



## Kenora Public Library Board

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Resolution #031-2024

Dated: May 22, 2024

Moved by: *Bory*

Seconded by: *Barb*

That the following consent Agenda be approved:

1. Agenda for tonight's meeting.
- 2) Minutes of the meeting held Wednesday, April 24, 2024, at 4:45 p.m. including any closed meeting minutes.
- 3) CEO Report to May 16, and statistical reports for April 2024.

CARRIED *ms* DEFEATED \_\_\_\_\_ TABLED \_\_\_\_\_



## **Agenda - Kenora Public Library Board**

Wednesday, May 22, 2024 at 4:45 p.m.

In Person – Kenora Public Library

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### **Call to Order**

### **Respect and Acknowledgement Declaration**

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*In the spirit of reconciliation, the Kenora Public Library acknowledges that we are on the traditional territory of the Anishinaabe and Metis of Treaty #3. The Kenora Public Library recognizes the importance of a strong relationship with Treaty #3 partners based on recognition of rights, respect, and co-operation. The library acknowledges the rich culture of Indigenous people and the subsequent injustices faced historically and today, and strives to be a safe resource for all people to learn, read, listen, and reflect, while respectfully and thoughtfully moving forward with collective healing and true reconciliation.*

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### **Declaration of Pecuniary Interest**

On today's agenda or from a meeting at which a member was not in attendance.

### **Approval of Consent Agenda**

- 1) Agenda for tonight's meeting
- 2) Minutes of the meeting held Wednesday, April 24, 2024, at 4:45 p.m. including any closed meeting minutes
- 3) CEO Report to May 16, and statistical reports for April 2024.

### **Business Arising out of the Consent Agenda (Minutes, CEO Report)**

- 1) Governance - OLBA Cut to the Chase

### **Correspondence**

### **Finance**

- 1) YTD Budget vs. Actual

### **Other Committee Reports**

**Policy Committee –**

Update policies:

OP-11 Information Services

OP-12 Exam Proctoring

OP-14 Copying and Printing

OP-15 Meeting Space and Facility Use

Repeal policy:

OP-02-07 Reference Services

### Closed Meeting – n/a

### New Business – n/a

### Other

1) Ontario Library Association/Ontario Library Service updates – Marj

2) Keewatin Branch – Ceiling Leak - *on programming room*  
*- how mountaineer:*

3) Microfilm Reader

4) Kenora Branch – Skylight Replacement - *construction helping zone*

5) Maureen Wasacase – Acknowledgment of years of service

*© Heanne Davidson Book*

**Next meeting date:** Wednesday, June 26, 2024

### Adjournment

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Chairperson

*Microfilm Reader - end of life*  
*- no parts available*  
*- looking into how much it would cost for new one*



## Kenora Public Library Board – Minutes

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Date: Wednesday, Apr. 24, 2024

Time: 4:45 p.m.

Location: Kenora Public Library

Present: R. McMillan-acting chairperson, B. Manson, C. Marginet, A. Smith, C. Alcock

Attending Virtually: T. Fullmer, J. Hansen, C. Moorley, E. Kaldeway, S. Stasyna

Absent/Regrets: M. Poirier

**Call to Order at 4:50 p.m.**

**Maureen Wasacase – moment of silence**

**Respect and Acknowledgment Declaration** – read by Carmen Marginet

**Declaration of Pecuniary Interest** – None declared.

**Approval of Consent Agenda**

**#022-2024** moved by B. Manson, seconded by C. Marginet that the following agenda be approved:

- 1) Agenda for tonight's meeting
- 2) Minutes of the meeting held Wednesday, March 27, 2024 at 4:45 p.m. including any closed meeting minutes
- 3) CEO Report to April 19, and statistical reports for March 2024.

At this time the meeting was turned over to Crystal Alcock to open nominations for Vice-Chair Position.

**Business Arising out of the Consent Agenda (Minutes, CEO Report)**

- 1) Vice Chair position
- 2) OLBA Cut to the Chase – tabled for special meeting

**#023-2024** moved by C. Moorley, seconded by E. Kaldeway that the nomination and election for the position of Vice Chair be opened.

**#024-2024** moved by S. Stasyna, seconded by T. Fullmer that the following board member(s) be nominated for Vice-Chair:

- 1) Rory McMillan – nominated by Barb Manson

**#025-2024** moved by B. Manson, seconded by C. Marginet that Rory McMillan be elected as Vice-Chair for the remainder of the current term.

**#026-2024** moved by C. Moorley, seconded by E. Kaldeway that the following correspondence be received:

- 1) Scotia Wealth Management – Bequest from Evelyn Jean Stephen

**#027-2024** moved by T. Fullmer, seconded by S. Stasyna that the following financial reports be received:

- 1) YTD Budget vs. Actual
- 2) TD Mutual Fund Statement

**#028-2024** moved by B. Manson, seconded by C. Marginet that the following donation amounts be deposited to the Kenora and Lake of the Woods Regional Community Foundation – Library Endowment Fund:

2022 - \$3006.20  
2023 - \$9170.61

**#029-2024** moved by C. Moorely, seconded by E. Kaldeway that the following Hazardous Building Materials Assessment Reports be received:

- 1) 334362 HBMA Report 1 Main St S Kenora ON Kenora Public Library  
April 2 2024
- 2) 334362 HBMA Report 211 Main St Keewatin ON City of Kenora  
Mar28 2024

#### **Other**

- 1) Ontario Library Association/Ontario Library Service updates – Marj (none received)
- 2) Naming Dedication Ceremony in honour of Eryn Roussin to be held on Friday, April 26, 2024 from 3-5 p.m.
- 3) Rainbow Party – in June (PRIDE month) the Children’s Department will be hosting a Rainbow Party to celebrate diversity.

**Next meeting date: Wednesday, May 22, 2024**

**#021-2024** moved by C. Moorley that the meeting adjourn at 5:05 p.m.

## Kenora Public Library Board – CEO Report – May 16, 2024

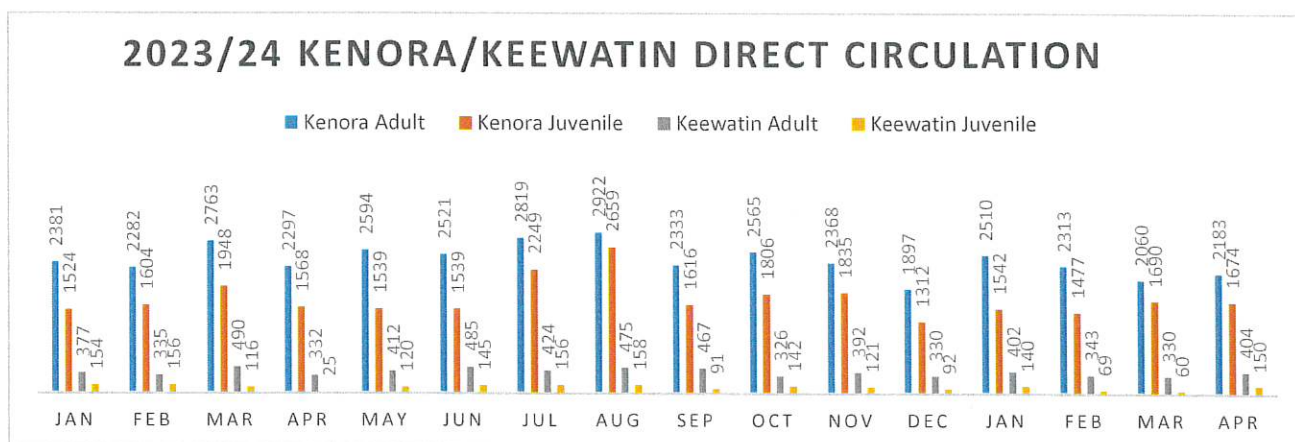
**Health and Safety** – May 1, Ian Burry, the new Safety Officer for the City of Kenora joined us to meet staff and talk about his commitment to safety. Ian toured the Kenora Branch, and we discussed our challenges regarding safety.

**CPTED (Crime Prevention Through Environmental Design)** – the City has hired a CPTED Practitioner for a 3 month residency period. They will assess the community and recommend practices to improve safety and reduce crime. Steve Woolrich, a Community Safety Practitioner with Safe Pathways, has introduced himself to staff and will be working in the Harbourfront Area at the beginning of his residency.

**Emergency Procedures** – the Emergency Procedures Binder (located on H&S Board) has been reviewed by all staff. Staff provided feedback that will be considered. We will schedule practice drills over the next several months to familiarize ourselves with the procedures. This is very much a work in progress that will take time to ensure all the policies and procedures are effective and in place.

**Statistics** *\*\*not all statistics were available & may require adjustment\**

Statistics	April 2024	April 2023
Inter Library Loans	<b>138</b>	96
Computer Usage	<b>4,289</b>	3,268
Memberships Added/Deleted	<b>51</b>	35
Electronic Resources	<b>15,631</b>	18,031
Total Circulation (Eresources not included)	<b>13,714</b>	12,363



### Programming April

#### Adult

In April we held our **Tiny Art Show** for the second year. We had over 150 pieces of art submitted and about 100 people attended the show. This year we decided to hold a **Silent Auction** for the art pieces that were donated. The proceeds from the auction went to the library to support future programming initiatives.



### **Children's - April/May**

With an early Easter this year we started April off with a holiday themed **Memento Making**.



Parents and children had fun making this special footprint craft!



We then had an **Earth Day themed STEM activity** on the PD Day, April 19th. Kids learned about environmental awareness by filling in the blanks for five sentences on how to properly take care of the planet. Each correct answer then corresponded to a colour code used to direct the Ozobot along the correct path. Colourable Earth cutouts were provided that kids could attach to the Ozobot to make for an even more immersive experience.

As May the 4th fell on a Saturday we made our **STEM activity Star Wars themed**. We supplied a wide variety of recycled items as well as craft materials and kids made their own "Junk Droid". Droids were to perform a specific function and finished products were to reflect this. A poster as well as a demonstration droid were put out with the materials to help illustrate the concept.

### **Upcoming Children's Events -**

We will be partnering with the Moncrief Construction Sports Centre and participating in their **Baby Workshop** on May 16th at the Rec Centre itself, pairing **Stroller Fit** with a **Storytime** for infants. This will include singing songs together as well as promoting/handing out our **Baby Bags** - filled with goodies to promote literacy at a young age, including forms for the **Imagination Library program**.

On May 24th the Children's Department will be mobile again and will be hosting a **grade 2 class from Valley View at Pinecrest**. We will be reading a Spring book and doing a gardening craft to help kickstart the warmer season!

There will be lots happening in June! In addition to several anticipated class visits, we will have several special programs offered throughout the month. On the **PD Day**, June 10th, we will be holding a **Rainbow Party** to celebrate **Pride**. Attendees will be encouraged to come dressed in their most colourful outfits. We will be reading "**Unicorns Don't Love**

**Rainbows**", making glitter beards and eating rainbow Jello! Also, in conjunction with Pride we will be making rainbow streamers/noise makers for the **Pride March** on Saturday June 22nd.

We will once again be participating in **Party in the Park** this year. Held at Garrow Park, this is a fantastic community event that was very well attended last year.

Lastly, we will be launching the **TD Summer Reading Club** on June 27th. This year's theme is "To the Stars" so we will have space themed activities available all day, as well as space themed decorations. There will be a door prize of a gift basket full of new books to kick off their summer reading!

**Upcoming Adult Events** – Board Game Tuesdays, Alcohol Ink Paint Event with Laurie Roos.

**Upcoming:**

<b>May 30 &amp; 31</b>	Crystal Vacation
<b>June 14</b>	Party in the Park – Garrow Park
<b>June 24</b>	Summer Hours begin



## Kenora Public Library Monthly Circulation Statistics

April 2024		Kenora Branch		Keewatin Branch		Combined Total for current month
		2024	2023	2024	2023	
Adult	Fiction	1,521	1,410	315	253	1,836
	Non-Fiction	240	229	25	25	265
	Periodicals	105	54	34	34	139
	Puzzles	7	23	6	2	13
	Bird Kit	0	0	0	0	0
	Park Pass/Muse Pass	2	0	0	0	2
	Audio Format	41	51	0	0	41
	Video Format	267	270	24	18	291
	L of T Equipment	0	18			0
	Electronic Equipment	250	242	0	0	250
	<b>Adult total</b>	<b>2,433</b>	<b>2,297</b>	<b>404</b>	<b>332</b>	<b>2,837</b>
Juvenile	Fiction	1,257	1,179	127	15	1,384
	Non-Fiction	211	186	18	10	229
	Audio Format	0	0	0	0	0
	Video Format	63	60	5	0	68
	Discovery Station	143	143		0	143
	<b>Juvenile total</b>	<b>1,674</b>	<b>1,568</b>	<b>150</b>	<b>25</b>	<b>1,824</b>
ILLO	Borrowed	58	53			58
	Lent	80	43			80
	<b>ILLO total</b>	<b>138</b>	<b>96</b>			<b>138</b>
Reference	Adult	1,092	1,019	202	166	1,294
	Juvenile	766	713	12	2	778
	Microfilm Use	105	115			105
	Electronic Help (minutes)	2,300	2,000	400	400	2,700
	Internet/WIFI	4,289	3,268		363	4,289
<b>Grand Total</b>	<b>12,796</b>	<b>11,075</b>	<b>1,168</b>	<b>1,288</b>	<b>13,964</b>	
# of days open	25	24	12	10		
Daily Average	512	461	97	129		

Electronic Resources	2024	2023	Transfers Between Branches	
TumbleBooks	8	2	148	Material to Keewatin
Digital Archives (newspapers)	0	13	202	Material to Kenora
eResources	219	71	350	<b>Total transfers</b>
eBooks	2893	2245		
Ancestry	44	0		
LinkedIn	0	7		
OPAC	6,335	6,021		
Kanopy	58	82		
Author Talks	61	299		
Webpage, Facebook, & Instagram	6,013	9,291		
<b>Total</b>	<b>15,631</b>	<b>18,031</b>		

Membership Statistics	Previous Monthly Total	Members added or (deleted)	Current Monthly Total
Kenora	7,107	40	7,147
All other	970	11	981
<b>Total</b>	<b>8,077</b>	<b>51</b>	<b>8,128</b>



**Kenora Public Library Board**

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Resolution #032-2024

Dated: May 22, 2024

Moved by: *Carmen*

Seconded by: *Barb*

That the following financial report be received:

- 1) YTD Budget vs. Actual

*nk* ✓  
CARRIED \_\_\_\_\_ DEFEATED \_\_\_\_\_ TABLED \_\_\_\_\_

# Department Actual vs Budget

Department 773 - Keewatin Library

Budget Year 2024

Report data returned based on the user's security permissions.

GL Category	GL Account	Budget	Actual	Variance
<b>Revenues</b>				
Miscellaneous Revenue				
	7735400-Keewatin Library Sundry Income	-	-	-
<b>Total Miscellaneous Revenue</b>		-	-	-
<b>Total Revenues</b>		-	-	-
<b>Expenses</b>				
Salaries Expense				
	7116040-Parks PT Wages	-	-	-
	7116105-Parks CPP	-	-	-
	7116110-Parks EI	-	-	-
	7116115-Parks EHT	-	-	-
	7116135-Parks WSIB	-	-	-
	7726030-Kenora Library FT Wages	-	-	-
	7726040-Kenora Library PT Wages	35,381	-	(35,381)
	7726105-Kenora Library CPP	2,105	-	(2,105)
	7726110-Kenora Library EI	559	-	(559)
	7726115-Kenora Library EHT	690	-	(690)
	7726120-Kenora Library Health Plan Contrib	4,237	-	(4,237)
	7726125-Kenora Library OMERS	3,184	-	(3,184)
	7726130-Kenora Library Insurance Contrib	502	-	(502)
	7726135-Kenora Library WSIB	973	-	(973)
	7736030-Keewatin Library FT Wages	-	10,858	10,858
	7736040-Keewatin Library PT Wages	-	-	-
	7736105-Keewatin Library CPP	-	560	560
	7736110-Keewatin Library EI	-	220	220
	7736115-Keewatin Library EHT	-	207	207
	7736120-Keewatin Library Health Plan Contrib	-	996	996
	7736125-Keewatin Library OMERS	-	954	954
	7736130-Keewatin Library Insurance Contrib	-	127	127
	7736135-Keewatin Library WSIB	-	311	311
<b>Total Salaries Expense</b>		<b>47,631</b>	<b>14,233</b>	<b>(33,398)</b>

# Department Actual vs Budget

Department 773 - Keewatin Library

Budget Year 2024

Report data returned based on the user's security permissions.

GL Category	GL Account	Budget	Actual	Variance
Operating Expense				
	7737061-Keewatin Library Adult Books	7,000	1,486	(5,514)
	7737062-Keewatin Library Child Books	1,500	682	(818)
	7737110-Keewatin Library Contracted Services	100	1,128	1,028
	7737154-Keewatin Library Furnishings & Equipment	250	-	(250)
	7737250-Keewatin Library Insurance	2,696	1,444	(1,252)
	7737280-Keewatin Library Cleaning	500	-	(500)
	7737400-Keewatin Library Materials & Supplies	300	-	(300)
	7737500-Keewatin Library Misc	-	-	-
	7737578-Keewatin Library Periodicals	1,000	-	(1,000)
	7737700-Keewatin Library Rent Own Equip	200	37	(163)
	7737750-Keewatin Library Repairs & Maintenance	800	-	(800)
	7737808-Keewatin Library Special Programs	100	-	(100)
	7737830-Keewatin Library Technology	1,500	-	(1,500)
	7737840-Keewatin Library Utilities	8,200	1,218	(6,982)
Total Operating Expense		24,146	5,994	(18,152)
Total Expenses		71,777	20,227	(51,550)
<b>Net Total</b>		<b>(71,777)</b>	<b>(20,227)</b>	<b>51,550</b>

# Department Actual vs Budget

Department 772 - Kenora Public Library

Budget Year 2024

Report data returned based on the user's security permissions.

GL Category	GL Account	Budget	Actual	Variance
Revenues				
User Charges				
	7724711-Kenora Library User Fee Family Memberships	8,000	170	(7,830)
	7724712-Kenora Library User Fee Senior Memberships	-	1,140	1,140
	7724713-Kenora Library User Fee Adult Memberships	-	580	580
	7724714-Kenora Library User Fee Child Memberships	-	90	90
	7724715-Kenora Library User Fee Temporary Memberships	-	15	15
	7724735-Kenora Library User Fee Fines	8,100	1,419	(6,681)
	7724740-Kenora Library User Fee Photocopies	5,000	1,597	(3,403)
	7724745-Kenora Library User Fee Returned Books	3,000	337	(2,663)
	7724755-Kenora Library User Fee Audio Video Rental	350	-	(350)
	7724760-Kenora Library User Fee Room Rental	13,846	5,770	(8,076)
Total User Charges		38,296	11,117	(27,179)
Municipal Funding				
	7724869-Kenora Library City Funding	762,396	250,799	(511,597)
Total Municipal Funding		762,396	250,799	(511,597)
Miscellaneous Revenue				
	7725100-Kenora Library NGO Grants Misc Grant	-	-	-
	7725300-Kenora Library Donations Donations	-	6,899	6,899
	7725320-Kenora Library-Imagination Library Donations	-	(5,164)	(5,164)
	7725400-Kenora Library Misc Income Sundry Income	2,300	(336)	(2,636)
	7755100-Kenora Branch Other Revenue Vision Fund	-	-	-
Total Miscellaneous Revenue		2,300	1,400	(900)
Appropriations from Reserve				
	7720957-Kenora Library Approp Fr Reserves	-	-	-
Total Appropriations from Reserve		-	-	-

# Department Actual vs Budget

Department 772 - Kenora Public Library

Budget Year 2024

Report data returned based on the user's security permissions.

GL Category	GL Account	Budget	Actual	Variance
Federal Government Funding				
	7724805-Kenora Library Federal FedNor	-	-	-
Total Federal Government Funding		-	-	-
Provincial Government Funding				
	7724809-Kenora Library Provincial MTCS	35,583	-	(35,583)
Total Provincial Government Funding		35,583	-	(35,583)
Total Revenues		838,575	263,316	(575,259)
Expenses				
Amortization Expense				
	7729970-Kenora Library Amortization	-	-	-
Total Amortization Expense		-	-	-
DO NOT USE - Unusual Spend				
	7758910-Kenora Branch Capital Project	-	-	-
Total DO NOT USE - Unusual Spend		-	-	-
Operating Expense				
	7727020-Kenora Library Admin	-	-	-
	7727040-Kenora Library Advertising	2,000	711	(1,289)
	7727050-Kenora Library Audit	8,461	-	(8,461)
	7727061-Kenora Library Adult Books	54,000	23,665	(30,335)
	7727062-Kenora Library Child Books	9,000	3,896	(5,104)
	7727065-Kenora Library Bad Debt	-	-	-
	7727110-Kenora Library Contract Services	5,735	1,297	(4,438)
	7727154-Kenora Library Furnishings & Equipment	5,000	-	(5,000)
	7727250-Kenora Library Insurance	5,853	2,928	(2,925)
	7727260-Kenora Library Interest & Bank	1,000	352	(648)
	7727280-Kenora Library Cleaning	22,000	7,046	(14,954)
	7727300-Kenora Library Legal	-	-	-
	7727400-Kenora Library Materials & Supplies	12,500	2,150	(10,351)
	7727465-Kenora Library Microfilm	1,000	-	(1,000)
	7727500-Kenora Library Misc	100	-	(100)
	7727550-Kenora Library Office	500	208	(292)

# Department Actual vs Budget

Department 772 - Kenora Public Library

Budget Year 2024

Report data returned based on the user's security permissions.

GL Category	GL Account	Budget	Actual	Variance
	7727578-Kenora Library Periodicals	2,500	928	(1,572)
	7727700-Kenora Library Rent Own Equip	2,365	1,087	(1,278)
	7727750-Kenora Library Repairs & Maintenance	13,000	1,236	(11,764)
	7727808-Kenora Library Special Programs	1,000	1,229	229
	7727830-Kenora Library Technology	19,500	457	(19,043)
	7727840-Kenora Library Utilities	26,600	6,992	(19,608)
	7727900-Kenora Library Travel & Conference	6,000	3,525	(2,475)
	7727951-Kenora Library Transfer to KLWRCF	-	-	-
	<b>Total Operating Expense</b>	<b>198,114</b>	<b>57,707</b>	<b>(140,407)</b>
	<b>Salaries Expense</b>			
	2536030-Facilities FT Wages	-	-	-
	2536105-Facilities CPP	-	-	-
	2536110-Facilities EI	-	-	-
	2536115-Facilities EHT	-	-	-
	2536120-Facilities Health Plan Contrib	-	-	-
	2536125-Facilities OMERS	-	-	-
	2536130-Facilities Insurance Contrib	-	-	-
	2536135-Facilities WSIB	-	-	-
	7116040-Parks PT Wages	-	-	-
	7116105-Parks CPP	-	-	-
	7116110-Parks EI	-	-	-
	7116115-Parks EHT	-	-	-
	7116135-Parks WSIB	-	-	-
	7306030-KRC Complex FT Wages	-	-	-
	7726030-Kenora Library FT Wages	413,516	151,332	(262,184)
	7726031-Kenora Library Vested Sick	-	-	-
	7726040-Kenora Library PT Wages	-	6,385	6,385
	7726041-Kenora Library Student Wages	-	-	-
	7726045-Kenora Library Allocated Pay & Benefits	-	-	-
	7726050-Library Overtime	-	1,108	1,108
	7726105-Kenora Library CPP	22,428	8,775	(13,653)

# Department Actual vs Budget

Department 772 - Kenora Public Library

Budget Year 2024

Report data returned based on the user's security permissions.

GL Category	GL Account	Budget	Actual	Variance
	7726110-Kenora Library EI	6,143	3,352	(2,791)
	7726115-Kenora Library EHT	8,064	3,144	(4,920)
	7726120-Kenora Library Health Plan Contrib	45,537	14,391	(31,146)
	7726125-Kenora Library OMERS	52,914	13,025	(39,889)
	7726130-Kenora Library Insurance Contrib	5,863	1,698	(4,165)
	7726135-Kenora Library WSIB	11,372	4,724	(6,647)
	7726199-Kenora Library Misc Benefits	2,212	1,650	(562)
Total Salaries Expense		568,049	209,584	(358,465)
Appropriations to Reserve				
	7720997-Kenora Library Approp to Reserves	-	-	-
Total Appropriations to Reserve		-	-	-
Total Expenses		766,163	267,291	(498,872)
<b>Net Total</b>		<b>72,412</b>	<b>(3,975)</b>	<b>(76,387)</b>





## Kenora Public Library Board

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Resolution #033-2024

Dated: May 22, 2024

Moved by: *Daphne*

Seconded by: *jen*

That the following policies be adopted as amended:

- OP-11 Information Services
- OP-12 Exam Proctoring
- OP-14 Copying and Printing
- OP-15 Meeting Space and Facility Use

*MC*  
CARRIED ✓ DEFEATED \_\_\_\_\_ TABLED \_\_\_\_\_



# Kenora Public Library Board

## POLICY

<b>SECTION: Operating</b>	<b>NO: OP-11</b>
<b>TITLE: Information Services</b>	<b>DATE: May 22, 2024</b>
	<b>Next Review Date: May 2028</b>

The Kenora Public Library's information services connect people with resources to fulfil their informational, educational, cultural, and recreational needs. This policy describes information services at the library and guides library staff when answering reference questions.

1. All users seeking information will be treated equitably and with respect to meet their individual needs, regardless of sex, age, ability, and ethnicity. The Library will provide welcoming spaces and library services to Indigenous peoples and share elements of First Nations culture with non-Indigenous persons. See Kenora Public Library **FOU-03 *Respect and Acknowledgement Policy*** and **FOU-04 *Diversity and Inclusion Policy***.
2. The staff will respect and protect the confidential and private nature of requests for information.
3. The staff will answer all reference questions efficiently, accurately, and as completely as possible and will be guided by the board's policy on **Intellectual Freedom FOU-02**. All questions will be considered important and legitimate, unless it becomes clearly apparent that they are otherwise.
4. The staff will assist the user in finding information and will provide instruction on how to use library resources based upon the user's needs. The staff provide the following services:
  - a) **Quick reference:** These questions can usually be answered immediately using library and online resources.
  - b) **General reference:** These questions usually require a more in-depth process to arrive at a complete answer and may as a result require a mutually agreed upon timeframe to complete.
5. If it is not possible to find an answer using library or online resources, staff will refer users to the inter-library loan service, other libraries, agencies, and community resources.
6. The extent of individual service to each person will depend on the number of users needing to be served. The following priorities will apply:
  - 1<sup>st</sup> priority - requests presented in person
  - 2<sup>nd</sup> priority - requests presented by telephone/voice mail
  - 3<sup>rd</sup> priority - requests sent in by mail/fax/e-mail
  - 4<sup>th</sup> priority - requests received via the interlibrary loan network

7. Print and electronic reference collections are maintained by library staff with a focus on the currency and relevancy of the material, and in accordance with Kenora Public Library **OP-02 Collection Development Policy**.
8. To assess and evaluate information services, and to comply with the requirements of the **Annual Survey of Public Libraries**, statistics on reference questions will be kept and analyzed.

**Related Documents:**

Kenora Public Library. **OP-03 Privacy, Access to Information & Electronic messages under CASL**

Kenora Public Library. **OP-02 Collection Development Policy**

Kenora Public Library. **FOU-02 Intellectual Freedom Policy**

Kenora Public Library. **FOU-03 Respect and Acknowledgement Policy**

Kenora Public Library. **FOU-04 Diversity and Inclusion Policy**

<b>History</b>			
<b>Approval Date:</b>	May 22, 2024	<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	



# Kenora Public Library Board

# POLICY

<b>SECTION: Operating</b>	<b>NO: OP-12</b>
<b>TITLE: Exam Proctoring</b>	<b>DATE: May 22, 2024</b>
	<b>Next Review Date: May 2028</b>

The Kenora Public Library provides exam and test proctoring services. An exam proctoring fee will be charged in accordance with the [Comprehensive List of Fees \(Appendix\)](#)

- A minimum of one-week advance notice is required before any test will be proctored. Students must schedule a time and date with the proctor. Appointments can be made in person, by email, [through our webpage](#), or by phone.
- Exams will be administered during the library's operating hours, Monday through Friday. The exam must be completed at least 30 minutes before the library closes.
- The library will not incur any costs for administering or returning exams. The student or the examining institution must provide a return envelope and postage. The exam proctoring fee, and any additional fees incurred, must be paid at the completion of the exam. (i.e. faxing, photocopying etc.)
- At the time of testing, the student must provide current photo identification and the name on the identification must match the name on the testing materials.
- The library will proctor written (open or closed book), emailed, or online exams. Library computer settings will not be modified to accommodate an online exam. It is the responsibility of the student to ensure that the computing resources are adequate for their testing purposes.
- The library reserves the right to cancel or change the date of an exam due to inclement weather, computer malfunctions, etc.
- At the conclusion of the exam, the proctor will return the exam to the testing institution as per the instructions provided.
- It is the responsibility of the student to know exam deadlines. The library will keep the exam for six months before the exam is destroyed.
- The library is not responsible for the content of exams that are emailed to the proctor, or for completed exams once they have been mailed.
- Proctors will not monitor a student continuously during the exam but may check on the student periodically. Proctors will enforce any time limits that are placed on the exam, as well as other rules set forth in the exam materials. The use of cell phones or visiting with others during the testing period will not be allowed.

### Related Documents:

Kenora Public Library - [Comprehensive List of Fees](#)

History			
<b>Approval Date:</b>	May 22, 2024	<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	



# Kenora Public Library Board

# POLICY

<b>SECTION: Operating</b>	<b>NO: OP-14</b>
<b>TITLE: Copying and Printing</b>	<b>DATE: May 22, 2024</b>
	<b>Next Review Date: May 2028</b>

The Kenora Public Library adheres to the laws of Canada governing the copying of all materials. The library retains a copying license for public libraries through Access Copyright, a non-profit organization formed and run by Canada's leading associations of creators and publishers. The library operates within the terms and conditions of this license and makes every effort to ensure that customers and staff do likewise.

Use of photocopiers to reproduce all or a substantial part of work protected by copyright is governed by the Canadian Copyright Act.

Copying of a work or a substantial part of a work protected by copyright requires the permission of the copyright owner.

The responsibility of determining whether permission is required, and then obtaining permission, is that of the person making the copy and not the Kenora Public Library.

Staff will neither participate in nor condone infringement of copyright. The Canadian Copyright Act (Appendix) may be reviewed should further information be required.

Staff will respect the patrons' right to privacy when handling documents while printing and photocopying.

Printing is available from photocopiers, laser printers and microfilm readers.

Fees will be charged in accordance with the Comprehensive List of Fees (Appendix).

### Related Documents:

Kenora Public Library - **Comprehensive List of Fees**

Canadian Copyright Act R.S.C., 1985 c. C-42

History			
<b>Approval Date:</b>	May 22, 2024	<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	



# Kenora Public Library Board

## POLICY

<b>SECTION: Operating</b>	<b>NO: OP-15</b>
<b>TITLE: Meeting Space and Facility Use</b>	<b>DATE: May 22, 2024</b>
	<b>Next Review Date: May 2028</b>

Meeting rooms and areas in the library bring together the resources of the library and the activities of the community for educational, cultural, civic, recreational, and charitable purposes. The library provides a forum for the expression of diverse ideas and opinions. However, use of the meeting areas shall not be interpreted to constitute endorsement by the Kenora Public Library Board of the policies and beliefs of groups or individuals.

~~The Kenora Public Library Board:~~

- ~~• will not knowingly permit any individual or group to use its facilities in contravention of the Criminal Code of Canada. Federal, provincial and municipal legislation and regulations must be observed at all times~~
- ~~• reserves the right to accept or refuse a reservation for library space, or to cancel any booking at its discretion~~
- ~~• will set and review rental fees~~

~~The Chief Executive Officer (CEO), or his/her designate, authorizes the use of the library areas or rooms.~~

~~Staff maintain the schedule and will make every effort to notify scheduled users of the unavailability in case of emergencies.~~

Bookings will be guided by the following:

- library and EarlyON programs and services, meetings, and events have first priority for scheduling, after which other applications are considered on a first-come, first-served basis
- ~~• any municipal resident, group or business, may request to schedule a meeting room~~
- anyone may request the use of a library meeting room or space
- meetings which disturb regular library functions, may not be scheduled
- The Kenora Public Library Board reserves the right to request a Certificate of Insurance confirming general liability insurance from organizations holding activities or events within the Library
- a Facility Use Form (Appendix) must be completed and payment of the rental fee, if applicable, made to secure the booking. Information about the intended use of the room, including the names and affiliations of any speakers must be provided on the form
- the rental fee will be returned if the booking is cancelled by the individual, group or business 5 or more days prior to the event
- approval from the CEO is required at the time of booking to sell goods and services

Room use will be guided by the following:

- use of the room shall be subject to the supervision of **library staff** ~~the employees of the board~~
- damages to the meeting room, furnishings and equipment will be paid by the applicant
- ~~set up, take down and clean up will not be provided by the library staff~~
- **Library staff will provide set-up and take down of library chairs, tables and electronics**
- use of materials or decorations on the walls requires prior approval
- non-alcoholic refreshments and food may be served in the meeting room
- the maximum occupancy of the meeting room shall be obeyed
- all users will agree to hold the library harmless for any loss, damage, liability, costs, and /or expenses that may arise during, or to be caused in any way by such use of the library facility
- **Advertisements concerning meeting and/or events scheduled to be held in the library must clearly indicate the sponsor of the event and will in no way indicate that the event is endorsed or organized by the Kenora Public Library, unless previously approved by the CEO.**
- **Events and/or meetings must be conducted during regular operating hours. Staff will provide a warning fifteen (15) minutes notice prior to the library closing. Any meeting that extends beyond the library's regular operating hours may incur an additional cost.**
- **Federal, provincial, and municipal laws, bylaws, and fire regulations must always be adhered to. The Kenora Public Library *Patron Code of Conduct* applies to all organizers and attendees at events/meetings taking place in the Library.**

The Kenora Public Library Board will:

- Set and review rental fees on a regular schedule.
- Set and review policies relating to facility use and meeting room rentals.
- Reserves the right to accept or refuse a reservation or to cancel any booking at its discretion.

The Library CEO will:

- Ensure all staff are familiar with the Meeting Space and Facility Use Policy.
- Make recommendations to the board regarding policy and rental fees.

The Library Staff will:

- Maintain the schedule for room bookings.
- Advise individuals and groups about the process of using or renting space.
- Facilitate use of the space or meeting room.
- Notify scheduled users of cancellations in cases of emergency or closure of the Library.

Fundraising/Event Ticket Sales

- The Kenora Public Library will not sell any raffle, event tickets, or fundraising items other than those sponsored by or benefiting the Kenora Public Library. Exceptions may be made in the case of a community partnership with approval from the CEO.
- Kenora Public Library Staff, Board Members and their immediate family members are prohibited from entering to win any and all draws, raffles, or contests organized by or sponsored by the Kenora Public Library.

Meeting Room:

- located at the Keewatin Branch Library, 221 Main Street
- measures 14' x 20 ' (280 sf)
- available during regular library hours
- seats 9-12 around a table, or up to 20 with row seating

Meeting area:

- located at the Kenora (Main) Public Library, 24 Main Street South
- please note that this is an open area of the library that may be available for special programming, while the library is open to the public (no privacy)
- seats 30-35 with row seating

**Related Documents:**

Kenora Public Library **Facility Use Form (Appendix)**

Kenora Public Library **Comprehensive List of Fees (Appendix)**

Kenora Public Library **Patron Code of Conduct**

History			
<b>Approval Date:</b>	May 22, 2024	<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	
<b>Amendment Date:</b>		<b>Approved by:</b>	





## Kenora Public Library Board

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Resolution #034-2024

Dated: May 22, 2024


Moved by: *Aophie*

Seconded by: *Rory.*

That the following policy be repealed:

OP-02-07 Reference Services

*M*  
CARRIED  DEFEATED  TABLED

	Kenora Public Library	Reference Services
	Section: Operating	Policy #: OP-02-07
Supersedes Policy #	Motion #OP-02-07	Date: April 9, 2014
	Review schedule: 4 years	Page 1 of 2

### Responsibility for Reference Service

All public service staff of the Kenora Public Library have received training in offering subject assistance to library patrons. All staff may attempt to answer questions and requests for information from any library patron, regardless of age.

Library staff must support and implement the principles and practices embodied in the current Canadian and Ontario Library Associations' Statement on Intellectual Freedom (see Appendices). Any questions asked should be answered non-judgementally, regardless of personal view.

Library staff should always be courteous and polite to their patrons. Factors such as age, dress, or race should not influence the service provided. Every patron deserves to be assisted promptly with dignity and respect.

Library staff must protect the privacy of an individual Library user. If an individual or institution inquires information about an individual user, for whatever reason, including what the person has read in the past, the Library personnel has a duty to protect the user's right to privacy. Even a request from a police officer requires a search warrant issued by a court.

### Type of Service Offered

#### Quick Reference

Questions that require specific factual answers, such as the name of a local MP, are known as "quick reference" and often can be answered immediately using resources kept close to the circulation desk.

#### In-depth Reference

In-depth reference requires a more lengthy search and the use of a number of sources to arrive at a complete answer. The staff will guide and assist the patron pursuing this search while simultaneously providing, as required, instruction in how to search and use Library resources, including electronic resources, to the best advantage.

#### Location of Material

The staff will help patrons to find specific desired items in the Library. If the material is not immediately available, assistance will be given by reserving material. If the Library does not own the item, assistance will be provided by means of borrowing from another library.

#### Library Orientation

Library staff will provide information on library orientation and instruction to each new individual joining the Library.

	Reference Services	Policy #OP-02-07	PAGE 2	OF 2
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**Instruction**

Reference service has an instructional aspect when the Library patron wants to learn how to use the Library in order to be able to locate information independently. In these situations, the staff can instruct the patron on the use of reference tools such as an almanac or index, or how to access other information.

**Referral**

Patrons may be referred to outside resources, such as community-based organizations, government offices and other libraries, where the information can be found.

***Excluded Questions***

School-related questions will be answered in the same manner as all reference questions. Only simple answers can be provided for prize contest questions. In the course of reference duty, a staff member may be asked to provide information from medical, legal, census, or tax sources. Library staff will do so readily, but must not offer any interpretation of the information provided.

***Telephone and email Requests***

Requests received by telephone, email, or in writing are treated as all other requests, but if the library is busy, priority will be given to the needs of patrons who have come into the library. Telephone questions will then be answered when time permits. The patron will need to be called back on the principle of first come-first served, giving a realistic expectation of how long it might take to address the question.

***Circulation of Reference Material***

Reference questions may be answered using the entire collection of the library. However, some material will be designated for use in the library only. Such material normally does not circulate. In exceptional circumstances, and at the discretion of the senior staff member on duty, a special one- or two-day loan may be granted.

Adopted September 30, 2009, motion #057-2009



**Kenora Public Library Board**

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Resolution #035-2024

Dated: May 22, 2024

Moved by: *Barb*

~~Seconded by:~~

That the meeting adjourn at 5:31 p.m.

*me.*  
CARRIED  DEFEATED \_\_\_\_\_ TABLED \_\_\_\_\_