26, 2025 be adopted as circulated.

Carried

7. Business Arising from the Minutes

There was no business arising from the minutes.

14.1. Closed Meeting (motions)

Motion #: 2025-19

Moved by: A. Revill

Seconded by: B. Saunders

That the Board resolve itself into a Closed Meeting to discuss personal matters about an identifiable individual.

↳ Chief Librarian Evaluation

Carried

Board members remained in the meeting. All others left at this time. (5:04 p.m.)

14.1.1. Chief Librarian Evaluation

Motion #: 2025-20

Moved by: M. Létourneau

Seconded by: B. Saunders

That the Board rise from the Closed Meeting without reporting.

Carried

Those who left the meeting returned at this time. (5:15 p.m.)

8. Input from Board Members

M. Asberg is the KFPL Board representative on the Ontario Library Service Board Assembly which meets twice per year. The next meeting is scheduled to take place in late-Spring, and Board members can send him questions/issues to raise during the round table session at the meeting.

M. Létourneau reported on his experience at the Ontario Library Association's Board Bootcamp session in February 2025.

Consent Agenda

9. Information Items

9.1. Correspondence / Information Received and Sent

There was no correspondence to report on.

10. Information Reports

10.1. Chief Librarian Communication

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

- Older Adults Day Out is a partnered program with the Kingston Community Health Centres that takes place in various multi-purpose spaces at the Rideau Heights Community Centre and Library.
- Originally scheduled for a Sunday afternoon, the International Day of Pink event was rescheduled to the Monday evening due to weather. Of the 50+ people who had registered to attend on the Sunday afternoon, only 20 were able to attend on the Monday.
- As part of the overall programming and outreach strategy, the effectiveness of programming partnerships is also being assessed. For community agencies that require memberships or other fees to access programming, the Library can sometimes be seen as 'free' competition. Constraints of the annual marketing budget can also make it challenging to get word out in the community, especially with adult programming.

10.2. Requests for Review of Library Materials

10.3. Strategic Direction – Status Update

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

- There are ongoing mechanisms and opportunities for front-line staff to give feedback on strategic action plans, and this was a focus at All Staff Day in 2023.
- Construction costs for the Isabel Turner Branch renovation haven't been impacted by tariffs, but costs related to furniture and equipment purchases that are placed later in the process could be impacted.

11. Motion to accept Consent Agenda

Motion #: 2025-21

Moved by: A. Revill

Seconded by: S. Verjovsky

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

Carried

Required Approvals Agenda

12. Monitoring Reports

12.1. Communication and Counsel

Motion #: 2025-22

Moved by: W. Stephen

Seconded by: M. Gauthier

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

Carried

12.2. Financial Condition (Q1-2025)

The following information was provided in response to questions about this report:

- The Library has been the recipient of bequests in the past, but staff don't have capacity to actively seek out new bequests. The Endowment fund held with the Community Foundation for Kingston & Area is an opportunity to increase fundraising efforts.
- The Friends of the Library (FOL) are an independent charitable organization separate from the Library and seeking bequests for the Library would be not part of their mandate.

Motion #: 2025-23

Moved by: E. Goodyear-Grant

Seconded by: M. Gauthier

That the Board has assessed the Chief Librarian's monitoring report on Financial Condition (L-5) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

13. Policy Review and Approval

13.1. Library Use and Conduct – updates

As staff developed the operational procedures and processes associated with the Library Use and Conduct Policy, language was updated from "banning" to "suspension". As a result, a slight wording change to the Policy itself is recommended to ensure language is consistent.

Motion #: 2025-24

Moved by: W. Stephen

Seconded by: E. Goodyear-Grant

That the Board approve the Library Use and Conduct Policy.

Carried

B. Saunders left the meeting at this time. (5:31 p.m.)

13.2. Intellectual Freedom Statement

Intellectual freedom has always been core to public library service, and challenges to materials, programs and uses of space have been increasing in recent years.

Intellectual freedom is currently embedded in the Collection Development Policy.

The Board's endorsement of a position statement specific to KFPL will underscore intellectual freedom as foundational for all aspects of Library service.

Motion #: 2025-25

Moved by: M. Asberg

Seconded by: S. Verjovsky

That the Board approve the Intellectual Freedom Statement.

Carried

13.3. Collections, Services and Programs Framework

L. Carter provided an overview of the proposed changes and noted that costing associated with operational policies would still come to the Board for review and approval.

Discussion took place and Board members were in general agreement that:

- Strategic frameworks could work as an in-between measure for the Board to transition operational policies to the authority of the CEO.
- It makes sense to delegate authority of operational policies to the Chief Librarian.

Motion #: 2025-26

Moved by: A. Revill

Seconded by: L. Moody

That the Board approve the Collections, Services and Programs Framework, which will supersede the Collection Development, Programming and Community Partnerships policies.

Carried

A Board member observed that the Library Use and Conduct Policy is also very operational in nature, and Ms. Carter reported that conduct and community engagement policies are considered operational at other libraries.

Inclusion of the Library Use and Conduct and Community Engagement policies to the list of those being transitioned to operational-level policies was suggested. Further discussion took place with Board members providing the following feedback:

- The Library Use and Conduct Policy is a very public document that the Board maintains an interest in. Perhaps there's still value for the Board to consider revisions because of the potential impact and community trust component.
- Everything about library service has a public component. The Board would need to document specific principles/criteria to inform why some policies are Board-level and others are operational.
- It could be handled by modifying the Executive Limitations policies to provide specific direction/guidance for operational conduct policies.
- The Board should consider why certain operational policies, like the Library Use and Conduct Policy, are handled differently at KFPL than at other public libraries.

Lacking consensus, Board members requested that discussion specific to the Library Use and Conduct and Community Engagement policies be deferred to the next meeting, supported by a brief report from the Chief Librarian.

Motion #: 2025-27

Moved by: M. Asberg

Seconded by: E. Goodyear-Grant

That the Board approve the transition of the *Room and Event Space Rental, Access to Information and Protection of Privacy, Video Surveillance, Standards of Conduct for KFPL Employees* and *Public Use of KFPL Online Forums and Social Media* policies from Board-level policies to operational policies delegated to the Chief Librarian/CEO.

Carried

13.4. Community Engagement

Motion #: 2025-28

Moved by: A. Revill

Seconded by: E. Goodyear-Grant

That the Board approve the Community Engagement Policy.

Carried

Other Business

15. Governance Review Committee

Motion #: 2025-29

Moved by: A. Revill

Seconded by: W. Stephen

That the Board approve the dissolution of the Governance Review Committee.

Carried

16. Ownership Linkage & Board Education Committee - update

The Committee will meet again late-Spring to discuss plans for the remainder of 2025.

17. Board Bus Tour – date selection

The bus tour will take place on Wednesday, July 23rd and staff can proceed with necessary arrangements.

Adjournment / Next Meeting

There being no further business, M. Létourneau moved to adjourn the meeting at 5:54 p.m.

The next regular Board Meeting will be held at 5:00 p.m., Wednesday, May 28, 2025, Meet 1, Central Branch.

Signatures:

Jennifer Ross, Chair

Amy Rundle, Recording Secretary

KFPL Report to the Board

Subject: Approval Authorities for Conduct and Use Policies at Ontario Libraries
Prepared by: L. Carter, Chief Librarian / CEO
Date of meeting: May 28, 2025

Background:

Operational policies deemed important to the organization have been regularly reviewed and approved by the Board, however this past practice is not compliant with the principles of the Policy Governance Model and the KFPL Board's Governance Policies. Discussion on the matter took place at the April 23, 2025 Board meeting.

While Board members generally supported the delegation of most operational policies to the Chief Librarian/CEO, a request was made to review the delegation of authority for policies governing conduct and use policies at other public library systems.

Analysis:

As requested, the approval authority for conduct and use policies at other Ontario public libraries was reviewed to help inform further Board discussion.

Of the 33 Ontario public library systems reviewed for this report, 10 systems, including Ajax, Pickering and Markham, who also use the Policy Governance Model, delegated approval for conduct and use policies to the Chief Librarian/CEO. The Library Board approved conduct and use policies at the other 23 systems.

Recommendations:

This report is for information only.

KFPL Report to the Board

Subject: Chief Librarian Communication

Prepared by: L. Carter, Chief Librarian / CEO

Date of meeting: May 28, 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.

Confirmation of Filings and Remittances

The 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 was not available in time for the April Board meeting due to the timing of March accounting entries. It has since been provided and is attached to this report.

Facilities Project Updates

The Isabel Turner renovation project is continuing on schedule. Final transmittals will be reviewed in the coming weeks. HVAC, plumbing and electrical rough-ins are underway.

Spring cleanup is underway, with parking lots being cleaned and lines repainted. The covered parking lot has been completed at Central, and work is scheduled for Calvin Park and Pittsburgh.

An LED lighting retrofit project is underway at the Calvin Park and Pittsburgh branches.

Children's areas at Plevna and Arden are being refreshed with new carpets and early literacy toys. Mountain Grove has received a new public computer chair.

Staffing Updates

A permanent, full-time Support Services Librarian position has been posted internally. Reporting to the Manager, Branches and Collections, this position will coordinate, supervise and support patron and staff learning initiatives. They will also lead the Library's information and data literacy initiatives, assist in the updating and development of branch operations policies and procedures and be engaged in the evaluation and assessment of Branch Operations initiatives.

Several people have been hired to fill vacancies in the Branch Operations department: Cherilyn Burnell, Sarah Emtage, and Teddy Romansky began their roles as Relief Library Assistants. Gillian Watt, Alicia Craig and Yuliia Bielkina have started their Page training, helping to fill vacancies left by Nancy Gatica, Siya Marwaha and Anne Taylor, who is

retiring after 14 years at KFPL. Rajan Laird has resigned a Library Assistant position in order to do an internship in his field of study.

The Programming and Outreach department is welcoming two new Relief Programming Assistants, internal candidates Teddy Romansky and Ying Lee. Kinlee Lapointe is taking a temporary leave from a Page position in order to take on the role of Summer Reading Assistant. The Summer Reading Assistant position is funded by grants secured through the Canada Summer Jobs and Young Canada Works programs.

Project Grants

The Library was awarded a grant from the Community Foundation for Kingston & Area which will be used to commission an Indigenous artist to create artwork for the Isabel Turner Branch, aiming to promote Indigenous placemaking, increase visibility, and enhance the sense of belonging for Indigenous communities at the Library.

Programs and Services – New and Notable

On April 12, KFPL partnered with Kahwa:tsire Indigenous-Led Child & Family Programs and the Indigenous Interprofessional Primary Care Team to host an Indigenous Languages Celebration at the Kingston Community Health Centre. Activities throughout the day included cooking demonstrations, songs, stories, language learning activities, and more.

May 5 marked the 15th anniversary of the National Day of Awareness for Missing and Murdered Indigenous Women and Girls and 2SLGBTQIA+ People, also known as Red Dress Day. KFPL partnered with Sexual Assault Centre Kingston, Kingston Native Centre and Language Nest, and Kingston Interval House to host red dress displays at all urban branches as well as at the Sydenham Branch. These powerful displays were accompanied by book recommendations and signage, and a Faceless Dolls workshop was offered at the Central Branch.

Interlibrary Loans and service Books by Mail service is expected to be impacted by impending labour action at Canada Post.

Marketing and Engagement

The Marketing Team is finalizing Summer Reading Challenge preparations, with registration opening May 30. Ads and branch materials are being completed to ensure a smooth launch.

A short patron survey is being conducted for Parham Branch users, along with an in-branch engagement pop-up. These initiatives are designed to give patrons an opportunity to share feedback about how they use the branch and whether they would like to see new seating options added. The 2022 Facilities Plan recommended the addition of new seating at the Branch. A digital and paper survey will be available from Tuesday, May 20 to Tuesday, June

3 and an in-branch pop-up hosted by staff is scheduled for May 27 from 5-7 p.m.

Evaluation of programs is currently focused on a survey for participants to the 2025 'One Earth' series. Developed in partnership with Sustainable Kingston, the series explored topics related to climate, sustainability, and energy efficiency. The digital survey will be available from Friday, May 16 to Friday, May 30 and will target program registrants. The goal of the survey is to understand if the program achieved learning objectives and met participants' expectations. The next programming patron survey will focus on gathering feedback from those that participated in the Summer Reading Challenges.

The Kingston Frontenac Public Library is one of 23 libraries participating in a national social impact study led by the Canadian Urban Libraries Council (CULC). The purpose of the project is to demonstrate the social impact of Canadian urban libraries, beyond conventional measures (e.g. foot traffic, check-out stats, event participation figures, etc.). The national summary report will provide all CULC members with a representative characterisation of public libraries' impact on Canadian library users at large, as well as perceived community-level and societal impact. KFPL will be responsible for gathering data from 175 urban and rural library users in June.

The website redesign project continues on schedule. Following internal consultation meetings, initial designs have been made available to the project team. The focus of the re-design has been clear information presentation, upgraded security, mobile responsiveness, and consistent branding. Moving forward, the team will focus on reviewing and updating content, implementing technical improvements, and finalizing the site's information architecture. The new site is expected to launch Q4 2025.

Municipal News

The Township of Central Frontenac has purchased a building in Sharbot Lake to serve as their new municipal offices. A meeting is planned to discuss options for the library, as it is located on the lower level of the current municipal office building, which is to be sold.

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., suspensions, training, new policies, or procedures, etc.). [See Appendix A](#)

Summary of Patron Feedback

Patron comments are logged and reviewed by the management team bi-weekly. Where contact information is provided and/or a response is requested, library staff respond to the feedback, which is submitted through a variety of channels. [See Appendix B](#)

Appendix A:

KFPL Incidents by Branch (Apr. 15 to May 19)

Calvin Park

- 2025-219 Camping outside of the branch (Apr. 15)
- 2025-224 Conversation with patron about complaint (Apr. 17)
- 2025-233 Upset patron in washroom with drug paraphernalia (Apr. 23)
- 2025-234 Patron “spreading the word of God” (Apr. 23)
- 2025-239 Smoking beside front entrance (Apr. 25)
- 2025-244 Burn marks on toilet paper in washroom (Apr. 28)
- 2025-248 Conversation with patron about personal space (Apr. 29)
- 2025-255 Concern for patron outside (May 2) 📞
- 2025-256 Suspended patron in library (May 3)
- 2025-262 Naloxone administered to patron (May 9) 📞
- 2025-263 Patron swearing in washroom, left mess (May 10)
- 2025-266 Empty beer cans in washroom garbage (May 14)
- 2025-267 More empty beer cans in washroom garbage (May 14)
- 2025-270 Suspended patron in branch (May 14)
- 2025-271 Empty beer cans in washroom (May 15)
- 2025-274 Empty beer can in public washroom (May 16)
- 2025-275 Bike theft (May 16)
- 2025-276 More empty beer cans in washroom (May 16)
- 2025-277 Suspended patron in branch (May 16)
- 2025-278 Angry outburst at closing (May 17)

Cataraqui Centre

- 2025-222 Suspended patron in branch (Apr. 16)
- 2025-225 Suspended patron in library (Apr. 17) 📞
- 2025-226 Suspended patron returns (Apr. 17) 📞
- 2025-236 Suspended patron tries to use public computer (Apr. 24)
- 2025-245 Challenging interactions with computer user (Apr. 28)

Central

- 2025-218 Bicycle frame stashed above sprinklers in parking garage (Apr. 15)
- 2025-220 Abandoned bike, use of universal washroom for extended period (Apr. 15)
- 2025-221 Disruptive behaviour, verbal abuse of security (Apr. 16)

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- 2025-223 Angry patron, kicking furniture, asked to leave (Apr. 16)
- 2025-227 Vehicle damaged by another car in parking lot (Apr. 19)
- 2025-229 Patron dropped off at branch without support worker (Apr. 22)
- 2025-230 Suspended patron in library (Apr. 22)
- 2025-231 Smoking in universal washroom (Apr. 23)
- 2025-232 Suspended patron unhappy about length of suspension (Apr. 23)
- 2025-237 Patron asks for first aid supplies to treat non-library related injury (Apr. 24)
- 2025-238 AMHS Crisis Team called to support drowsy patron (Apr. 24) 📞
- 2025-241 Loud, angry, swearing patron (Apr. 25)
- 2025-243 Patron reacts aggressively to wellness check (Apr. 26)
- 2025-246 Empty alcohol container left on exterior entrance stairs (Apr. 29)
- 2025-247 Suspected consumption of alcohol in the library (Apr. 29)
- 2025-249 Patron complains about another patron coughing (Apr. 29)
- 2025-250 Rude/aggressive phone interaction with patron (Apr. 30)
- 2025-252 Patron warned about rude behaviour (Apr. 30)
- 2025-253 Naloxone administered (May 1) 📞
- 2025-254 Patron using printing station as a workspace (May 1)
- 2025-257 Broken glass found in walkway to parking garage (May 5)
- 2025-258 Feces covered clothing discarded in garden bed at entrance (May 5)
- 2025-260 Chemical odor in washroom (May 7)
- 2025-261 Empty beer cans in washroom garbage (May 7)
- 2025-264 Patron demanding free printing (May 13)
- 2025-265 Patron viewing inappropriate images on computer, asked to leave (May 13)
- 2025-272 Trespass notice delivered to suspended patron (May 15)
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Pittsburgh

- 2025-240 Anti-government pamphlets found in branch (Apr. 25)
- 2025-251 Patron leaves purse/keys in branch (Apr. 30)
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Plevna

- 2025-273 Patron trips on floor in fiction section (May 15)
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Rideau Heights

- 2025-228 Unknown substance found near OPAC station in children's area (Apr. 19)
- 2025-259 Tweens asked to leave for the day (May 5)
- 2025-269 Disruptive/disrespectful behaviour (May 14)
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Appendix B:

Summary of Patron Feedback (Apr. 15 to May 19)

Branch Operations

- A patron sent an email to “compliment the library for the new style emails advising of books ready to pick up or those nearing their due dates.” They said that as they usually have several books on order and at home that it is easy to forget a title and “it is so helpful to be able to see the covers of the books because they serve as great reminders.”
 - A patron was frustrated when a staff member refused to accept the return of a book that was part of a book club set, as they are supposed to be returned together.
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Collections

- A patron took this time to let branch staff know how much they like the Libby app and that they use it every day.
 - A Calvin Park patron told staff that they are very happy with the interlibrary loan service and think the library is amazing.
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Customer Service

- Staff received appreciation from a Calvin Park branch patron who wrote in to say they had been in the library that afternoon and “received lovely help and assistance at the desk. Thank you so much.”
 - A patron at a public meeting in Sharbot Lake took the time to let Laura know how much they appreciate the library and the excellent service that Sara provides at the Sharbot Lake Branch.
 - Positive feedback was received about the Tech Tutor program and the excellent assistance a patron received from Jackson. They commented that Jackson was “patient, caring and generous with help.”
 - A patron left a negative Google Review for the Calvin Park Branch outlining several customer service complaints and some compliments. A Manager contacted the patron to discuss their concerns.
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General

- “I love the library so much, it makes my life so much better.” Facebook comment
- A patron expressed gratitude during a virtual reference transaction. They wrote: “So

please return this book to the shelf with my gratitude. Our library system is a valued resource and I appreciate the work that you do and the customer services provided by the library."

- Laura responded to an email from a patron who had seen the film "Darkest Miriam," which is set in Toronto and features the Toronto Public Library. They described it as "a film intimately involved with (and indeed dedicated) to the role of public libraries as a place of solace" and expressed that they feel that KFPL is "failing in this role." Specifically, they stated that "The Central Branch has become less and less comfortable as the years pass, with reduced seating, intrusive lighting, roaming security guards who challenge you if you sit and read, less magazines on the shelves, etc. And of course, the Pittsburgh Branch has now partly replaced human interaction with electronic doors and surveillance cameras." They asked if "KFPL is engaged with the film that many of us are watching?"
 - A patron responded to a virtual reference transaction with appreciation. They wrote: "That is wonderful. Thank you so much for your quick response. I am a regular library user and always pleased with the assistance and ease of use of library services on-line or in person."
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Programming

- A patron asked that the Library consider a community game and/or puzzle exchange at the Pittsburgh Branch.
 - A patron inquired about the Family Storytime program on Saturdays. Programming staff explained the Library pauses the program during the summer months to be able to provide programs like Stories in the Park and Stories in the Square, as well as attend summer outreach events.
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where history and innovation thrive

City of Kingston

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

April 30, 2025

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

Dear Board Members:

Re: Monthly CRA Tax Filings

Please accept this letter as confirmation that the City of Kingston has met all compliance obligations pertaining to GST/HST and payroll tax filings, remittances, and other reporting. All filings are current as of March 31, 2025, inclusive of Library requirements.

Best regards,

THE CORPORATION OF THE CITY OF KINGSTON

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

KFPL Report to the Board

Subject: Statistical Report (Q1-2025)
Prepared by: L. Carter, Chief Librarian/CEO
Date of meeting: May 28, 2025

Background:

Performance statistics are used to identify usage trends, inform operational decisions and monitoring achievement of Ends.

Analysis:

To keep the Board informed on trends in library use as of the end of Q1 2025, high-level summary data is provided.

Circulation

Circulation of physical materials was down 4,616 items, or 2.5% as compared to Q1 2024. Much of the decrease can be attributed to the closure of the Isabel Turner Branch for renovations. Q1 2025 checkouts at the Cataraqui Centre Branch dropped by 25,484 items, or 46.6%, when compared to items checked out at the Isabel Turner Branch in Q1 2024. While checkouts of physical materials increased at all other urban branches as compared to Q1 2024, circulation at urban branches was still down by 5,994 items.

E-Materials continue to increase in popularity, though circulation is constrained by financial resources. Monthly borrowing limits are in place for Kanopy and Hoopla to ensure budgeted amounts are not exceeded, though demand is beginning to exceed established budgets. The Milton Public Library joined the OverDrive reciprocal lending agreement in March 2025, increasing the number of titles that are available to borrow.

Queries

In-Branch queries are recorded manually by staff and are subject to a margin of error. Virtual queries include automatic replies and bounce-back messages from undelivered emails. Part of the decrease in this category is related to a reduction in these types of messages due to data cleanup projects. The increase in-branch queries for Q1 is only in the urban branches, and is likely at least partly attributable to the Isabel Turner Branch closure. The impact of the eclipse glasses distribution is also a factor in this quarter's statistics, with a substantial drop in queries for the rural branches. There was likely some undercounting of the eclipse glass queries in the urban branches, resulting in less of an impact in year over year comparisons of these numbers.

Technology

The E-Services statistic includes Ancestry, Mango, PressReader, and Canadian Major Dailies. Cantook Station, a French language E-Book and E-Audiobook platform was previously reported here but is now included with E-Materials to align with annual survey reporting.

The increase in E-Services is related to large increases in use of Canadian Major Dailies and PressReader. LinkedIn Learning and Mango Languages/Lil Pim saw modest increases in use in Q1 2025 over the same quarter the previous year. Ancestry continues to be down when compared to 2024, though this is the last quarter where the substantial decrease in it's use will be primarily attributable to the return of the product to in-library use only following at-home use allowed during the pandemic.

The decrease in public computer sessions is largely attributable to the Isabel Turner Branch closure.

Programming and Outreach

The decrease in Outreach sessions/attendance and corresponding increase in Programming sessions/attendance is related to programming re-alignment and prioritization activities, particularly with respect to class visits, which decreased from 23 sessions with 1,032 attendees in 2024 to 8 sessions with 217 attendees in 2025. Total number of people reached year over year is relatively unchanged with total programming and outreach event attendance at 5,265 for Q1 2025 and 5,303 in Q1 2024.

Visitors and Active Cardholders

An unknown percentage of library visitors do not borrow materials or attend programs. Tracking visitor counts is another method of measuring overall library business. Visitor counts were previously only reported annually, and for branches without people counters, the number was calculated using data collected during the Annual Survey of Public Libraries (ASPL) "typical week," which was then annualized. As of late 2023, all KFPL branches had people counters installed, enabling more accurate reporting and granular analysis of visitor trends. Q1 2025 visitor counts for the 14 library branches with complete data for both Q1 2024 and Q1 2025 numbered 126,037, which is a 20.4% decrease over Q1 2024 when visitor counts were unusually high due to eclipse glass distribution.

The number of "Active Cardholders" is a metric that has been tracked in the ASPL for many years and refers to anyone who has used their card over the previous two years. While one part of the broader picture, this metric does not tell full story, since it only captures uses reflected in the Integrated Library System (ILS) and does not reflect program attendance, shared cards (caregivers and children) or use of other services that

do not require a card. As of March 31, 2025, KFPL had 39,003 active cardholders, compared to 38,188 at the end of Q1 2024, a 2.1% increase.

Figure 1: Selected Library Use Data

		2024	2025	Variance
Circulation	Physical Materials	186,797	182,181	-2.5%
	E-Materials	92,148	97,508	+16.7%
	Virtual Renewals	52,940	31,820	-39.9%
	Total Circulation	331,885	311,509	-6.1%
Queries	In-Branch	23,690	25,092	+5.9%
	Virtual	2,144	2,034	-5.1%
	Total Queries	25,834	27,126	+5.0%
Technology	Computer Sessions	10,226	9,849	-3.7%
	E-Services	20,946	30,902	+47.5%
	Website Visits	321,133	330,821	+3.0%
Programming	Sessions	187	268	+43.3%
	Attendance	3,764	4,620	+22.7%
Outreach	Events	39	28	-28.2%
	Attendance	1,539	645	-58.1%

KFPL Monitoring Report to the Board

Executive Limitation Policy L-2

Staff Relations and Volunteers (2025-04)

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. A statement regarding the use of Artificial Intelligence has been added to job posting templates and job postings now indicate whether it is a new position or a replacement.

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 unionized staff (Canadian Union of Public Employees (CUPE) 2202 and 2202.01) that expire March 31, 2025. Bargaining has begun, and the agreements continue in effect until they are replaced with new terms and conditions.
- KFPL has an agreement with its permanent non-union employees that expires March 31, 2025. It continues in to be in effect until replaced with new terms and conditions.
- A Volunteer policy is in place and reviewed at least every four (4) years. Program descriptions are in place for KFPL volunteer positions and are publicly available on the Library's website when new volunteers sought.
- 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

- Impairment in the Workplace
- Workplace Harassment Policy
- Workplace Violence Prevention Policy
- KFPL Safety Manual

These above-mentioned policies and procedures, along with others mentioned in the following sections also help prepare staff to respond to potential emergency situations. The KFPL Safety Manual is of particular importance in this regard and was updated in late 2024 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 Library Use and Conduct Policy is available in-branch and on the Library's website. The updated policy was approved by the Board in November 2024, with an implementation date of March 31, 2025.
- Application of the Library Use and Conduct Policy was the focus of staff training and discussions at the annual staff development day on March 3rd.
- Suspension guidelines are in place to provide guidance for staff in dealing with inappropriate patron behaviour.

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

- Orientation for new staff includes coverage of rights and responsibilities, training required under the *Occupational Health and Safety Act*, *Accessibility for Ontarians with Disabilities Act* and the *Human Rights Code*. New staff are also provided with 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. 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.
- Grievance 2025-01, a grievance about employee parking, was scheduled for arbitration on May 9 and was settled with the assistance of the Arbitrator.

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

May 20, 2025

KFPL Report to the Board

Subject: Health and Safety Policies
Prepared by: S. Quigley, Director, Human Resources
Date of meeting: May 28, 2025

Background:

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

The following policies were last reviewed and approved by the Board at the May 22, 2024 meeting:

- Occupational Health and Safety
- Workplace Harassment
- Workplace Violence Prevention.

Analysis:

The policies were reviewed by members of the Joint Health and Safety Committee at their last meeting and no changes are required or recommended.

Recommendations:

That the policies be approved.

Occupational Health and Safety (DRAFT)

1. Purpose

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

2. Scope

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

3. Definitions

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

4. Guiding Principles

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

5. Policy

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

6. Appendices

Not applicable.

7. Authorities

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

8. Document Control

Last Reviewed: 2025 May ~~2024~~

Changes Made: see report to Board dated May 28, 2025 ~~May 22, 2024~~

Next Review: 2026 May ~~2025~~

9. Signatures

Signed / date: _____
Chief Librarian / CEO

Signed / date: _____
Chair, KFPL Board

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

Workplace Harassment (DRAFT)

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

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

Workplace sexual harassment means:

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

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

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

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

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

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

Related Documents:

KFPL Workplace Harassment Program

Document Control:

Last Reviewed: 2025 May ~~2024~~

Changes Made: see report to Board dated May 28, 2025 ~~May 22, 2024~~

Next Review: 2026 May ~~2025~~

Signatures:

Signed / date: _____
Chief Librarian / CEO

Signed / date: _____
Chair, KFPL Board

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

Workplace Harassment Program (DRAFT)

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

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

1. Workplace Harassment

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

Workplace sexual harassment means:

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

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

2. Reporting Workplace Harassment

2.1. How to Report Workplace Harassment

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

The report of the incident should include the following information:

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

2.2. Who to Report Workplace Harassment To

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

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

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

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

3. Investigation

3.1. Commitment to Investigate

The Kingston Frontenac Public Library will ensure that an investigation appropriate in the

circumstances is conducted when the employer, human resources, a manager or supervisor becomes aware of an incident of workplace harassment or receives a complaint of workplace harassment. (See [Appendix C – Investigation Template](#))

3.2. Who Will Investigate

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

3.3. Timing of the Investigation

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

3.4. Investigation Process

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

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

and any witnesses.

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

3.5. Results of the Investigation

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

3.6. Confidentiality

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

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

All records of the investigation will be kept confidential.

3.7. Handling Complaints

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

4. Record Keeping

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

- a) a copy of the complaint or details about the incident;

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

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

Records will be kept for six years.

5. Appendices

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

6. Document Control

Original Policy Date: January 2017

Last Reviewed: 2025 May 2024

Changes Made: see report to Board dated May 28, 2025 May 22, 2024

Next Review: 2026 May 2025

7. Signatures:

Signed / date: _____
Chief Librarian / CEO

Signed / date: _____
Chair, KFPL Board

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

Appendix A: Types and Examples of Harassment

1. Sexual Harassment

1.1. Unwelcome Behaviour

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

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

1.2. Sexual Advances

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

2. Racial Harassment

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

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

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

3. Poisoned Work Environment

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

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

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

4. Personal Harassment

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

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

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

5. Bullying

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

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

6. What Harassment does not include

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

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

Appendix B: Workplace Harassment Complaint Form

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

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

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

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

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

Signature: _____

Date: _____

Appendix C: Workplace Harassment Investigation Template

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

Name of investigator: _____

Date of investigation: _____

A. Background Information:

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

1. Name of person who reported workplace harassment:

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

3. Date complaint/concern raised and how:

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

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

B. Investigation Plan:

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

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

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

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

Date of first incident:

Date of last incident:

Date of other incident(s):

D. Alleged Harasser(s) Response:

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

Workplace Violence Prevention (DRAFT)

1. Purpose

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

2. Scope

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

3. Definitions

Workplace violence means:

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

The workplace:

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

4. Guiding Principles

The Library is committed to a workplace free from violence.

5. Policy

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

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

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

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

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

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

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

6. Appendices

- a) Investigation Process

7. Authorities

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

8. Document Control

Original policy date: 2010

Last Reviewed: 2025 May ~~2024~~

Changes Made: see report to Board dated May 28, 2025 ~~May 22, 2024~~

Next Review: 2026 May ~~2025~~

9. Signatures:

Signed / date: _____

Chief Librarian / CEO

Signed / date: _____

Chair, KFPL Board

Signed / date: _____

Joint Health and Safety Committee – Union Representative

Appendix A: Investigation Process

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

Patron or External Party Violence

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

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

Worker Violence

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

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

Domestic Violence

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

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

KFPL Report to the Board

Subject: Operational Policies – Volunteer and News Media
Prepared by: L. Carter, Chief Librarian / CEO
Date of meeting: May 28, 2025

Background:

Over the past year, policies coming to the Board for review and approval have either been updated to become less operational in nature or have been transitioned from Board-level policies to operational policies under the purview of the Chief Librarian (e.g., 3D Printing Policy, Internet Access (Public) Policy). Additional approval authority changes were discussed and approved at the regular Board meeting of April 23, 2025:

- The *Collections, Services and Programs Framework* was established to provide high-level guidance, and authority for the existing *Collection Development, Programming, and Community Partnerships* policies was subsequently transferred to the Chief Librarian/CEO (motion #2025-26).
- Authority for the *Room and Event Space Rental, Access to Information and Protection of Privacy, Video Surveillance, Standards of Conduct for KFPL Employees and Public Use of KFPL Online Forums and Social Media* policies was delegated to the Chief Librarian/CEO (motion #2025-27).

Analysis:

The *Volunteer* policy is scheduled for review at the May meeting and the *News Media* policy is in the Board Workplan for September.

These policies were meant to be included in the list of policies considered for transition to the authority of the Chief Librarian/CEO at the April 23, 2025 Board meeting.

Recommendations:

That the Board approve the transition of the *Volunteer* and *News Media* policies from Board-level policies to operational policies delegated to the Chief Librarian/CEO.

KFPL Report to the Board

Subject: 2024 Operating Budget Surplus

Prepared by: L. Carter, Chief Librarian / CEO

Date of meeting: May 28, 2025

Background:

According to the Kingston Frontenac Public Library Constitution, Library Board approval is required to “transfer budget funds to, or from, the City of Kingston and County of Frontenac.”

Analysis:

As reported in the Financial Condition Monitoring Report (Q4-2024) included in the 2025-02 agenda package, the Kingston Frontenac Public Library ended 2024 in a surplus position. The final amount of the surplus, which was the result of lower than anticipated staff and facility costs, is \$370,274.

Board approval is being sought to return these funds proportionally to the municipalities.

Recommendation:

That the Library Board approve the return of the 2024 operating fund surplus to the County of Frontenac (\$40,833) and to the City of Kingston (\$329,441).