



Agenda

Committee of the Whole Meeting (COW 2021-03)

October 6, 2021 – 4:30 PM

Virtual Meeting – Zoom

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. Policy Review
 - 3.1. Governance Process (G1-G9) (report and policy attached) (*brought forward from February 2021*)
 - 3.2. Executive Limitations (L1-L10) (report and policy attached) (*brought forward from November 2020*)
 - 3.3. Board-Staff Relationship (B1-B5) (report and policy attached)
 - 3.4. Accessibility for Users with Disabilities (report and policy attached)
 - 3.5. Community Partnerships (report and policy attached)
 - 3.6. News Media (report and policy attached)
 - 3.7. Programming (report and policy attached)
 - 3.8. 3D Printing (report and policy attached)
4. Other Business
 - 4.1.
5. Adjournment and Next Meeting:

Regular Board Meeting, Wednesday, October 20, 2021 at 4:30 PM, Virtual with livestream

Kingston Frontenac Public Library exists so that both urban and rural residents have access to resources, services, and programming that support personal enrichment, digital equity, information literacy, and meaningful societal participation through effective stewardship of public resources.

KFPL Report to the Board

Subject: Carver Policy Governance®: Governance Process Policy

Date: September 28, 2021

Prepared by: L. Carter, Chief Librarian/CEO

Background:

Under the Carver Policy Governance® model written values and perspectives are called policies and occur in four categories: Ends, Executive Limitations, Governance Process, and Board-Staff Relationship policies.

It is recommended that the policies are reviewed at least once per Board term. The purpose of the review is to ensure that the Board is satisfied that the policy is clear and detailed enough to ensure that the Kingston Frontenac Public Library achieves what it should and avoids unacceptable actions and situations.

The Governance Process policy was last reviewed on October 12, 2016.

Analysis:

Policy G-1 is a global statement that establishes the purpose and governance commitment of the Board. This policy is augmented by second level statements G-2 to G-9. Each of these has been expanded into a third level of policy detail: the numbered qualifiers related to each statement.

If the majority of Board members feel that the existing policy language is insufficient, it is recommended that adjustments be made to either the language or the number of qualifiers.

References to the Board's Ends have been updated to reflect the new statement.

Recommendations:

That the Library Board review the Governance Process policy to ensure that the existing policy provides the required clarity and detail.

Policy Type: Governance Process

Policy Title: Governance Commitment

Policy G-1 is a global statement that establishes the purpose and governance commitment of the Board. This set of policies establishes the governance process.

The purpose of the Board, on behalf of all ~~urban and rural residents~~ ~~people throughout our service area~~, is to ensure that Kingston Frontenac Public Library 1) achieves what it should and 2) avoids unacceptable actions and situations.

This global statement that establishes the purpose of governance commitment of the Board is augmented by policies G-2 to G-9 that follow.

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Policy Type: Governance Process

Policy Title: Governing Style

The Board will govern with a style that emphasizes:

- Outward vision (rather than internal preoccupation)
- Tolerance of diversity in viewpoints
- Strategic leadership (rather than administrative detail)
- Clear distinction of Board and Chief Librarian roles
- Collective decisions (rather than individual decisions)
- Future orientation (rather than past or present)
- Proactivity (rather than reactivity).

More specifically, the Board will:

1. Operate in all ways mindful of its civic trusteeship obligation to the people of the City of Kingston and the four Townships of Frontenac. No Board officer, committee or member will hinder this commitment.
2. Operate in all ways within the principles of Intellectual Freedom.
3. Direct, control and inspire the library through the careful establishment of broad organizational policies (Ends) reflecting the Board's values and perspectives.
4. Ensure the continuity of governance capability through orientation of new members to, and periodic (evaluation) discussion of, the Board's governance process.
5. Cultivate a sense of group responsibility by using the experience and talents of individual Board members to enhance the ability of the Board as a body.
6. Monitor and discuss the Board's process and performance regularly. Self-monitoring will include comparison of Board activity and discipline to policies in the Governance Process and Board-Staff Relationship categories.
7. Enforce the necessary discipline to govern with excellence. Such discipline will apply to:
 - a) policy making principles
 - b) respective roles
 - c) speaking with one voice
 - d) rules of order
 - e) attendance
8. Attend to consent agenda items as expeditiously as possible.

Policy Type: Governance Process

Policy Title: Board Job Description

The Board will:

1. Create and maintain links between the library and the ownership.
2. Produce written governing policies that, at the broadest levels, address each category of organizational decision:
 - a) Ends: Organizational products, effects, benefits, outcomes, recipients, and their cost or relative worth (what good for which recipients at what cost).
 - b) Executive Limitations: Constraints on executive authority that establish the prudence and ethics boundaries within which all executive activity and decisions must take place.
 - c) Governance Process: Specification of how the Board conceives, carries out and monitors its own task.
 - d) Board-Chief Librarian Relationship: How power is delegated and its proper use monitored; authority and accountability for the Chief Librarian role.
3. Produce assurance of Chief Librarian performance (against policies in 2 a) and 2 b)).
4. Maintain links with the broader Library Community.
5. Act where appropriate regarding legislation that impacts on the library system.
6. Co-operate with the municipal councils' recruiting of library board members.
7. Advocate for the library.

Policy Type: Governance Process

Policy Title: Chairperson's Role

The Chairperson ensures the integrity and fulfilment of the Board's process and represents the Board to outside parties.

1. The Chairperson ensures that the Board behaves consistently with its own rules and those legitimately imposed upon it from outside the library.
 - a) The content of meetings will only be those matters which, according to Board policy, clearly belong to the Board to decide, not the Chief Librarian.
 - b) Deliberation will be fair, open, and thorough, but also efficient, timely, orderly, and kept to the point.
2. The role of the Chairperson is to make decisions that fall within Board policies on Governance Process and Board-Chief Librarian Relationship, except where the Board specifically delegates portions of this authority to others. The Chairperson is authorized to use any reasonable interpretation of the provisions within these specific policies. The Chairperson may delegate his or her authority but remains accountable for its use.
 - a) The Chairperson is empowered to chair Board meetings with all the commonly accepted power of that position (e.g., ruling, recognizing).
 - b) The Chairperson has no authority to make decisions about policies created by the Board within Ends and Executive Limitations policy areas. Therefore, the Chairperson has no authority to supervise or direct the Chief Librarian.
 - c) The Chairperson may represent the Board to outside parties in announcing Board-stated positions and in stating Chair decisions and interpretations within the area delegated to him or her.

Policy Type: Governance Process

Policy Title: Board Committee Principles and Structure

Board committees will be assigned so as to reinforce the wholeness of the Board's job and so as never to interfere with delegation from Board to Chief Librarian.

This policy applies to any group that is formed by Board action, whether or not it is called a committee and regardless of whether the group includes Board members. It does not apply to committees formed under the authority of the Chief Librarian.

Other than the Committee of the Whole, which is scheduled in the regular Work Plan, the only Board Committees are those which have a specific purpose and specific time period.

1. Board committees are to help the Board do its job, not to help or advise staff. Committees ordinarily will assist the Board by preparing policy alternatives and implications for Board deliberation. In keeping with the Board's broader focus, Board committees will not direct staff.
2. Board committees may not speak or act for the Board except when formally given such authority for specific and time-limited purposes. Expectations and authority will be carefully stated in order not to conflict with authority delegated to the Chief Librarian.
3. Board committees cannot exercise authority over staff. Because the Chief Librarian works for the full Board, she or he will not be required to obtain approval of a Board committee before an executive action.
4. Board committees are to be mindful of their responsibility to the organizational whole rather than its parts.
5. Committees will be used sparingly, and ordinarily in an ad hoc capacity.

Policy Type: Governance Process

Policy Title: Board Planning Cycle/Agenda Planning

To accomplish its work with a governance style consistent with Board policies, the Board will follow an annual agenda which (a) completes an annual re-exploration of ends policies and (b) continually improves its performance through Board education and enriched input and deliberation.

1. The cycle will conclude each year on the last day of December.
2. In December the Board will approve a Work Plan for the ensuing one-year period.
 - a) Education, ownership-input, and deliberation will receive paramount attention in structuring Board meetings and other Board activities during the year.
 - b) Governance education and education related to Ends determination (e.g., presentations by futurists, demographers, advocacy groups and staff) will be arranged and held.
3. Monitoring the Chief Librarian will be included on the agenda if monitoring reports show policy violations.
4. CEO remuneration will be decided each year in December.

Action

Frequency

Re-exploration of Ends Policies

Annually

Review Executive Limitations Policies

Once per Board term

Review Governance Policies

Once per Board term

Review Board –~~Staff~~~~CEO~~ Relations Policies

Once per Board term

CEO Performance Review

Annually

Legacy Document

Municipal election year

Approve Work Plan for the ensuing one-year period

Annually

Policy Type: Governance Process

Policy Title: Board Members' Code of Conduct

The Board commits itself and its members to ethical, efficient, and lawful conduct, including proper use of authority and appropriate decorum when acting as Board members.

Members will respect the confidentiality appropriate to issues discussed In Camera.

1. Board members must represent unconflicted loyalty to the interests of the ownership. This accountability supersedes any conflicting loyalty such as that to advocacy or interest groups and membership on other boards, councils or staffs. It also supersedes the personal interest of any Board member acting as a patron of the library's services.
2. Board members must avoid any conflict of interest with respect to their fiduciary responsibility in compliance with ~~t~~*The Municipal Conflict Of Interest Act*.
3. Board members must not use their positions to obtain employment in the library for themselves, family members or close associates. Should a member desire employment, she or he must first resign.
4. Board members may not attempt to exercise individual authority over the library or library staff except as explicitly set forth in Board policies.
5. Board members may not speak for the Board, unless authorized to do so.
6. Board Members shall not publicly criticize judgements of the Chief Librarian, or other board members, or other staff performance.

Policy Type: Governance Process

Policy Title: Cost of Governance

Because poor governance costs more than learning to govern well, the Board will invest in its governance capacity.

1. Board skills, methods, and supports will be sufficient to assure governing with excellence.
2. Training and retraining will be used to orient new members, as well as to maintain and increase the skills and understanding of existing Board members.
3. Outside monitoring assistance will be arranged so that the Board can exercise confident control over the organization's performance. This includes but is not limited to fiscal audit.
4. Outreach methods will be used to assist the Board to listen to owner viewpoints and values as needed.

Costs will be prudently incurred, though not at the expense of the development and maintenance of superior capability.

Policy Type: Governance Process

Policy Title: Ownership Linkages

The purpose of this policy is to provide guidance for creating and maintaining linkages between the Library Board and the ownership. The eventual benefit will be to have a trust relationship with the owners. The policy applies to the KFPL Board as they determine Ends of the organization and their relative priorities.

Definitions:

“Ends” are the results to be achieved by the organization.

“Owners” are defined as the group on whose behalf the board governs. As per the KFPL Ends Statement, this is “urban and rural residents ~~all people through our service area Kingston Frontenac~~”.

“Ownership linkage” refers to the board’s seeking and receiving input directly from the ownership about needs that the organization might meet, as expressed in the Ends statements.

Policy:

The purpose of ownership linkage is to foster intentional and constructive dialogue and deliberation between owners and board members primarily around the organization's Ends.

The goal of linkage with the owners is to make decisions in the best interest of the entire ownership. The Board will regularly gather information to understand the diversity of the perspectives of the ownership. Mechanisms shall be designed to ensure that the perspective of the ownership as a whole is reflected, as inclusively as possible.

Ownership linkage activities are a key responsibility of the Board and will affect the way the Board develops or reviews Ends. Issues raised by the ownership concerning operational areas will be referred to the Chief Librarian.

The Board will:

- Work to gain and maintain skills to engage in ownership linkage activities such as understanding of group dynamics, learning to listen with openness, and how to facilitate groups.
- Devise ways to regularly obtain information and have constructive dialogue with a wide spectrum of the ownership. Inclusivity shall be an important consideration as such opportunities for input and discussion are developed and implemented.
- Record ownership input and make it available to the public, explaining how decisions were made on behalf of the ownership and how ownership input has affected the decisions.
- Develop and maintain an ownership linkage plan to develop the needed skills for developing linkages and to establish routine linkage activities and accountability reporting.

KFPL Report to the Board

Subject: Carver Policy Governance®: Executive Limitations Policy

Date: September 28, 2021

Prepared by: L. Carter, Chief Librarian/CEO

Background:

Under the Carver Policy Governance® model written values and perspectives are called policies and occur in four categories: Ends, Executive Limitations, Governance Process, and Board-Staff Relationship policies.

It is recommended that the policies are reviewed at least once per Board term. The purpose of the review is to ensure that the Board is satisfied that the policy is clear and detailed enough to ensure acceptable activity, decisions, and reporting on the part of the CEO.

The Executive Limitations form the basis of the Chief Librarian's monthly Communication and Counsel reports and other monitoring reports.

The Executive Limitations policy was last reviewed on October 22, 2015.

Analysis:

Policy L-1 is a global statement that establishes the fundamental relationship between the Board and the Chief Librarian/CEO. This policy is augmented by second level statements L-2 to L-10. Each of these has been expanded into a third level of policy detail: the numbered qualifiers related to each statement.

If the majority of Board members feel that the existing policy language is insufficient, it is recommended that adjustments be made to either the language or the number of qualifiers.

Recommendations:

That the Library Board review the Executive Limitations policy to ensure that the existing policy provides the clarity and detail to ensure acceptable activity, decisions, and reporting on the part of the CEO.

Policy Type: Executive Limitations

Policy Title: General Executive Constraint

The Chief Librarian shall not cause or allow any practice, activity, decision or organizational circumstance which is either imprudent or in violation of commonly accepted business, environmental and professional ethics, the *Public Libraries Act, RSO 1990, c.P.44*, other relevant statutes, or contractual agreements the Board has made.

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Policy Type: Executive Limitations

Policy Title: 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. Operate without personnel procedures which clarify personnel rules for staff, provide for effective handling of grievances, and protect against wrongful conditions.
2. Discriminate against any staff member for expressing an ethical dissent.
3. Fail to acquaint staff with their rights under this policy.
4. Allow an employment environment that is detrimental to the morale and productivity of staff.

Policy Type: Executive Limitations

Policy Title: Treatment of Public

With respect to interactions with patrons, potential patrons or the general public, the Chief Librarian shall not cause or allow conditions, procedures, or decisions which are unsafe, disrespectful, unnecessarily intrusive, or which fail to comply with the provisions of the Municipal Freedom of Information and Protection of Privacy Act.

Accordingly, the Chief Librarian may not:

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

Policy Type: Executive Limitations

Policy Title: Financial Planning/Budgeting

Financial planning for any fiscal year or the remaining part of any fiscal year shall not deviate materially from Board Ends priorities, the requirements of the Public Libraries Act, 1990, c.P.44, risk fiscal jeopardy nor fail to be derived from a multi-year plan.

Accordingly, the Chief Librarian may not cause or allow budgeting which:

1. Contains too little information to enable accurate projection of revenues and expenses, separation of capital and operational items, cash flow, and disclosure of planning assumptions.
2. Is inadequate for a consolidated budget presentation or a cost centre budget presentation.
3. Plans the expenditure in any fiscal year of more funds than are conservatively projected to be received in that period.
4. Provides less than an amount adequate for the following Board prerogatives:
 - a) Board development including funds for training, and attendance at conferences and workshops
 - b) fiscal audit and other third-party monitoring
 - c) Board linkages including surveys, focus groups, opinion analyses and meeting costs
 - d) Board and Committee meetings
 - e) Board insurance
 - f) other undertakings approved by the Board

Policy Type: Executive Limitations

Policy Title: Financial Condition

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 have been received in the fiscal year to date unless the debt guideline (in # 2 below) is met.
2. Indebt the library in an amount greater than can be repaid by certain, otherwise unencumbered revenues within 60 days.
3. Use any specifically designated Long Term Reserves, except for their designated purposes.
4. Conduct inter-fund shifting in amounts greater than can be restored to a condition of discrete fund balances by certain, otherwise unencumbered revenues within 30 days.
5. 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.
6. Allow tax payments or other government-ordered payments or filings to be overdue or inaccurately filed.
7. Make a single purchase or commitment of greater than the amount allowed in the Procurement of Goods and Services Policy.
8. Acquire, encumber or dispose of real property.
9. Fail to provide quarterly accurate and detailed financial statements showing budgeted and year-to-date figures.

Policy Type: Executive Limitations

Policy Title: Emergency Executive Succession

In order to protect the Board from sudden loss of chief executive services, the Chief Librarian may not have fewer than one other executive familiar with Board and Chief Librarian issues and processes.

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Policy Type: Executive Limitations

Policy Title: Asset Protection

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

Accordingly, the Chief Librarian may not:

1. Fail to insure against theft and casualty losses to at least 80 percent replacement value and against liability losses to Board members, staff or the library itself in an amount greater than the average for comparable libraries.
2. Allow unbonded personnel access to material amounts of funds which exceed \$15,000.
3. Subject plant and equipment to improper wear and tear or insufficient maintenance.
4. Unnecessarily expose the library, its Board or staff to claims of liability.
5. Make any purchase
 - a) wherein normally prudent protection has not been given against conflict of interest, and
 - b) except in conformity with the Procurement of Goods and Services policy.
6. Fail to protect intellectual property, information and files from loss or significant damage.
7. Receive, process or disburse funds under controls which are insufficient to meet the auditor's standards.
8. Invest in uninsured instruments.
9. Endanger the library's public image or credibility, particularly in ways that would hinder the accomplishment of its mission.

Policy Type: Executive Limitations

Policy Title: Compensation and Benefits

With respect to employment, compensation and benefits to employees, consultants, contract workers and volunteers, the Chief Librarian may not cause or allow jeopardy to fiscal integrity or public image.

Accordingly, the Chief Librarian may not:

1. Establish or alter the compensation and benefits for non-union staff without board authorization or approval.
2. Promise or imply permanent or guaranteed employment.
3. Create compensation obligations over a longer term than revenues or adequate funds can be safely projected.
4. Establish or change pension plans so as to cause unpredictable or inequitable situations.

Policy Type: Executive Limitations

Policy Title: Communication and Counsel to the Board

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

Policy Type: Executive Limitations

Policy Title: Access to Facilities and Maintenance

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

Accordingly, the Chief Librarian may not:

1. Fail to provide a high-quality, balanced, active collection reflecting the needs and interests of the community.
2. Fail to select materials without adequately representing various points of view.
3. Fail to provide materials in a variety of formats.
4. Fail to organize the collection in a logical and systematic physical arrangement.

KFPL Report to the Board

Subject: Carver Policy Governance®: Board–Staff Relationship Policy

Date: September 28, 2021

Prepared by: L. Carter, Chief Librarian/CEO

Background:

Under the Carver Policy Governance® model written values and perspectives are called policies and occur in four categories: Ends, Executive Limitations, Governance Process, and Board-Staff Relationship policies.

It is recommended that the policies are reviewed at least once per Board term. The purpose of the review is to ensure that the Board is satisfied that the policy is clear and detailed enough to ensure that the Kingston Frontenac Public Library achieves what it should and avoids unacceptable actions and situations.

The Board-Staff Relationship policy was last reviewed on October 25, 2017.

Analysis:

Policy B-1 is a global statement that establishes the Board-Staff relationship. This policy is augmented by second level statements B-2 to B-5. Each of these has been expanded into a third level of policy detail: the numbered qualifiers related to each statement.

If the majority of Board members feel that the existing policy language is insufficient, it is recommended that adjustments be made to either the language or the number of qualifiers.

Recommendations:

That the Library Board review the Board-Staff relationship policy to ensure that the existing policy provides the required clarity and detail.

Policy Type: Board-Staff Relationship

Policy Title: Board-Chief Librarian Linkage

The Board's sole official connection to the operating library, its achievement, and conduct will be through the Chief Librarian who is the Chief Executive Officer.

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Policy Type: Board-Staff Relationship

Policy Title: Unity of Control

Only decisions of the Board acting as a body are binding on the Chief Librarian.

1. Decisions or instructions of individual Board members, officers or committees are not binding on the Chief Librarian except in rare circumstances when the Board has specifically authorized such exercise of authority.
2. In the case of Board members or committees requesting information or assistance without Board authorization, the Chief Librarian can refuse such requests that require, in the Chief Librarian's opinion, a material amount of staff time or funds, or are disruptive.

Policy Type: Board-Staff Relationship

Policy Title: Accountability of the Chief Librarian

The Chief Librarian is the Board's only link to operational achievement and conduct, so that accountability of staff, as far as the Board is concerned, is considered to be the accountability of the Chief Librarian.

1. The Board will never give instructions to persons who report directly or indirectly to the Chief Librarian.
2. The Board will refrain from evaluating, either formally or informally, any staff other than the Chief Librarian.
3. The Board will view the Chief Librarian performance as central and critical to organizational performance. Organizational accomplishment of Board-stated ends within Board-prescribed executive limitations shall be viewed as successful Chief Librarian performance.
4. There will be an annual evaluation of the Chief Librarian's performance.

Policy Type: Board-Staff Relationship

Policy Title: Delegation to the Chief Librarian

The Board will instruct the Chief Librarian through written policies that prescribe the organizational Ends to be achieved and describe organizational situations and actions to be avoided, allowing the Chief Librarian to use any reasonable interpretation of these policies.

1. The Board will develop policies instructing the Chief Librarian to achieve certain results, for certain recipients, at a specified cost. These policies will be developed systematically from the broadest, most general level to more defined levels and will be called Ends policies.
2. The Board will develop policies that will limit the latitude the Chief Librarian may exercise in choosing the organizational means. These policies will be developed systematically from the broadest, most general level to more defined levels and they will be called Executive Limitations policies.
3. As long as the Chief Librarian uses any reasonable interpretation of the Board's Ends and Executive Limitations policies, the Chief Librarian is authorized to establish all further policies, make all decisions, take all actions, establish all practices and develop all activities.
4. The Board may change its Ends and Executive Limitations policies, thereby shifting the boundary between Board and Chief Librarian domains. By so doing, the Board changes the latitude of choice given to the Chief Librarian. But as long as any particular delegation is in place, the Board and its members will respect and support the Chief Librarian's choices.

Policy Type: Board-Staff Relationship

Policy Title: Monitoring Chief Librarian Performance

Systematic and rigorous monitoring of Chief Librarian job performance will be based primarily on the expected job outputs: organizational accomplishments of Board policies on Ends and organizational operation within the boundaries established in Board policies on Executive Limitations.

1. Monitoring is simply to determine the degree to which Board policies are being met. Data that do not do this will not be considered to be monitoring data.
2. The Board will acquire monitoring data by one or more of three methods:
 - a) Internal report, in which the Chief Librarian discloses compliance information to the Board.
 - b) External report, in which a disinterested, external third party selected by the Board assesses compliance with Board policies.
 - c) Direct Board inspection, in which a designated member or members of the Board assess compliance with the appropriate policy criteria.
3. In every case, the standard for compliance shall be any reasonable Chief Librarian interpretation of the Board policy being monitored.
4. All policies that instruct the Chief Librarian will be monitored at a frequency and by a method chosen by the Board. The Board can monitor any policy at any time by any methods, but will ordinarily depend on a routine schedule.

Policy	Method	Frequency
Staff Relations	Direct Inspection	as needed
Staff Relations	Internal Report	quarterly
Financial planning and budgeting	Internal report	annually
Financial Condition	Internal report	quarterly
Asset protection	Internal report	twice per term
Asset protection	External report (audit)	annually
Emergency Chief Librarian succession	Internal report	Annually
Compensation and Benefits	Internal report	twice per term
Communication and Counsel to The Board	Internal report	monthly
Treatment of Public	Internal report	annually
Access to Facilities and Maintenance	Internal report	annually

KFPL Report to the Board

Subject: Accessibility Policy for Users with Disabilities

Date: October 6, 2021

Prepared by: S. Quigley, Director, Human Resources

Background:

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

The Kingston Frontenac Public Library's Accessibility policy was reviewed in 2020 with minor edits.

Analysis:

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

Recommendations:

That the Library Board review and approve the Accessibility Policy for Users with Disabilities as presented.

KFPL Statement of Policy

Accessibility Policy for Users with Disabilities

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

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

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

1. Purpose

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

2. Scope

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

3. Definitions

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

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

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

Disability or Disabilities means:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of

paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

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

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

Service Animal means:

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

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

Library Premises means premises owned and operated, or operated by the Kingston

Frontenac Public Library.

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

4. Guiding Principles

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

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

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

5. Policy

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

5.1. Communications with Persons with Disabilities

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

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

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

Policy documents will be available on the Library website.

5.2. Temporary Service Disruptions

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

5.3. Assistive Devices and other measures that assist with Accessibility

A person with a disability may provide their own assistive device for the purpose of

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

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

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

5.4. Service Animals

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

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

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

5.5. Support Persons

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

The Library may require a person with a disability to be accompanied by a support person while on Library premises in situations where it is necessary to protect the health and safety of the person with the disability or the health and safety of others. Before making a decision to require a support person, the Library will consult with the person with a disability to understand their needs, consider health or safety reasons based on available evidence and determine if there is any other reasonable way to protect the health or safety of the person or others on the premises.

A support person, when assisting a person with a disability to obtain or use Library

services, will be permitted to attend at no charge where an admission fee is applicable.

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

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

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

5.6. Training

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

The content of the training will include:

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

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

5.7. Feedback and Complaints About Services

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

5.8. Procurement

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

5.9. Self-service kiosks

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

5.10. Employment

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

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

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

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

5.11. Design of Public Spaces

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

Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals

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

6. Appendices

- a) [Sign Language Interpreter Services Information](#)
- b) [Accessible Customer Service Feedback form](#)

7. Authorities

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

8. Document Control

Original policy date: 2009 October

Last Reviewed: 2021 October

Changes made: no change

Next Review: 2022 October

DRAFT



Sign Language Interpreter

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

Requirements for Engaging an Interpreter:

- There must be a formal request for an interpreter. Such request will be considered consent by the patron to provide information to the Hearing Society in order to fulfill the request (e.g. patron contact information).
- Two weeks' notice is required to engage the services of an interpreter through The Canadian Hearing Society.
- If the patron has a preferred sign language interpreter then the patron should indicate such preference when making the formal request.
- Requests for an interpreter must be made in writing. Requests may be sent by email to administration@kfpl.ca or by mail to 130 Johnson Street, Kingston, Ontario K7L 1X8 (care of administration).
- Due to the demand for interpreter services, the library will update the patron should the request for service be denied. Where the request is denied the library will explore reasonable alternative measures of accommodation with the patron.



Accessible Customer Service Feedback

At the Kingston Frontenac Public Library we welcome patron feedback on the services we provide. Patrons with disabilities are welcome to submit feedback in person, by telephone, in writing, by delivering an electronic text by email or on a USB flash drive or through our website. This form may be used by patrons wishing to submit feedback in writing.

Patrons that provide their contact information with formal feedback will receive an acknowledgement of their feedback within two business days of its receipt. The acknowledgement will indicate how the matter will be addressed and when the individual will be notified of the outcome. The library will follow up on any actions required from the feedback and the timing of implementation will be communicated to the patron. Feedback / response will be in a format that is accessible to the patron.

The process to request reconsideration of a decision is outlined in KFPL's [Service Feedback Standards](#).

Patron Contact Information: (e.g. name, phone number, email address etc.)

Feedback: (Please provide a detailed description of the issue or suggestion)

Feedback must be submitted to the attention of:

Director, Human Resources

Kingston Frontenac Public Library

130 Johnson Street, Kingston ON K7L 1X8

Email: administration@kfpl.ca

Telephone: 613-549-8888 extension 3515 Fax: 613-549-8476

Website: www.kfpl.ca

Personal information collected by the Kingston Frontenac Public Library is done so under the authority of the Public Libraries Act, R.S.O. 1990, c. P.44., s. 4(3) and s. 20 and the Municipal Freedom of Information and Protection of Privacy Act, R.S.O., c. M.56., s. 28(2) The information collected will be used in the process of the library's business. Questions regarding the collection of this information should be directed to the CEO & Chief Librarian, Kingston Frontenac Public Library, 130 Johnson Street, Kingston, ON K7L 1X8 613-549-8888

KFPL Report to the Board

Subject: Community Partnerships Policy

Date: September 28, 2021

Prepared by: K. Sutherland Mills, Director, Service Design and Delivery

Background:

KFPL's Vision 2020 directed staff to intensify partnerships and collaborative relationships. The Community Partnerships policy was developed to provide guidance to staff as they develop partnerships with community agencies to develop programs and services.

The policy outlines criteria by which to assess prospective partnerships. It allows flexibility for staff to undertake informal partnerships, such as knowledge sharing and off-site programming, while setting guidelines for formal agreements supporting larger projects.

Analysis:

A few changes were made for clarity in the text, including:

- Definitions were updated, and businesses were added to the definition of Community Partner.
- Assessment criteria were simplified; emphasis was placed on meeting community needs and the goals of our strategic plan.
- Added language that the partnership should be mutually beneficial.
- Added a phrase to address confidentiality when sharing information between partners.
- Removed redundant language from the Evaluation section and emphasized a goal of continuous improvement.

Recommendations:

That the Board approve the revisions to the Community Partnerships policy as presented.

KFPL Statement of Policy

Community Partnerships

1. Purpose

The purpose of this policy is to provide staff with the necessary guidelines to assist them in the identifying, prioritizing and developing partnerships with community agencies, and to inform the public about the principles and criteria by which these decisions are made.

2. Scope

Not applicable.

3. Definitions

“Community Partnerships” are defined as a formal arrangement between the Kingston Frontenac Public Library and one or more community partners in which all partners are working together to achieve identified, shared goals to benefit the community.

“Collaborative relationships” are defined as the informal sharing of information, knowledge and skills between partners, and with partners’ patrons and clients.

“Community Partner” refers to not-for-profit groups, agencies, institutions, businesses and other organizations within Kingston and Frontenac County, or at a provincial or national level.

4. Guiding Principles

Library Partnerships Statement

~~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. We will intensify our partnerships and collaborative relationships with a few organizations~~ Community partnerships and collaborative relationships make it possible to design and deliver unique, highly needed services that ~~no one organization can do alone, focusing always on how together we will best enable the people of Kingston-Frontenac to participate in the digital information intensive world~~ meet the needs of our community.

The Library welcomes requests for partnership from the community. Prospective partners are asked to submit a Partnership Request Form to the ~~Chief Librarian~~ Director, Service Design and Delivery.

5. Policy

Assessment Criteria

Current and potential partnerships should be assessed based on the following criteria:

- Goals of the partner and the partnership project are consistent with the Library's mission, vision, values and established strategic directions and service priorities, and existing policies. ~~(See current strategic plan)~~
- Supports the strategic directions of our funding partners – the City of Kingston, Frontenac County or the Townships of Frontenac, or the Province.
- Relationship is mutually beneficial with reciprocal levels of commitment.
- Meets an identified need within the community.
- Creates a connection between the Library and a prioritized ~~target~~ group.
- ~~Raises the Library's profile in the community and/or among selected target groups.~~
- Decision-making and resources contributed by KFPL are reasonable based on the contribution and resources of the partners.
- The Library has sufficient resources to undertake the project.
- The project has measurable outcomes and is subject to ongoing evaluation and continuous improvement.

Guidelines for partnership agreements

~~Consultative/advisory partnerships, in which the Library and a community partner share information, knowledge and skills;~~ Collaborative relationships may be established informally by staff, though consultation with management is expected; ~~Informal partnerships also include agencies providing~~ this includes provision of guest speakers at Library events and Library staff offering programming at a partner site.

Partnerships that include work-sharing on a project, program or service require a written partnership agreement to ensure a common understanding of, and commitment to the purpose, goals and intended outcomes of the partnership. Partners will need to revisit the agreement over time as the partnership evolves and as needs and priorities change.

The agreement should outline:

- goals of the partnership
- goals of any joint projects / programs / services
- community to be served / audience
- contributions of each partner (cash and in-kind)
- regular and transparent communication between partners
- expectations regarding confidentiality
- responsibility for promotion and for public/media relations
- timeline for the partnership / project, and a process to end or expand the agreement based on changing needs or priorities
- process for consensus / decision-making and conflict resolution
- process and measures for evaluation of the partnership and joint programs / projects / services

Organizational Commitment to Partnerships

Formal partnership agreements must be endorsed by Library Directors, who will designate appropriate staff to represent the organization and provide adequate resources to support the commitment.

Senior leaders of community partners must similarly endorse the partnership and sign the partnership agreement.

Evaluation

Partnerships, and resulting projects, will be evaluated in terms of their success in meeting shared goals and the impact on the community. These goals and an evaluation process will be determined by the partners during the assessment phase, and will be outlined in the partnership agreement.

Further, the Library will inventory and review all partnerships annually and during strategic planning as new directions are identified.

~~Programs and services developed in through partnership must be in line with the KFPL Programming Policy and Volunteer Policy.~~

6. Appendices

- a) Partnership Request Form
- b) Partnership Agreement Template

7. Authorities

Not applicable

8. Document Control

Original Policy Date:	2017 October
Last Reviewed:	2021 October
Changes made:	see report to Board dated September 28, 2021
Next Review:	October 2025



Partnership Request Form

Agency/Organization/Institution proposing partnership
Agency Contact: Email: Phone:
Partnership/project timeline:
Primary Target Audience:
Brief Description of Proposed Partnership
Briefly describe how this partnership will address an identified need in our community.

What will your agency contribute to the project?

What support are you requesting from KFPL?

Please attach a copy of your organization's mission statement, vision and goals.

I understand that this partnership proposal will be reviewed and assessed based on the criteria in the Library's Community Partnerships Policy. I have reviewed the policy and KFPL's Strategic Plan.

Signed

Date



KFPL Partnership Agreement Template

Term: Indicate start and end dates of contract.

Primary Contact at Kingston Frontenac Public Library:

Primary Contact at (name of partner):

Goal of Project / ~~Target~~ Primary Audience

Outline agreed goals of the project and target audience to be reached

Description of Work/Project

General description of the project.

Responsibilities:

The Kingston Frontenac Public Library will:

-
-

The (name of partner) will:

-
-
-

Statement about criminal record checks requirement.

Statement that both parties' work and services shall be diligently performed with a high standard of professional competence.

Cost

Describe any costs related to the project, outlining responsibility for payment. Cash and In-Kind contributions. Set up in a budget table.

Billing

If the partner will be billed by KFPL, outline the costs and timing of invoice.

Reporting Structure:

Outline how communication will take place, using job titles (eg: Manager, Programming and outreach at KFPL will liaise with the Director of Cultural Services.) Meetings? Reports? Set up a process for regular communication.

Evaluation

Describe process for evaluation of project. Attach project goals, outcome, output measures, and methods to be used. Timeline for evaluation.

Decision-Making and Conflict Resolution

Outline process for consensus / decision-making and conflict resolution

Cancellation, Changes or Extension

Both the Library and (name of partner) may cancel this agreement at any time upon two weeks' prior written notice to the other party. The agreement may be changed or extended if either party identifies changing needs/priorities.

Limitations of Liability, Indemnification and Insurance

Do we require our partner to have insurance?

Do we ask partner to indemnify KFPL / City / County?

Confidentiality

Statement that neither party shall release information about the partnership or the partner without prior written permission.

Intellectual Property and Copyright

Statement that each party retains copyright of portions of the project developed by their staff / agency.

Chief Librarian / CEO Kingston Frontenac Public Library

Date

(Partner CEO)

Date

KFPL Report to the Board

Subject: News Media Policy
Date: September 28, 2021
Prepared by: L. Carter, Chief Librarian/Chief Executive Officer

Background:

At the May 24, 2017 Board meeting it was decided that a media policy and protocol should be developed. Media and/or communications policies of several libraries were reviewed.

M. Stewart provided a report on a session that she attended at the 2017 Ontario Library Association Super Conference.

In September 2017 the Library engaged a consultant to provide media training for the Library Board and management team. The training took place in November 2017. The consultant also developed a draft media policy and protocol.

Analysis:

The Library Board follows the Carver© Policy Governance Model. Under the Governance Style policy (G-2), the Board speaks with one voice. The Chairperson's role includes representing the Board to outside parties in announcing Board-stated positions and in stating Chair decisions and interpretations within the area delegated to him or her.

In section 5.8 of the Standards of Conduct for KFPL Employees, the Chair of the Board, the Chief Librarian/Chief Executive Officer and their designates (e.g. Manager, Programming and Outreach) are permitted to speak on behalf of the library to the media.

In addition to some editing for clarity and succinctness, the following changes are proposed to the policy to reflect current practice:

- Broadened list of new media to include mediums such as podcasts and other non-traditional media under scope.
- Added a paragraph under "Spokespeople" clarifying which topics the Chief Librarian speaks to vs. Directors/Managers. The Chief Librarian remains the official spokesperson and is to be contacted first for unsolicited media requests.
- Media releases are issued with a spokesperson identified. They are authorized to speak to the program, service or issue covered in the release. This has been clarified in the policy.

Recommendations:

That the Library Board approve the News Media Policy as presented.

KFPL Statement of Policy

News Media Policy

1. Purpose

This policy is intended to support members of the news media in their journalistic coverage of the Kingston Frontenac Public Library, and to provide guidance to staff and Board members who are approached by the media.

2. Scope

This policy governs all interactions between news media and Kingston Frontenac Public Library staff and Board members. News media includes all ~~radio stations, TV stations, newspapers, magazines, and online news publications~~ traditional and digital media outlets.

3. Definitions

Not applicable.

4. Guiding Principles

~~In its interactions with the media, the Kingston Frontenac Public Library strives to be:~~

- ~~• Responsive~~
- ~~• Transparent~~
- ~~• Respectful~~
- ~~• Positive~~
- ~~• Helpful~~
- ~~• Clear~~
- ~~• Proactive, when possible~~

In its media interactions, the Kingston Frontenac Public Library aims to reinforce its mission: to make a positive difference in the lives of our patrons as they pursue educational, recreational and life-long learning objectives.

5. Policy

The Kingston Frontenac Public Library values the role of ~~the~~ news media in informing and entertaining citizens. The Library aims to build a constructive and positive relationship with ~~the news media who report on its activities~~ local media outlets. The goal of this relationship is to ensure factual, responsible, and newsworthy stories about the activities of the Library.

Spokespeople

The Chief Librarian is the official spokesperson for the Library, and typically speaks to organizational matters and policy issues. Directors and/or Managers typically speak to

operational and promotional matters (e.g. KFPL programs, publishing industry issues, book recommendations). Staff may, from time to time, be designated as spokespeople and asked to speak on specific areas of expertise at the request of their Director or Manager.

When there are significant news announcements regarding the Kingston Frontenac Public Library, the Library will strive to inform news media in advance, providing contact information for a spokesperson.

To ensure clarity of message and consistency of approach, ~~if no media release has been issued~~, reporters seeking comment from the Library are asked to first contact the Chief Librarian or designate. Likewise, staff receiving a media request are asked to notify the Chief Librarian and await ~~input direction~~. ~~The Chief Librarian will vet the media request and aim to respond to the reporter within two hours.~~ The Chief Librarian may provide an interview, or may designate another staff or Board member, as appropriate, to be interviewed.

In situations where a reporter has questions about the role of the Chief Librarian or the Board itself, reporters are encouraged to directly contact the Board Chair.

Generating Stories

~~When there are significant news announcements regarding the Kingston Frontenac Public Library, the Library will strive to inform news media in advance and ensure a spokesperson is made available. For example,~~ The Library ~~will~~ ~~may~~ contact local media ~~with potential stories of public interest~~, such as ~~regarding~~ the addition of new services or facilities, the hosting of noteworthy events or speakers, and significant hires or organizational changes.

When there are significant impacts to the organization's operations, the Kingston Frontenac Public Library will strive to inform the media as soon as possible. For example, the Library will contact local media in the event of ~~a weather or accident-related~~ temporary branch closures, construction or renovation-related impacts to service, ~~significant workplace accidents~~, or other ~~service or program~~ disruptions.

To communicate these types of events, announcements, and occurrences, the Library will engage in multiple communications channels and activities appropriate to the situation and as time allows. In addition to contacting reporters and issuing ~~press~~ ~~media~~ releases, as appropriate, the Library will use its social media channels, website, newsletter, and other publications to support outreach to Library patrons and ~~citizens~~ ~~residents~~ of the broader Kingston and Frontenac region.

Privacy

Due to the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O., c. M.56. (MFIPPA)* and / or other legislation, regulations and policies, the Library will be unable to comment about specific employee or patron files. ~~Reporters seeking information on specific persons will be informed of relevant Library policies and legislation.~~

To assist the Library in meeting its privacy commitments, reporters seeking to record video or audio on the Library premises are asked to notify the Chief Librarian. Recording by news media on Library property is permitted as long as it complies with the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O., c. M.56.* (MFIPPA) and / or other legislation, regulations and policies, and the consent of those present is obtained.

6. Appendices

Not Applicable.

7. Authorities

Not Applicable.

8. Document Control

Original Policy Date:	2017 November
Last Reviewed:	2021 October
Changes made:	see report to Board dated September 28, 2021
Next Review:	2025 October

KFPL Report to the Board

Subject: Programming Policy

Date: September 28, 2021

Prepared by: K. Sutherland Mills, Director, Service Design and Delivery

Background:

Officially adopted by the Board in 2017, KFPL's Programming policy was written with the creation of the Programming and Outreach team in 2012. The policy helped guide the expansion of our program from our previous early years focus to a broader service.

Analysis:

This is the first review of this policy since adoption by the Board. Reflecting on nine years of implementation, the policy has been edited for clarity and succinctness. The following changes are also suggested:

1. Include specific reference to the library's vision and strategic plan.
2. Changed commitment to "quality library services" to "inclusive and accessible programs that meets the needs of our community"; moved the statement on offering without charge from the body of the policy to the programming statement.
3. Removed specific reference to registration or tickets to a broader statement indicating staff may use tools to limit attendance, allowing flexibility for staff.
4. Added a statement that the Library may use tools to track attendance so that the planned use of OrangeBoy's Event Tracker tool is covered by policy. Individual participants will be asked to enter their library card number or email into the tool to check-in at programs, allowing us to track attendance and providing anonymized data about overall library use program attendees as a group. (e.g.: How many people attending programs are also regular borrowers? How many are new cardholders?) This tool also allows us to confirm who attended a specific program if needed for contact tracing during COVID-19.
5. Included more detail on who may be invited to offer programs; clarified which of those presenters may sell/promote products or services. This provides clarity for staff inviting members of the business community to offer generalized talks on their area of expertise. (e.g.: A representative from Edward Jones investment firm may talk generally about RRSPs, but may not promote their RRSP products. However, an author may sell their book at a public reading.)
6. Clarified the statement on membership requirement for participation to include a process for non-members to participate, addressing something that happened

regularly during the COVID-19 pandemic with the advent of virtual programs.

7. Revised the statement on group participation in programs to a size limit rather than a restriction by types of groups to make it easier to implement.

Recommendations:

That the Library Board review and approve the Programming Policy as presented.

KFPL Statement of Policy

Programming Policy

1. Purpose

The purpose of this policy is to provide staff with the necessary guidelines to assist them in the development of Library programs and to inform the public about the principles and criteria by which programs are selected.

2. Scope

Not applicable.

3. Definitions

Not applicable.

4. Guiding Principles

Library Programming Statement

Programming is an integral part of the Kingston Frontenac Public Library's service to the public, and it supports the Library's mission, vision and strategic plan. ~~to stimulate the imagination and satisfy curiosity, to provide opportunities for lifelong learning, to develop young readers and broadly promote literacy and reading, and to celebrate our heritage/history and promote cultural awareness.~~

~~Programs raise the Library's profile in the community and have a positive impact on library use. They are a strong mechanism for outreach and promotion which allow the Library to forge partnerships with a wide variety of groups and individuals.~~

~~Programs highlight the Library's collections and services, and share knowledge and expertise, increasing awareness of the Library as a cultural and informational centre.~~

~~Programs are developed to respond to emerging community interests as well as to sustain demonstrated interests and demand.~~

The ~~Kingston Frontenac Public~~ Library is committed to providing ~~quality library services that are accessible to all persons who wish to obtain and use library services inclusive and~~ accessible programming that meets the needs of our community. Our programs will be offered without charge to attendees in all but exceptional circumstances.

The Library upholds the principle of intellectual freedom and supports the rights of individuals to read, speak, view and exchange differing points of view on any subject. To accomplish this, the Library may present controversial programs in order to ensure public access to all sides of an issue.

5. Policy

Selection Criteria

~~Events and 'programs'~~ Programs offered by the Kingston Frontenac Public Library will:

- Be responsive to current interests and needs of the community. Programs may be tailored to meet the specific needs of the communities served by our branches.
- Be consistent with the Library's strategic directions / service priorities.

The following additional criteria are considered, although a proposed event or program need not meet all criteria to be acceptable:

- Creates and promotes community partnerships;
- Encourages literacy, ~~and~~ the enjoyment of reading, ~~and~~ lifelong learning;
- Highlights materials and services available at the Library, and assists patrons in their effective use;
- Offers training and assistance with new technologies used to offer library services;
- Promotes an awareness of contemporary issues and information required to engage in society;
- Celebrates local history;
- Promotes cultural awareness;
- Attracts a new / unique audience to the Library.

~~The Library will offer a balance of large scale and smaller group program formats.~~

Delivery of Events and Programs

~~Content of events and programs will be presented by staff with knowledge or training in the topic, or may feature experts from the community including~~ Content may be developed and presented by staff or by experts outside the organization including:

- Authors and illustrators, by whom book sales are permitted;
- Performers, by whom sales of recordings is permitted;
- ~~Experts from community partnerships~~
- ~~Community members with expertise relating to the programming topic~~
- Agencies, professionals and community members with expertise relating to the programming topic. These presenters may share their business/professional affiliation, but may not sell or promote their products or paid services.

~~As a public library, we make every effort to provide free access to information and ideas through our collections, programs and services. Our programs will be offered without charge to attendees in all but exceptional circumstances.~~

~~The Library may limit program attendance based on safe use of space, or when the success of a program requires it. Participation will be based on a first come, first served basis, either with advanced registration, ticket distribution or at the door, with the following provisos:~~

- ~~Programs which require advance registration are available to KFPL members only.~~

- ~~• The Library reserves the right to limit the number of event tickets per person.~~
- ~~• The Library is unable to accommodate groups at registered or drop-in programs for children. Groups include classes, daycares, daycamps, community groups, and any groups providing childcare and/or educational/recreational services to children.~~

The Library may set age guidelines ~~for participation in children's programs when those programs are tailored to meet the different developmental stages of children, or when the Library staff or program facilitator deems the content to be best suited to a particular audience~~ or limit program attendance to ensure safe use of space, suitability of content and optimal group size for instruction.

Participation will be based on a first come, first served basis, with the following provisos:

- Library staff may use tools to limit and track attendance, including online registration, tickets, and a sign-in process.
- Programs which have limited attendance are available to KFPL members only; to participate, residents may apply for a free library card online and those living out of KFPL's service area may purchase a subscription membership. The Library is unable to accommodate childcare or school groups of more than 5 people at children's programs that have limited attendance.

The Library reserves the right to cancel programs as deemed necessary, and will make every effort to notify the public.

~~Programs may be delivered within a library building or in other suitable locations within the community.~~

~~All policies of the Kingston Frontenac Public Library apply to programs.~~

~~Programs shall not be in contravention of federal or provincial laws and regulations, or municipal by-laws.~~

~~The Library may allow presenters to display products or books for purchase.~~

Program Evaluation

~~To determine community needs and interests, the Library regularly evaluates community response to and suggestions for its events and programs. It also periodically reviews community profiles and uses various mechanisms to gather community input to assist in setting programming priorities and plans.~~

All programs are designed with measurable outcomes and are evaluated.

To determine community needs and interests, the Library reviews suggestions for events and programs and uses various mechanisms to gather community input to assist in setting programming priorities and plans.

The Library will make available a process for user feedback and expressions of opinions / concerns about programs.

Suggestions for Programming

~~The public are encouraged to suggest topics for future programs and events. These suggestions will be considered in light of the programming criteria and library resources. Not all suggestions will be used.~~

~~Program and Event Suggestion Forms are available at any library branch or on the Library website. Completed forms may be dropped off at any branch and will be forwarded to the Manager of Programming and Outreach.~~

~~Credit to Trillium Public Library, Halifax Public Library, Vancouver Public Library, Barrie Public Library, Greater Victoria Public Library.~~

The Library will make a process for community submissions available. Suggestions will be considered by the Manager, Programming and Outreach in light of the programming criteria and library resources.

6. Appendices

Not applicable.

7. Authorities

Not applicable.

8. Document Control

Original Policy Date:	2013 March
Last Reviewed:	2021 October
Changes made:	see report to Board dated September 28, 2021
Next Review:	2025 October

KFPL Report to the Board

Subject: 3D Printing Policy
Date: October 6, 2021
Prepared by: K. Sutherland Mills, Director, Service Design and Delivery

Background:

The Kingston Frontenac Public Library offers 3D printing services to the community to support innovation and learning, providing hands-on access to this developing technology.

The library's 3D Printing policy was reviewed in 2020 to implement self-serve use of the printers and adjust the pricing structure. There hasn't been sufficient use of the Create Space due to the COVID-19 pandemic to prepare a report on the impact of these changes.

Analysis:

Minor wording and copy editing changes have been made to link policy to the Library's mission and values and to ensure consistency with other policies

Recommendations:

That the Library Board review and approve the 3D Printing Policy as presented.

KFPL Statement of Policy

3D Printing Policy

1. Purpose

The purpose of this policy is to provide guidelines for self-serve 3D printing services at the Library.

2. Scope

This policy applies to all 3D printing services at the Kingston Frontenac Public Library.

3. Policy

~~Kingston Frontenac Public Library supports innovation, imagination and free access to information.~~ Kingston Frontenac Public Library exists to make a positive difference in the lives of everyone in Kingston Frontenac. We endeavour to be recognized as a problem-solver and a key supporter of learning. In keeping with these vision items, the Library will make 3D printing services available to members of the Kingston Frontenac Public Library under the following conditions:

1. ~~Library membership is required.~~ 3D printing is available to KFPL members only; to participate, residents may apply for a free library card online and those living out of KFPL's service area may purchase a subscription membership.
2. Use of the 3D printers is limited to patrons 16 years of age and older.
3. Participation in a 3D printing orientation session is mandatory before use of the machines.
4. Patrons must sign a waiver prior to using any equipment in the Create Space, including the 3D printers.
5. Use of the 3D printers is by appointment only, and the availability of the printer will determine the length of time available for printing.
6. A sliding payment scale of \$0 - \$20 will be used, with patrons determining what is a reasonable amount.
7. Patrons are expected to monitor the 3D printer throughout the process.
8. 3D printers may not be used to print weapons, weapon components, keys or materials that are subject to copyright.
9. 3D printers will be housed in a public area, and the user and their print job will be visible to staff and members of the public.
10. KFPL reserves the right to decline or discontinue any print job, subject to library policies.

4. Document Control

This policy shall be reviewed on an annual basis.

Last Reviewed: 2021 October

Next Review: 2022 October