

AGENDA

Regular Meeting #2022-07

Kingston Frontenac Public Library Board

September 21, 2022 at 4:30 PM

Virtual Format (with livestream)

She:kon, Aanii, Boozhoo, Waychaya, Kwey Kwey, Tawnshi. Let us bring our good minds and hearts together, to honour and celebrate these traditional lands as a gathering place of the Original Peoples and their Ancestors who were entrusted to care for Mother Earth since time immemorial. It is with deep humility, that we acknowledge and offer our gratitude for their contributions to this community, having respect for all as we share this space now and walk side-by-side into the future.

1. Call to Order / Regrets
2. Adoption of the Agenda
3. Disclosure of Conflict of Interest
4. Presentation: Christianne Wojcik - Executive Director, Kingston Literacy & Skills

Consent Agenda

5. Adoption of Minutes
 - 5.1. Regular KFPL Board Meeting #2022-06 of June 15, 2022 (attached)
6. Information Items
 - 6.1. Correspondence / Information Received and Sent
 - 6.1.1. To all correspondents regarding the Extended Hours Project, a letter dated June 30, 2022 acknowledging their feedback and providing additional information.
 - 6.1.2. From the City of Kingston, a letter dated July 27, 2022 confirming the appointment of Dr. Mark Asberg to the Kingston Frontenac Public Library Board.
 - 6.1.3. From the City Treasurer, a letter dated August 10, 2022 with 2023 budget information.
7. Monitoring Reports
 - 7.1. Communication and Counsel (report attached)
 - 7.1.1. Key Activities and Highlights (attached)

- 7.1.2. Requests for Review of Materials – Q2 2022 (attached)
- 7.1.3. Statistical Report - Q2 2022 (attached)
- 7.2. Financial Condition - Q2 2022 (attached)
 - 7.2.1. Budget Variance Report as of June 30, 2022 (attached)
- 7.3. Staff Relations and Volunteers (attached)
- 7.4. KFPL Vision 2021 and Beyond – Status Report (January to June 2022) (attached)
- 8. Motion to accept Consent Agenda (motion)

Action Agenda

- 9. Business Arising from the Minutes
 - 9.1.
- 10. Items Removed from the Consent Agenda for Discussion
 - 10.1.
- 11. Action Items
 - 11.1. Library Facilities Plan (report attached, LFP distributed previously) (motion)
 - Presentation by Monteith Brown Planning Consultants
 - 11.2. Land Acknowledgement and Statement of Solidarity (deferred to October 2022)

Items for Discussion / Exploration (no items this month)

Other Business

- 12. Branch Hours Review Update

Adjournment and Next Meeting

Committee of the Whole Meeting, Wednesday, October 5, 2022 at 4:30 p.m., Virtual Format (with livestream)

Regular Board Meeting, Wednesday, October 19, 2022 at 4:30 p.m., Virtual Format (with livestream)

MINUTES (unconfirmed)

Regular Meeting #2022-06

Kingston Frontenac Public Library Board

June 15, 2022 at 4:30 PM

Virtual Format (with livestream)

Attendance:

Present: Laura Carter (Chief Librarian / Chief Executive Officer), Kate Betts-Wilmott, Dave Kerr, Mark Kerr, Louise Moody, Natalie Nossal (Vice-Chair), Councillor Alan Revill (left at 6:26 p.m.), Jennifer Ross, Bhavana Varma

Staff Present: Ryan Brenders (Acting Manager, Technology), Graeme Langdon (Manager, Branches and Collections), Kristen Lemay (Acting Manager, Programming and Outreach), Kimberly Sutherland Mills (Director, Service Design and Delivery), Bill Purvis (Technical Support), Shelagh Quigley (Director, Human Resources), Chris Ridgley (Budget/HR Analyst), Amy Rundle (Recording Secretary), Tim Stranak (Manager, Facilities)

Others Present: Todd Brown (President/Principal Planner, Monteith Brown Planning Consultants), Anand Desai (Associate Planner, Monteith Brown Planning Consultants)

Regrets: Councillor Robert Kiley

1. Call to Order

The meeting was called to order at 4:33 p.m.

2. Adoption of the Agenda

Motion #: 2022-32

Moved by: D. Kerr Seconded by: N. Nossal

That the agenda be adopted as distributed.

Carried

3. Disclosure of Conflict of Interest

There were no declarations of conflict of interest.

Consent Agenda

4. Adoption of Minutes

4.1. Regular KFPL Board Meeting #2022-05 of May 18, 2022

5. Information Items

5.1. Correspondence / Information Received and Sent

List of all correspondence attached as Appendix A.

6. Monitoring Reports

6.1. Communication and Counsel

6.1.1. Key Activities and Highlights

6.1.2. Report: Fine-Free Impact Analysis

6.2. Service Accessibility

7. Motion to accept consent agenda

Motion #: 2022-33

Moved by: A. Revill Seconded by: L. Moody

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

Carried

Action Agenda

8. Business Arising from the Minutes

There was no business arising from the minutes.

9. Items Removed from the Consent Agenda

There were no items removed from the Consent Agenda for discussion.

10. Action Items

10.1. Library Facilities Plan – Update

A. Desai and T. Brown gave an update on the process to date:

- The title of the plan has been updated to remove the term “master” and will be referred to as the Library Facilities Plan (LFP) going forward.
- The process is mostly on track with the original timeline/schedule. The next step is to proceed with additional community engagement surrounding the draft report, with the final plan expected to be approved at a special meeting of the Board in

early August.

The following information from the draft report was highlighted:

- Based on feedback received during community consultation, library service in Kingston-Frontenac should strive to:
 - o Keep pace with growth
 - o Connect library users to the outdoors
 - o Advance green initiatives
 - o Provide comfortable spaces
 - o Bridge the digital divide
 - o Offer more multicultural and multilingual materials
 - o Provide a mix of space
 - o Provide additional hours and holds lockers
 - o Create social connections
 - o Improve vehicular and bicycle parking
- Current trends and best practices for public libraries in comparable communities indicate that:
 - o Libraries are more than just a place for books
 - o Libraries are a key promoter of digital literacy
 - o Libraries should encourage the use of the outdoors
 - o Express and alternative library services and settings are desired
 - o Equitable geographic access to library spaces and services is desired
 - o Inclusive and environmentally-oriented designs are being incorporated into existing facilities and are informing new builds.
- The modern library generates a demand for more space in branches with the role of libraries evolving to serve a much broader range of needs:
 - o Accessible design elements require extra space to house the same amount of materials, furniture, equipment, etc.
 - o Half of KFPL branches are 1,000 square feet or less and this limits what can take place in the library.
 - o Seasonal residents (e.g., cottage owners, post-secondary students) are not included in municipal population statistics. If these populations were factored into space calculations, the service rate for affected KFPL branches would decline to less than 0.7.
- The following principles should be used to guide space planning for KFPL:

- Provide dynamic and vibrant spaces
 - Provide quality and comfortable in-branch experiences
 - Keep pace with expected growth
- The following preliminary recommendations from the draft report were highlighted:
 - Construction of an additional 10,000 square feet of library space in the City of Kingston, proposed expansions of the Pittsburgh and Calvin Park branches.
 - Construction of an additional 10,000 square feet of library space in the Township of South Frontenac, with a proposed expansion of the Storrington Branch and possible construction of new branch in Verona.
 - Designs for any new/renovated space should have regard for KFPL's Ends Statement (e.g., inclusivity, creativity and community).
 - Undertake audits of barrier-free accessibility and energy efficiency
 - Strategic expansion of extended access to rural areas

Questions and comments were received from Board members and the following information was provided:

- Recommendations will be balanced based on need and fiscal priorities. Specific timelines and cost implications will be added to the draft report before additional public consultation and final Board review takes place.
- Overall, the age demographic for the community consultation responses skewed a little bit older. The majority of survey respondents were from the City of Kingston and the responses received from the Townships was generally from older residents. Demographics were considered at a high-level and were considered in conjunction with other engagement efforts and research when making preliminary recommendations.
- Exterior holds lockers are available with different technological capabilities. RFID enabled lockers might not be a viable option for smaller rural locations due to available connectivity and high price-point, but less expensive versions can be investigated. Holds lockers would allow patrons access to materials when smaller branches aren't open.
- Community hubs and shared co-location models are important in providing effective services in smaller communities where municipal budgets are tight. Some of the preliminary recommendations in the draft report encourage ongoing dialogue with the Townships.

A board member stated that the timeline feels rushed and asked if there are potential

complications with doing engagement over the summer months. L. Carter noted that the initial timeline was developed with the intention to have the plan finalized before starting the next budget planning cycle. From a library perspective, July is typically one of the busiest months with programming, etc. and would be a good time to undertake additional engagement. Previous engagement has also shown that most responses are received within the first week, with feedback dwindling as time goes on. Ms. Carter recommended proceeding with the current timing, with the option to extend the timeline if necessary. A. Desai added that it's a bonus to be able to engage with seasonal summer residents that weren't available during the initial consultation period.

Motion #: 2022-34

Moved by: K. Betts-Wilmott Seconded by: M. Kerr

That the Board give authority to the LFP Steering Committee to approve public distribution of the Draft Library Facilities Plan for additional community engagement.

Carried

10.2. Closed Meeting to discuss the following item(s):

a. Labour Relations or Employee Negotiations

Motion #: 2022-35

Moved by: J. Ross Seconded by: A. Revill

That the Board resolve itself into a Closed Meeting to discuss the following item(s):

a. Labour relations or employee negotiations.

Carried

B. Purvis stopped the live stream. Board members, S. Quigley, L. Carter and K. Sutherland Mills remained in attendance. All others left the meeting at this time. (5:40 p.m.)

Motion #: 2022-36

Moved by: J. Ross Seconded by: B. Varma

That the Board rise from the Closed Meeting without reporting.

Carried

Those who left the meeting returned and the live stream was restarted at this time. (6:19 p.m.)

A. Revill left the meeting at this time. (6:26 p.m.)

Items for Discussion / Exploration

11. Planning the Transition to a New Library Board

This item was deferred to September 2022.

Other Business

12. Land Acknowledgement and Statement of Solidarity

L. Carter reported that part of the next workshop session is to decide how and when each statement is used and to develop a more accessible version for children.

13. Extended Hours Project Update

L. Carter provided an update on the project, highlighting new developments and planned next steps. Due to the overlap between this project and the Library Facilities Plan process, the intention is to wait until the LFP is finalized before proceeding with additional community engagement to discuss health and safety aspects (e.g., theft, personal safety).

M. Stewart read the following message from R. Kiley who was unable to attend the meeting, "I'd like to express my gratitude to Laura and Monica for delegating at council and I'd like to encourage the Board to, respectfully but with conviction, continue to support the evidence-based and equitable-access extended hours pilot project."

A Board member asked if the additional community engagement would include residents on the west-side of the Wabaan Crossing. L. Carter reported that the focus of the engagement will be on Kingston East residents but will also recognize the expanded use of the Pittsburgh branch with the opening of the Wabaan Crossing.

A Board member noted that this service model would have a much bigger impact in rural branches that have the least hours and asked if there have been any notable improvements to broadband access since last October. L. Carter stated that connectivity continues to be an issue for rural branches, especially in Central and North Frontenac and Frontenac Islands, and that extended hours access relies on communication between the branch door keypad and the Integrated Library System (ILS). Ms. Carter also noted that a rural implementation would need to be funded by the County which has a much smaller tax base, and it would be difficult to work out the kinks with things in a branch that is 45-90 minutes away. An implementation at the Pittsburgh branch would bridge the gaps identified in older planning documents for extra space and service in Kingston East until the building project proceeds.

Motion #: 2022-37

Moved by: B. Varma

Seconded by: J. Ross

That the Board requests continued community engagement surrounding the proposed Extended Hours Project, and directs Library staff to prepare a written report to the Board for review before initiating procurement and implementation of the project, specifically outlining:

1. Community engagement activities and findings;
2. Health and safety risk and opportunity identification and mitigation;
3. Equity and access challenges and opportunities.

Carried

Staff were asked about the timeframe for receiving the report, and a Board member expressed concern that it would be passed off to the next Board. L. Carter acknowledged the Board's desire to receive the report in a timely manner but noted that the current target is early 2023. Internal staff capacity issues, finalization of the LFP, and the need to engage outside organizations for assessments might make it difficult to report back before that time. A sufficient interval of time is also required between the upcoming LFP engagement and the Extended Hours consultations to ensure effective community participation.

14. Board Meeting Evaluation Survey – Report

N. Nossal reported that only two survey responses were received after the last meeting and suggested that a quarterly schedule of evaluations might be too frequent. It was agreed that the self-evaluation process would be discussed at a future Committee of the Whole meeting.

Adjournment / Next Meeting

There being no further business, it was moved by N. Nossal to adjourn the meeting at 6:55 p.m.

The next regular Board Meeting will be held at 4:30 PM, Wednesday, September 21, 2022, location TBD.

Signatures:

Monica Stewart, Chair

Amy Rundle, Recording Secretary

Appendix A: Correspondence Received

5.1. Correspondence / Information Received and Sent

- 5.1.1. From the Bradford West Gwillimbury Public Library Board, a letter addressed to the Simcoe County Council (dated May 27, 2022) expressing the Board's serious concerns with the decision to dissolve the Simcoe County Library Co-operative.

Correspondence regarding the Extended Hours Project *(copies of all distributed to all Board members)*

★ form letter used

◆ resides in Kingston East

⊙ resides outside Kingston-Frontenac

- 5.1.2. From S. Davis, an email dated June 5, 2022 ★ ⊙
- 5.1.3. From A. Monk, an email dated June 5, 2022 ★
- 5.1.4. From J. Hazlett, an email dated June 5, 2022
- 5.1.5. From A. Hammond, an email dated June 5, 2022
- 5.1.6. From V. Colgan, an email dated June 5, 2022
- 5.1.7. From D. MacDonald, an email dated June 5, 2022 ★ ⊙
- 5.1.8. From W. Bogue, an email dated June 5, 2022 ⊙
- 5.1.9. From P. Barrett, an email dated June 5, 2022 ★
- 5.1.10. From J. McHenry, an email dated June 5, 2022 ★
- 5.1.11. From J. Finkle, an email dated June 5, 2022 ★
- 5.1.12. From H. Bardell, an email dated June 5, 2022 ★
- 5.1.13. From M. Muir, an email dated June 5, 2022 ◆
- 5.1.14. From H. Garrison, an email dated June 5, 2022 ★
- 5.1.15. From P. Liddy, an email dated June 5, 2022 ★ ⊙
- 5.1.16. From N. Jones, an email dated June 5, 2022 ★
- 5.1.17. From L. Wolsey, an email dated June 5, 2022 ★
- 5.1.18. From N. Lees, an email dated June 5, 2022 ★
- 5.1.19. From E. Cummins-Woods, an email dated June 5, 2022
- 5.1.20. From R. Revi, an email dated June 5, 2022 ★
- 5.1.21. From J. Hey, an email dated June 5, 2022 ★

- 5.1.22. From L. Cardamone, an email dated June 5, 2022★
- 5.1.23. From O. Delcourt, an email dated June 5, 2022★⊙
- 5.1.24. From R. Stasel, an email dated June 5, 2022★
- 5.1.25. From A. Copland, an email dated June 5, 2022★
- 5.1.26. From M. Farr-Eagan, an email dated June 5, 2022★
- 5.1.27. From T. Wannamaker, an email dated June 5, 2022★⊙
- 5.1.28. From D. Inkster, an email dated June 5, 2022★
- 5.1.29. From D. Mathers, an email dated June 5, 2022★
- 5.1.30. From K. Wood, an email dated June 5, 2022★
- 5.1.31. From E. Cassell, an email dated June 5, 2022★
- 5.1.32. From P. Mary, an email dated June 5, 2022★
- 5.1.33. From R. Bol, an email dated June 5, 2022★⊙
- 5.1.34. From S. Payne, an email dated June 5, 2022★
- 5.1.35. From W. June, an email dated June 5, 2022★⊙
- 5.1.36. From M. Johnson, an email dated June 5, 2022★
- 5.1.37. From G. Morris, an email dated June 5, 2022★
- 5.1.38. From C. Stock, an email dated June 5, 2022★
- 5.1.39. From M. Oddie, an email dated June 5, 2022★
- 5.1.40. From C. Snooks, an email dated June 5, 2022★
- 5.1.41. From S. Taylor, an email dated June 5, 2022★⊙
- 5.1.42. From R. Wehlau, an email dated June 6, 2022★
- 5.1.43. From J. O'Connor, an email dated June 6, 2022★
- 5.1.44. From J. King, an email dated June 6, 2022★
- 5.1.45. From S. Boyce, an email dated June 6, 2022★
- 5.1.46. From G. Mathers, an email dated June 6, 2022★
- 5.1.47. From S. Hurley, an email dated June 6, 2022★⊙
- 5.1.48. From E. Jones, an email dated June 6, 2022★⊙
- 5.1.49. From H. Jones, an email dated June 6, 2022★⊙
- 5.1.50. From I. Wimmer, an email dated June 6, 2022★
- 5.1.51. From B. Miranda, an email dated June 6, 2022★
- 5.1.52. From D. Parfett, an email dated June 6. 2022★

- 5.1.53. From M. Ireland, an email dated June 6, 2022★
- 5.1.54. From K. Gervais, an email dated June 6, 2022★
- 5.1.55. From L. Gibson, an email dated June 6, 2022★
- 5.1.56. From E. Markuschewky, an email dated June 6, 2022★⊙
- 5.1.57. From D. Beckstead, an email dated June 6, 2022★
- 5.1.58. From C. O'Hara, an email dated June 6, 2022★⊙
- 5.1.59. From L. Miller, an email dated June 6, 2022★
- 5.1.60. From T. Manion, an email dated June 6, 2022★
- 5.1.61. From D. Duttie, an email dated June 6, 2022★◆
- 5.1.62. From B. Hetherington, an email dated June 6, 2022★
- 5.1.63. From S. Miller-Davis, an email dated June 6, 2022★
- 5.1.64. From H. Kent, an email dated June 6, 2022★
- 5.1.65. From D. Demers, an email dated June 6, 2022★
- 5.1.66. From T. Jones, an email dated June 6, 2022★⊙
- 5.1.67. From M. McKay, an email dated June 6, 2022
- 5.1.68. From C. Dunning, an email dated June 6, 2022★
- 5.1.69. From J. Milloy, an email dated June 6, 2022★
- 5.1.70. From D. Nesbitt, an email dated June 6, 2022
- 5.1.71. From K. Morrissey, an email dated June 6, 2022★
- 5.1.72. From K. Gould, an email dated June 6, 2022★
- 5.1.73. From A. Trefzger, an email dated June 6, 2022
- 5.1.74. From J. Hale, an email dated June 6, 2022★
- 5.1.75. From M. Hughes, an email dated June 6, 2022
- 5.1.76. From K. Tucker, an email dated June 6, 2022
- 5.1.77. From L. Morgan, an email dated June 6, 2022
- 5.1.78. From M. Cameron, an email dated June 6, 2022★
- 5.1.79. From P. Chaves, an email dated June 6, 2022★
- 5.1.80. From G. Ledbetter, an email dated June 6, 2022★
- 5.1.81. From L. Donovan, an email dated June 6, 2022★◆
- 5.1.82. From M. Hamilton, an email dated June 6, 2022★
- 5.1.83. From L. Westlake, an email dated June 6, 2022

- 5.1.84. From T. Kainer, an email dated June 6, 2022★
- 5.1.85. From C. Douglas, an email dated June 6, 2022★
- 5.1.86. From J. Kane, an email dated June 6, 2022★
- 5.1.87. From A. Lucas, an email dated June 6, 2022★
- 5.1.88. From S. Beckstead, an email dated June 6, 2022★
- 5.1.89. From J. Shefrin, an email dated June 6, 2022
- 5.1.90. From S. Bodner, an email dated June 6, 2022★
- 5.1.91. From M. Higginson, an email dated June 6, 2022
- 5.1.92. From S. Wiseman, an email dated June 6, 2022★
- 5.1.93. From L. Rand, an email dated June 6, 2022★
- 5.1.94. From A. Carson-Trefzger, an email dated June 6, 2022
- 5.1.95. From P. Ferner, an email dated June 6, 2022
- 5.1.96. From M. Iezzi, an email dated June 6, 2022★
- 5.1.97. From D. Barber, an email dated June 6, 2022★⊙
- 5.1.98. From A. Parrott, an email dated June 6, 2022
- 5.1.99. From M. Reay, an email dated June 6, 2022★
- 5.1.100. From D. Downey, an email dated June 6, 2022★
- 5.1.101. From J. Best, an email dated June 6, 2022★
- 5.1.102. From D. Maynard, an email dated June 6, 2022
- 5.1.103. From A. Good, an email dated June 6, 2022★
- 5.1.104. From S. Khan, an email dated June 6, 2022★
- 5.1.105. From A. Emerson, an email dated June 6, 2022★
- 5.1.106. From M. Huggard, an email dated June 6, 2022★
- 5.1.107. From S. Emerson, an email dated June 6, 2022★
- 5.1.108. From K. Sauvé, an email dated June 6, 2022★⊙
- 5.1.109. From S. Wilkinson, an email dated June 6, 2022★
- 5.1.110. From L. Wyatt, an email dated June 6, 2022★
- 5.1.111. From T. Boudreau, an email dated June 6, 2022★◆
- 5.1.112. From J. Larkin, an email dated June 6, 2022★
- 5.1.113. From K. Innes, an email dated June 6, 2022
- 5.1.114. From S. Jaffer, an email dated June 6, 2022

- 5.1.115. From J. Jardin, an email dated June 6, 2022★
- 5.1.116. From C. London, an email dated June 6, 2022★
- 5.1.117. From M. Myers, an email dated June 6, 2022★
- 5.1.118. From D. Zoutman, an email dated June 6, 2022★
- 5.1.119. From N. Myers, an email dated June 6, 2022★
- 5.1.120. From N. Hunt, an email dated June 6, 2022★⊙
- 5.1.121. From B. Leifso, an email dated June 6, 2022★
- 5.1.122. From P. Ryan, an email dated June 6, 2022★
- 5.1.123. From S. Clements, an email dated June 6, 2022★
- 5.1.124. From Q. Bui, an email dated June 6, 2022★
- 5.1.125. From S. Wight, an email dated June 6, 2022★
- 5.1.126. From L. Jamieson, an email dated June 6, 2022★
- 5.1.127. From L. MacDougall, an email dated June 6, 2022★
- 5.1.128. From J. Stanton, an email dated June 6, 2022★
- 5.1.129. From S. Weima, an email dated June 6, 2022★
- 5.1.130. From E. Saaltink, an email dated June 6, 2022★
- 5.1.131. From S. Ryan, an email dated June 6, 2022★
- 5.1.132. From H. Lamb, an email dated June 6, 2022★
- 5.1.133. From G. Coburn, an email dated June 6, 2022★◆
- 5.1.134. From B. Gluska, an email dated June 6, 2022★
- 5.1.135. From T. Hagberg, an email dated June 6, 2022★
- 5.1.136. From S. Harmer, an email dated June 6, 2022
- 5.1.137. From J. Glatt, an email dated June 6, 2022★
- 5.1.138. From K. Flowers, an email dated June 6, 2022★
- 5.1.139. From S. Garrison, an email dated June 6, 2022★
- 5.1.140. From D. Garrison, an email dated June 6, 2022★
- 5.1.141. From P. Cox, an email dated June 6, 2022★
- 5.1.142. From J. Pacheco, an email dated June 6, 2022★
- 5.1.143. From R. Matheson, an email dated June 6, 2022★
- 5.1.144. From K. Florent, an email dated June 6, 2022★⊙
- 5.1.145. From C. Caccomo-Finlayson, an email dated June 6, 2022★

- 5.1.146. From D. Doran, an email dated June 6, 2022★◆
- 5.1.147. From B. Tozzo, an email dated June 6, 2022★
- 5.1.148. From H. Mathers, an email dated June 6, 2022★
- 5.1.149. From L. O'Connor, an email dated June 6, 2022★
- 5.1.150. From M. Montgomery, an email dated June 6, 2022★
- 5.1.151. From R. Dykins, an email dated June 6, 2022★
- 5.1.152. From V. Johnston, an email dated June 6, 2022★
- 5.1.153. From D. Sadler, an email dated June 6, 2022
- 5.1.154. From K. McDevitt, an email dated June 7, 2022★
- 5.1.155. From J. McAvoy, an email dated June 7, 2022★
- 5.1.156. From M. Jones, an email dated June 7, 2022★⊙
- 5.1.157. From C. Dwane, an email dated June 7, 2022★⊙
- 5.1.158. From K. Cornfield, an email dated June 7, 2022★
- 5.1.159. From L. Reid, an email dated June 7, 2022★◆
- 5.1.160. From L. Thompson, an email dated June 7, 2022★
- 5.1.161. From A. Stewart, an email dated June 7, 2022★
- 5.1.162. From E. Todd, an email dated June 7, 2022★
- 5.1.163. From K. Lewis, an email dated June 7, 2022★
- 5.1.164. From B. O'Connor, an email dated June 7, 2022★⊙
- 5.1.165. From N. Gingras, an email dated June 7, 2022★
- 5.1.166. From D. Reid, an email dated June 7, 2022★
- 5.1.167. From A. Itzkow, an email dated June 7, 2022★
- 5.1.168. From A. Kaufman, an email dated June 7, 2022★
- 5.1.169. From A. Boks, an email dated June 7, 2022★
- 5.1.170. From N. Carrie, an email dated June 7, 2022★◆
- 5.1.171. From M. Burke, an email dated June 7, 2022★
- 5.1.172. From I. Robson, an email dated June 7, 2022★◆
- 5.1.173. From L. MacLellan, an email dated June 7, 2022★⊙
- 5.1.174. From K. Phillips, an email dated June 7, 2022★
- 5.1.175. From B. Edwards, an email dated June 7, 2022★
- 5.1.176. From F. Graham, an email dated June 7, 2022★⊙

- 5.1.177. From V. T. Bui, an email dated June 7, 2022★
- 5.1.178. From R. Fraser, an email dated June 7, 2022★
- 5.1.179. From C. Sinclair, an email dated June 7, 2022★
- 5.1.180. From C. Lavery, an email dated June 7, 2022★
- 5.1.181. From S. McKeown, an email dated June 7, 2022★
- 5.1.182. From B. Allen, an email dated June 7, 2022★
- 5.1.183. From K. Braun, an email dated June 7, 2022
- 5.1.184. From G. Grisenthwaite, an email dated June 7, 2022★⊙
- 5.1.185. From K. McNeill, an email dated June 7, 2022★
- 5.1.186. From R. Dykins, an email dated June 7, 2022★⊙
- 5.1.187. From T. Bruce, an email dated June 7, 2022★
- 5.1.188. From W. L. Perkins, an email dated June 7, 2022
- 5.1.189. From C. Kalil, an email dated June 7, 2022◆
- 5.1.190. From D. Crawford, an email dated June 7, 2022★
- 5.1.191. From D. Redmond, an email dated June 7, 2022★
- 5.1.192. From M. Kalil, an email dated June 7, 2022◆
- 5.1.193. From G. Van houten, an email dated June 7, 2022⊙
- 5.1.194. From N. Salay, an email dated June 7, 2022★
- 5.1.195. From J. Vince, an email dated June 7, 2022★◆
- 5.1.196. From S. Campbell, an email dated June 7, 2022★◆
- 5.1.197. From C. Son, an email dated June 7, 2022★
- 5.1.198. From M. Lloyd, an email dated June 7, 2022
- 5.1.199. From M. Grimard, an email dated June 7, 2022★⊙

Sent / Received since distribution of the agenda

- 5.1.200. From J. Martin, an email dated June 7, 2022★⊙
- 5.1.201. From A. Hobill, an email dated June 7, 2022★
- 5.1.202. From G. Bender, an email dated June 7, 2022★
- 5.1.203. From D. Thompson, an email dated June 7, 2022★
- 5.1.204. From G. Rines, an email dated June 7, 2022★
- 5.1.205. From M. Venditti, an email dated June 7, 2022★

- 5.1.206. From D. Veronneau, an email dated June 7, 2022★
- 5.1.207. From N. Dallaire, an email dated June 7, 2022★◆
- 5.1.208. From E. Barnabei, an email dated June 7, 2022★
- 5.1.209. From M. Bentley, an email dated June 7, 2022★
- 5.1.210. From P. Durnford, an email dated June 7, 2022
- 5.1.211. From A. Loken, an email dated June 7, 2022★
- 5.1.212. From S. Savor, an email dated June 7, 2022★⊙
- 5.1.213. From A. Itzkow, an email dated June 7, 2022
- 5.1.214. From M. Bresson, an email dated June 7, 2022★
- 5.1.215. From D. Grimard, an email dated June 7, 2022★
- 5.1.216. From S. Baron, an email dated June 7, 2022★
- 5.1.217. From A. Rousseau, an email dated June 7, 2022
- 5.1.218. From M. Beaulieu, an email dated June 7, 2022★◆
- 5.1.219. From G. Castillo, an email dated June 7, 2022★
- 5.1.220. From A. Davidson-Harden, an email dated June 7, 2022★
- 5.1.221. From A. Amos, an email dated June 7, 2022★
- 5.1.222. From L. Adams, an email dated June 7, 2022★
- 5.1.223. From A. Carrie, an email dated June 7, 2022◆
- 5.1.224. From D. Wigmore, an email dated June 7, 2022
- 5.1.225. From C. Rutka, an email dated June 7, 2022★
- 5.1.226. From S. Russell, an email dated June 7, 2022★◆
- 5.1.227. From H. Kaufman, an email dated June 7, 2022★
- 5.1.228. From R. Attewell, an email dated June 7, 2022★⊙
- 5.1.229. From R. Schulze, an email dated June 7, 2022★
- 5.1.230. From D. Larqcque, an email dated June 7, 2022★
- 5.1.231. From J. Lalonde, an email dated June 7, 2022
- 5.1.232. From A. Mills, an email dated June 7, 2022★
- 5.1.233. From L. Main, an email dated June 7, 2022★
- 5.1.234. From T. Main, an email dated June 7, 2022★
- 5.1.235. From G. Landis, an email dated June 7, 2022★
- 5.1.236. From E. Baker, an email dated June 7, 2022★

- 5.1.237. From A. Rymal, an email dated June 7, 2022★
- 5.1.238. From M. Edwards, an email dated June 7, 2022★
- 5.1.239. From A. Bonham, an email dated June 7, 2022
- 5.1.240. From K. Kimmett, an email dated June 7, 2022★⊙
- 5.1.241. From M. Dopking, an email dated June 7, 2022★◆
- 5.1.242. From R. Macleod, an email dated June 7, 2022★◆
- 5.1.243. From A. Macleod, an email dated June 7, 2022★◆
- 5.1.244. From H. Wilson, an email dated June 7, 2022★
- 5.1.245. From S. Graham, an email dated June 7, 2022◆
- 5.1.246. From J. Moellman, an email dated June 7, 2022★◆
- 5.1.247. From C. Bourque, an email dated June 7, 2022★◆
- 5.1.248. From B. Presley, an email dated June 7, 2022★
- 5.1.249. From B. Reed, an email dated June 7, 2022★◆
- 5.1.250. From C. Cameron, an email dated June 7, 2022★◆
- 5.1.251. From R. Theal, an email dated June 7, 2022★
- 5.1.252. From T. Ware, an email dated June 7, 2022★◆
- 5.1.253. From the Office of the City Clerk, a letter dated June 8, 2022 thanking M. Stewart for appearing as a delegation at the June 7, 2022 meeting of Council and confirming that the resolution asking Kingston City Council to express its opposition to the unstaffed pilot project was defeated.

KFPL Monitoring Report to the Board

Executive Limitation Policy L-9

Communication and Counsel

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

Accordingly, they may not:

- 1. Neglect to submit monitoring data required by the Board (see policy on Monitoring Chief Librarian Performance) in a timely, accurate and understandable fashion, directly addressing provisions of the Board policies being monitored.**

According to the schedule for submission of monitoring data for Executive Limitations and Ends, the following report(s) are included:

- Financial Condition (Q2-2022)
 - Requests for Review of Library Materials (Q2-2022)
 - Statistical Report (Q2-2022)
 - Staff Relations and Volunteers
 - KFPL Vision 2021 and Beyond – Status Update (January-June 2022)
- 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.**

ARUPLO Guidelines Revisions

The Administrators of Rural-Urban Public Libraries of Ontario (ARUPLO) are working on a 4th edition of their *Guidelines for Rural / Urban Public Library Systems*. These guidelines supplement the Ontario Public Library Guidelines and “are expressed as targets for a library to provide an appropriate level of service for its community.”

New Minister of Tourism, Culture and Sport

The Honourable Neil Lumsden was sworn in as the new Minister of Tourism, Culture and Sport on June 24th. Ontario Library Association and Federation of Ontario Public

Libraries staff have been reaching out to newly appointed and returning ministers and ministry staff.

Emergency Executive Succession Update

Executive Limitations Policy L-6 covers Emergency Executive Succession. This is reported on annually in January. The report includes assigning directors to be Acting Chief Library/CEO during planned and unplanned absences of the Chief Librarian/CEO. N. Charles had been assigned this role from September-December 2022 but is now scheduled to return to work in January 2023. An update is therefore required to the Acting schedule. K. Sutherland Mills will serve as Acting Chief Librarian/CEO for September and October, and S. Quigley for November and December.

Extended Hours Project

Plans are being finalized for the next round of community engagement on the Extended Hours Project. Staff were busy with Branch Hours and Library Facility Plan engagements in July and August.

Meetings, Professional Development and Partnerships

[See Appendix A](#)

KFPL Incident Reports by Category

[See Appendix B](#)

Summary of Patron Feedback

[See Appendix C](#)

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.**

To my knowledge, the Board is in compliance with its policies.

4. **Fail to marshal for the Board as many staff and external points of view, issues and options as needed for fully informed Board choices.**

Staff and external points of view are provided as needed.

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.

Every effort is made to keep reports brief and to the point.

6. Fail to provide a mechanism for official Board, officer or committee communications.

Mechanisms are provided for these purposes, including the board portal.

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.

My dealings have either been with the Board as a whole or with the chair on matters within her jurisdiction.

8. Fail to report in a timely manner an actual or anticipated non-compliance with any policy of the Board.

Compliance is anticipated in all areas.

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.

All such items appear on this month's agenda.

I hereby present my monitoring report on Executive Limitation Policy L-9, Communication and Counsel according to the schedule set out.

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 'Laura Carter', with a stylized, cursive script.

Laura Carter, CEO/Chief Librarian

September 13, 2022

Appendix A:

Meetings, Professional Development and Partnerships

Delegation to Kingston City Council

- June 7, 2022

Library Facilities Plan Steering Committee Meeting

- June 8, 2022

Annual Institute on Library as Place Planning Committee Meeting

- June 9, 2022

Federation of Ontario Public Libraries Annual General Meeting

- June 10, 2022

Administrators of Rural-Urban Public Libraries of Ontario Meeting

- June 10, 2022

Library Facilities Plan Steering Committee Meeting

-June 27, 2022

Tour of Central Frontenac Branches

- June 28, 2022

Annual Institute on Library as Place Planning Committee Meeting

- July 5, 2022

Annual Institute on Library as Place Conference

- July 7-8, 2022

Annual Institute on Library as Place Planning Committee Meeting

- August 3, 2022

S. Kanellos, D. Korneluk, T. Peterson, D. Kennedy, City of Kingston

- August 9, 2022

R. Noordegraaf, H. Mitchell, City of Kingston

- August 18, 2022

M. Stewart and N. Nossal

- August 22, 2022

Homelessness Collective Impact Committee

- August 26, 2022

U. Wilkinson, Friends of the Library

- September 7, 2022

Friends of the Library Board Meeting

- September 7, 2022

United Way Women United Event

- September 12, 2022

Appendix B:**KFPL Incident Reports by Category (June 7, 2022 to September 9, 2022)****Accident**

- 2022-152 Door alarm triggered (Calvin Park, June 8)
 - 2022-190 Bumps at Stories in the Park program (Central, July 14)
 - 2022-207 Patron needed a ride and band-aids (Central, July 28)
 - 2022-258 Young patron hit head on self-checkout (Isabel Turner, Sept. 7)
-

Alcohol and Drugs

- 2022-160 Crack pipe in parking lot (Central, June 15)
 - 2022-171 Bonfire and beer (Isabel Turner, June 27)
 - 2022-180 Intoxicated patron found sleeping (Isabel Turner, July 9)
 - 2022-185 Drug paraphernalia (Calvin Park, July 13)
 - 2022-189 Beer can found in branch (Isabel Turner, July 14)
 - 2022-199 Teens (Isabel Turner, July 21)
 - 2022-212 Crack pipe (Calvin Park, Aug. 2)
 - 2022-232 Person using crackpipe in parking garage (Central, Aug. 17)
 - 2022-233 Sleepy patron (Calvin Park, Aug. 17)
 - 2022-237 Sharps container broken open (Isabel Turner, Aug. 23)
 - 2022-239 Substance (drug residue) found in washroom (Calvin Park, Aug. 23)
 - 2022-250 Bong in parking garage (Central, Aug. 30)
-

Facilities

- 2022-157 Broken glass jar – exterior front entrance (Calvin Park, June 13)
 - 2022-173 Branch door unlocked (Mountain Grove, June 28)
 - 2022-174 Camping and garbage (Central, June 30)
 - 2022-175 Elevator out of service (Central, July 2)
 - 2022-178 Door alarm triggered (Calvin Park, July 6)
 - 2022-183 People loitering in covered garage (Central, July 12)
 - 2022-186 Door to boiler room unlocked (Hartington, July 13)
 - 2022-193 Broken window (Rideau Heights, July 16)
 - 2022-203 Alarm triggered by staff (Central, July 26)
 - 2022-240 Elevator out of service (Isabel Turner, Aug. 25)
-

General

- 2022-151 Incoming call via elevator phone (Central, June 9)
- 2022-153 Teens blocking emergency exit (Isabel Turner, June 8)
- 2022-154 Patron ill in washroom (Central, June 9)
- 2022-158 Concerned patrons (Isabel Turner, June 13)
- 2022-162 Teens on the roof (Isabel Turner, June 16)
- 2022-164 Possible theft (Rideau Heights, June 18)
- 2022-165 Child ran into window (Rideau Heights, June 18)
- 2022-166 Kids playing hide and seek around media box (Rideau Heights, June 18)
- 2022-169 Elevator entrapment (Isabel Turner, June 22)
- 2022-177 Patron ban enforced (Isabel Turner, July 5)
- 2022-179 Teens blocking entrance/exit (Isabel Turner, July 5)
- 2022-181 Drink thrown on person outside the library (Central, July 11)
- 2022-184 Unattended mobility scooter (Isabel Turner, July 12)
- 2022-187 Patron escorted out by police (Central, July 13)
- 2022-191 Police arrest a young person (Isabel Turner, July 13)
- 2022-192 Medical supplies found (Isabel Turner, July 16)
- 2022-197 Shoe on roof (Sydenham, July 21)
- 2022-200 Dog in distress (Pittsburgh, July 20)
- 2022-204 Mess left in study room (Rideau Heights, July 25)
- 2022-206 Elevator out of service (Isabel Turner, July 27)
- 2022-208 Garbage, alcohol, vandalism and weapons (Isabel Turner, July 28)
- 2022-210 Teen fight, assault in park (Isabel Turner, July 27)
- 2022-211 Missing person (Isabel Turner, July 30)
- 2022-214 Child left unattended by group (Rideau Heights, Aug. 3)
- 2022-220 Sleeping, abusive patron enters the library (Central, Aug. 8)
- 2022-221 Ill patron (Calvin Park, Aug. 9)
- 2022-227 Patron needs first aid (Central, Aug. 15)
- 2022-229 Bollards, tape and cardboard removed branch window (Rideau Heights, Aug. 15)
- 2022-230 Sleeping outside (Calvin Park, Aug. 16)
- 2022-231 Patron smoking in family washroom (Central, Aug. 16)
- 2022-234 Unattended duffle bag (Central, Aug. 20)
- 2022-242 Missing person found (Isabel Turner, Aug. 25)

-
- 2022-244 Bag, including knife, found in public washroom (Calvin Park, Aug. 27)
 - 2022-243 Backpack containing knife found outside branch (Calvin Park, Aug. 27)
 - 2022-246 Patron stung by bee getting on bus (Isabel Turner, Aug. 29)
 - 2022-251 Sleeping outside (Calvin Park, Aug. 31)
 - 2022-254 Overnight stay debris (Central, Sept. 2)
 - 2022-257 Dumping of books at maintenance door (Isabel Turner, Sept. 7)
 - 2022-259 Bollards removed from window (Rideau Heights, Sept. 7)
 - 2022-260 Viewing inappropriate material (Central, Sept. 7)
 - 2022-261 Discarded clothing (Calvin Park, Sept. 8)
 - 2022-262 Bloodied man (Calvin Park, Sept. 8)
 - 2022-263 Patron sleeping outside (Calvin Park, Sept. 9)
-

Patron Behaviour

- 2022-149 Angry patron (Rideau Heights, June 3)
- 2022-155 Complaint about volume of school visit (Isabel Turner, June 9)
- 2022-163 Frustrated patron (Calvin Park, June 17)
- 2022-168 Child punched during program, accusations made (Isabel Turner, June 20)
- 2022-176 Patron shouting at another patron (Central, June 30)
- 2022-195 Sleeping patron – swearing, escorted out (Central, July 19)
- 2022-196 Patron asked to leave for the day (Isabel Turner, July 21)
- 2022-198 Misuse of public computer, pornography (Central, July 21)
- 2022-201 Patron sitting on top of filing cabinets (Central, July 26)
- 2022-205 Property damage (Isabel Turner, July 27)
- 2022-213 Unattended children (Rideau Heights, Aug. 3)
- 2022-215 Patron in accessible washroom for extended time (Central, Aug. 6)
- 2022-224 Aggressive behaviour (Isabel Turner, Aug. 11)
- 2022-225 Mental health, patron in crisis (Isabel Turner, Aug. 12)
- 2022-226 Disruptive behaviour, crisis team and police called (Isabel Turner, Aug. 13)
- 2022-236 Verbal disagreement between patrons (Central, Aug. 22)
- 2022-238 Unwell patron (Calvin Park, Aug. 23)
- 2022-241 Disruptive patron (Central, Aug. 25)
- 2022-247 Poorly parked car blocking access (Central, Aug. 30)
- 2022-248 Confused patron (Isabel Turner, Aug. 26)
- 2022-249 Yelling and swearing at public computer (Central, Aug. 30)

- 2022-252 Disruptive patron experiencing delusions (Central, Aug. 30)
 - 2022-253 Harassment at computers (Central, Aug. 31)
 - 2022-255 Banning notice delivered (Calvin Park, Sept. 2)
 - 2022-256 Children fighting (Rideau Heights, Sept. 3)
 - 2022-264 Damage to computer table (Central, Sept. 8)
-

Theft or Property Damage

- 2022-150 Vandalism in family washroom (Isabel Turner, June 8)
 - 2022-156 Attempted book theft (Central, June 11)
 - 2022-159 Broken exterior window (Mountain Grove, June 14)
 - 2022-161 Stolen bike (Isabel Turner, June 15)
 - 2022-167 Stolen bike (Calvin Park, June 18)
 - 2022-170 Vandalism/graffiti (Isabel Turner, June 25)
 - 2022-172 Bike theft from racks (Central, June 28)
 - 2022-188 Vandalism (Isabel Turner, July 14)
 - 2022-194 Vandalism to outdoor furniture (Sydenham, July 14)
 - 2022-202 Light fixture stolen (Storrington, July 26)
 - 2022-209 Burnt cigarette found with book returns (Isabel Turner, Aug. 2)
 - 2022-219 Bike theft reported to police (Calvin Park, Aug. 6)
 - 2022-222 Bike theft (Isabel Turner, Aug. 9)
 - 2022-228 Graffiti (Isabel Turner, Aug. 15)
 - 2022-235 Delivery left and opened (Central, Aug. 22)
-

Appendix C:

Summary of Patron Feedback (June 7, 2022 to September 9, 2022)

Accessibility

- Thank you!!! I absolutely LOVE the library as a concept and CloudLibrary/Hoopla, which makes books accessible to me (as I have reading difficulties). I go through about 100 books/year. (July 19)
-

Branch Operations

- Positive feedback about the lively and community-oriented atmosphere of the Rideau Heights branch. (June 8)
 - Thank you to your incredible staff for always being so helpful. The library is a very inclusive and friendly place and you're such a wonderful addition to the community. (June 29)
 - Thank you so much for the awesome mystery pack. Your clever references to my name did not go unnoticed. I'm happy to learn about two new series that I will be exploring further this summer. Mystery packs helped me get through COVID lockdowns and gave me something to look forward to. (July 14)
 - Inquiry about Tech Tutors returning to branches. (July 18)
-

Collections

- Supportive comment received from a patron regarding anti-Pride actions in other cities: "This is awful. So thankful that KFPL has wonderful supportive displays and access to all sorts of books." (June 23)
 - The best sports documentary I have ever watched. More than 10 hours long (5 parts). A masterpiece by ESPN Films and I got to see it because it was in the KFPL collection! (June 27)
 - Negative patron feedback about the children's French collection. (July 21)
 - Science of Reading post: "Did I just pass from joy, seeing this on our community's public library website? Yes, yes I did. Way to go @KFPL!!!" (Aug. 30)
-

Customer Service

- Patron concerned about children circulating in the recreation centre. (June 8)
- Thanks for the excellent service provided to me for many years by the staff at the Calvin Park Branch. The staff are always pleasant, polite and patient in answering my

inquiries and it is much appreciated. It is great to have full service back after the COVID 19 pandemic. (June 23)

- We often only hear complaints but not so much compliments. I would like to recognize the staff member at the Calvin Park Branch for assisting me with the copy machine. (Aug. 3)

Facilities

- Negative comment from a patron about the cluster of potholes at the entrance of the parking lot to the Isabel Turner branch. (June 7)
- We love the changes to the [Rideau Heights] branch, it looks great! (June 27)
- Just took a moment to savour this completely beautiful community garden @Ispspoonful has put up with volunteers outside my local @KFPL library branch, Calvin Park, under its 'grow a row' program. Beautiful for so many reasons. (Aug. 30)

General

- How fortunate are we to have a public library within walking distance of our school!?! A big thank you for the wonderful tour, scavenger hunt, book recommendations and support checking out books. A first time visit for many! (June 15)
- Look out world!! We've got library cards now! Super big thank you for the amazing info session and tour yesterday at the Calvin Park Branch. (June 17)
- We had such a great time at the Central Branch. We LOVED the puppet show! We were the perfect audience. (June 24)
- One of my favourite libraries (Central Branch) ... it's even better than Ottawa main branch. (July 15)
- I truly appreciate have a reservation ready for me the same day I finish a book and want another one. I know I have more books out but so far the reservations have all been from a series I'm devouring. (Aug. 30)

Other

- Negative feedback received from a patron about the Wi-Fi issues at the Sydenham Branch. (July 4)
- Comment re: Extended Hours Project "I was a little surprised to read a few weeks back about the Library pilot project. I am glad to hear it didn't go thru." (Aug. 10)
- A patron called to ask if we would be reinstating the tech tutors program again. She used this service in the past and found it helpful. She is a senior who recently bought

an iphone and is looking for some help. (Sept. 7)

Programs

- I had the most magical time this afternoon celebrating Pride with KFPL and your families! (June 11)
 - Drag Queen Storytime was so much fun. Had a great time. (June 13)
 - A grandmother of a child who attended Stories in the Park commented after the program that she had been in early child care for over 45 years and she really enjoyed the program. (June 14)
 - An attendee from the outdoor Garden Party program at Rideaucrest for senior residents and nursery school children commented that the KFPL programming staff are really making a difference in people's lives. (June 22)
 - Staff at Rideaucrest said that residents are really enjoying KFPL's Reminiscing Kits.
 - Patron request for more adult programming at the Sydenham branch. (July 21)
 - Negative feedback re: Drag Queen Storytime "I don't believe it's a good idea to have this type of activity in Kingston for children. Drag queens are more for adults if that's what they wish to participate in." (Aug. 8)
 - I love this so much [Pawsitive Reading]. (Aug. 30)
-

Self-Service

- I tried to get movies from the Media box at Rideau Heights library. However, the Media box is out of function for several weeks. (Sept. 1)
-

Staff

- [Staff member] has the best job; building relationships w/community underrepresented at library; interview @cbcradio sharing books for "newcomers, settlers + Indigenous folks to read" in communities; "vowel noises" makes space to intro #Indigenous authors. (June 8)
 - I really needed to get a library card but was too anxious about it, and then the people at the booth made it fun and easy and now I have a card! (June 20)
 - Had such a nice chat with [staff member] at the World Refugee Day event at KCHC. (June 27)
 - Sitting in the Central branch and pleased with how helpful a staff is being for someone with a disability who needed help printing. (Aug. 3)
-

KFPL Key Activities and Highlights

September 2022

Community Engagement

- ▶ Open house events were held in nine County branches (all but Arden and Howe Island) to gather community feedback on the draft Library Facilities Plan recommendations and proposed changes to hours of operation. Township-specific recommendations were sent to all regional cardholders by email in advance, with an invitation to attend the open house or submit feedback by email or telephone.
- ▶ Consultation on the draft Statement of Solidarity and Acknowledgement engaged selected members of the Indigenous community, including the Shabot Obaadjiwan First Nation and the Highland Waters Metis Council.

Programming and Outreach

- ▶ Working with community partners, KFPL provided programming and outreach for Canada Day, Emancipation Day, movie nights and markets at Springer Market Square, and other summertime events. As part of our outreach for the summer reading programs, KFPL visited sites throughout the City, including Artillery Park, Culligan Water Park, Kingston Military Family Resource and the Kingston East Community Centre.
- ▶ KFPL has expanded the number of in-person programs, both indoor and outdoor, to meet patrons' expectations and needs. Popular in-person children's programs are returning, including STEM Stars, LEGO My Library, and early years programming. Virtual programs for the fall will include author talks and presentations on topics such as scholarship writing and mathematical models for the pandemic.
- ▶ KFPL's collaborated with EarlyON in South Frontenac, offering six Stories at the Point in Sydenham from June through August. This program continues through September, along with a special celebration on September 21 in Inverary.
- ▶ Our ever-popular puppet show tour took place in August with visits to Sharbot Lake, the Wolfe Island Community Garden, the Rideau Heights and Kingston East Community Centres, Calvin Park and Turner.
- ▶ KFPL is partnering with Le Conseil des écoles catholiques du Centre-Est (CECCE) for a monthly French storytime at the Isabel Turner Branch starting in September.
- ▶ KFPL will collaborate with Indigenous artists, authors and chefs to deliver programming leading into the National Day for Truth and Reconciliation (Sept. 30). Liv Rondeau led a

Services and Collections

- [illegible]

- ▶ A number of museum passes were added to the collection. KFPL patrons can now borrow passes to the Canadian Museum of History and The Canadian War Museum.
- ▶ Passes to the Royal Ontario Museum will soon be available. In accordance with the ROM's outreach goals, passes will be provided to branches where the census showed

a low median income for the region or specific neighbourhoods; passes will be available in North and Central Frontenac, Rideau Heights, Calvin Park and Central.

- ▶ Implemented new website feature that allows self-published and independently published authors to submit their work for Collection consideration.
- ▶ Check out these **new releases** from July and August:



Staff News

- ▶ Dwayne Feltham joined KFPL as a Maintenance Assistant.
- ▶ Magnus Berg joined KFPL as the Librarian, Analytics.
- ▶ Cheyenne Stewart joined KFPL as the temporary Teen and New Adult Librarian.
- ▶ Tianyi Fu, Nancy Gatica, Sophie Harmsen, Se Jung Hwang, Krina McMullen, Erin O'Grady, Liam Porter, Rose Silver, joined KFPL as Pages.
- ▶ Israa Abou El Nour and Joanne Whitfield joined KFPL as Urban Relief Library Assistants.
- ▶ Temporary Programmer Rosey Pratt joined KFPL as a Permanent Urban Relief Library Assistant.
- ▶ Jacqueline Parry and Israa Abou El Nour joined KFPL as Temporary LA, Weekend Workers.

Facilities

- ▶ The Bishop's House project is ongoing with installation and painting of windows now underway.
 - ▶ HVAC recommissioning at the Isabel Turner and Calvin Park branches will be taking place late-September.
 - ▶ Rideau Heights window covering retrofit project will have a start-up site meeting on Wednesday September 14th where plans and schedules will be finalised.
 - ▶ Investigation into Central's basement plumbing issues are underway and a schedule and final costing for the project should be complete late September.
 - ▶ Central Frontenac Township is undertaking building repairs at the Arden branch, including a new accessibility ramp. The old ramp has been removed and the building is only accessible via stairs at this time. We expect the ramp project to be complete by September 30th.
-

KFPL Report to the Board

Subject: Requests for Review of Library Materials (Q2-2022)

Prepared by: G. Langdon, Manager, Branches and Collections

Date of meeting: September 21, 2022

Background:

Kingston Frontenac Public Library provides a process for members of the public to identify concerns about books and other material in the Library's collection. The Request for Review of Library Materials is a means for patrons to communicate concerns about specific materials to Library staff and encourages meaningful conversation about intellectual freedom. Requests for Review are dealt with in the context of the Collections Development Policy, which was last approved by the Library Board in February 2022. 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 of Library materials are made in writing by submitting a 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 who are not satisfied with the response will be invited to meet with the CEO and members of the review team. The final decision on any challenge to the collection rests with the CEO.

Analysis:

In the second Quarter of 2022, KFPL received two Requests for Review of Library Materials. In one case, the CRT decided to remove the item from the collection. In the other case, the CRT opted to retain the item in the collection. Details follow:

1. *The Western Path (2022)*, by Peter Goodchild

This a nonfiction work that argues overpopulation and the likely collapse of Western society are the result of multiculturalism, globalism, and human migration. Alongside this analysis, the author shares survival skills and reflects on his personal life and childhood

Summary of Patron Comments

The patron felt that the work is transphobic and racist. The patron felt that the author's credentials do not provide adequate authority to support wide-ranging historical, political, and cultural analysis. The patron observed that the work appears to lack third party reviews. The patron requested that the Library restrict access to the item or remove it from the collection.

Findings and Action Taken

Upon review of the work, the CRT decided to remove the title from the Library's collection for reasons related to the work's authority, accuracy, clarity, lack of reviews, relationship to other items in the collection, and absence in other public library collections. The decision of the CRT was communicated to the patron as per the Guidelines for Requests for Review of Library Materials. The patron expressed no dissatisfaction with the response.

Date Resolved

May 2022

2. *Once Upon a Tim (2022)*, by Stuart Gibbs, illustrated by Stacy Curtis

This is a humorous children's novel. The item is the first volume of a projected middle grade series.

Summary of Patron Comments

The patron felt that the work perpetuates negative stereotypes of neurodivergence and normalizes the mistreatment of neurodivergent individuals. The patron requested that the Library review the book and reconsider its place in the collection.

Findings and Action Taken

Upon consideration of the work, its favourable reviews, its presence in library

systems across Canada, and its frequent circulation at KFPL, the CRT decided to retain the title. As per the Collection Development policy, the CRT observed that parents and guardians are responsible for determining which books are appropriate for children in their care. The decision of the CRT was communicated to the patron as per the Guidelines for Requests for Review of Library Materials. While the patron expressed disappointment with the decision, the patron did not elect to appeal the decision.

Date Resolved

June 2022

Recommendations:

This report is for informational purposes only.

KFPL Monitoring Report to the Board

Communication and Counsel

Statistical Report – 2nd Quarter 2022

Performance data for the second quarter of 2022 is available in Appendix A and reports on the following measures:

- Circulation (direct and renewals) of all materials
- Patron queries (reference, reader's advisory, technology)
- Internet use (computer sessions and wireless access)
- E-services (website visits, patron queries, online database use and cloudLibrary (e-books/e-audiobooks)
- Social media activity (Facebook, Twitter, Instagram, YouTube) and engagement
- Programs (in-house and outreach) and attendance
- Meeting room bookings

Factors Influencing Year-Over-Year Comparisons:

COVID-19 Service Interruptions:

- All branches of the Library were closed as of March 16, 2020 to help prevent the spread of COVID-19.
- Reopening began with curbside pickup of reservations during the week of June 1, 2020 at all 16 branches. Branches were operating on reduced hours, offering a mix of open to the public and curbside hours, or were offering curbside only hours, until December 26, 2020 when Provincial regulations mandated the return to curbside service only.
- Library branches re-opened on February 11, 2021 until April 3, when all public libraries in Ontario were mandated to return to curbside service for the remainder of the second quarter. Rural branches operated at full hours, urban branches on reduced hours. Evening hours were re-introduced at the Isabel Turner branch the week of November 15, 2021.
- Rideau Heights opened for Saturday service from 10-2 beginning March 13, 2021. Starting November 17, 2021, the branch opened Wednesdays from 10-6.
- As of May 2, 2022 library branches returned to almost full operating hours, with the exception of the Central, Calvin Park, and Isabel Turner Branches, which are closing at 8pm instead of 9pm Monday-Thursday.

- Rooms have been unavailable to rent several times since the start of the COVID-19 pandemic. They were available to rent for Q2 of 2022, but use has been impacted by the ongoing pandemic.

Other Closures and Service Changes or Interruptions:

- The Arden Branch was closed October 9 – 29, 2019 for installation of flooring and shelving and to be painted.
- The Central Branch re-opened on March 23, 2019, having been closed since November 2016 for renovations. The 2019 statistics for other branches, particularly Calvin Park, Isabel Turner and Pittsburgh are impacted by Central resuming service, and a drop in circulation at those branches was expected.
- The mobile library was located at the INVISTA Centre from mid-September 2019 to mid-June 2022, when it was moved to the Kingston East Community Centre. It was out of service from March 17, 2020 to March 13, 2022 due to COVID-related closures.
- Hoopla borrows were lowered from 6 to 4 per month in May 2019.
- Digital magazines were provided by RBDigital until December 2020. The company was sold, and the service discontinued, forcing a change in vendors. Our new digital magazine service, Flipster, launched February 1, 2021. There are far fewer titles available through Flipster. Alternatives are being actively explored.

Appendix A: Performance Statistics – 2nd Quarter 2022

Circulation

Circulation includes direct circulation as well as renewals. The circulation figures are generated by KFPL's integrated library system (ILS) on a monthly basis. The final column compares current circulation to pre-pandemic levels, but Q2 2019 was also impacted by the Central Branch reopening. Q2 Circulation in 2022 is 26% lower than it was in 2019 but is 40% higher than it was in 2021.

Figure 1: Circulation

Branch	2019	2020	2021	2022	19 vs 22
Arden	1,667	188	1,154	1,282	-23%
Calvin Park	62,179	5,901	30,444	39,613	-36%
Central	48,640	3,398	16,927	30,006	-38%
Cloyne	1,666	193	976	1,606	-4%
Hartington	2,139	224	1,492	1,366	-36%
Howe Island	704	141	558	703	0%
Isabel Turner	86,138	6,822	37,277	67,239	-22%
Mountain Grove	696	105	542	825	19%
Parham	836	138	661	655	-22%
Pittsburgh	17,927	2,177	10,831	13,762	-23%
Plevna	920	87	541	704	-23%
Rideau Heights	8,499	883	4,453	6,823	-20%
Sharbot Lake	2,707	295	1,701	1,813	-33%
Storrington	2,208	360	2,106	2,041	-7%
Sydenham	9,562	1,203	6,034	7,109	-26%
Wolfe Island	1,872	250	1,631	1,394	-25%
Mobile	151	0	0	44	-70%
Virtual (renewals)	69,762	2,810	49,221	57,322	-18%
Telephone (renewals)	707	29	204	n/a	n/a
TOTAL	318,980	25,204	166,753	234,307	-26%

*Telephone renewal system needs to be replaced. Staff are investigating options and pricing. Patrons are being called manually by staff in the interim.

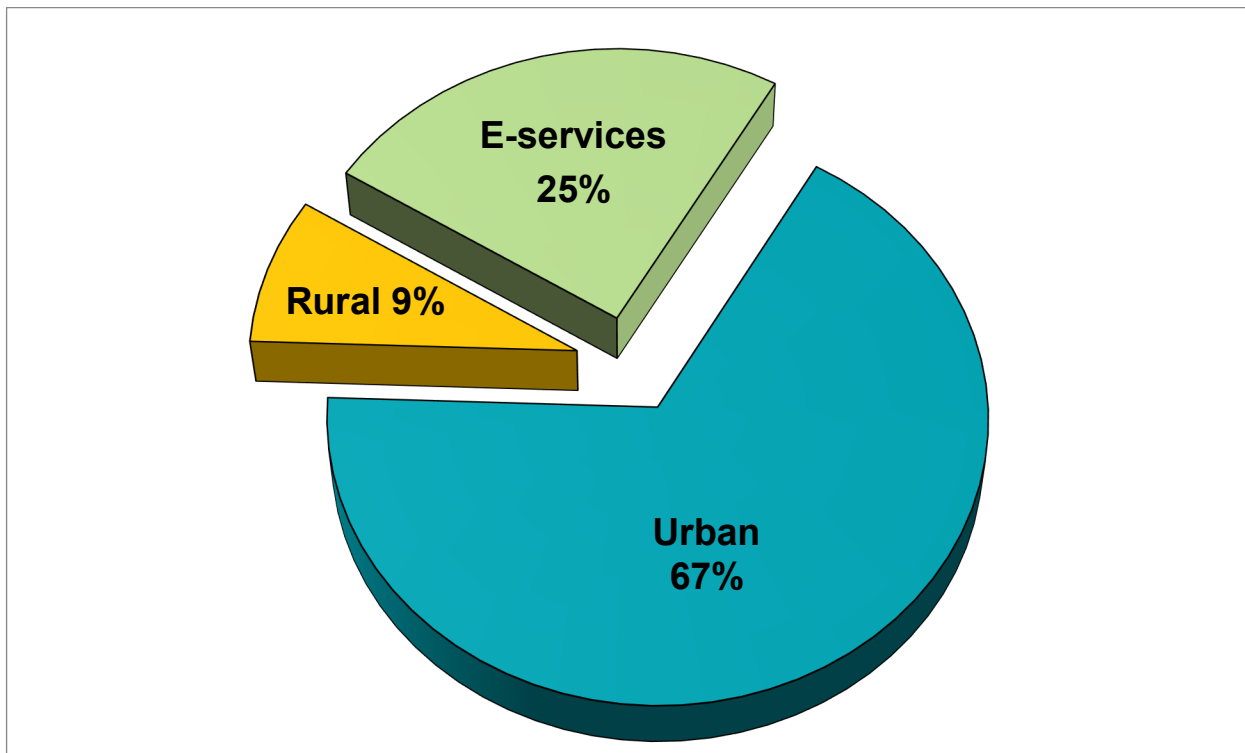
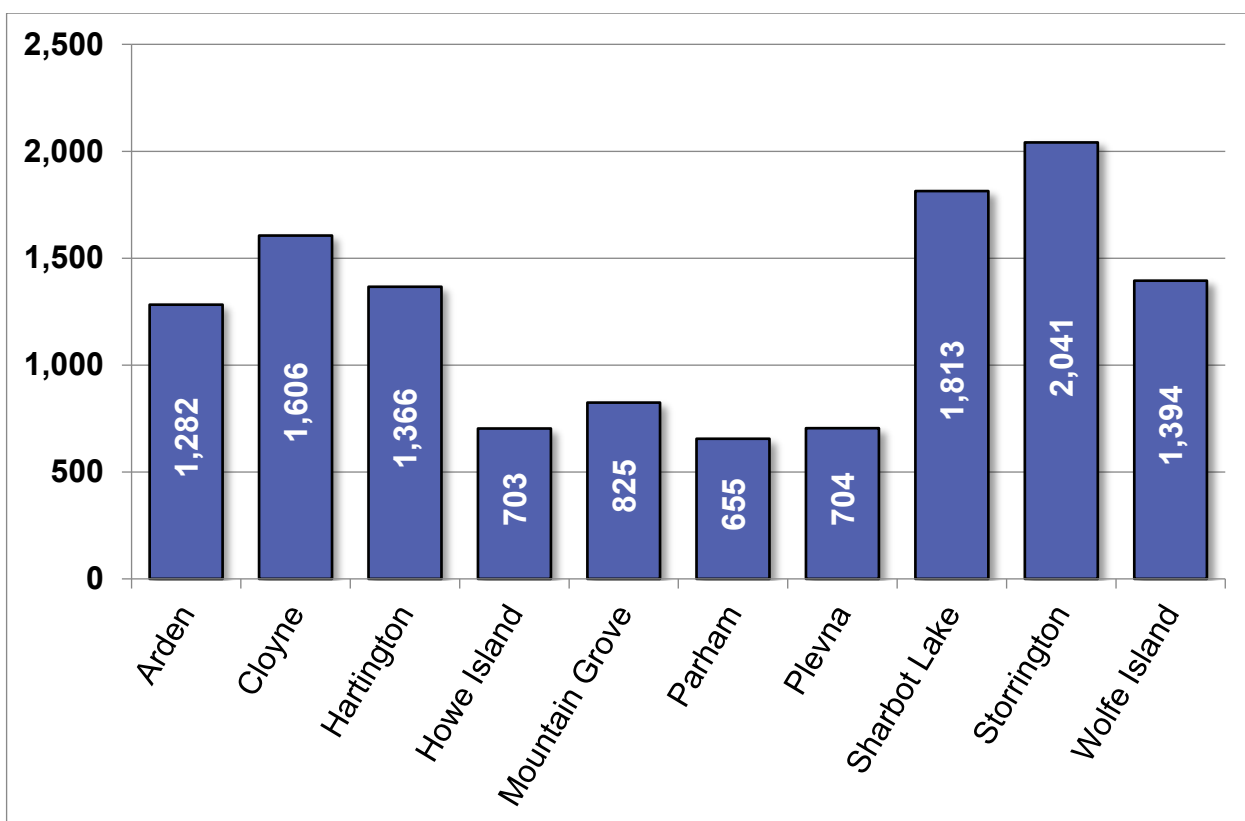
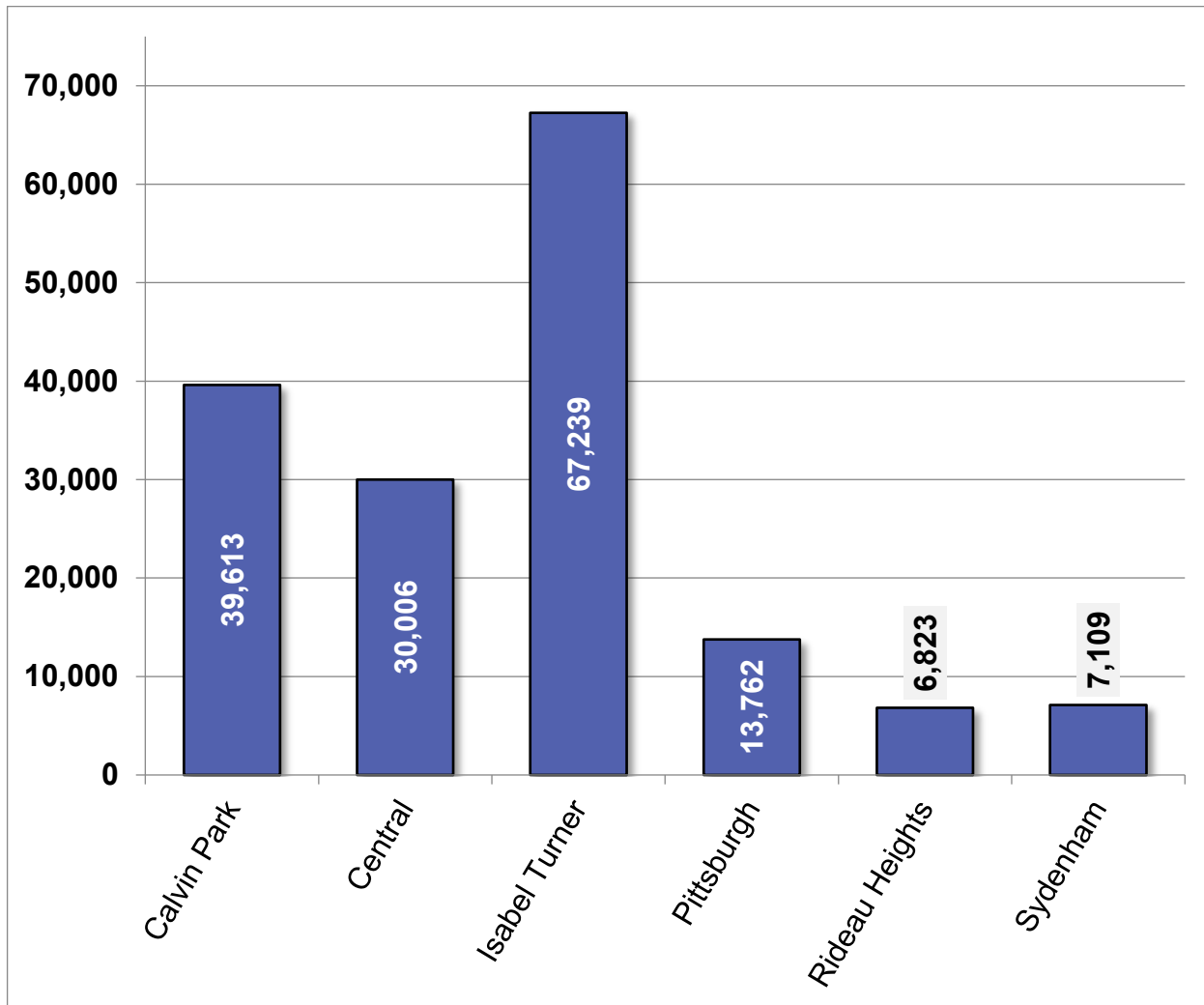
Figure 2: Circulation Percentages Overview**Figure 3: Circulation – Rural Branches**

Figure 4: Circulation – Kingston and Sydenham**Figure 5: Circulation Per Capita**

Region	Population 2021	Circulation Q2 2022	Circulation per capita
City of Kingston	132,485	157,443	1.18
Township of South Frontenac	20,188	10,516	0.52
Township of Central Frontenac	4,892	4,575	0.94
Township of North Frontenac	2,285	2,310	1.01
Township of Frontenac Islands	1,930	2,097	1.09

Patron Queries

Patron queries include reference, reader's advisory and technology. Patron queries are reported by staff members using definitions from the Ministry of Tourism, Culture and Sport. Virtual questions include all patron queries (account, reference, reader's advisory and technology).

Figure 6: Patron Queries by Branch

Branch	2019	2020	2021	2022
Arden	355	n/a	228	272
Calvin Park	2,624	n/a	4,374	3,407
Central	8,065	n/a	4,593	3,620
Cloyne	427	n/a	186	207
Hartington	536	n/a	127	74
Howe Island	286	n/a	0	27
Isabel Turner	7,382	n/a	3,619	3,032
Mountain Grove	125	n/a	161	244
Parham	617	n/a	495	452
Pittsburgh	1,445	n/a	2,964	1,551
Plevna	272	n/a	56	120
Rideau Heights	1,913	n/a	793	1,539
Sharbot Lake	634	n/a	414	384
Storrington	58	n/a	164	132
Sydenham	703	n/a	662	666
Wolfe Island	1,102	n/a	379	443
Virtual	1,559	3,504	2,266	2,353
TOTAL	28,103	3,504	21,481	18,523

Internet and Wi-Fi Use

Internet use statistics are the number of sessions initiated on KFPL's public access computers and express stations (use of online public access catalogues (OPAC) and research stations are not included). The number of computer stations available was reduced for physical distancing at the beginning of the pandemic, and this continued through Q2 2022. There were no or minimal wait times for computers, even with the reduced number of stations, and use will be analyzed to determine the optimal number of computers going forward.

A change in Wi-Fi access points and software has resulted in new methods of tracking statistics.

Figure 7: Public Computer Bookings by Branch

Branch	2019	2020	2021	2022
Arden	71	n/a	0	7
Calvin Park	5,379	n/a	36	2,187
Central	3,548	n/a	1,030	2,051
Cloyne	58	n/a	0	12
Hartington	25	n/a	0	2
Howe Island	9	n/a	0	0
Isabel Turner	6,207	n/a	43	2,804
Mountain Grove	35	n/a	0	9
Parham	15	n/a	0	4
Pittsburgh	410	n/a	1	105
Plevna	41	n/a	0	13
Rideau Heights	883	n/a	9	463
Sharbot Lake	193	n/a	0	52
Storrington	6	n/a	0	12
Sydenham	353	n/a	5	233
Wolfe Island	143	n/a	0	13
TOTALS	17,376	n/a	1,124	7,967

Figure 8: Wi-Fi Use by Branch

Branch	Unique Users/ Devices	Time Connected (minutes)	Data Used (MB)
Arden	31	13,380	15,000
Calvin Park	625	189,660	582,000
Central	1,139	451,860	1,475,000
Cloyne	142	42,480	58,000
Hartington	21	8,520	8,000
Howe Island	5	1,140	3,000
Isabel Turner	1,266	243,720	1,291,000
Mountain Grove	24	6,480	14,000
Parham	5	1,080	600
Pittsburgh	n/a	n/a	n/a
Plevna	44	13,980	123,000
Rideau Heights	182	28,740	95,000
Sharbot Lake	62	9,720	60,000
Storrington	11	4,620	5,000
Sydenham	50	5,820	10,000
Wolfe Island	36	6,600	8,000
TOTALS	3,643	1,027,800	3,748,000

Figure 9: Wi-Fi Use Per Capita

Region	Population 2021	Time Used per capita	Data Used per capita
City of Kingston	132,485	7 minutes	26 MB
Township of South Frontenac	20,188	1 minutes	1.1 MB
Township of Central Frontenac	4,892	6 minutes	18.3 MB
Township of North Frontenac	2,285	25 minutes	79.2 MB
Township of Frontenac Islands	1,930	4 minutes	5.7 MB

Social Media and Engagement

Social media statistics are used to measure the effectiveness of KFPL's digital marketing and engagement efforts, and to inform decisions around service design and delivery.

Figure 10: Social Media

Platform	Measure	2019	2020	2021	2022
Facebook	Engagement	4,463	8,589	3,581	5,016
	Likes	3,357	3,946	4,435	3,531
	Posts	82	133	251	411
Instagram	Engagement	1,105	1,178	10,598	15,363
	Followers	1,158	1,835	2,278	2,607
	Posts	39	46	102	63
	Views of Video	226	455	8,521	14,191
TikTok	Engagement	n/a	n/a	n/a	1,011
	Followers	n/a	n/a	n/a	35
	Posts	n/a	n/a	n/a	36
	Views	n/a	n/a	n/a	16,213
Twitter	Engagement	537	1,012	1,678	2,253
	Followers	3,594	3,680	3,946	4,230
	Mentions	653	276	305	472
	Tweets	162	261	485	729
YouTube	Posts	3	109	59	33
	Subscribers	n/a	231	823	1013
	Views	320	9,914	6,326	9,531

Figure 11: Engagement

Engagement Type	Description / Title	Subscribers
KFPL Newsletters	Grow	1,004
	Connect	11,674
	Create	1,409
	Engage	537

E-services

The Kingston Frontenac Public Library offers a variety of online resources, including Hoopla (music, film, television); Kanopy (film); Lynda.com (online courses); cloudLibrary (e-books, e-audiobooks) and Flipster (magazines). Online databases include Ancestry (library edition), Mango Language Learning, Press Reader (newspapers and magazines), Novelist (reader's advisory) and other products.

Figure 12: E-Services

Resource	Category	2019	2020	2021	2022
Ancestry Library	Uses	3,531	27,509	20,544	15,553
cloudLibrary	E-audiobooks	8,580	12,542	19,808	22,114
	E-books	25,324	31,533	51,354	45,236
Hoopla	Uses	3,852	5,197	4,384	4,135
Kanopy	Uses	n/a	n/a	1,848	1,942
LinkedIn Learning	Certificates completed	73	101	137	125
	Users	380	291	385	239
Mango Language	Uses	715	1,282	1,023	8,257
Newspapers & Articles	Uses	32,477	32,756	33,554	30,743
RB Digital / Flipster	Uses	5,469	7,851	622	2,286
Website	Visits	281,711	179,881	194,082	194,272
TOTAL		362,112	298,943	327,741	324,902

*Ancestry Library Edition was available for home use when COVID-19 restrictions were in place. The Library's license is for in-library use only.

Programming

Programming is an integral part of the Kingston Frontenac Public Library's service to the public. The events and programs offered are responsive to the interests and needs of the communities served by our branches and support the Library's mission, vision and strategic plan. All programs are designed with measurable outcomes and evaluated regularly. The Library also reviews suggestions for events and programs and uses various mechanisms to gather community input to assist in setting programming priorities and plans.

Figure 13: Session/Events and Attendance

User Group	Category	2019	2020	2021	2022
Adult	Session / Events	105	11	72	84
	Attendance	-	188	627	990
Children and Family	Session / Events	275	41	97	170
	Attendance	-	102	959	4,153
Mixed / All Ages	Session / Events	216	0	0	1
	Attendance	-	1,939	0	14
Outreach	Session / Events	42	0	0	18
	Attendance	-	0	0	1,592
Teen	Session / Events	30	4	10	14
	Attendance	-	3	98	174
TOTALS	Session / Events	668	56	179	287
	Attendance	12,592	2,232	1,684	6,923

*A new room booking, and program calendar was implemented in 2019 and resulted in the loss of some data. Total attendance statistics are available, but individual event attendance is not.

Meeting Room Bookings

Meeting rooms and event spaces in KFPL's urban branches are available to rent when not being used for Library purposes (e.g., programs).

Figure 14: Room Bookings by Location

Branch	Room	2019	2020	2021	2022
Calvin Park	Community	61	n/a	0	31
Central	Meet 1	25	n/a	12	29
	Meet 2	29	n/a	9	28
	Meet 3	11	n/a	3	24
	Meet 4	4	n/a	3	4
Isabel Turner	Cataraqui	17	n/a	1	15
	Room A	27	n/a	0	6
	Room B	12	n/a	0	1
	Gates Training	2	n/a	1	39
TOTALS		188	n/a	29	177

Figure 15: Room Bookings by Type

Booking Type	2019	2020	2021	2022
Book Clubs	7	n/a	0	3
City of Kingston	27	n/a	0	2
Education	56	n/a	0	5
Government	11	n/a	0	14
In House	4	n/a	29	130
Private	0	n/a	0	18
Private Cultural	81	n/a	0	5
Read for Fun	2	n/a	0	0
Writersfest	n/a	n/a	n/a	0
TOTAL	188	n/a	29	177

Total Uses

Figure 16: Total Uses

Branch	Internet	Wireless	Program Attendance	E-services	Patron Queries	Circulation	TOTAL
Arden	7	31	-	-	272	1,282	1,592
Calvin Park	2,187	625	-	-	3,407	39,613	45,832
Central	2,051	1,139	-	-	3,620	30,006	36,816
Cloyne	12	142	-	-	207	1,606	1,967
Hartington	2	21	-	-	74	1,366	1,463
Howe Island	0	5	-	-	27	703	735
Isabel Turner	2,804	1,266	-	-	3,032	67,239	74,341
Mountain Grove	9	24	-	-	244	825	1,102
Parham	4	5	-	-	452	655	1,116
Pittsburgh	105	n/a	-	-	1,551	13,762	15,418
Plevna	13	44	-	-	120	704	881
Rideau Heights	463	182	-	-	1,539	6,823	9,007
Sharbot Lake	52	62	-	-	384	1,813	2,311
Storrington	12	11	-	-	132	2,041	2,196
Sydenham	233	50	-	-	666	7,109	8,058
Wolfe Island	13	36	-	-	443	1,394	1,886
Mobile	-	-	-	-	-	44	44
System-wide	-	-	6,923	324,902	2,353	57,322	391,500
TOTAL	7,967	3,643*	6,923	324,902	18,523	234,307	596,265

*This number represents the total number of unique users who accessed wi-fi, not total uses.

KFPL Monitoring Report to the Board

Executive Limitation Policy L-5

Financial Condition – 2nd Quarter 2022

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.

CEO Interpretation:

I interpret "may not expend more funds than have been received" 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 that are part of the approved operating budget.

Compliance will be demonstrated:

When expenses do not exceed expected revenues.

Evidence:

The budget variance report to June 30, 2022 shows that expenses were at 46% while revenues came in at 48%.

2. Use any specifically designated Long Term Reserves, except for their designated purposes.

CEO Interpretation:

I interpret long term reserves to mean a fund designated for a specific purpose and identified as such.

Compliance will be demonstrated:

- The reserves are used for the purposes designated by the Board and Council.
- Bequests and other gifts held in long term reserves are used for the purposes designated by the donor.

Evidence:

The Board's reserve accounts for capital projects are held and administered by the

City of Kingston.

The Verna Steele bequest is held in a reserve account with the City of Kingston and is administered by the Library. It has been used to purchase accessible library materials as per the terms of the bequest.

The parking reserve is funded through parking fees at the Central Branch (covered parking lot) and is used for repairs and upgrades to the lot. It is held in a reserve account with the City of Kingston and is administered by the Library.

3. Conduct inter-fund shifting except with the authorization of the municipal councils, as stipulated in the *Public Libraries Act*, Sec 24.

CEO Interpretation:

I interpret this to mean that funds are not moved from one fund to another fund (e.g., from one reserve account to another or between operating and capital budgets).

Compliance will be demonstrated:

No inter-fund shifting has occurred, unless authorized by the municipal councils.

Evidence:

Quarterly budget reports are provided to the Library Board. There is no inter-fund shifting by Kingston Frontenac Public Library staff.

4. 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.

CEO Interpretation:

I interpret this to mean that the Library will never be in a financial position where it is unable to meet payroll or other financial obligations.

Compliance will be demonstrated:

When revenues are equal or greater than expenses at all times and payroll and other financial obligations are processed in a timely manner.

Evidence:

The City of Kingston administers the payroll and account payable functions. Cash flow is monitored by the City of Kingston and by the Library's Budget/HR Analyst.

5. Allow tax payments or other government-ordered payments or filings to be overdue or inaccurately filed.

CEO Interpretation:

I interpret “tax payments” to mean source deductions for employee income taxes. “Other government ordered payments or reports” include employee source deductions for pensions, workers’ compensation, employment insurance and associated monthly and annual reports related to these payments. “Government reports” also include the Ministry of Heritage, Tourism and Sport’s annual survey and grant application and the Registered Charity Information return.

“Overdue” is interpreted to mean paid or filed after the due date. “Incorrectly filed” is interpreted to mean deliberately falsified or containing errors, other than minor calculation errors.

Compliance will be demonstrated:

- Statements of accounts from the City of Kingston/government agency verify on-time receipts of payments and reports.
- The auditor reports that no falsified information is uncovered by a random sampling of filing.

Evidence:

- The City of Kingston administers the payroll and accounts payable functions and submits source deductions and tax instalments on behalf of the Kingston Frontenac Public Library.
- The 2021 audited financial statements were presented by the auditors and received by the Board at the May 2022 board meeting.
- The Registered Charity Information return was filed after the audit was finalized and the Canada Revenue Agency has confirmed receipt.
- The annual survey has been submitted to the Ministry of Heritage, Tourism and Sport.

6. Make a single purchase or commitment of greater than the amount allowed in the Procurement of Goods and Services Policy.**CEO Interpretation:**

I interpret ‘single purchase’ to mean a one-time discrete purchase of a good or service. ‘Commitment’ means a promise to purchase or lease a good or service either as a one-time discrete purchase or as a multi-year contract or lease.

Compliance will be demonstrated:

The CEO has not made purchases or commitments of greater than the amount

allowed in the Procurement of Goods and Services Policy.

Evidence:

No purchases or commitments of greater than the amount allowed in the Procurement of Goods and Services Policy were made during the period covered by this report.

7. Acquire, encumber or dispose of real property.

CEO Interpretation:

I interpret “real property” to mean land and building as per s.19(1) of the *Public Libraries Act*, R.S.O. 1990, c. P44. “Acquire” and “encumber” mean by purchase, lease, expropriation or otherwise erect, add or alter buildings (PLA, s.19 (1)(b)(c)). “Dispose” means sell, lease, or otherwise dispose of any land or structure that is no longer required for the Board’s purpose (PLA, s. 19 (d)).

Compliance will be demonstrated:

Written procedures/agreements are in place.

Evidence:

The Library Board receives operating funding for the operation and maintenance of the buildings housing the branches in the City of Kingston. Large scale renovations and maintenance projects are funded through the capital funds which are designated for this purpose. Funding for maintenance and operation is included in both the operating and capital budgets which are approved by the Library Board and municipality.

The buildings housing County of Frontenac branches are owned, operated, and maintained by the Frontenac Townships.

In compliance with the *Public Libraries Act* and this policy I did not acquire, encumber, or dispose of real property on behalf of the Library Board during the time period covered by this report.

8. Fail to provide quarterly accurate and detailed financial statements showing budgeted and year-to-date figures.

CEO Interpretation:

I interpret accurate to mean that the financial statements are free from material misstatements, either due to fraud or error. I interpret detailed to mean that financial statements show budgeted and year-to-date figures as well as year over year

comparisons.

Compliance will be demonstrated:

Quarterly financial statements are presented to the Library Board.

Evidence:

The budget variance report to June 30, 2022 has been provided to the Library Board at the September 21, 2022 meeting.

I hereby present my monitoring report on Executive Limitation Policy L-5, Financial Condition: 2nd Quarter 2022.

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 13, 2022



Kingston Frontenac Public Library
Budget Variance Report
June 30, 2022

2021 Comparison

Description	Actuals	Annual Budget	Variance \$	Actuals to Budget %	Actuals Q2 2021	Actuals to Budget %
	Year to Date					
EXPENSES						
Salaries and wages	1,439,334	3,180,357	-1,741,023	45%	1,489,504	48%
Part-Time Wages	550,546	1,155,956	-605,409	48%	478,997	43%
Pages Part-Time Wages	124,132	311,591	-187,459	40%	116,297	38%
Overtime	15,917	36,276	-20,358	44%	3,641	12%
Payroll benefits	648,159	1,453,993	-805,834	45%	650,669	47%
Retirees benefits	34,733	56,074	-21,341	62%	33,898	50%
WSIB	0	300	-300	0%	0	0%
Total Staff Costs	2,812,821	6,194,546	-3,381,725	45%	2,773,006	46%
Adult popular mat'ls	164,544	400,000	-235,456	41%	216,934	52%
Child/youth pop mat'ls	73,463	170,200	-96,737	43%	96,529	57%
Electronic resources	155,087	312,200	-157,113	50%	155,518	57%
Serials	20,062	32,896	-12,834	61%	22,428	53%
Total Material	413,157	915,296	-502,139	45%	491,410	54%
Office Supplies	21,618	60,000	-38,382	36%	17,905	30%
Vehicle repairs & maintenance	1,499	5,400	-3,901	28%	2,247	45%
Vehicle fuels and lubricants	4,556	9,000	-4,444	51%	3,577	38%
Computer Equipment	13,525	78,535	-65,010	17%	34,519	46%
Software	3,192	9,000	-5,808	35%	5,350	59%
Furniture and fixtures	1,768	12,250	-10,482	14%	3,768	26%
Advertising	8,327	9,000	-673	93%	3,606	40%
Telephones/Cell Phones	13,943	33,136	-19,193	42%	13,182	38%
Internet Connectivity	23,324	37,518	-14,194	62%	24,149	65%
Fees, subscription, membership	7,166	12,100	-4,934	59%	8,961	83%
Mileage	3,441	11,300	-7,859	30%	2,634	23%
Education and training	13,152	40,600	-27,448	32%	12,487	31%
Misc Expense	4,742	7,500	-2,758	63%	5,683	81%
Delivery, postage & shipping	2,654	8,000	-5,346	33%	1,768	18%
Cash over (short)	-1	0	0	0%	-0	0%
Professional services	3,550	26,500	-22,950	13%	0	0%
Contracted services - system wide	231,400	309,605	-78,205	75%	217,853	72%
Programs	20,861	26,870	-6,009	78%	21,318	87%
Equipment rentals	3,882	9,648	-5,766	40%	3,950	31%
Interest & Service Charges	1,064	2,500	-1,436	43%	806	32%
Allocated Insurance	13,896	24,100	-10,204	58%	12,234	61%
Total System-Wide	397,561	732,561	-335,000	54%	395,997	55%
Facilities						
Protective Clothing	912	2,000	-1,088	46%	1,261	62%
Cleaning supplies	14,898	27,000	-12,102	55%	7,105	25%
Tools & Equipment	2,497	10,200	-7,703	24%	1,735	16%
Repairs & maintenance	9,708	10,200	-492	95%	4,506	69%
Water and Sewer	6,170	12,625	-6,455	49%	5,029	40%
Natural Gas	35,099	59,838	-24,739	59%	30,795	56%
Electricity	65,627	204,632	-139,005	32%	76,194	37%
Contracted Services	75,530	162,750	-87,220	46%	100,234	61%
Total Facilities	210,441	489,245	-278,805	43%	226,858	46%
Total Expenditures	3,833,979	8,331,648	-4,497,669	46%	3,887,270	48%
REVENUES						
Provincial Subsidy	0	-297,138	297,138	0%	0	0%
Project Grants	-14,526	-30,000	15,474	48%	-31,874	106%
Printer/Photocopier Revenue	-6,506	-23,465	16,959	28%	-1,962	8%
Fines/Damages	-5,345	-10,400	5,055	51%	-1,365	10%
Non-Resident Fees	-3,057	-9,339	6,282	33%	-1,833	20%
Facility Rentals	-4,061	-45,000	40,939	9%	-625	1%
Donations	-9,814	-11,000	1,186	89%	-16,489	165%
Expenditure Recovery	-21,114	-40,000	18,886	53%	-23,825	60%
Miscellaneous Revenue	-660	-10,000	9,340	7%	-977	10%
County of Frontenac	-453,229	-906,458	453,229	50%	-443,252	50%
City of Kingston	-3,474,424	-6,948,848	3,474,424	50%	-3,405,910	50%
Total Revenue	-3,992,737	-8,331,648	4,338,912	48%	-3,928,113	48%
Net Deficit (Surplus)	-158,757	0	-158,757		-40,842	

KFPL Monitoring Report to the Board

Executive Limitation Policy L-2

Staff Relations and Volunteers

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.**

CEO Interpretation:

KFPL promotes a workplace that is diverse and inclusive, free of discrimination and harassment, and that provides equal opportunity employment.

Compliance will be demonstrated:

When organizational documents and conduct reflect the Library's commitment to inclusion.

Evidence:

- Several policies, procedures and initiatives outline the Library's commitment to a diverse and inclusive workplace. These include the Workplace Harassment policy – reviewed and approved by Board annually; the Anti-nepotism policy – reviewed and approved by Board once per term; the Accommodation policy and the Standards of Conduct for KFPL Employees Policy, reviewed and approved by Board once per term. The Workplace Inclusion Committee is working to implement the Workplace Inclusion Charter, and diversity and accessibility statements are included on all job postings. 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. The Patron Code of Conduct is in place to establish expectations of patron behaviour and treatment of staff, including harassment. Signs have been posted prominently in City of Kingston branches regarding treatment of staff and other patrons.
- Banning guidelines have been developed to provide guidance for staff in dealing with inappropriate patron behaviour.

2. Operate without personnel procedures which clarify personnel rules for staff, provide for effective handling of grievances, and protect against wrongful conditions.

CEO Interpretation:

I interpret this to mean that KFPL operates with written personnel procedures which clarify rules, provide for the effective handling of grievances, and protect against wrongful conditions.

Compliance will be demonstrated:

When written procedures/agreements are in place.

Evidence:

- KFPL has collective agreements with its unionized staff (Canadian Union of Public Employees (CUPE) 2202 and 2202.01).
- KFPL has an agreement with its permanent non-union employees.
- Written policy and program descriptions are in place for KFPL volunteer positions.
- Several policies outline expectations for staff. These include the Standards of Conduct for KFPL Employees Policy, reviewed and approved by Board once per term; the KFPL Employee Online and Social Media Policy, reviewed and approved by Board annually; the Procurement of Goods and Service Policy and Asset Disposal Policy, reviewed and approved by Board once per term.
- Additional staff policies, such as, but not limited to, Service Feedback Standards and Impairment in the Workplace are in place to clarify expectations.

3. Discriminate against or discipline any staff member for expressing an ethical dissent.

CEO Interpretation:

I interpret dissent to mean the holding or expression of opinions at variance with those commonly or officially held and ethical to refer to moral principles that govern a person's behaviours. I interpret discriminate to mean unjust or unfavourable treatment of a person.

Compliance will be demonstrated:

No staff member has been disciplined or discriminated against for expressing an ethical dissent.

Evidence:

To my knowledge no staff member has been disciplined or discriminated against for expressing an ethical dissent.

4. Fail to acquaint staff with their rights under this policy.**CEO Interpretation:**

I interpret this to mean that KFPL provides orientation and training to acquaint staff members with their rights.

Compliance will be demonstrated:

When staff are provided with the time to review relevant policies and procedures and the opportunity to ask questions and seek clarification to confirm understanding.

Evidence:

- Orientation of new staff includes coverage of rights and responsibilities, training required under the *Occupational Health and Safety Act* and time to meet with a CUPE representative as per the current collective agreements.
- Staff are regularly assigned KFPL policy documents to review through the Library's Learning Management System (LMS).

5. Allow an employment environment that is detrimental to the morale and productivity of staff.**CEO Interpretation:**

I interpret this to mean that KFPL operates efficiently and effectively and offers mechanisms for staff to ask questions, state concerns and to provide feedback.

Compliance will be demonstrated:

When written procedures/agreements are in place and mechanisms are provided for staff to bring forward items of concern, including the Library's Joint Health and Safety Committee (JHSC) and the Union-Management Committee (U-M).

Evidence:

- Written policies and procedures are in place to provide direction to staff in carrying out their duties, and training is provided.
- Regular Union-Management and Joint Health and Safety Committee meetings are held.
- No grievances have been filed since the last report in May 2022.

I hereby present my monitoring report on Executive Limitation Policy L-2, Staff Relations and Volunteers.

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', with a stylized flourish at the end.

Laura Carter, CEO/Chief Librarian

September 13, 2022

KFPL Ends Report to the Board

KFPL Vision 2021 and Beyond

Status Update – January to June 2022

A. Unique Impactful Services

Our services are our hallmark. While the library provides a vast array of electronic data, e-books, books, movies, music and local history, it is our services that transform these resources into facts, solutions, ideas and reading enjoyment for the people of Kingston Frontenac. We will design and deliver unique services to enable the people of our community to manage this digital environment effectively.

A.1 Review and adjust our portfolio of services and programs.

KFPL continued to adapt programming to meet patrons' needs and expectations as COVID-19 restrictions eased. In the spring, KFPL increased outdoor program offerings and gradually introduced indoor, in-person programs, such as the LEGO Robotics programs at the Isabel Turner and Rideau Heights branches.

A.2 Segment the market for our services.

To support the ongoing implementation of our strategic marketing plan, KFPL launched quarterly meetings bringing together a broad group of staff for a guided conversation with the marketing team. Each gathering will include representatives from rural and urban branches, along with members of the programming, collections, web and marketing teams.

Engage KFPL was added to our newsletter options, making it easier for community members with a particular interest in KFPL's planning and decision-making to stay up to date. It also simplifies communication with these patrons while protecting their privacy.

A.3 Review how and when services are offered, exploring and most importantly, piloting different hours, alternative delivery modes and non-traditional spaces.

KFPL engaged Monteith Brown Planning Consultants to develop a Library Facilities Plan to assess KFPL's needs, assess existing facilities, and identify gaps and opportunities for library space. Community consultation launched in April for this project and continued through August.

Representatives from the programming team at the Kingston Indigenous Languages Nest met with KFPL staff to recommend changes to facilities that would make them more inclusive for Indigenous members of the community.

KFPL staff implemented the first phase of engagement related to Extended Hours at the Pittsburgh Branch. Additional engagement will be completed in Q3 and Q4.

A.4 Complete a Collections Audit, specifically examining the collections in terms of balance of format, content relevance, overuse/underuse and budget allocation.

See D.2.

A French-language eBook and eAudiobook service, Cantook Station, was added to the library's digital offerings in April to better serve the francophone community.

B. Difference-Making Spaces

The book-bound hushed library has long passed. It has, rightfully, been replaced with spaces that bring information alive to spark ideas, deepen understandings, and engage people in community-specific discussions. Our spaces must make a difference for the people of Kingston Frontenac at all ages and stages. Our spaces must blend the paper and digital worlds with service options ranging from self-serve to staff-intensive consultations. Using technologies and innovative approaches we will push our walls ever further out, extending our resources and personalized problem-solving services to where residents are. We will configure virtual and physical spaces that are accessible, inviting and purposeful for residents to explore, discover, create, study and read.

B.1 Explore a new facility model for both physical and virtual spaces that most effectively complements our service delivery model.

See A.3

B.2 Redefine the role of the Central Library to better reflect its unique position in downtown Kingston and the potential for stronger partnerships with other organizations and a greater contribution to municipal objectives for the downtown, cultural and heritage resources, tourism and economic development.

Major renovations on the Central Branch were completed and the building reopened in March 2019. Efforts to animate the building and regain users who moved to other branches during the renovations are ongoing. The Branch hosts a rotating exhibit

curated by Kingston and Area Association of Museums, Galleries & Historic Sites. The Gather space on the first floor will be used as a polling location for the October Municipal election. Various other programs and specialized collections, such as the local history collection, draw people into the Branch.

B.3 Consistent with the identified facility model, improve and strengthen branches/buildings by a) participating in the City, County and Township asset management plans and b) creating flexible, welcoming, accessible branches.

KFPL has engaged in planning meetings with the City where process integration models have been discussed. Staff have been working with Central Frontenac staff to improve safe access to the Arden branch.

C. Community-Focused Relationships

In today's world no organization is an island, nor should it be. We have always partnered with community organizations and suppliers to extend our service possibilities and maintain operational efficiencies. During this planning period we will intensify our collaborations with other organizations, focusing always on how – together – we will best enable the people of Kingston Frontenac to participate in the digital information-intensive world. We'll collaboratively deliver specialized programs that will provide the information and knowledge which people in all phases of their lives need to pursue their aspirations.

C.1 Intensify our partnerships and collaborative relationships with a few organizations to design and deliver unique, highly needed services that no one organization can do alone.

KFPL engaged Three Things Consulting to support the development of a Land Acknowledgement and Statement of Solidarity. Initial circle conversations launched the process in Q2. Selected members of the Indigenous community have been consulted to guide the development of a final draft.

KFPL partnered with Repair Café Kingston to develop an on-going monthly series where community members connect with volunteers to fix broken items.

Partnerships with Queen's University included the new Growing Up Human series offered with the Department of Psychology, the Between the Covers Romance Reading Kit with the Sexual Health Resource Centre, a Canada Reads series with Queen's Libraries, and an Early Literacy Fair that included several other partners.

KFPL partnered with Loving Spoonful on the development of a Community Garden at the Calvin Park Branch.

KFPL was selected as one of three Ontario libraries to partner with the CBC. Events included an art unveiling and a panel discussion with community leaders and was followed up with a live broadcast of *All in a Day* showcasing local musicians and themes.

C.2 Develop mechanisms to share information and expertise with community leaders and organizations, specifically the Mayors, CAO's, Councils and City and County Staff.

Regular updates are provided to City and County staff, Mayors and Councillors as appropriate. L. Carter has been attending regular Community Check-in Zoom calls with Mayor Paterson and other community organizations since the beginning of the pandemic.

D. 21st Century Capabilities

Though our services are our hallmark, it is our staff, technologies and approaches that are our heart, our mind and our engine. We will grow our organizational capabilities, including our training, technologies, processes and practices to provide staff with the experiences, approaches and learning events to thrive, with the community, in the 21st century information world. We will monitor new developments and research on the effects of technology on information access and use. We will develop creative new mechanisms to improve communication between residents as a whole and library users to understand better their library services needs and to monitor our effectiveness in repositioning the library as top-of-mind.

D.2 Identify roles and competencies required to deliver and manage our service portfolio.

Supporting KFPL's goal to make data-driven decisions, the new position of Librarian, Analytics was created in Q2. The Librarian, Analytics will support the Library through the collection of data and creation of targeted reports.

D.3 Develop and implement a learning development plan, specifically focusing on technologies and our service portfolio.

KFPL's Learning Management System remains an efficient and effective platform for managing staff training and policy sign-offs for urban and rural employees across

multiple departments. In the first half of 2022 staff received training in Adult Services, serving patients living with dementia, the role of the Technical Services Department at KFPL, and our Summer Reading Challenges.

D.4 Audit our technologies, identifying gaps that must be addressed.

Email was migrated from our previous open-source solution to Microsoft 365 in the Spring, improving security, performance and efficiency. The implementation of the Microsoft 365 suite of tools is ongoing.

D.5 Review and adjust our policies, practices and procedures that are no longer in keeping with our strategies and service portfolio.

This work is ongoing. The Membership Policy and procedures are undergoing final revisions, testing and training in order to reduce barriers to getting a library card.

KFPL Report to the Board

Subject: Library Facilities Plan

Prepared by: L. Carter, Chief Librarian/Chief Executive Officer

Date of meeting: September 21, 2022

Background:

In 2004, the Library Board adopted the Branch Services Review final report, which recommended a new facility model for the Kingston Frontenac Public Library. Prepared by dma Planning and Management Services, the Branch Services Review described the types of libraries required to meet the needs and expectations of current and future library users.

The 2010 Branch Services Master Plan built on the recommendations of the 2004 document and was completed by the KFPL Branch Services Master Plan Committee. It looked at the future of library service and facilities in relation to demographic changes, trends in library use and space, as well as alternative service delivery.

A Request for Proposals (RFP) for a new Facilities Plan was released in 2016, but no submissions were received. The project was then deferred because of the Central Branch renovations and then the COVID-19 pandemic.

Analysis:

A Board steering committee was struck to oversee the development of a new facilities plan for the Library. They first met in early 2022 to discuss the process and review the draft RFP. As per the Terms of Reference for the Committee, they also evaluated RFP submissions, recommended the hiring of the consultant, provided feedback on draft versions of the Plan, and are recommending that the Board approve the final plan as distributed in late August.

Monteith Brown Planning Consultants were contracted to complete the report, and they worked with the Steering Committee and Library staff on the planning, community engagement and writing of the final report. They presented two preliminary reports to the Board – results of the Community Consultations in April 2022, and the draft recommendations in June 2022.

At the June 2022 Board Meeting, the Steering Committee was given authority to approve public distribution of the Draft Library Facilities Plan for additional community

engagement.

Open house events were held in nine County branches (all but Arden and Howe Island) to gather community feedback on the draft Library Facilities Plan recommendations and proposed changes to hours of operation. Township-specific recommendations were sent to all regional cardholders by email in advance, with an invitation to attend the open house or submit feedback by email or telephone. Municipal staff and Mayors were also sent the draft recommendations.

The Steering Committee reviewed the final draft of the planning following the second phase of community consultations and unanimously passed a motion recommending that the Board approve the Plan.

The Library Facilities Plan's scope was with respect to capital projects and recommendations only. The operational implications and budgets required as a result of the recommendations were outside the scope of the project. The Kingston Frontenac Public Library Constitution lays out the delegation of authority in Appendix A. Library Board approval would be required prior to the commencement of the larger capital projects. The Board also approves the annual operating and capital budgets, which include multi-year projections.

Recommendations:

That the Board adopt the Library Facilities Plan.