

AGENDA

Regular Meeting #2025-06

Kingston Frontenac Public Library Board

September 24, 2025 at 5:00 PM

Meet 1, Central Branch

The Kingston Frontenac Public Library acknowledges that our work takes place on the traditional territories of the Algonquin, Anishinaabe, Haudenosaunee and Huron-Wendat and is home to Shabot Obaadjiwan First Nation, one of ten communities that make up the Algonquins of Ontario. We acknowledge the Mohawks of the Bay of Quinte and recognize that our region is home to First Nations, Métis, and Inuit from across Turtle Island, as well as Indigenous Peoples from other areas of the world.

1. Call to Order
2. Adoption of the Agenda / Addendum (motion)
3. Disclosure of Conflict of Interest
4. Delegations
5. Presentations
6. Adoption of Minutes
 - 6.1. Regular KFPL Board Meeting #2025-05 of June 25, 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. Received from the Mayor, City of Kingston, a letter dated August 21, 2025 with information pertaining to 2026 Annual Budget Preparations, including additional instructions from the City Treasurer.
10. Information Reports
 - 10.1. Chief Librarian Communication (attached)

- 10.2. Requests for Review of Library Materials (attached)
- 10.3. Statistical Report (attached)
- 11. Motion to accept Consent Agenda (motion)

Required Approvals Agenda

- 12. Monitoring Reports
 - 12.1. Communication and Counsel (attached) (motion)
 - 12.2. Financial Condition (attached) (motion)
 - 12.3. Staff Relations and Volunteers (attached) (motion)
- 13. Action Items
 - 13.1. Closed Meeting (motions)
 - 13.1.1. Labour Relations or Employee Negotiations (non union)

Other Business

- 14.

Adjournment and Next Meeting

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

MINUTES (unconfirmed)

Regular Meeting #2025-05

Kingston Frontenac Public Library Board

June 25, 2025 at 5:00 PM

Meet 1, Central Branch

Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Dr. Mark Asberg, Anne Brunner, Mary Beth Gauthier (arrived at 5:04 p.m.), Louise Moody (Vice-Chair), Alan Revill (virtual) (joined at 5:43 p.m.), Jen Ross (Chair), Councillor Wendy Stephen (virtual) (left at 6:15 p.m.), Sonia Verjovsky

Staff Present: Nicole Burchat (Budget/HR Analyst), Liz Coates (Manager, Programming and Outreach), Diana Gore (Manager, Marketing and Community Engagement), Kristen Lemay (Manager, Strategic Projects and Initiatives), Shelagh Quigley (Director, Human Resources), Amy Rundle (Recording Secretary)

CUPE 2202 / 2202.01: Heidi Garrison

Others: Laney Johnson, Addiction & Mental Health Services (AMHS) (left at 5:26 p.m.)

Absent / Regrets: Dr. Elizabeth Goodyear-Grant, Dr. Marcus Létourneau, Councillor Bill Saunders

1. Call to Order

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

2. Adoption of the Agenda

Motion #: 2025-41

Moved by: L. Moody

Seconded by: W. Stephen

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. Mobile Crisis Response Team, Laney Johnson – Addiction & Mental Health Services (AMHS)

M. Gauthier joined the meeting at this time. (5:04 p.m.)

L. Johnson gave an overview of AMHS's partnership with the Frontenac detachment of the Ontario Provincial Police (O.P.P.), and provided the following answers in response to questions:

- Goal is to reduce the number of unnecessary apprehensions and hospital visits by deescalating situations and providing referrals to support services in the community (e.g., addiction, mental health, food, housing, financial, etc.).
- Currently there is only one Mobile Crisis Response Team (crisis worker and police officer) responding in Frontenac County, limited to weekday hours. It's hoped that additional funding can be secured to add a second team for response coverage during evenings and busier times.
- Based out of Hartington, it's a large geographical area for one team to cover. Try to minimize travel/response time by selecting the most appropriate calls to attend, and will sometimes meet paramedics on-route to the hospital to be an advocate for someone during assessment/treatment.
- Library could promote the different resources available to different regions (e.g., local domestic violence programs), have crisis cards available to hand out, and make staff aware that calls can be made to the crisis line at anytime. Wellness checks can also be requested if there is a concern about someone who can't be reached.
- Problems seem to come in waves at different times throughout the year. Crisis levels in rural areas are usually lower than in the City. Alcohol use also seems to be more prevalent in rural areas, while urban areas experience more serious drug use.

L. Johnson was commended for her valuable work in the community and left the meeting at this time. (5:26 p.m.)

5.2. KFPL Summer Reading Clubs, Liz Coates – Manager, Programming and Outreach

L. Coates provided an overview of the Library's three Summer Reading Clubs (children, teen, adult) and provided the following answers to questions:

- 2025 registration levels are similar to last year, with the Isabel Turner Branch closure contributing to lower levels. Total minutes read are also tracked each year

and those stats will be compiled later in the summer.

- This is the first year trying a fully digital experience. Previous years offered both physical tracking booklets and virtual tracking, but this was confusing for users. In-person achievement walls are available at all branches and staff can also update digital reading logs for people.
- TD provides support through booklets, stickers and promotional materials.
- People need to have a library card to sign up for the reading challenges, but temporary cards are available for a wide-range of situations, including seasonal residents.

Board members were encouraged to sign-up, participate and spread the word about the KFPL Summer Reading Clubs.

6. Adoption of Minutes

6.1. Regular KFPL Board Meeting #2025-04 of May 28, 2025

Motion #: 2025-42

Moved by: M. Asberg

Seconded by: M. Gauthier

That the minutes of Regular Meeting #2025-04 of the Kingston Frontenac Public Library Board held May 28, 2025 be adopted as circulated.

Carried

7. Business Arising from the Minutes

There was no business arising from the minutes.

A. Revill joined the meeting at this time. (5:43 p.m.)

8. Input from Board Members

A. Brunner and S. Verjovksy attended a virtual workshop on Financial Best Practices for Not-For-Profits offered as part of the United Way's Leadership Development Services program. While the session was geared more to smaller groups where Board members have direct financial responsibilities, information about the annual audit process (e.g., legislative requirements, financial statement notes, specific questions to ask auditors) was beneficial.

Based on general feedback received following L. Carter's recent presentation to Central Frontenac Township Council, L. Moody recommended continued advocacy efforts to promote the Library and to reinforce the value of public library service in rural communities.

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 that the Disbursement Direction form be completed and returned.

10. Information Reports

10.1. Chief Librarian Communication

11. Motion to accept Consent Agenda

Motion #: 2025-43

Moved by: M. Asberg

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

Motion #: 2025-44

Moved by: M. Gauthier

Seconded by: S. Verjovsky

That the Board receive the 2024 Draft Financial Statements and audited report as independent and sufficient evidence of compliance with policy (L-7) Asset Protection.

Carried

12.2. Asset Protection

Motion #: 2025-45

Moved by: L. Moody

Seconded by: A. Revill

That the Board has assessed the Chief Librarian's monitoring report on Asset Protection (L-7) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

12.3. Service Accessibility

Motion #: 2025-46

Moved by: W. Stephen

Seconded by: M. Gauthier

That the Board has assessed the Chief Librarian's monitoring report on Service Accessibility (L-10) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

12.4. Treatment of Public

Motion #: 2025-47

Moved by: A. Brunner

Seconded by: L. Moody

That the Board has assessed the Chief Librarian's monitoring report on Treatment of Public (L-3) as providing a reasonable interpretation of the policy and sufficient evidence of compliance.

Carried

13. Policy Review and Approval

13.1. Accessibility for Users with Disabilities

In response to a question about service animals, L. Carter reported that most issues arise from confusion around the legislation and that some retailers allow pets in their spaces. Decals were added to entrance doors and a brochure is available for staff to give to people when the topic comes up. Overall, the number of issues seems to be decreasing.

Motion #: 2025-48

Moved by: A. Revill

Seconded by: S. Verjovsky

That the Board approve the Accessibility for Users with Disabilities policy.

Carried

14. Action Items

14.1. 2024 Operating Budget Surplus

Motion #: 2025-49

Moved by: M. Gauthier

Seconded by: A. Brunner

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).

Carried

14.2. KFPL Endowment Fund Disbursement 2024

The following answers were provided in response to questions:

- Returns will be used to supplement budget lines for non-essential items (e.g., furniture, equipment, signage) where funds are tight.
- A public acknowledgement of how funds are used is not required.

Motion #: 2025-50

Moved by: L. Moody

Seconded by: S. Verjovsky

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.

Carried

14.3. Delegated Authority – Automated Materials Handling Solution

The following information was provided in response to questions:

- Any procurement over \$250,000 needs Board authorization. Bids haven't been assessed yet, but are expected to come in over this threshold. \$500,000 is the allocated budget amount for this equipment.
- The original sorter was installed at the Isabel Turner Branch in 2008 and was deemed end-of-life. A new configuration is also needed as part of the renovated space, and modular options are now offered that allow for future expansion/reconfiguration.
- Sorting equipment reduces repetitive strain injuries for staff and small versions are also used at the Central and Calvin Park branches.
- This is a planned procurement process with funding already in place as part of the approved capital project budget.

Motion #: 2025-51

Moved by: M. Asberg

Seconded by: M. Gauthier

With respect to "KFPL-RFP-2025-01 Automated Materials Handling Solution", that the Board Chair and Chief Librarian/CEO be authorized to issue an Offer to Procure and execute a formal agreement on the Library's behalf, to an upset limit of \$500,000.

Carried

14.4. Closed Meeting

Motion #: 2025-52

Moved by: L. Moody

Seconded by: M. Gauthier

That the Board resolve itself into a Closed Meeting to discuss the following:

- a. Labour relations or employee negotiations.

Carried

Board members, L. Carter, S. Quigley, N. Burchat and A. Rundle remained in attendance. All others left the meeting at this time. (6:07 p.m.)

W. Stephen left the meeting at this time. (6:15 p.m.)

Motion #: 2025-53

Moved by: L. Moody Seconded by: S. Verjovsky

That the Board rise from the Closed Meeting without reporting.

Carried

The meeting returned to public session at this time. (6:42 p.m.)

Motion #: 2025-54

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

That the Memorandum of Settlement, dated June 12, 2025, as negotiated by the Kingston Frontenac Public Library Negotiating Committee and representatives of CUPE Local 2202 be ratified.

Carried

Other Business

There was no other business to discuss.

Adjournment / Next Meeting

There being no further business, L. Moody moved to adjourn the meeting at 6:45 p.m.

The next regular Board Meeting will be held at 5:00 p.m., Wednesday, September 24, 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: September 24, 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 Updates

A lockable credenza has been installed behind the service desk at the Pittsburgh Branch.

As part of the Shared Services Model (SSM) with the City of Kingston, an LED lighting retrofit has been completed at the Pittsburgh Branch.

Project Updates

The Isabel Turner renovation project continues smoothly, and on schedule:

- Where tariff implications have occurred, staff have successfully worked to offset the extra costs by reevaluating products that can be delivered without any extra costs.
- All long lead-time HVAC equipment has arrived onsite and is being installed.
- The contract for a new automated materials handling system (sorting machine) has been awarded and staff are meeting with the vendor in September to finalize the order.

Programs and Services – New and Notable

As part of outreach efforts to increase awareness of the Summer Reading challenges, the Summer Reading Assistant visited sites throughout the City and County, including Springer Market Square, South Frontenac Soccer Association, EarlyON sites and YMCA camps.

Summer programming in rural branches included the ever-popular puppet show tour, Stories at the Point in Sydenham in partnership with EarlyON, a makerspace tour with stops in Sharbot Lake, Cloyne, and Harrowsmith, and foraging workshops at and around the Hartington, Storrington, Sydenham and Wolfe Island Branches. Puzzle swaps took place at the Plevna and Sharbot Lake branches. “Passive programming” was available at each branch with puzzles, a button maker, board games, and activity kits rotating between the branches all summer. Rural patrons embraced the Summer Reading challenges, with 370 (18.7%) of participants registering through County branches. The grand prize winner

of the Teen Summer Book-It List was a Plevna teen.

Live @ the Library, sponsored by the Friends of the Kingston Frontenac Public Library returned with Luc Leduc, The Duke of Magic. Luc performed a bilingual show to a sold-out audience of 75 people. Little Ray's Reptiles also drew a large crowd for both shows (English/Bilingual) with, 187 people total. These live shows are important as they further the understanding and appreciation of the library as a recreational destination and provide the opportunity to experience a live performer that many otherwise wouldn't have access to. Both artists pointed out the curated themed book selection in the room and encouraged families to check them out. Almost all displayed books were borrowed.

Marketing and Engagement

Parham Furniture Consultation

In late May and early June, staff engaged patrons at the Parham Branch to find out how patrons were currently using the space and what furniture updates might be required. Patrons were consulted via a digital (or paper) survey and an in-person event at the Branch. The Library heard from 44 respondents who indicated that borrowing materials was the primary reason to visit the Parham Branch; that they typically stay between 11 and 30 minutes and that adding a reading area could increase time spent in the Branch. As a result, the Facilities team is preparing to install two new lounge chairs and a coffee table at the Branch this fall.

Isabel Turner Teen Space Engagement

The Library initiated consultation with teens regarding their ideas for the reimagined Teen Space at the Isabel Turner Branch. Staff spoke to teens at two outreach events during high school orientation week. For two weeks in September, the Cataraqui and Calvin Park branches featured comment cards and suggestion boxes aimed at capturing teen suggestions for the new space. Feedback will be reviewed and if feasible, incorporated into the updated space.

Isabel Turner Indigenous Artwork Engagement

With support from the Community Foundation for Kingston & Area, the Library has engaged W.C. Creatives to create artwork for the Isabel Turner Branch. They will host an event at the Cataraqui Centre Branch in October to engage the community on themes of belonging, nature and community, which they will incorporate into the artwork. People unable to the event will have the opportunity to share their ideas digitally through a form.

Summer Reading Programs

For the 2025 summer reading programs, KFPL's marketing strategy focused on simplifying the program messaging and bringing all three programs under one integrated marketing

campaign with a cohesive look and feel. Under the tagline “Summer Reading at KFPL” marketing efforts expanded to new channels, aiming to reach a wider audience, including non-library users. A total of 1,977 people registered, making this the highest participation in the program in five years. Participants were surveyed to obtain feedback on this year’s program and to obtain suggestion for future reading challenges. Analysis of survey data is underway.

Canadian Library Month

Plans are underway for a Canadian Library Month campaign featuring stories from community members focused on how the Library has made a difference in their lives. Campaign activations will include in-branch ‘Libraries For Life’ story walls, digital engagement form and videos from community members.

Website

Work on the website continued throughout the summer with a focus on re-organizing the information architecture, rewriting content, designing new graphics, and collaborating across the system to ensure content accuracy and consistency. A fall launch date is anticipated.

Provincial and National Library Sector Updates

The Federation of Ontario Public Libraries (FOPL) and Ontario Library Service (OLS) had a booth at the Association of Municipalities (AMO) Conference in Ottawa, engaging municipal leaders in discussion on a variety of topics and sharing information on requested increases to the Public Libraries Operating Grant (PLOG) and funding for the proposed Ontario Digital Public Library. They also attended the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) conference to engage with municipal CAOs, treasurers, clerks and directors.

FOPL submitted a formal response to the provincial government’s consultation on proposed amendments to the Development Charges Act, emphasizing the critical importance of maintaining eligibility for library infrastructure funding through development charges. They also continue to advocate for increased government funding for Ontario’s public libraries and requested an increase to the Connectivity Grant to ensure that all libraries serving populations under 20k have 100% coverage under the program, which is administered through OLS.

The Canadian Urban Libraries Council / Conseil des Bibliothèques Urbaines du Canada submitted its 2026 Federal pre-budget submission in August, with four recommendations related to funding, mental health and addictions in Canadian communities, e-content trade policy and support for Canadian content and ideas. The full submission can be read here:

<https://culc.ca/project/federal-policy-submissions/>

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 (June 17 to September 15)

Calvin Park

- 2025-324 Suspected drug use in men's washroom (June 17)
- 2025-325 Patron makes false accusations, disparaging comments about staff (June 17)
- 2025-327 Patron asked to leave for handling marijuana at computer station (June 20)
- 2025-332 Evidence of someone smoking in public washroom (June 24)
- 2025-333 9-1-1 called for patron (June 25) 📞
- 2025-335 Marijuana found in women's washroom (June 25)
- 2025-336 Drug pipe found outside branch (June 26)
- 2025-345 Drug paraphernalia found outside (June 30)
- 2025-348 Patron requests staff call 9-1-1 (July 4) 📞
- 2025-352 Unaccompanied children (July 7)
- 2025-353 Insistent patron with complaints (July 8)
- 2025-355 Patron entered branch before opening (July 8)
- 2025-359 Empty alcohol containers in washroom (July 10)
- 2025-363 Patron verbally aggressive to staff (July 12)
- 2025-371 Erratic patron behaviour (July 15)
- 2025-372 Drug use in men's washroom (July 15)
- 2025-376 Suspended patron asked to leave (July 17)
- 2025-386 Broken mirror, walking aid, and belongings left outside (July 24)
- 2025-387 Patron falsely accuses staff of queue manipulation (July 24)
- 2025-390 Carpet, pillow and garbage including sharps left outside branch (July 28)
- 2025-396 Bathroom interaction between patrons (Aug. 2)
- 2025-412 Shattered drug pipe on washroom floor (Aug. 12)
- 2025-414 Substance use in washroom and broken glass pipe (Aug. 12)
- 2025-418 Dispute over parking (Aug. 15)
- 2025-420 Patron helps themselves to craft supplies meant for program (Aug. 15)
- 2025-424 Ice pack given to child who bumped head on car mirror in parking lot (Aug. 19)
- 2025-425 Drug paraphernalia outside branch (Aug. 21)
- 2025-427 Graffiti on shed (Aug. 22)
- 2025-438 Patron upset with borrowing guidelines, rude to staff (Aug. 27)
- 2025-439 9-1-1 called for seizure (Aug. 28) 📞
- 2025-441 Patron disgruntled when study room unavailable (Aug. 29)

2025-442 Belongings, including needles, left near shed/courtyard (Sept. 2)

2025-459 Naloxone kits found in garbage (Sept. 10)

Cataraqui Centre

2025-328 Suspended patron in branch (June 20)

2025-337 Proselytizing Patron (June 26)

2025-338 Misuse of library accounts for computer use (June 25)

2025-365 Library card used without permission (July 12)

2025-393 Patron reminded of suspension, asked to leave (July 29)

2025-400 Children playing with keyboard/mouse at computer station (Aug. 5)

2025-410 Increasingly agitated emails from patron, rude to staff on phone (Aug. 11)

2025-436 Fire alarm (Aug. 27)

Central

2025-326 Suspended patron in library (June 18)

2025-330 Patron reminded of suspension, asked to leave (June 21)

2025-331 Empty beer can found in washroom (June 24)

2025-334 Patron angry about printing from computer station (June 25)

2025-340 Wellness check for patron shouting in washroom (June 26)

2025-342 Patron in distress, requests AMHS assistance (June 28) 📞

2025-343 Glass pipes, naloxone kit and tinfoil found under library van (June 30)

2025-344 Suspended patron in library, verbal abuse when asked to leave (June 30)

2025-346 Patron continuously swearing loudly, asked to leave (July 2)

2025-350 Suspended patron in library (July 4)

2025-354 Intoxicated person in parking garage, recycling bins knocked over (July 8)

2025-356 Suspended patron asked to leave (July 8)

2025-360 Patron makes inappropriate recommendations to staff (July 10)

2025-362 Possible bedbug sighting (July 11)

2025-369 People occupying outside entrance overnight, public urination (July 15)

2025-370 Broken glass pipe in parking garage (July 15)

2025-373 Another possible bedbug sighting (July 16)

2025-374 Overnight front entrance occupants - follow up (July 16) 📞

2025-377 Patron violates suspension (July 17)

2025-379 Evidence of drug use in universal washroom (July 18)

2025-380 Cockroach on computer desk (July 22)

2025-381 Beer can found outside (July 22)

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- 2025-382 Patron utters death threat against security guard (July 22)
- 2025-383 Empty alcohol container found in washroom (July 23)
- 2025-384 Patron tries to use alarmed exit (July 23)
- 2025-388 Patron is rude, short-tempered with staff (July 25)
- 2025-389 Patron suspended for yelling racist remarks (July 25)
- 2025-392 Theft of unlocked bike from bike rack (July 29)
- 2025-394 Suspended patron in library (July 30)
- 2025-395 Patron leaves without paying for large print job (July 31)
- 2025-398 Empty alcohol bottles found near front entrance (Aug. 5)
- 2025-401 Patron parked in fire access area, asked to move (Aug. 5)
- 2025-402 Wellness check done for patron in washroom for extended time (Aug. 6)
- 2025-403 Patron stumbles near self-checkout machine (Aug. 6)
- 2025-405 Trespass notice delivered for racist behaviour (Aug. 7)
- 2025-406 Special collections book defaced with profanity (Aug. 8)
- 2025-407 Patron concerned about person in another washroom stall (Aug. 8)
- 2025-409 Smearing of feces (Aug. 11)
- 2025-411 Bat in second floor washroom (Aug. 12)
- 2025-413 Security gate alarm triggered, patron refused to return to desk (Aug. 11)
- 2025-415 Patron reports verbal conflict with another patron (Aug. 13)
- 2025-417 Welcoming Streets called to assist with intoxicated patron (Aug. 14) 📞
- 2025-421 Person drinking beer on bench outside library (Aug. 18)
- 2025-423 Patron refuses to leave at closing, spits on Security (Aug. 19)
- 2025-426 Empty alcohol container found under exterior bench (Aug. 21)
- 2025-429 Patron disputes footwear policy (Aug. 22)
- 2025-431 Child bumps head on table (Aug. 23)
- 2025-432 Person with lighter and glass pipe outside library, asked to leave (Aug. 25)
- 2025-435 Patron angry about routine wellness check in washroom (Aug. 27)
- 2025-437 Person leaves without paying for print jobs (Aug. 27)
- 2025-440 Couple under blanket at bike rack, drug paraphernalia present (Aug. 29)
- 2025-443 Hat placed over security camera (Sept. 2)
- 2025-445 Patron makes inappropriate comments and gestures towards staff (Sept. 3)
- 2025-446 Patron viewing pornographic materials on public computer (Sept. 3)
- 2025-447 Child using a potty in the children's area (Sept. 4)
- 2025-448 Suspended patron reacts aggressively when told to leave property (Sept. 5)
- 2025-449 Suspended patron in library (Sept. 5)

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- 2025-450 Glass drug pipe in plain sight (Sept. 5)
 - 2025-451 Argumentative cannabis smoker (Sept. 5)
 - 2025-452 Person unwilling to move from bike rack area (Sept. 6)
 - 2025-453 Inappropriate comments/questions to staff about religious beliefs (Sept. 6)
 - 2025-454 Disgruntled patron is increasingly rude to staff (Sept. 8)
 - 2025-458 Patron brings cats into the branch (Sept. 9)
 - 2025-460 Toddler bumps head on washroom counter (Sept. 10)
 - 2025-462 Agitated and unwell patron, AMHS called for support (Sept. 12) 📞
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Pittsburgh

- 2025-339 Fire alarm pulled by child (June 26)
 - 2025-347 Brief power outage (July 2)
 - 2025-367 Child using mother's card to access Extended Hours (July 14)
 - 2025-399 Bat in the branch (Aug. 5)
 - 2025-408 Concern for individual outside, 9-1-1 called (Aug. 9) 📞
 - 2025-419 Power outage, branch closed early (Aug. 15)
 - 2025-428 Exit alarm triggered by child (Aug. 20)
 - 2025-430 RFID tags ripped out of books (Aug. 21)
 - 2025-434 Pile of clothing and beer cans left outside library (Aug. 27)
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Plevna

- 2025-329 Patron got sliver in hand from exterior handrail (June 21)
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Rideau Heights

- 2025-349 Unaccompanied child in the library (July 5)
- 2025-358 Possible bedbug in book (July 9)
- 2025-361 Garbage deposited in book drop (July 11)
- 2025-366 Patron rude and hostile with staff (July 14)
- 2025-368 Tweens asked to leave the video game room (July 14)
- 2025-375 Patron demands staff call for a cab, shouting and angry (July 16)
- 2025-385 Patron disturbs others with noise, asked to leave for day (July 24)
- 2025-391 Toddler tripped and hit head on table in children's area (July 29)
- 2025-397 Community Centre doors locked before library closes for the day (Aug. 2)
- 2025-404 Inappropriate usernames entered by youth using Nintendo Switch (Aug. 6)
- 2025-422 Kids being disruptive (Aug. 18)
- 2025-456 Tweens asked to leave after fighting in study room (Sept. 8)
- 2025-457 Inappropriate usernames on Nintendo Switch (Sept. 8)

2025-463 Unused tampon left on top of shelves (Sept. 15)

2025-464 Child using a sibling's library card (Sept. 15)

2025-465 Tweens asked to leave for disruptive behaviour (Sept. 15)

Sharbot Lake

2025-351 Drug pipe and other materials found when loading KFPL van (July 7)

Sydenham

2025-378 Alarm sensor triggered by construction vibrations (July 18)

Appendix B:

Summary of Patron Feedback (June 17 to September 15)

Branch Operations

- A parent emailed with a concern about their child's ability to access the internet in the Library through the Express computers even though they don't have permission to do so from a caregiver.
 - Sunday hours were requested by a Calvin Park patron.
 - Two patrons expressed appreciation for interlibrary loan service – one said it was “phenomenal”, and another was grateful for it as they are reading an older mystery series and able to start from the beginning.
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Collections

- A patron complained that the size of the adult French collection at the Calvin Park Branch was reduced during a recent branch reorganization.
 - A patron commented about the cataloguing and availability of Persian materials in the collection
 - A patron sent feedback about the account history feature, noting that they periodically download it to see if they have read a particular book. They asked about how to view their entire history instead of the default number set by the system and said it would be helpful to be warned they have previously borrowed a book when they reserve it, not just when they go to check it out. They concluded with “thanks for being there for us! i'm SO looking forward to my summer holiday of reading & relaxing!!”
 - A patron requested that Persian authors/poets from the Middle Ages such as Nezami Ganjavi be added to the collection.
 - A patron asked that the number of monthly “tickets” available through Kanopy be increased.
 - A Plevna patron complained the new 5G MIFI devices were slow and wouldn't work properly.
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Customer Service

- A patron stopped by the desk to check out their books and wanted to make sure their gratitude and appreciation for the positive and helpful library staff at Calvin Park was shared.
- A Google review commended staff at the Cataraqui Centre Branch for assisting them on

the internet. They also commented that “it is very nice that you can go to the mall and do something fun there for free.”

- A patron sent a poem about everyday angels and kindness, saying “Many, many thanks for all Library staff involved. Attaching a poem in which all Library staff are included.”
 - A staff member passed along the comments from a patron they helped at the Central branch: “Thank you so much for all your help. One of my favourite places in the world are libraries and I have been an avid library fan since I was 6 years old, when my family went every Saturday morning to our local library in Harborne, Birmingham, England. It was one of the highlights of our week as we all chose books to read during the week. My parents refused to have a TV until all we children had left home, so reading was our entertainment. It continues to be my favourite occupation. The staff at all the Kingston Libraries are the best, always so knowledgeable and helpful.”
 - A staff member at Calvin Park shared comments from a patron, who told them that in all his 40 years using the many Kingston and Frontenac County libraries, all the librarians and staff were always so kind and helpful. He spoke about his adult children when they were young using the old Sydenham library before it became a pharmacy and how his children would love to go and listen to stories. He said the library is a service undervalued and underappreciated.
-

Facilities

- Several complaints were received regarding the return slot at the Plevna Branch, which is too small to fit larger items following a door replacement. [*Solutions are being actively investigated with the Township of North Frontenac*].
 - The Library’s maintenance team received compliments on two occasions from patrons appreciative of washroom cleanliness at the Central Branch.
 - A patron submitted a comment through the Contact Us form on the website, saying that they are a member of KFPL for over 50 years, and that they “have happily made good use of the Central branch for most of that time. I read many books to my children in a cozy corner upstairs when they were young, and they happily chose delightful books to borrow. I used to borrow audio books for road trips. I still borrow books to read on a regular basis. We often read newspapers and magazines there as well. I know that the world has changed, and you must adapt. But now I dread going into the Central branch. It has looked horrible since it was “updated”, and now it’s becoming even worse with the latest changes. It looks and feels like a warehouse and is most unwelcoming.” They shared that they now go to the Calvin Park Branch, which they described as “much more pleasant in every way.”
-

General

- A patron suggested that we publish interesting stats such as "top 10 mystery authors borrowed in the last 6 months" and other borrowing trends.
 - "I really appreciated the cool space in the library to do my research on hot summer days! Thank you!" - Comment from Instagram.
 - Library staff received a postcard on handmade paper from patron in New Hampshire: It read, in part: "I'm excited to come back to Queen's so I can go to the library again. Your service, events, curation, cleanliness and kindness are so amazing, and I can't wait to stop in again. Love, your admirer."
 - Appreciation was expressed for the Cataraqui Centre Branch: "Though I do like the Isabel Turner Branch, this temporary location is a cozy nook. The employees are soft spoken, kind, patient, and have a great love for books. Thank you for making our library accessible and welcoming to the community!"
 - A patron let us know that the "Rideau Heights Library is: friendly, helpful, compassionate. If they can't solve your request, they'll find someone who can. As for the facility itself, it's very clean & accommodating."
 - A Pittsburgh Branch patron complained that there is no signage specifying that the red shelf is for returns.
 - A Howe Island patron took the time to tell us that "Our Librarian (Sharon) is truly a treasure and a wealth of information that totally exceeds any expectations I have ever had for a city library in Canada! Our Howe Island Library is an essential hub and holdfast for many community events too. The proximity to the Firehall and Recycling Depot means so many more residents attend the artisan markets in the mornings as they drop off, pick up, or just browse what she has curated. Children and youth have access to the Wi-Fi too... very very important!! Not everyone can afford the internet."
 - A patron expressed difficulties seeing the font and selecting the box to accept the terms of service for the WiFi.
-

Programming

- A patron contacted the Library to ask about programming in French.
- A patron living in a retirement home called to ask for help with downloading audiobooks. She mentioned during the call that she thought it would be helpful to do a talk at the home focussing on services to people with vision loss.
- L. Coates shared an interaction she had with a Patron at the Centra Branch: "I was walking through the children's area of the Central Branch and asked a woman if she

needed any help finding anything. She was looking for books on child development and that she had felt like the library was a safe place because she had attended the "Mother's in Mind" program the fall. I went through many resources with her and she left with a new library card, a stack of parenting books, and a printout of our early years programs. She said she was hoping to take her daughter to the library every week."

- A staff member shared their observations of the summer puppet show tour, saying it "ended under the trees, in the shade, at the beautiful Wolfe Island branch. With 50 people from under 1 year to 92 years old. A patron from adjacent Simcoe Island - her books already checked out - stayed to watch the show. Afterwards she came up to us and said, "You know. I am 92 years old and I had never seen a puppet show! It was wonderful !!" Branch staff were thanked for "having the branch bursting with displays of books about pigs, picnics, foxes, zebras and lions! Many of which were taken out by happy patrons after the shows."
- "It was such an amazing experience. Thank you!!!! We really enjoyed it." - Katerina Lurchenko on Facebook. She replied to a post about Little Ray's Reptiles program.
- Comment on Instagram from Ryandale Transitional Home after a visit to the Create Space: "After an inspiring tour of the space-featuring sewing machines, Cricut machines, button makers and more-we got hands on with the 3D printer and learned how to design and print some amazing items. A huge thank you to the Kingston Frontenac Public Library for welcoming us so warmly and taking the time to show us how to use the equipment. We felt inspired, empowered and full of ideas."
- Feedback was received around microphone levels, technical issues and construction noise at an early Summer 'Stories in the Park' program at Greenwood Park.
- A suggestion was made to focus on the digitizer software on the Create Space embroidery machine, perhaps as part of the Make it Happen or Craft and Create series of programs.
- A patron requested that slide digitization technology be added to the Create Space.
- Feedback was received about the unavailability of the video capture device in the Create Space at Central.
- A parent at Stories at the Point in Sydenham let staff know that their children are all very excited about the summer reading club, that said her daughter was reading like crazy and they are logging all of her reading accomplishments.
- A parent provided feedback about the children's summer reading club – expressing disappointment that booklets weren't available. noting that they would not be using the app to track reading as she spends enough time on her phone and it was a pain to use the app to log.

- Another patron shared similar feedback and said if it was a manual and not digital program, they would participate. They have very young children and want to be off-line as much as possible with them to be a good example and to be more engaged. They were disappointed that the program was only offered through a digital platform, though very positive about the prizes and the idea.
 - Another parent missed the booklets and shared the following feedback: "I really miss the TD Summer Reading Club tracking booklet for kids. My son loved keeping track of the books he read and putting the sticker reward in the book. It's a nice visual, especially for younger kids. I still love the wrap up party in Aug. for the kids. Keep that up! My son was very motivated to do the challenge this year because of what he did last year. Even though he didn't win a prize."
 - Another parent shared that their kids "diligently recorded their reading all summer and we found the program really helped motivate them, so it's a win for me regardless of whether they win prizes or not!"
-

Reader's Advisory

- Curated lists for children were requested for Libby/OverDrive.
 - Mystery packs were requested, particularly for children, at the Cataraqui Centre Branch.
 - I absolutely LOVE that the library partners with the humane society to find loving homes for these babies while promoting literacy. Brilliant idea!"
-

KFPL Report to the Board

Subject: Requests for Review of Library Materials (Q2-2025)

Prepared by: A. Robinette-Woods, Librarian, Collections

Date of meeting: September 24, 2025

Background:

The Request for Review of Library Materials process is a means for patrons to communicate concerns about specific materials to Library staff and encourages meaningful conversations about intellectual freedom. Requests for Review are dealt with in the context of the Collection Development Policy. The relevant section of the policy is restated here:

The Kingston Frontenac Public Library Board regards an individual's right of access to information through the public library as an important element of a democratic society. The presence of any material in the Library does not indicate an endorsement of its contents.

The content or manner of expressing ideas in material that is purposely selected to fill the needs of some Library users may be considered to be offensive by other Library users. The Library recognizes the right of any individual or group to reject Library material for personal use but does not accord to any individual or group the right to restrict the freedom of others to make use of that same material. While Library staff will attempt to guide individuals and groups to materials suitable for their use, the ultimate responsibility for the choice made by the patron lies with the patron and/or their parent(s) or guardian(s).

Requests for Review are made in writing via the Request for Review of Library Materials form. Acknowledgement of the request is sent within 2 business days and a written response is sent within 30 days. Requests for Review are formally reviewed by a Collection Review Team (CRT) and communicated to requestors following the process outlined in the KFPL Guidelines for Requests for Review of Library Materials. Patrons not satisfied with the CRT response will be invited to meet with the Chief Librarian/CEO and members of the review team. The final decision on any challenge to the collection rests with the Chief Librarian/CEO.

Analysis:

In the second quarter of 2025, KFPL received three Requests for Review of Library Materials.

1. *From Hamas to America* by Mosab Hasan Yousef

Adult non-fiction

Summary of Patron Comments

The patron did not read the book but is aware of the controversial and offensive statements the author has made on social media. They feel that the author is racist, Islamophobic, and genocidal.

The patron feels the content of this book could encourage violence and discrimination against Muslims, Palestinians and allies. They also feel that having the book in our collection is giving the author a legitimate platform and requested that the title should be removed, along with the author's other book. The patron would like to see a more rigorous screening policy to prevent titles with anti-Palestinian, racist, and/or Islamophobic content.

Findings and Action Taken

- There is one copy available to borrow in our system. This book was borrowed 5 times in 2024.
- The publisher, Forefront Books, is a hybrid publisher that offers curated titles with distribution through Simon & Schuster.
- The book is available at other Ontario library systems, including Toronto Public Library and Ottawa Public Library.
- Yousef, a highly controversial figure, is the son of a founder of Hamas. He was a Palestinian militant who then worked with Israeli intelligence. As such, he offers a unique perspective on the Israeli-Palestinian conflict.
- *From Hamas to America* is Yousef's memoir of leaving Hamas, becoming a double agent for Israel, converting to Christianity, and moving to the United States.
- The author's life experience provides perspective, albeit biased, into an ongoing world conflict.

The CRT decided to keep the book in our collection and this decision was communicated to the patron as per the Guidelines for Requests for Review of Library Materials.

Date Resolved

May 2025

2. *Son of Hamas* by Mosab Hasan Yousef

Adult non-fiction

Summary of Patron Comments

The patron did not read the book but is aware of the controversial and offensive statements the author has made on social media. They feel that the author is racist, Islamophobic, and genocidal.

The patron feels the content of this book could encourage violence and discrimination against Muslims, Palestinians and allies. They also feel that having the book in our collection is giving the author a legitimate platform.

Requests that the title should be removed, along with the author's other book. The patron would like to see a more rigorous screening policy to prevent titles with anti-Palestinian, racist, and/or Islamophobic content.

Findings and Action Taken

- There is one copy of this book available to borrow. It has been loaned 46 times since being purchased in 2010, indicating that there is public interest in reading the title.
- The publisher of this book is Tyndale Publishing, a well-established Christian publishing house.
- The book is available at other Canadian public library systems, including Toronto Public Library, Kitchener Public Library, Edmonton Public Library, and Vancouver Public Library.
- Yousef, a highly controversial figure, is the son of a founder of Hamas. He was a Palestinian militant who then worked with Israeli intelligence. As such, he offers a unique perspective on the Israeli-Palestinian conflict.
- Yousef wrote *Son of Hamas* as a memoir about his experience growing up in Hamas, and his subsequent experience after leaving the West Bank.
- A documentary adaptation of *Son of Hamas* titled *The Green Prince* premiered at the 2014 Sundance Film Festival, where it won the Audience Award for World Cinema: Documentary.
- *Son of Hamas* was on The New York Times Best Seller list for two weeks in March 2010.

The CRT decided to keep the book in the collection and this decision was communicated to the patron as per the Guidelines for Requests for Review of Library Materials.

Date Resolved

May 2025

3. *Big Wig* by Jonathan Hillman

Junior picture book

Summary of Patron Comments

Patron objects to children dressing “in heels, makeup, dresses that are designed with adults in mind”. Patron does not want their daughter to think it is “normal to dress like some adults”. Patron believes *Big Wig* normalizes wearing “makeup, wigs, and adult like clothing” and wants “kids (to) be kids” and they “have their whole lives to try experimenting”.

Patron recommendation: Removal from collection, or ban from displays, noting “it will not be missed”.

Findings and Action Taken

- Author wrote book to instill confidence in young readers’ different gender expressions.
- *Big Wig* was part of Pizza Hut’s (U.S.) Book It! program that encouraged literacy and personal development.
- KFPL has two copies with 51 combined checkouts since 2022.
- This book was published by Simon & Schuster, a well-established and reputable book publisher.
- KFPL has the second title by author, *The Wishing Machine*, with 21 checkouts.
- *Big Wig* was positively reviewed in School Library Journal, Kirkus, Publisher’s Weekly and Booklist.
- Hamilton, Saskatoon, Kitchener, Calgary, and Toronto Public Libraries have copies of *Big Wig*.

Patron read the book but did not read KFPL’s Collection Development policy and/or the OLA Statement on Intellectual Freedom and the Intellectual Rights of the Individual.

The CRT decided to keep the book in the collection and this decision was communicated to the patron as per the Guidelines for Requests for Review of Library Materials.

Date Resolved

June 2025

KFPL Report to the Board

Subject: Statistical Report (Q2-2025)
Prepared by: L. Carter, Chief Librarian/CEO
Date of meeting: September 24, 2025

Background:

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

Analysis:

To keep the Board informed on trends in library use as of the end of Q2 2025, high-level summary data is provided.

Circulation

Circulation of physical materials was down 23,180 items, or 12.6% as compared to Q2 2024. The decrease is directly related to the temporary closure of the Isabel Turner Branch, as Q2 2025 checkouts at the Cataraqui Centre Branch dropped by 38,076 items when compared to Q2 2024 check outs at the Isabel Turner Branch.

E-Materials continue to increase in popularity, up 10,805 checkouts over Q2 2024, or 12.9%. Increased availability through the Reciprocal Lending Agreement may be partially responsible for the increase, as Milton Public Library joined the group in March 2025. Budget constraints and the high costs of these resources continues to be a challenge in meeting demand for these resources.

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 and continued refinements in data analysis.

The increase in in-branch queries for this quarter is likely partially attributable to the Isabel Turner Branch closure, with staff at the Cataraqui Branch regularly answering questions about the renovation and projected re-opening date.

Technology

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

The increase in this category is primarily related to large increases in use of Canadian Major Dailies, though use of the other resources increased when compared to Q2 2024.

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

Programming and Outreach

The number of programs increased in Q2 2025, as compared to the same quarter in 2024, as did the average attendance at each program, from 7.7 in 2024 to 9.3 in 2025. Fewer class visits in 2025 may be contributing to the slight decrease in outreach event attendance.

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. Q2 2025 visitor counts for the 15 library branches with complete data for both Q2 2024 and Q2 2025 numbered 120,929, which is a 16.5% decrease over Q2 2024’s 144,835. Much of the decrease can be directly attributed to the Isabel Turner Branch closure, as Q2 2024 visitors to that Branch were 54,434, and Q2 2025 visitors to the Cataraqui Centre Branch were 19,994.

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 the 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. A review of the way this number has been collected and analyzed has recently been undertaken, leading to the conclusion that it has been previously under-reported.

Using card expiry date as the criteria, KFPL had 56,650 active cardholders as of June 30, 2025, as compared to 50,453 as of June 30, 2024, a 12.3% increase.

Figure 1: Selected Library Use Data

		2024	2025	Variance
Circulation	Physical Materials	183,505	160,325	-12.6%
	E-Materials	84,032	94,837	12.9%
	Virtual Renewals	56,736	50,795	-10.5%
	Total Circulation	324,273	305,957	-5.6%
Queries	In-Branch	22,100	23,954	8.4%
	Virtual	1,976	1,905	-3.6%
	Total Queries	24,076	25,859	7.4%
Technology	Computer Sessions	9,739	9,643	-1.0%
	E-Services	20,268	35,547	75.4%
	Website Visits	296,750	322,350	8.6%
Programming	Sessions	337	368	9.2%
	Attendance	2,580	3,419	32.5%
Outreach	Events	103	105	1.9%
	Attendance	4,601	4,479	-2.7%

KFPL Monitoring Report to the Board

Executive Limitation Policy L-9

Communication and Counsel (2025-06)

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

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

CEO Interpretation

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

Compliance will be demonstrated when:

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

Evidence of Compliance

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

- Board members are issued a resource binder with orientation, policy, governance, and logistical information.
- Board members have direct access to current and historic information via the Board Portal.
- A Linkages section was created on the Board Portal to facilitate Board member attendance at Library and community events, and a subsection was added under Education to streamline resource sharing.
- Training courses and supplementary learning resources are provided or assigned to Board members via the Learning Management System (LMS) and support is available to Board members with respect to accessing and navigating the Board Portal and LMS.

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

- Asset Protection (external audit)
- Asset Protection
- Communication and Counsel
- Ends: Compliance Targets for 2025
- Financial Condition (Q2-2025)
- Service Accessibility
- Staff Relations and Volunteers
- Treatment of Public

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

- Approval Authorities for Conduct and Use Policies at Ontario Public Libraries
- Chief Librarian Communication
- Correspondence / Information Received and Sent
- Requests for Review of Library Materials (Q2-2025)
- Statistical Report (Q1-2025)
- Statistical Report (Q2-2025)

Statements of Compliance

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

.....

I hereby present my monitoring report on Executive Limitation Policy L-9,
Communication and Counsel for meeting 2025-06.

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
September 16, 2025

KFPL Monitoring Report to the Board

Executive Limitation Policy L-5

Financial Condition – 2nd Quarter 2025

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

Accordingly, the Chief Librarian may not:

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

CEO Interpretation

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

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

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

“Tax payments” and “government-ordered payments or filings” are interpreted to

mean source deductions for employee income taxes, pensions, worker's compensation, employment insurance, reports associated with these payments, the Ministry of Tourism, Culture and Gaming's annual survey and grant application, and the Canada Revenue Agency annual Registered Charity Information return.

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

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

Compliance will be demonstrated when:

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

Evidence of Compliance

Oversight

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

- Invoices for purchases and services rendered are reviewed for accuracy by the appropriate Manager/ Director, are assigned to a budget line and forwarded to administration staff for processing. Coded invoices are reviewed/approved by the

Budget/HR Analyst (within designated approval limits), or by the Chief Librarian for larger amounts.

- Purchasing card reports have three levels of review – staff, Manager/Director, and Chief Librarian all review for accuracy and policy compliance.
- Quarterly budget variance reports and financial condition reports are prepared by the Budget/HR analyst for the Chief Librarian. Reports are submitted to the Board as required under Governance Policy B-5.

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

- Library accounts and budget lines are set-up and managed by staff at the City of Kingston, under the direction of the Chief Financial Officer. Inter-fund shifting can only occur through City staff, with evidence of Board and Council authorization.
- The City of Kingston administers the payroll and accounts payable functions for the Library and submits source deductions and tax installments on behalf of KFPL. 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, is appended to this report.
- Approval authorities for designated KFPL staff are on file with the City of Kingston to protect against purchases or commitments greater than the amount allowed in the Procurement of Goods and Services Policy. Motion 2025-51 at the June 2025 meeting authorized the Chief Librarian/CEO and Board Chair to issue an Offer to Procure and execute a formal agreement on the Library's behalf, to an upset limit of \$500,000. The contract was awarded to Convergent Library Technologies from Barrie, Ontario.

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

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

Audited Financial Statements and Regulatory Filings

The 2024 Draft Financial Statements were presented to the Board at the May 2025 meeting. Following additional explanations with respect to amortization of capital assets and treatment of surplus funds, they were formally received at the June 2025 "as independent and sufficient evidence of compliance with policy (L-7) Asset Protection"

(Motion 2025-44)

The Registered Charity Information Return was postmarked prior to the June 30, 2025 deadline set by the Canada Revenue Agency as required.

Expenses vs. Expected Revenues

The budget variance report to June 30, 2025 (attached) shows that expenses and revenues ended Q2 at 48%. Review of the financial position includes tracking of expenditure with regard to progression through the year as well as through comparisons to the previous year.

Staffing Expenditures

Staff costs were slightly underspent at 46% of budget at the end of the second quarter. There has been a significant amount of staff turnover in 2025. In comparison to 2024, which saw 44 job postings total in 2025, 35 positions had already been posted by June 30. The most notable turnover has been among Page staff, a high proportion of which are students.

A Branch Supervisor position remained vacant from the beginning of February until the beginning of July resulting in savings to full-time salaries. Additionally, there was movement among part-time staff: one employee moved into a full-time position left vacant by a retirement, while others transitioned into different roles. These changes created temporary gaps in scheduling, and further savings in part-time wages. As vacancies continue to be filled, staffing costs are expected to increase and align more closely with the planned budget in future reports. Salary adjustments and retroactive payments related to the ratification of the new Collective Agreement will be reflected on the Q3 report and will bring staffing costs closer to budgeted estimates.

Materials Expenditures

The Collection budget is significantly ahead of plan, with 61% spent at mid-year, compared to 50% at the same time last year. Usage-based costs for both Hoopla and Kanopy continue to rise in 2025, and additional payments have been made for these products that were not made until Q3 last year. PressReader costs exceeded the budget by \$2,346, or 112% of the planned amount.

Most newspaper and magazine costs have already been accounted for, including the OverDrive digital magazine subscription, which increased by \$2,000 USD for 2025.

Adjustments have been made to commitments and spending plans for Collections Materials and the budget is being closely monitored to bring it back on target. It is expected to be slightly overspent at the end of the year, with the overage offset through

savings in other lines.

System-Wide Expenditures

System-wide expenditures ended the quarter at 55% of budget, which is as expected due to annual agreements that require payment at the beginning of the year. These include support and service agreements that are recorded under Contracted services and cover software such as the Integrated Library System (ILS), room-booking software and support agreements for other technology products.

Fees, subscriptions and memberships are at 78% of budget and are paid through the year according to the renewal dates for each organization. Details of KFPL's memberships were provided in the previous report.

Education and training costs expenses are ahead of plan, with 62% of the budget spent to date. The increase when compared to last year is a result of additional staff attendance at the Ontario Library Association Conference and the annual V-Users conference, as well as timing of some expenses. Increases for transportation, hotels and per diem amounts are also contributing to the percentage spent. The budget is expected to be fully utilized by year-end.

Professional Services is currently well ahead of budget for Q2 at 70% of budget spent, compared to 46% at the same time last year. Expenses charged to this line to date are related to participation in the Canadian Urban Libraries Council's social impact study and arbitration and legal fees. Audit fees have not yet been charged. This line will be overspent by the end of the year.

System-wide contracted services are tracking normally, though appear to be ahead of plan due to the previously mentioned annual agreements and contracts. Security, alarm monitoring and employee assistance plan costs are also charged to this line.

Programming expenditures expenses totalled \$28.3K at the end of the quarter, which is 110% of budget. This is consistent with the same period last year, when costs were at 112% of budget. Support from the Friends of the Library, recorded in revenues under Expenditure Recovery, offsets Programming costs, with \$9,695 contributed up to the end of Q2. An additional \$3,000 was received towards programming expenses, including a \$500 grant in support of the Kington Youth Climate Council event at the end of April, and \$1,500 from Association canadienne-française de l'Ontario, Conseil régional des Mille-Iles (AFCOMI) in support of the French reading challenge.

Facilities Expenditures

Facilities costs are currently at 46% of budget, slightly below the 47% reported at the

same point last year. Repairs and Maintenance is slightly overspent at 61% of budget, due to the timing of work, and is not considered a concern. It is anticipated that Facilities will finish the year at or below budget.

Revenues

Monthly funding from both the City of Kingston and the County of Frontenac is up to date as of June 30, 2025. The Provincial Subsidy remains unchanged from previous years and, as usual, is expected to be received in the fourth quarter.

Self-generated revenues are tracking behind plan, with the Isabel Turner Branch closure impacting several revenue lines, most notably Facility rentals. Because room rentals had been steadily recovering post-pandemic, the budget was increased slightly despite loss of income from the Isabel Turner Branch. Increased internal and partner organization demand for rooms coupled with lower than expected external bookings has led to a decrease in revenue with year, with 37% of the estimated revenue collected as of June 30.

The revenue from printing and photocopying charges is on budget, as are fees for damaged or lost material.

Project Grants revenue is a grant from the Community Foundation for Kingston & Area for Indigenous artwork at the Isabel Turner Branch. Additional grants are confirmed from the Canada Summer Jobs and the Young Canada Works programs to help offset salary costs for the Summer Reading Assistant. The exact amounts are still pending; however, the grants typically cover up to 50% of the Summer Student's wages.

Donations are significantly lower in Q2 of 2025 (\$2.6K), compared to Q2 of 2024 (\$12.7K). A major factor in this difference is a one-time donation of \$7,500 from the Davies Foundation received in Q1 of 2024. Even without that contribution, overall donations remain behind last year's figures. A one-time donation of \$3,000 from the Cann Foundation through Gift Funds Canada was received in July and will be reflected in the next report.

Expenditure recovery is currently at 90% of budget, up from 80% at this time last year. This category includes benefit recoveries from staff temporarily working a reduced work week, early retiree benefit recoveries (e.g. orthodontics and travel plans) and one-time reimbursements that are not classified as donations, including the contributions from the Friends of the Library.

Miscellaneous revenue is \$2K (20% of budget). This is significantly lower than the \$7.9K reported in Q2 of 2024. This decline is due to the closure of the Isabel Turner branch in Fall 2024. Leading up to the closure, additional book sales and GovDeals

auctions were held, boosting revenue during that period. One book sale is planned for 2025, at the Central Branch on October 25 and 26.

Statements of Compliance

During the period covered by this report:

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

I hereby present my monitoring report on Executive Limitation Policy L-5, Financial Condition: 2nd Quarter 2025.

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



Laura Carter, CEO/Chief Librarian
September 16, 2025



where history and innovation thrive

City of Kingston

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

July 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 June 30, 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

Kingston Frontenac Public Library

Budget Variance Report - June 30, 2025

2024 Comparison

Account	Actuals Q2 2025	2025 Budget	Variance \$	Actuals to Budget %	Actuals Q2 2024	Actuals to Budget %
EXPENSES						
Salaries and wages	2,362,704	5,198,875	- 2,836,171	45%	2,352,310	48%
Payroll benefits	810,908	1,752,604	- 929,986	46%	814,474	47%
WSIB	1,150	300	850	383%	1,099	366%
Total Staff Costs	3,174,762	6,951,779	- 3,777,017	46%	3,167,883	47%
Adult Popular Materials	334,107	600,000	- 265,893	56%	284,656	49%
Child/Youth Popular Materials	101,179	180,000	- 78,821	56%	85,204	44%
Electronic resources	111,353	128,788	- 17,435	86%	67,391	55%
Serials	36,945	41,766	- 4,821	88%	30,858	93%
Total Material	583,585	950,554	- 366,969	61%	468,109	50%
Office Supplies	12,884	50,000	- 37,116	26%	18,829	38%
Vehicle repairs & maintenance	3,423	5,200	- 1,777	66%	1,027	21%
Vehicle fuels and lubricants	3,442	9,400	- 5,958	37%	2,780	30%
Computer Equipment	10,445	47,355	- 36,910	22%	25,372	42%
Software	6,338	41,775	- 35,437	15%	5,070	17%
Furniture and fixtures	4,519	12,250	- 7,731	37%	8,651	71%
Advertising	12,401	18,000	- 5,599	69%	6,873	38%
Telephones/Cell Phones	16,920	33,555	- 16,635	50%	15,381	46%
Internet Connectivity	16,587	40,931	- 24,343	41%	18,503	47%
Membership fees, certifications, & licences	12,222	15,591	- 3,369	78%	7,564	50%
Mileage	4,504	11,300	- 6,796	40%	3,603	32%
Education and training	25,292	40,600	- 15,308	62%	20,951	52%
Miscellaneous Expenses	2,974	8,000	- 5,026	37%	3,495	44%
Delivery, postage & shipping	2,363	5,000	- 2,637	47%	3,006	60%
Cash over (short)	30	-	30	0%	- 40	0%
Professional services	18,481	26,500	- 8,019	70%	12,211	46%
Contracted services - system wide	250,670	377,638	- 126,968	66%	267,625	71%
Programs	28,298	25,755	2,543	110%	27,447	112%
Equipment rentals	3,802	10,225	- 6,423	37%	4,242	44%
Interest & Service Charges	983	2,500	- 1,517	39%	1,092	44%
Allocated Insurance	18,185	38,985	- 20,800	47%	18,564	55%
Total System-Wide	454,762	820,560	- 365,798	55%	472,247	58%
Protective Clothing	438	2,026	- 1,588	22%	658	32%
Cleaning supplies	10,569	27,351	- 16,782	39%	11,902	44%
Tools & Equipment	4,401	10,200	- 5,799	43%	1,409	14%
Repairs & maintenance	6,683	10,927	- 4,243	61%	2,490	23%
Contracted Services	17,827	62,535	- 44,708	29%	49,059	53%
Water and Sewer/Natural Gas/Electricity	-	-	-	-	68,180	102%
Allocated shared services	158,227	316,451	- 158,224	50%	114,796	35%
Total Facilities	198,145	429,490	- 231,344	46%	248,494	47%
Total Expenditures	4,411,254	9,152,383	- 4,741,129	48%	4,356,734	49%
REVENUES						
Provincial Subsidy	-	- 297,138	297,138	0%	-	0%
Project Grants	- 13,160	- 30,000	16,840	44%	- 30,273	101%
Printer/Photocopier Revenue	- 12,531	- 21,805	9,274	57%	- 12,356	53%
Fines/Damages	- 5,262	- 10,400	5,138	51%	- 4,443	43%
Non-Resident Fees	- 4,791	- 10,500	5,709	46%	- 4,961	55%
Facility Rentals	- 13,198	- 35,500	22,302	37%	- 20,700	59%
Donations	- 2,564	- 11,000	8,436	23%	- 12,731	116%
Expenditure Recovery	- 36,002	- 40,000	3,998	90%	- 32,128	80%
Miscellaneous Revenue	- 2,049	- 10,000	7,951	20%	- 7,888	79%
County of Frontenac	- 507,963	- 1,015,925	507,963	50%	- 488,750	50%
City of Kingston	- 3,835,058	- 7,670,115	3,835,057	50%	- 3,753,351	50%
Total Revenue	- 4,432,577	- 9,152,383	4,719,806	48%	- 4,367,582	49%
Net Deficit (Surplus)	- 21,323	-	- 21,323		- 10,848	

KFPL Monitoring Report to the Board

Executive Limitation Policy L-2

Staff Relations and Volunteers (2025-06)

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 a collective agreement with unionized staff (Canadian Union of Public Employees (CUPE) 2202) that expires March 31, 2028.
- KFPL has an agreement with its permanent non-union employees, with a March 31, 2025 expiry. 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 are 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
 - o Impairment in the Workplace
 - o 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. Further updates are in progress and are expected to be finalized at the next Joint Health and Safety Committee meeting in November.

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 at the beginning of March.
- Suspension guidelines are in place to provide guidance for staff in responding to 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 agreement.
- 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. For example, 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 sat on the Committee, with three of the members also serving on the Joint Health and Safety Committee. With the review and implementation of the updated Policy now complete, issues arising with respect to the application of the Library Use and Conduct Policy and associated procedures are referred to 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.
- Two grievances have been filed since the last report. Grievance 2025-02 and 2025-03 both relate to mileage. 2025-02 was settled and 2025-03 is in discussion.

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

September 16, 2025