

## **AGENDA (revised)**

### **Regular Meeting #2025-05**

#### **Kingston Frontenac Public Library Board**

**June 25, 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. Mobile Crisis Outreach Team, Laney Johnson – Addiction & Mental Health Services (AMHS)
  - 5.2. KFPL Summer Reading Clubs, Liz Coates - Manager, Programming and Outreach
6. Adoption of Minutes
  - 6.1. Regular KFPL Board Meeting #2025-04 of May 28, 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 the Community Foundation for Kingston and Area, a letter enclosing the annual fund statements for the KFPL Endowment Fund

and Flora B. Grant Endowment Fund for the year ending December 31, 2024, asking us to complete and return the Disbursement Direction form.

10. Information Reports

10.1. Chief Librarian Communication (attached)

11. Motion to accept Consent Agenda (motion)

**Required Approvals Agenda**

12. Monitoring Reports

12.1. Asset Protection – external audit (distributed separately) (motion)

12.2. Asset Protection (attached) (motion)

12.3. Service Accessibility (attached) (motion)

12.4. Treatment of Public (attached) (motion)

13. Policy Review and Approval

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

14. Action Items

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

\*14.2. KFPL Endowment Fund Disbursement 2024 (report attached) (motion)

\*14.3. Delegated Authority - Automated Materials Handling Solution (motion)

14.4. Closed Meeting (motions)

14.4.1. Labour Relations or Employee Negotiations

**Other Business**

15.

**Adjournment and Next Meeting**

Regular Board Meeting, Wednesday, September 24, 2025 at 5:00 p.m., Meet 1, Central Branch.

## MINUTES (unconfirmed)

### Regular Meeting #2025-04

#### Kingston Frontenac Public Library Board

May 28, 2025 at 5:00 PM

Meet 1, Central Branch

#### Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Anne Brunner, Mary Beth Gauthier (virtual) (joined at 5:05 p.m.), Louise Moody (Vice-Chair), Alan Revill, Jen Ross (Chair), Councillor Bill Saunders, Councillor Wendy Stephen, Sonia Verjovsky

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), Amy Rundle (Recording Secretary), Tim Stranak (Manager, Facilities)

CUPE 2202 / 2202.01: Janice Finkle

Others: Tatiana Lacerda, KPMG (virtual) (left at 5:41 p.m.)

Absent / Regrets: Dr. Mark Asberg, Dr. Elizabeth Goodyear-Grant

#### 1. Call to Order

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

#### 2. Adoption of the Agenda

Motion #: 2025-30

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

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

- 5.1. 2024 Draft Financial Statements, Tatiana Lacerda (Audit manager), KPMG (see also 12.1.)

M. Gauthier joined the meeting at this time. (5:05 p.m.)

T. Lacerda reviewed the draft financial statements and reported a clean audit.

Board members asked for clarification around the 'municipal surplus recovered' figures reported in the Statement of Operations and Municipal Equity, as the amounts are different than what the Board is being asked to approve for transfer back to the municipalities later in the meeting. T. Lacerda, L. Carter and N. Burchat provided the following information in response:

- Draft financial statements incorporate both operating and capital costs to determine 'municipal equity'. This is different than calculating the stand-alone operating surplus.
- The Library doesn't have operating reserve funds, and surplus operational funds are returned to the municipalities.
- The 'municipal surplus recovered' amounts shown in the Statement of Operations and Municipal Equity are confusing because of how/when they are processed.
  - ↳ Library accounts and budget lines are set-up/managed by the City of Kingston, and they also administer accounts payable functions for the Library, so operational surplus recovery for the City can be done through inter-fund shifting with Board authorization. This transaction is logged post-audit and is reflected in the financial statements for the following fiscal year (e.g., \$549,008 reflects the 2023 operational surplus returned to the City in May 2024).
  - ↳ Operational surplus recovery for the County of Frontenac is captured as an 'outstanding' accounts payable transaction at year-end and is reflected in the financial statements for the year being audited (e.g., \$40,833 reflects the 2024 operational surplus returned to the County in 2024).

Board members requested a supplementary document to the financial statements that separates operating and capital costs for 2024, and clearly states the operational surplus recovery amounts for each municipality.

T. Lacerda was thanked for presenting the audit and left the meeting at this time. (5:41 p.m.)

## **6. Adoption of Minutes**

### **6.1. Regular KFPL Board Meeting #2025-03 of April 23, 2025**

Motion #: 2025-31

Moved by: W. Stephen

Seconded by: A. Revill

That the minutes of Regular Meeting #2025-03 of the Kingston Frontenac Public Library

Board held April 23, 2025 be adopted as circulated.

Carried

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

### **7.1. Report – Approval Authorities for Conduct and Use Policies at Ontario Public Libraries**

Discussion from the previous meeting about transferring the approval authority for the Library Use and Conduct policy from the Board to the Chief Librarian/CEO was continued with Board members providing the following feedback:

- The Board recently committed to continue under the Carver Governance model, and as a Carver board it's not the Board's responsibility to approve operational policies.
- The other Carver boards we use as comparisons delegate responsibility for conduct and use policies to the CEO, as well as seven other boards that don't follow the Carver model.
- If the Board isn't comfortable delegating operational policies to the Chief Librarian, the Board's governance processes and policies should be revised.

Board members agreed that the motion related to item 13.2. be amended to include the Library Use and Conduct policy.

## **8. Input from Board Members**

M. Létourneau reported that the Ownership Linkage and Education Committee plans to meet soon.

## **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:

- The Township of Central Frontenac needs more space for their municipal offices and are moving forward with the purchase of a new location that doesn't have space to house the Sharbot Lake Branch. T. Stranak attended the Central Frontenac Council

meeting last night and there was discussion around the Library and possible spaces for relocation, including staying at the current location as a tenant. There were also questions around the financial model that is in place for all township branches. The Township is looking to close on the new building at the beginning of June, and to fund that purchase they need to sell the current building.

- Mayor and CAO of Central Frontenac are familiar with the Library Facilities Plan and the desire to have a larger space in Sharbot Lake. A meeting with the Central Frontenac CAO is scheduled for tomorrow.
- Townships provide the space, clean and provide utilities for their branches, with these funds showing in the Township budgets, not the Library's budget. There are various facilities models in the province. Many libraries are housed in upper or lower tier municipal buildings, and some are rented from private landlords.
- Municipalities aren't required under legislation to provide space for the public libraries, though that's been the model at KFPL.
- In recent years the Parham and Mountain Grove branches were relocated in partnership with the Township, with Library staff working with Township staff on those projects.

#### 10.2. Statistical Report

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

- The final report for the CULC Social Impact Study that KFPL is participating in is expected to be available by year-end.
- The decrease in 2025 class visits is directly related to the realignment of programming and outreach activities in support of KFPL's strategic priorities. Class visit statistics for previous years show that a large number of students participated, but not necessarily what the overall impact was. There will be fewer class visits in 2025, but the intent is for these visits to be much more impactful. Highly-resourced schools are welcome to schedule a class visit to the Library, and Library staff will prioritize outreach efforts to equity-deserving and high-need schools. The focus will also shift toward bringing students into the Library, library card registration, increased familiarity with Library spaces, and encouraging family members to come to the Library with them.

#### 11. Motion to accept Consent Agenda

Motion #: 2025-32

Moved by: B. Saunders

Seconded by: L. Moody

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

Carried

## **Required Approvals Agenda**

### **12. Monitoring Reports**

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

##### 12.1.1. Audit Approval Consent (2024 Draft Financial Statements)

Additional discussion of the 2024 Draft Financial Statements presented by the auditor took place. Board members felt confident that the audit is sound, but that given the lingering questions around the presentation of the surplus, consideration of the 2024 Draft Financial Statements should be postponed to the next meeting.

W. Stephen asked for unanimous consent to withdraw her motion to receive the 2024 financial statements from consideration. There were no objections and the motion was withdrawn.

Motion #: 2025-33

Moved by: M. Létourneau

Seconded by: A. Revill

That consideration of the 2024 Draft Financial Statements and audited report as evidence of compliance with policy (L-7) Asset Protection be postponed to the meeting of June 25, 2025, subject to receipt of additional information as requested.

Carried

#### 12.2. Ends – Compliance Targets for 2025

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

- Ends haven't been monitored by the Board before and staff are currently working to establish benchmarks and performance measurements for the stated 2025 goals.
- Funding/staffing constraints make it unreasonable to set a general performance target to 'increase' everything (e.g., more programs).
- Not everything is measurable quantitatively. Satisfaction measures and community impact data are also important considerations.
- The Annual Report of Library Achievements for 2025 (scheduled for March 2026) will combine usage statistics, satisfaction measures, and other qualitative evidence to demonstrate organizational accomplishment.

Motion #: 2025-34

Moved by: A. Brunner

Seconded by: B. Saunders

That the Board has assessed the Chief Librarian's monitoring report on Ends (E-1) as providing a reasonable interpretation of the policy, and a suitable strategy for advancing

organizational accomplishment in 2025.

Carried

### 12.3. Staff Relations and Volunteers

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

- Completion of required training is tracked in KFPL's Learning Management System (LMS), and follow-up takes place when completion isn't indicated.
- Library job postings include salary ranges and AI is not used to process job applications received.

Motion #: 2025-35

Moved by: W. Stephen

Seconded by: M. Gauthier

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

Carried

## 13. Policy Review and Approval

### 13.1. Health and Safety

#### 13.1.1. Occupational Health and Safety

Motion #: 2025-36

Moved by: A. Revill

Seconded by: B. Saunders

That the Board approve the Occupational Health and Safety policy.

Carried

#### 13.1.2. Workplace Harassment

Motion #: 2025-37

Moved by: M. Létourneau

Seconded by: S. Verjovsky

That the Board approve the Workplace Harassment policy and program.

Carried

#### 13.1.3. Workplace Violence Prevention

Motion #: 2025-38

Moved by: W. Stephen

Seconded by: A. Revill

That the Board approve the Workplace Violence Prevention policy.

Carried

### 13.2. Operational Policies – Volunteer and News Media

Motion #: 2025-39



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

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

Carried

#### **14. Action Items**

##### **14.1. 2024 Operating Budget Surplus**

Motion #: 2025-40

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

That the approval of the return of the operating fund surplus to the County of Frontenac (\$40,833) and to the City of Kingston (\$329,441) be postponed to the meeting of June 25, 2025, subject to receipt of explanatory additional materials.

Carried

#### **Other Business**

There was no other business to discuss.

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

There being no further business, B. Saunders moved to adjourn the meeting at 6:29 p.m.

The next regular Board Meeting will be held at 5:00 p.m., Wednesday, June 25, 2025, Meet 1, Central Branch.

#### **Signatures:**

Jennifer Ross, Chair

Amy Rundle, Recording Secretary

## **KFPL Report to the Board**

**Subject:** Chief Librarian Communication

**Prepared by:** L. Carter, Chief Librarian / CEO

**Date of meeting:** June 25, 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.

### **Facilities Project Updates**

Request for Proposals (RFP) has been issued for the automated materials handling system (sorting machines) at the Isabel Turner Branch. Mandatory site visits were completed June 13 and June 17 and mechanical equipment is beginning to arrive on-site.

The staff service area at the Parham Branch has been reconfigured for better sightlines and new cabinetry has been added.

Window cleaning has been completed at urban locations.

Line painting for the Calvin Park, Pittsburgh and Central branch parking lots is scheduled for July.

### **Staffing Updates**

Several KFPL staff are moving into new positions: Mike Belanger (Maintenance Assistant, move from a temporary to a permanent role), Sophie Harmsen (move from Library Assistant (LA) to Branch Supervisor role), Niki Kaloudas (move from Relief LA to part-time, permanent LA), Leo Roberts (Tech Tutor, has added Page hours), and Cameron Woodhouse (temporary summer Page hours).

Alice Robinette-Woods is returning to her role as Collections Librarian in July, following a year-long contract as Acting Manager, Branches and Collections, filling in for Kristen Lemay who spent the last year working on Projects and Strategic Initiatives. Jake Miller is returning to his role as Adult Programming Librarian, having filled in for Alice as Collections Librarian.

Esmeralda Gnamey, Michael O'Donnell, Jennifer Splane, and Molly Lyon have started their Page roles at KFPL.

After 25 years of service to the Library and the Kingston-Frontenac communities, Kimberly

Sutherland Mills, Director, Service Design and Delivery, has announced her retirement at the end of 2025.

### **Legislative Updates**

[Bill 190, Working for Workers Five Act, 2024](#)<sup>1</sup> received Royal Assent in October 2024, with some of the changes coming into force as of July 1, 2025. Updates relevant to KFPL include those to the *Occupational Health and Safety Act* regarding washroom cleaning records and electronic posting of policies and Joint Health and Safety Committee documents. The *Employment Standards Act* is also amended to require that external job postings include a statement if the posting is for an existing vacancy or new position and to require that interview information be retained for 3 years, where it was previously 2 years. Further, there is a new requirement to communicate with interviewed applicants about the hiring decision within 45 days of an interview. There are other requirements for information disclosure in Bill 190 to newly hired employees (e.g., pay periods, hours of work, etc.).

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

Passes to the Museum of Health Care, Fort Henry, Rock Dunder, and Rideau Valley Conservation Authority have been added to the collection.

As of July 31, 2025, the Centre for Equitable Library Access (CELA) will no longer produce or distribute audiobooks and magazines on CDs. Audiobooks and audio magazines will continue to be available through other distribution methods, including Wi-Fi-enabled DAISY players, digital downloads to apps and other devices. KFPL will keep its current collection of DAISY discs, as well as add more discs.

Registration for KFPL's summer reading programs for adults, children and teens opened on May 31, for a June 14 launch. All programs are hosted on an app called Beanstack. Patrons can track how often they're reading, participate in activities, and review books for a chance to win weekly prizes such as local gift cards, a lululemon belt bag, mystery book boxes, and more. These programs are especially important for children and teens as they help address the summer slide, a well-documented phenomenon where children and teens lose reading skills over the summer months if they don't read books.

KFPL has developed a new partnership with Midtown Kingston Health Home, a new primary care clinic operated by Kingston Community Health Centres. It opened in July 2024 to serve local residents, especially those without a family doctor. The clinic also operates using a social prescribing model. Building on the success of on-site outreach and library card registration, we're launching a parent–baby/toddler series this July, held outdoors at the Calvin Park Branch. Each session will include parenting insights from a

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<sup>1</sup> [<https://www.ola.org/en/legislative-business/bills/parliament-43/session-1/bill-190>]

Family Health Educator, followed by a themed storytime led by library staff.

Compassionate Communities Kingston, in partnership with KFPL, has been awarded an Older Adults Connecting and Belonging (OACB) Grant from the Community Foundation for Kingston & Area through the Sisters of Providence of St. Vincent de Paul Community Impact Fund. The grant will expand on the existing Talking Café program and funds will be used by Compassionate Communities to hire a coordinator and for supplies and refreshments for programs. The Talking Café project is designed to mitigate the health impacts of social isolation and loneliness by improving social connectedness.

### **Marketing and Engagement**

The National Impact Study survey led Canadian Urban Libraries Council (CULC), launched at KFPL the week of June 9, 2025. Rural branches received special signage to ensure rural residents had ample opportunities to contribute. KFPL is close to receiving the 175 responses allotted to our system. The purpose of the project is to demonstrate the social impact of Canadian urban libraries, beyond conventional measures such as foot traffic, check-out stats, event participation figures, etc.

The Marketing Team is running both organic and paid ads across multiple channels, including the Frontenac News, Kingstonist, Theatre Kingston newsletter, Culligan Water Park at the Memorial Centre, Parham General Store, Cataraqui Centre digital platforms, and Pattison digital billboards to promote the Summer Reading Challenges. Additionally, all branches have created "Walls of Achievement" that encourage patrons to visit in person, add their names to the display, engage with staff members, and foster community connections.

The Marketing Team is in the process of photographing all branches in preparation for the new website launch, as well as assessing signage across the system with the goal of updating collection signs.

Work on the new website continues with a focus on content review and updates. The design stage has been completed, and information architecture and content review are in progress. Current information on the website will be reviewed by subject matter experts for accuracy, while the Marketing Team will review content to ensure readability, accessibility and best practices in digital communications.

### **In the Community**

Children's Librarian Brianne Peters presented at the Nothing Without Early Learning Conference on June 4 and 5 for early years educators on language and literacy learning for ages 0-5, reaching approximately 100 educators from around Kingston and area.

Chief Librarian / CEO Laura Carter gave a presentation about the Library and the services offered at the Township of Central Frontenac Council meeting on June 10.

**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 (May 20 to June 16)****Calvin Park**

- 2025-279 Empty beer can in washroom garbage (May 20)
  - 2025-280 Graffiti in the washroom (May 20)
  - 2025-281 Accessible parking spot confusion (May 20)
  - 2025-282 Drug paraphernalia visible during washroom check (May 20)
  - 2025-292 Empty beer cans in public washroom (May 26)
  - 2025-294 Sleeping in the exterior courtyard overnight (May 27)
  - 2025-298 Suspended patron in branch (May 30)
  - 2025-301 Garbage and tarp left behind branch near shed (June 2)
  - 2025-302 Agitated patron (June 2)
  - 2025-305 First aid provided for cut on patron's finger (June 3)
  - 2025-317 Bike theft (June 10)
  - 2025-321 Swearing and insulting staff (June 12)
  - 2025-323 Naloxone kits found in washroom (June 16)
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**Cataraqui Centre**

- 2025-286 Suspended patron in branch (May 21) 📞
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**Central**

- 2025-283 Patron talking loudly, shouting (May 20)
- 2025-284 Graffiti on bench (May 20)
- 2025-288 People shouting in the parking garage (May 22)
- 2025-289 Suspended patron in library (May 22)
- 2025-290 Peripheral mouse missing from children's computer station (May 24)
- 2025-295 Patron threatens security guard (May 26)
- 2025-296 Patron upset over computer issues (May 27)
- 2025-297 Drowsy patron asked to get fresh air (May 30)
- 2025-300 Food left by automatic return slot (May 31)
- 2025-304 Patron angry and swearing (June 3)
- 2025-306 Suspended patron in library, attempted theft of book (June 4)
- 2025-308 Patron unhappy with washroom wellness check (June 4)
- 2025-309 Garbage, needles and drug paraphernalia in parking garage (June 6)
- 2025-312 Patron refuses to leave washroom at closing (June 7) 📞

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- 2025-314 Damaged benches in front of Bishop's House (June 9)  
2025-315 Angry outburst at computer station, excessive swearing (June 9)  
2025-318 Graffiti on bench near exterior entrance stairs (June 10)  
2025-320 Drug use in washroom (June 11)  
2025-322 Suspended patron in branch, asked to leave (June 14)
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**Pittsburgh**

- 2025-303 Rude patron interaction (June 3)  
2025-310 Wellness check for person on bench outside branch (June 6)  
2025-313 Band-aid provided to patron (June 7)
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**Rideau Heights**

- 2025-287 Suspended youth in branch, asked to leave (May 21)  
2025-307 Child vomited near exit (June 5)  
2025-316 Tweens asked to leave study room (June 9)
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**Sydenham**

- 2025-291 Dog feces smeared on door and windows (May 26)  
2025-319 Patron verbally aggressive towards kindergarten class (June 10)
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## **Appendix B:**

### **Summary of Patron Feedback (May 20 to June 16)**

#### **Branch Operations**

- A Calvin Park patron requested that the Library get charging stations for personal devices.
  - A patron at the Central Branch was grateful for help with scanning and printing saying that staff were "such a great help".
  - A "Patron Picks" display was suggested by a patron.
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#### **Collections**

- "Speculative Fiction" was suggested instead of "Science Fiction" for shelf signage, as the patron felt the collection was largely fantasy books, and no science fiction.
  - A patron wrote to say: "Hello, KFPL! I just want to say thank you for supporting Pride Month and Indigenous History Month with programming and by highlighting relevant collection items. Knowledge is power, so thank you for empowering all Kingston residents! Have a splendid month of June, and happy celebrations!"
  - Two North Frontenac patrons complained about the new wireless internet hotspots, saying the new device is slower and wouldn't connect to all their devices. [*Staff are investigating.*]
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#### **Customer Service**

- Appreciation was expressed for "fantastic" service provided by Leo during a Tech Tutor appointment at Calvin Park and for all staff, who are "so wonderful."
  - On their way out of the Calvin Park Branch, a patron said, "I just had to stop to tell you - a huge thank you to all you library staff for all you do!"
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#### **Facilities**

- A patron complained that there are no desks at the Cataraqui Centre Branch aside from the ones with computers on them and requested that a desk be installed.
- Positive feedback was received from a Calvin Park patron who felt that staff had listened and acted on concerns they had around parking and signage.
- Two patrons complained that the return slot in the new door at the Plevna Branch is not big enough to fit all library materials through.
- Another Plevna patron complimented the new door and exterior work at the branch and



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suggested that there be a contest to determine the colour the door is painted.

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### **General**

- In response to a Facebook post on the Canadian Urban Libraries Council (CULC) Social Impact Study, a patron commented: "It was a place when my kids were really young where we could go and they could read as many books as they wanted, instead of what I could afford. Where they had amazing and free kids programs in the summer. It's where my kids lived to be."
  - Another person commented on the same Facebook post: "The library is a wonderful happy place. Selecting great books to read. Meeting people the library has so much to offer. The staff are like going to visit kind friends, very kind and respectful."
  - An Instagram commenter said: "Shout out to the Kingston Frontenac Public Library, I wouldn't have been able to read 700+ books so far with my toddler without you!"
  - A positive Google Review was received for the Calvin Park Branch: "Feel good ambience, helpful staff and good collection of materials. We are lucky to have this branch in our neighbourhood."
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### **Programming**

- Two patrons have provided feedback on the use of a website or app to track books for the children's Summer Reading Challenge. One patron said that it's onerous to login into the app each time their daughter reads a book and another said they don't want to use an app to track reading, that it defeats the purpose of reading physical books.
  - A patron who attended a foraging workshop at the Library let us know that they are "seeing the plants in a different light. Today I accidentally found morel mushrooms, I didn't know they grew here. I can see many foraging opportunities ahead... nature fascinates me to no end."
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# KFPL Monitoring Report to the Board

## Executive Limitation Policy L-7

### Asset Protection (2025-05)

The Chief Librarian may not allow assets to be unprotected, inadequately maintained nor unnecessarily risked.

Accordingly, the Chief Librarian may not:

1. Allow the organization, Board members and staff to be uninsured against liability, theft, and casualty losses to an amount consistent with City of Kingston coverage.
2. Subject facilities and equipment to improper wear and tear or insufficient maintenance.
3. Unnecessarily expose the Library, its Board or staff to claims of liability.
4. Fail to protect intellectual property, information and files from loss or significant damage.
5. Allow the organization to operate with financial controls insufficient to the auditor's standards.
6. Endanger the library's public image or credibility, particularly in ways that would hinder the accomplishment of Ends.
7. Fail to adequately protect assets during an emergency by not implementing proper safeguards, protocols, and contingency plans to prevent loss, damage or unauthorized access.

### CEO Interpretation

I interpret this to mean that there are policies and procedures in place to protect against liability, theft, fraud and data loss; that the Library's assets are properly procured, maintained and insured; and that policies, procedures and training are in place to ensure the Library's public image and credibility are protected.

Compliance will be demonstrated when the Library:

- Operates at all times with appropriate insurance coverage for all Library assets (e.g., collections, equipment, furniture).
- Operates at all times with insurance coverage against liability losses, including errors and omissions.

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- Operates at all times with policies, procedures and processes in place to protect against theft and/or fraud.
  - Has an asset management and maintenance program in place that is reviewed and updated regularly.
  - Holds regular Joint Health and Safety Committee meetings and monthly inspections are conducted, reviewed and deficiencies are corrected.
  - Has policies and procedures in place to control the procurement of goods and services and to ensure that conflict of interest is avoided.
  - Has policies and procedures in place to safeguard against data loss.
  - Demonstrates sufficient financial control are in place, as evidenced through a successful annual audit report.
  - Policies, procedures and training are in place to mitigate endangering the Library's public image and/or credibility.
  - Has systems in place to ensure Library's assets are protected from loss, damage or unauthorized access during emergencies

## **Evidence of Compliance**

The City of Kingston provides insurance coverage, including errors and omissions for directors, liability for staff members, the contents and facilities of the urban branches, and the contents of the rural branches. The Frontenac County townships provide insurance coverage for the facilities that house rural KFPL branches. The Library is responsible for ensuring inventories are kept up-to-date.

An overall operations and maintenance program is in place with routine and preventative maintenance inspections/programs, along with third party operations and maintenance service/repair contracts to maintain plant and equipment at the City of Kingston branches. A multi-year capital repair program is also in place for long-term planning and maintenance of these assets. Most of KFPL's servers are housed at the City of Kingston. Maintenance service contracts and server renewals will follow City of Kingston protocols.

Monthly workplace inspections are documented and reviewed by the Joint Health and Safety Committee (JHSC) as well as maintenance staff. Maintenance issues are addressed by KFPL staff members or when appropriate reported to City of Kingston as part of the "Shared Services Model". Maintenance issues at the Frontenac County branches are reported to the Townships.

Incidents, such as serious breaches of the Library Use and Conduct Policy, are

documented by staff members. The incident reports are reviewed bi-weekly at the management meetings, at least quarterly at Joint Health and Safety Committee meetings, and at library board meetings. Incidents are tracked and assessed to determine if remedial action is required.

Financial controls are in place, including a segregation of duties related to the authorization, execution, recording and custody of funds and other assets. All purchases of goods and services are subject to the provisions of the Procurement of Goods and Services policy and procedures. The policy was last reviewed and approved by the Library Board at the May 2023 meeting. The Budget/HR Analyst provides the auditor on an annual basis with a detailed report of on the receipt, processing and disbursement of funds, and interviews are conducted by the auditor with the Chief Librarian/CEO and Board Chair to review financial controls and verify information provided.

Regular IT system maintenance, including routine backups and software updates, are conducted to safeguard digital assets and ensure system reliability.

The Library's Employee Standards of Conduct policy, along with other policies and procedures help to protect the image and credibility of the organization. Library staff members are provided with training in the following areas: first aid, accessibility, workplace safety, human rights, gender identity and gender expression, cultural competency and customer service.

Access to Library spaces is controlled through door access systems that are configured based on staff roles, and burglary alarm systems have been installed and are regularly maintained. These systems are further supported by third-party monitoring services to ensure prompt response to any security breaches. A safety manual, which outlines detailed emergency procedures, is continually updated, and staff are required to review and confirm understanding of revisions to the manual through the Library's Learning Management System (LMS). To maintain operational continuity, key systems are protected by battery backups, and automated notification systems are in place to detect and alert staff to emerging or active emergency conditions.

## **Statements of Compliance**

- Insurance is in place that covers the assets of the organization, and includes liability coverage for the organization, including individual staff, volunteers and Board members.
- Policies and procedures are in place to protect the Library's financial, corporate and operational files against loss and/or significant damage, including controls to ensure that funds are accessed, received or disbursed by authorized personnel only.

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- A series of controls are in place to protect the Library, its Board or staff from claims of liability.
  - Preventative maintenance programs and regular inspections are in place to ensure equipment is not subject improper wear and tear or insufficient maintenance.
  - The Procurement of Goods and Services Policy is reviewed regularly by the Board and controls are in place to ensure there is prudent protection against conflict of interest and that the policy is adhered to.
  - Policies, procedures and training are in place to ensure that the Library's public image or credibility is not at risk.
  - Systems are in place to ensure Library's assets are protected from loss, damage or unauthorized access during emergencies
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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

June 17, 2025

# KFPL Monitoring Report to the Board

## Executive Limitation Policy L-10

### Service Accessibility

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

Accordingly, the Chief Librarian may not:

1. Fail to maintain accessible, safe, clean and welcoming facilities.
2. Fail to ensure that everyone is treated with fairness, dignity and respect according to the approved Accessibility for Users with Disabilities Policy.
3. Fail to ensure resources are acceptably stored for ease of customer access and use.
4. Fail to provide reasonable access to emerging services and technology.
5. Fail to ensure accurate, up-to-date, and comprehensive electronic access to the Library's resources.
6. Fail to keep the public informed on changes to services.
7. Fail to provide a regular user feedback process and integrate community engagement into decision-making and planning.
8. Fail to be reasonably prepared to respond and recover from a disaster or emergency by not having policies, procedures and processes in place to mitigate disruption of Library services.
9. Fail to maintain a collection that reflects the needs and interests of the community.

### CEO Interpretation

I interpret "inhibit access for any patrons" to mean that the Library ensures services, resources, and facilities are designed, maintained, and provided to maximize accessibility for all patrons.

Compliance will be demonstrated when:

- Organizational policies, processes and conduct reflect the Library's commitment to accessible, safe, clean and welcoming spaces.
- Policies, procedures and training requirements are in place to promote fair, dignified

and respectful treatment of Library users.

- Library collections are organized in a logical and systematic arrangement with consideration to accessibility standards.
- Technology, programs and collections are available to the public to assist them in accessing and evaluating digital resources.
- Changes, disruptions or additions to existing service levels are communicated to the public in a timely manner.
- Policies and procedures are in place to ensure community feedback is appropriately sought and considered in the planning and evaluation of service design and delivery.
- Mechanisms are in place for library users and community members to provide feedback.
- Policies and procedures are in place to mitigate disruption of Library service and to ensure staff are prepared to respond and recover from a disaster or emergency.
- Mechanisms are in place to ensure the Library's collection reflects the needs and interests of the community.

## Evidence of Compliance

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

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

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

- The Joint Health and Safety Committee (JHSC) meets at least quarterly to review and discuss matters related to workplace safety and accessibility, and by extension, the experience of library users in our branches.
- Monthly workplace inspection reports are completed for each location. Reports are reviewed and any deficiencies noted are corrected or reported to the appropriate party.
- Annual accessibility audits are completed for each library branch.
- Accessibility standards, guidelines and best practices are followed or considered in

the design and implementation of digital services, such as the Library's website.

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

- Operational documents are in place to outline service expectations for staff and protect against wrongful conditions, including, but not limited to:
  - o Standards of Conduct for KFPL Employees
  - o KFPL Employee Online and Social Media Policy
  - o Service Feedback Standards
  - o Access to Information and Protection of Privacy Policy
  - o Accessibility for Users with Disabilities Policy
- As part of the onboarding process, all new employees, volunteers and board members complete required training on accessibility, workplace safety, cultural awareness, gender expression and identity and serving vulnerable people.
- Ongoing training is provided regarding accessibility, human rights and other topics as needed or appropriate.
- Library policies and procedures (e.g., Access to Information and Protection of Privacy Policy and Membership Procedures) provide direction to staff and ensure consistent treatment across the library system.

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

- Branch shelves are regularly and methodically checked to ensure materials are in order.
- Collection layout in branches considers accessibility and ease of access.

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

- Internet and computer access is provided at every library branch and wireless internet hotspots are available for patrons to borrow.
- Online resources, such as LinkedIn Learning, provide courses to assist patrons in learning or upgrading their digital skills.
- Programs and resources are available to assist users in increasing their familiarity with new and emerging technologies, safe internet practices and a variety of other topics related to computers and technology.

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



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credible and relevant.

- New products are regularly evaluated and reviewed for possible inclusion in Library collections.
- Use and relevance of existing products is regularly considered, as is the provision of resources specific to Kingston-Frontenac, and the overall balance of the Library's digital services.
- A re-design of the Library's website is in progress. The new site will better showcase KFPL's electronic resources.

Service changes and interruptions are communicated through multiple channels.

- Service interruptions and accessibility notices are posted at the top of the website and may be also shared via email, phone or social media channels as appropriate.
- Planned service, program or collections changes are communicated via email newsletters, social media channels, website posts and in branches and other community locations via posters, bookmarks or TV slides, as appropriate.
- Sufficient notice is provided of major service changes (e.g., branch hours changes).

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

- Reviewed annually by library staff and the Board, the Community Engagement Policy is in place to ensure community engagement takes place in a consistent and systematic way.
- Feedback is regularly collected using a variety of methods, including suggestion boxes in branches, through email, telephone and via social media platforms.
- Comments and suggestions are logged and reviewed by the management team regularly and are reported on to the Board in the Chief Librarian Communication.
- As required by the Community Engagement Policy, feedback is proactively sought on qualifying projects.

The KFPL Safety Manual guides the Library's immediate response to emergent and urgent conditions. It is supplemented by various other procedures, processes and contingency plans that would support longer-term response and recovery, if required. Development of a consolidated emergency response manual is underway.

Community needs and interests are incorporated into the Library's collections through direct suggestions from the public, discussions with community groups and continuous evaluation of the needs of the various groups within Kingston and Frontenac County. Special consideration is given to materials with Kingston and Frontenac County

authorship, content or relevance. An audit of new acquisitions is in progress to identify and reverse deficits in diverse representation amongst incoming materials and to ensure that Library is building collections that represent the Kingston-Frontenac communities.

## Statements of Compliance

- Legislative requirements, industry standards and best practices are followed or considered with respect to ensuring the Library's facilities are accessible, safe, clean and welcoming.
- Every effort is made to ensure everyone is treated with fairness, dignity and respect according to the approved Accessibility for Users with Disabilities Policy.
- Resources are stored for ease of customer access and use.
- Reasonable access is provided to emerging services and technology.
- The Library's electronic resources are accurate, up-to-date, and comprehensive.
- Every effort is made to keep the public informed on changes to services.
- Processes are in place to ensure community engagement and user feedback is incorporated into decision-making and planning.
- Policies and procedures are in place to mitigate disruption of Library service and to ensure staff are prepared to respond and recover from a disaster or emergency.
- The Library's collections reflect the needs and interests of the community.

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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

June 17, 2025

# KFPL Monitoring Report to the Board

## Executive Limitation Policy L-3

### Treatment of Public (2025-05)

With respect to interactions with patrons, potential patrons or the general public, the Chief Librarian shall now cause or allow conditions, procedures, or decisions which are unsafe, disrespectful, unnecessarily intrusive, or which fail to comply with the provisions of the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA).

Accordingly, the Chief Librarian may not:

1. Use application forms or procedures that elicit information for which there is no clear necessity.
2. Use methods of collecting, reviewing, transmitting or storing client information that fail to protect against improper access to, or transmission of, the information elicited.
3. Operate without a written policy on customer service based on the principles of consistent, patron-oriented public service.
4. Fail to ensure that staff are equipped with the necessary training to provide excellent service to library users in all areas.
5. Fail to monitor regularly patron satisfaction with the quality of service.

### CEO Interpretation

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

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

- The collection of personal information is limited to the minimum required to safely and effectively administer library operations and provide library services and programs.
- Policies, procedures and processes are in place to protect personal information as per MFIPPA.
- Staff members are provided with the necessary training in order to provide excellent service to library users and provided with training that is required by legislation/regulation.

- Procedures and processes are in place to monitor patron satisfaction.

Compliance will be demonstrated when:

- Only the required information is collected and kept on file and the MFIPPA collection notice is included each time personal information is collected.
- Policies, procedures and processes are in place to protect against improper access to, or transmission of, the information collected.
- Policies and procedures are in place to ensure consistent, patron-oriented customer service is received by members of the public.
- Staff are provided with the time to review relevant policies and procedures and the opportunity to ask questions and seek clarification to confirm understanding.
- Mechanisms are in place for the public to provide feedback regarding library services.

## **Evidence of Compliance**

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

- The collection of personal information is limited to that required to identify individual patrons and to allow the Library to contact them (e.g., name, address, email address, telephone, and month/year of birth).
- All Library forms (paper and online versions) include a notice of collection that indicates the legislated authority, the reason for collection, and contact information for the staff member responsible for MFIPPA.
- Staff members are to handle all patron information as confidential.
- Patron records are not to be used for any purpose other than for which the information was collected.
- Personal information is retained as per the approved Retention Classification Structure. Records that are beyond the stated retention period are disposed of in a secure manner.
- Transitory paper records that might contain personal information are shredded.

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

- KFPL's main server is located at the City of Kingston and is maintained as part of City's private network.
- Network communication between the Library's main server and branch/staff devices is closely monitored and secured with firewalls that limit patron access to the branches

and patron database. Only minimal services are available on the public side of the firewall.

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

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

- Membership procedures were revised and consolidated in November 2022, and all public service staff completed training on the updated procedures. A further review is underway, with updated procedures and training to be implemented this year.
- Service Feedback Standards, along with other policy and procedural documents, are in place to assist staff in providing excellent customer service and in order to establish consistent standards for responding to patron feedback.

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

- KFPL has a Learning Management System (LMS) to streamline the delivery and tracking of staff training.
- All staff complete Northern College's "Canadian Indigenous Culture Training - Truth and Reconciliation Edition" course. Training has also been provided on gender identity and gender expression, cultural competence, racism, racial discrimination and human rights and accessibility.

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

- Comments and suggestions are logged and reviewed by the management team regularly and are reported on to the Board in the Chief Librarian Communication.
- Community engagement activities on specific topics often result in feedback on other areas of Library service.
- An annual patron satisfaction survey is planned to be implemented in 2026.

## **Statements of Compliance**

- Only the required information is collected and retained.
- Personal information that is collected, reviewed, transmitted or stored is protected against improper access or transmission.
- Written policies on customer service based on the principles of consistent, patron-

oriented public service are in place.

- Staff are provided with the training necessary to provide excellent service in all areas.
  - Patron satisfaction with the quality of service is regularly monitored.
- 

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

A handwritten signature in black ink, appearing to read 'LC', is positioned above the printed name of the signatory.

Laura Carter, CEO/Chief Librarian

June 17, 2025

## KFPL Report to the Board

**Subject:** Accessibility for Users with Disabilities Policy

**Prepared by:** S. Quigley, Director, Human Resources

**Date of meeting:** June 25, 2025

### Background:

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

The Kingston Frontenac Public Library's Accessibility policy was last reviewed in 2024.

### Analysis:

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

### Recommendations:

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

# Accessibility for Users with Disabilities (DRAFT)

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

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

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

## 1. Purpose

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

## 2. Scope

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

## 3. Definitions

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

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

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

**Disability or Disabilities** means:

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



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

- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or,
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

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

**Service Animal** means:

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

- a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
  - i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
  - ii. A member of the College of Chiropractors of Ontario.
  - iii. A member of the College of Nurses of Ontario.
  - iv. A member of the College of Occupational Therapists of Ontario.
  - v. A member of the College of Optometrists of Ontario.
  - vi. A member of the College of Physicians and Surgeons of Ontario.
  - vii. A member of the College of Physiotherapists of Ontario.
  - viii. A member of the College of Psychologists of Ontario.
  - ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16

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

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

## **4. Guiding Principles**

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

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

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

## **5. Policy**

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

### **5.1. Communications with Persons with Disabilities**

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

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

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

Policy documents will be available on the Library website.

### **5.2. Temporary Service Disruptions**

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

possible.

### **5.3. Assistive Devices and other measures that assist with Accessibility**

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

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

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

### **5.4. Service Animals**

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

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

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

### **5.5. Support Persons**

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

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

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

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

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

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

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

## **5.6. Training**

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

The content of the training will include:

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

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

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

#### **5.7. Feedback and Complaints About Services**

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

#### **5.8. Procurement**

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

#### **5.9. Self-service kiosks**

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

#### **5.10. Employment**

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

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

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

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

#### **5.11. Design of Public Spaces**

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

Public spaces include:

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

accessible pedestrian signals.

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

## **6. Appendices**

- a. Sign Language Interpreter Services Information
- b. Accessible Customer Service Feedback Form

## **7. Authorities**

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

## **8. Document Control**

Original policy date: 2009 October

Last Reviewed: ~~2024~~ 2025 June

Changes Made: see report to Board dated ~~June 26, 2024~~ June 25, 2025

Next Review: ~~2025~~ 2026 June

## KFPL Report to the Board

**Subject:** Return of Operating Surplus Funds for 2024  
**Prepared by:** L. Carter, Chief Librarian / CEO  
**Date of meeting:** June 25, 2025

### Background:

At the May 28, 2025 meeting, the Board requested a supplementary document to the Financial Statements separating operating and capital costs for 2024, and clearly stating the operational surplus recovery amounts for each municipality.

### Analysis:

The updated quarterly '**Budget Variance Report**' (included with this report as [Appendix B](#)) contains only operating expenses and shows the Library in an operating surplus position at the end of 2024.

The '**Statement of Operations and Municipal Equity**' (page 2 of the draft Financial Statements) includes capital and amortization expenses as well as operating expenses, and therefore shows the Library in a deficit position at the end of 2024. Additionally, the 'municipal surplus recovered' and 'County of Frontenac surplus recovered' amounts contribute to the disparity between the two reports, largely due to how/when these transactions are processed. A deficit showing on the Financial Statements is not uncommon, particularly in years with larger capital contributions or larger amortization expenses.

### Return of Operating Surplus Funds for 2024:

Because Library accounts and budget lines are set up and managed by the City of Kingston, and they also administer accounts payable functions for the Library, operational surplus recovery transactions are processed differently for each municipality. Figures 1 and 2 in [Appendix A](#) provide a visual representation of the following explanation:

- Operational surplus recovery for the **County of Frontenac** is captured as an 'outstanding' accounts payable transaction at year-end and is therefore recognized in the same fiscal year as the surplus. On the Statement of Operations and Municipal Equity, the 'Actual 2024' and 'Actual 2023' amounts listed for 'Municipal Operating Contribution - County of Frontenac Surplus Recovered' reflect this timing:
  - **\$40,833** will be returned for **2024**, and
  - **\$50,247** was returned for **2023**.
- Operational surplus recovery for the **City of Kingston** is done post-audit through inter-

fund shifting and is therefore recognized in the fiscal year following the surplus. On the Statement of Operations and Municipal Equity, the 'Actual 2024' and 'Actual 2023' amounts listed for 'Municipal Surplus Recovered' reflect this timing:

- **\$549,008** represents the City's share of the **2023 operating surplus**, and
- **\$360,813** represents the City of Kingston share of the **2022 operating surplus**.

The City's share of the 2024 operating surplus, shown in note 10 on page 13 of the Financial Statements will be reflected in the 'Actual 2025' figure in next year's Financial Statements.

Moving forward, for the 2025 audit, it has been requested that any surplus operating funding to be returned be treated in the same manner to avoid confusion.

### **Further Explanation – Statement of Operations and Municipal Equity:**

The following explanations are provided where amounts on the Statement of Operations and Municipal Equity (page 2) differ from the Budget Variance Report - December 31, 2024 (see [Appendix B](#)).

#### **Revenues**

- Sundry revenues is comprised of expenditure recovery and miscellaneous revenue from the Budget Variance Report.
- Rentals, fines, and damages recovered is comprised of fines/damages, printer/photocopier revenue, and facility rentals on from the Budget Variance Report.
- Investment income is related to a reserve fund and is therefore not included on the Budget Variance Report.

#### **Expenses**

- Salaries and Wages amount is comprised of Salaries and Wages, Part-time Wages, Pages Part-Time Wages, Overtime, and WSIB from the Budget Variance Report. There is a \$3,770 discrepancy, due to a reduction in the vacation pay liability, as shown on page 4 and explained in note 9 in the Financial Statements.
- Books and reference materials amount is comprised of the Materials amount on the Budget Variance Report along with funding drawn from a bequest that is held in a reserve account that is treated as capital.
- Amounts recognized as tangible capital assets is the amount shown for Materials in the Budget Variance Report and is necessary to convert the operating expense into a Tangible Capital Asset (or revenue), as explained on page 5, note 1(f).
- Amortization expense accounts for the depreciation of all of the Library's Tangible



Capital Assets, not just the collection, and is explained on page 11, note 8 of the Financial Statements.

- Repairs and replacements amount is comprised of contracted services (system wide and facilities), repairs and maintenance, furniture & fixtures, plus a portion of allocated shared services from the Budget Variance Report.
- Utilities, telephone, fax and internet amounts shown on the Financial Statements is comprised of telephones/cell phones, internet connectivity, water & sewer, natural gas, electricity, plus a portion of allocated shared services lines from the Budget Variance Report.
- Sundry amount is comprised of protective clothing, software, advertising, memberships, mileage, misc. expenses, postage, cash over/short, programs, interest & service charges, and allocated insurance from the Budget Variance Report.
- Equipment rental and other supplies amount is comprised of office supplies, cleaning supplies, vehicle repairs & maintenance, vehicle fuels & lubricants, tools & equipment, computer equipment, equipment rentals, and a portion of allocated shared services from the Budget Variance Report.
- Rent is not shown on the Budget Variance Report, as it is being paid from a capital budget line related to the Isabel Turner Branch Renovation.

Appendix A:

Figures 1 and 2 are intended to visually supplement the information provided in the ‘Analysis – Return of Operating Surplus Funds for 2024’ section of the report.

→ Green text/outline = 2024 fiscal year    Blue text/outline = 2023 fiscal year    Purple text/outline = 2022 fiscal year

Figure 1: Excerpt from ‘Statement of Operations and Municipal Equity’

KINGSTON FRONTENAC PUBLIC LIBRARY BOARD			
Statement of Operations and Municipal Equity			
Year ended December 31, 2024, with comparative information for 2023			
	Budget 2024	Actual 2024	Actual 2023
Revenue:	(note 7)		
Municipal operating contributions - City of Kingston	\$ 7,506,702	\$ 7,506,702	\$ 7,296,880
Municipal surplus recovered	–	(549,008)	(360,813)
Municipal operating contributions - County of Frontenac	977,501	977,501	946,275
Municipal Operating Contribution - County of Frontenac surplus recovered	–	(40,833)	(50,247)
Province of Ontario grant	297,138	297,138	297,137
Sundry	50,000	73,339	49,034
Rentals, fines and damages recovered	68,800	64,323	54,179
Donations	11,000	20,231	10,462
Project grant funding	30,000	15,344	500
Non-resident fees	9,000	11,027	9,086
Investment income	–	201	510
	8,950,141	8,375,965	8,253,003

→ The ‘Actual 2024’ figure of \$549,008 represents the City’s share of the 2023 operating surplus.  
The ‘Actual 2023’ figure of \$360,813 represents the City’s share of the 2022 operating surplus.

→ The ‘Actual 2024’ figure of \$40,833 represents the County’s share of the 2024 operating surplus.  
The ‘Actual 2023’ figure of \$50,247 represents the County’s share of the 2023 operating surplus.

The total 2024 operating surplus is → \$329,441 (City - see Fig.2) + \$40,833 (County) = \$370,274

The total 2023 operating surplus is → \$549,008 (City - see Fig.2) + \$50,247 (County) = \$599,255

Figure 2: Excerpt from ‘Notes to Financial Statements’ (City’s Share of 2024 Operating Surplus)

10. Municipal Equity				
	2024	2023		
Operating surplus	\$ 329,441	\$ 549,018*	➔	The total 2024 operating surplus is ➔ \$329,441 (City) + \$40,833 (County – see Fig. 1) = \$370,274
Reserve and reserve funds:				The total 2023 operating surplus is ➔ \$549,008 (City) + \$50,247 (County – see Fig. 1) = \$599,255
Reserves	41,013	36,452		
Reserve funds	2,021	9,374		
	43,034	45,826		
Investment in tangible capital assets:				
Tangible capital assets	3,596,301	3,348,196		
Unfunded liabilities:				
Employee future benefit obligations plus accrued vacation pay	(950,786)	(922,456)		
Municipal equity	\$ 3,017,990	\$ 3,020,584		

\* Council report and journal entry error of \$10 in the 2023 City of Kingston amount.

Appendix B: KFPL Budget Variance Report - December 31, 2024

Description	Actuals YE 2024	Annual Budget	Variance \$	Actuals to Budget %
EXPENSES				
Salaries and wages	3,069,090	3,368,571	-299,482	91%
Part-Time Wages	1,306,702	1,173,897	132,805	111%
Pages Part-Time Wages	323,072	354,215	-31,144	91%
Overtime	26,463	44,950	-18,486	59%
Payroll benefits	1,559,984	1,697,924	-137,939	92%
Retirees benefits	38,833	31,023	7,810	125%
WSIB	1,544	300	1,244	515%
Total Staff Costs	6,325,688	6,670,880	-345,192	95%
Adult popular mat'ls	608,657	585,000	23,657	104%
Child/youth pop mat'ls	190,057	192,650	-2,593	99%
Electronic resources	107,130	122,245	-15,116	88%
Serials	32,888	33,254	-365	99%
Total Material	938,732	933,149	5,583	101%
Office Supplies	46,223	50,000	-3,777	92%
Vehicle repairs & maintenance	3,599	5,000	-1,401	72%
Vehicle fuels and lubricants	6,385	9,400	-3,015	68%
Computer Equipment	59,959	60,000	-41	100%
Software	29,880	30,111	-231	99%
Furniture and fixtures	14,473	12,250	2,223	118%
Advertising	17,519	18,000	-481	97%
Telephones/Cell Phones	32,076	33,463	-1,387	96%
Internet Connectivity	38,006	39,017	-1,011	97%
Fees, subscription, membership	14,415	15,150	-735	95%
Mileage	11,070	11,300	-230	98%
Education and training	40,423	40,600	-177	100%
Misc Expense	11,894	8,000	3,894	149%
Delivery, postage & shipping	4,603	5,000	-397	92%
Cash over (short)	537	0	0	0%
Professional services	22,995	26,500	-3,505	87%
Contracted services - system wide	365,532	378,316	-12,784	97%
Programs	43,565	24,600	18,965	177%
Equipment rentals	7,893	9,543	-1,650	83%
Interest & Service Charges	2,684	2,500	184	107%
Allocated Insurance	37,128	33,500	3,628	111%
Total System-Wide	810,859	812,250	-1,390	100%
Facilities				
Protective Clothing	1,370	2,026	-656	68%
Cleaning supplies	22,459	27,351	-4,892	82%
Tools & Equipment	10,941	10,200	741	107%
Repairs & maintenance	8,064	10,660	-2,596	76%
Water and Sewer	3,464	5,923	-2,458	58%
Natural Gas	24,440	37,528	-13,088	65%
Electricity	40,275	23,444	16,832	172%
Contracted Services	60,103	72,342	-12,239	83%
Allocated shared services	344,389	344,389	-0	100%
Total Facilities	515,505	533,862	-18,358	97%
Total Expenditures	8,590,784	8,950,141	-359,357	96%
REVENUES				
Provincial Subsidy	-297,138	-297,138	-	100%
Project Grants	-15,344	-30,000	14,656	51%
Printer/Photocopier Revenue	-25,349	-23,400	-1,949	108%
Fines/Damages	-9,547	-10,400	853	92%
Non-Resident Fees	-11,027	-9,000	-2,027	123%
Facility Rentals	-29,427	-35,000	5,573	84%
Donations	-20,231	-11,000	-9,231	184%
Expenditure Recovery	-47,619	-40,000	-7,619	119%
Miscellaneous Revenue	-21,173	-10,000	-11,173	212%
County of Frontenac	-936,668	-977,501	40,833	96%
City of Kingston	-7,506,702	-7,506,702	-	100%
Total Revenue	-8,920,225	-8,950,141	29,916	100%
Net Deficit (Surplus)	-329,441	0	-329,441	

## **KFPL Report to the Board**

**Subject:** KFPL Endowment Fund Disbursement 2024

**Prepared by:** L. Carter, Chief Librarian/CEO

**Date of meeting:** June 25, 2025

### **Background:**

The Community Foundation for Kingston & Area (CFKA) manages the Kingston Frontenac Public Library Endowment Fund and the Flora B. Grant Endowment Fund.

The Foundation offers three options for disbursement of the annual returns: payout; rollover (monies are reinvested in the KFPL fund); add to capital (treated as a new contribution to the fund's permanent capital) or a combination of the three. Available amounts may be rolled over for up to three years.

The direction for use of the Flora B. Grant Endowment Fund is that interest generated by the Fund is to be used annually for the benefit of children and teens at the Sydenham Branch.

At its June 28, 1998 meeting, the Kingston Frontenac Public Library Board approved the transfer of approximately \$100,000 in funds from estates and donations to establish the Kingston Frontenac Public Library Endowment Fund. There are no restrictions on use of the Fund, aside from the three-year rollover limits.

Previous payouts from the KFPL Endowment Fund have helped to fund the interactive early literacy wall at the Rideau Heights Branch, along with contributions from the Friends of the Kingston Frontenac Public Library, and funded furniture and equipment for the Central Branch following the renovation. The 2023 disbursement has been held in reserve to fund Indigenous initiatives, including the translation of the Statement of Solidarity and Acknowledgement. The Board approved the roll over of the 2024 disbursement (motion 2024-56) with the notion that the funds would be used in either 2025 or 2026 to support the Isabel Turner Branch renovations.

### **Analysis:**

The Community Foundation for Kingston & Area sends annual statement of fund activity for each of the managed funds each year in May. The statements include information about the Foundation's overall investment portfolio performance along with donation and investment activity and distribution activity.

The information about the Flora B. Grant Endowment Fund is included for information.

In keeping with the original bequest, the \$1,192.21 available to grant this year will be requested. The balance of the fund as of December 31, 2024 was \$24,632.49.

The KFPL Endowment Fund had an ending balance of \$182,406.45 as of December 31, 2024, with \$15,233.73 available to grant for 2025.

**Recommendations:**

That the Kingston Frontenac Public Library Endowment Fund returns available for disbursement in 2025 be paid out for use on the Isabel Turner Branch renovation project.