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2001 ANNUAL REPORT OF THE CHIEF LIBRARIAN KINGSTON FRONTENAC PUBLIC LIBRARY BOARD

This Report is respectfully presented to the trustees of the Kingston Frontenac Public Library Board, the members of the Council of the City of Kingston, the members of the Frontenac Management Board and to the citizens and residents of the City of Kingston and the Townships of Frontenac.

2001 was a very satisfying year as a number of projects were completed and some new long-term initiatives were begun. As legislated, the pay-equity adjustments were settled and work on job evaluations began. For the first time since the amalgamation of the two library systems, the Management team remained unchanged, which allowed us to undertake some strategic planning. The new Library Board, which had been appointed in December 2000, began their own long-term planning process. They also took advantage of the hottest day in August to tour the northern branches.

STAFFnet, KFPL's own intranet was launched in May and soon became the backbone of our internal communication system. All policies and procedures and staff manuals are gradually being added so that all information will be available at the click of a mouse.

We took advantage of funding from the Melissa and Bill Gates Foundation and from the urban CAP program to expand the number of public Internet terminals. Plans are underway to construct a computer training room at the Isabel Turner Branch.

We established an aggressive schedule of weeding and rearranging the collections in all the branches, which has resulted in a brighter, more contemporary look.

Our two primary funders, the Frontenac Management Board and the City of Kingston continued to give us financial and professional support. The library was recognized as a leader in Information Management when I was appointed as co-champion of the Access to Information Services Initiative, one of seven initiatives identified in the city's Community Strategic Plan. This exciting venture will allow library staff to interact with all facets of the Strategic Plan.

In short 2001 was a year of progress and promise.

around the branches @ your library

At the **Arden Branch** The Village Beautiful group planted flowers along the library wall. They have also put in a round flowerbed in front and a welcoming bench. New pamphlet and magazine racks were installed at the **Calvin Park Branch**. At the **Cloyne Branch** the township built a handsome new canopy over the entranceway to replace the one that had collapsed under snow in January. At the **Hartington Branch**, video circulation increased dramatically following the removal of the video insurance fees. The **Howe Island Branch** said goodbye to Yvonne Kane and welcomed Sharon Cross as the new Branch Assistant. The children's section of the **Isabel Turner Branch** was livened up with the addition of posters, kites and banners purchased by the Friends of the Library. At the **Kingscourt Branch**, children stood on the door-step eagerly awaiting their chance at the drop-in crafts. The **Mountain Grove Branch** continued to partner with local schools to provide regular class visits. Two Technology Tutors held sessions for the public on Internet training in at the **Ompah Branch** in May. The **Parham Branch** received a rotating collection of recent hardcover juvenile books. The **Pittsburgh Branch** was awarded the OLA Building Award for outstanding architecture at the annual Ontario Library Association Superconference. The **Plevna Branch** received Gates computers with access to Internet, Microsoft Office package and Children's programs. At the **Sharbot Lake Branch**, a reading at the branch by three local poets attracted a standing-room-only crowd. Technology tutors conducted public training sessions at the **Storrington Branch** on how to use the mouse and the Internet and how to send and receive web-based e-mail. The **Sydenham Branch** continued to make good use of the interest received from the Flora B. Grant Endowment Fund. The Community Centre Board scheduled a yard clean up at the **Wolfe Island Branch**. The Katimavik group were primarily responsible with the help of some other island young people.

staff matters @ your library

Staff Changes

With several exceptions, most staff changes during 2001 were internal. In January, Carol Vanderhelm was promoted to the position of Interlibrary Loan Specialist and Marilyn Ottenhof was promoted to fill Carol's Library Technician position in Children's Services. Brenda MacDonald left Wolfe Island to fill Marilyn's position and Sharon Hogan filled the Wolfe Island hours. Eric Folsom's term position as relief for Carol Palmer was made permanent when Carol did not return from extended sick leave.

At the Sydenham Branch Heather McDiarmid resigned and her hours were taken by Jeanette Lee. In July, Sara Carpenter was hired to replace the indomitable Michael Dawber who moved to London (and to a job at London Public). Patrons on Howe Island also saw changes as Sharon Cross replaced Yvonne Kane when she moved into Toni Babcock's former position as Library Office Assistant.

In March Jerry McHenry took early retirement after 26 staunch years as Librarian Specialist, Technical Services (20 of those as President of CUPE 2202). In December Michael Vandenburg was hired for that position, now re-titled Librarian, Database and Systems Services to reflect the changing times.

We were very fortunate to have funding for several new positions to meet the growing needs of our patrons. In October, Jeffrey Belmore joined the staff as Library Systems Technician, John Baldwin was promoted to the permanent part-time Maintenance Assistant position, and Kathy Cousineau and Pat Bender were the successful candidates for the new full time Library Assistant positions, one of which was in Children's Services.

As many of these staff members had held term/relief positions it became necessary to hire relief staff to replace them so, throughout the year, Jill Ollson, Maria Mitousis, Melanie Dugan, Marjorie Bousfield, Lori O'Connor, Jerry McHenry and Teresa Manion were hired. And, following her wedding in August, our Webmaster extraordinaire Amy Walsh became Amy Rundle.

These new faces and new assignments added a fresh perspective and vibrancy to the complement of dedicated and talented staff.

Staff Development

In this rapidly changing world, exposure to new ideas and methods is essential to allow staff to grow personally and professionally. Within our limited training budget, every effort was made to offer as many opportunities as possible for staff to attend conferences, seminars and workshops.

In February, twelve staff and board members attended the Ontario Library Association Superconference. Staff also attended the annual conferences of the GEAC Users Group held in Alabama, the Association of Library Technicians held in Toronto, the Future of Rural and Small Libraries held in Ohio, and the Canadian Association of Music Libraries, the Canadian Library Association in Winnipeg and the Video symposium.

Management staff attended a variety of seminars on such topics as Library Management, Changes to the Labour Law and Employment Standards Act, Progressive Discipline, the Duty to Accommodate, and Supervisory Skills. They also registered for several courses leading towards the Certificate in Managing Information Enterprises offered through the University of Toronto's Faculty of Information Studies and they attended the OLA Leadership Forum on the Ontario Digital Library.

Staff took advantage of the many excellent workshops offered by the Southern Ontario Library Service including Music in Children's Programming, E-Books, and Family Storytime as well as workshops on web searching, how adults learn and VDX training.

enriching collections @ your library

We were pleased that the budget for library materials increased slightly in 2001 with the greatest increase being for electronic products. The budget was augmented by a generous bequest that allowed us to improve the collections of classics at all branches.

We also welcomed many patron donations. Some materials were added to our book sales but many were added to the library's collection including an in-memoriam donation of a Coca-Cola collectibles guide, a book about loons at the Ompah Branch, several business books donated by Harvey Schachter, and a copy of *Ganounkouesnot* signed by the author Renie Marshall at the Wolfe Island Branch. The Plevna Branch purchased children's books with the money received in memory of Mr. Hanes, a local teacher and the Cloyne Branch used money donated in memory Mr. Wright to purchase popular fiction, with an emphasis on mysteries. The Kingston, Frontenac, Lennox and Addington Health Unit donated videos on hosting parties in a safe way to each of our branches.

refreshing programmes @ your library

Outreach

Our Shut-in and Books-by-Mail services, delivering materials to patrons who are physically unable to come to a library branch, and our Deposit service to nursing homes and seniors' residences continued to expand, reflecting the increased needs of our aging population.

Career Information

Searching for a job continued to be a priority for many people and we offered Job Search Workshops for groups from March of Dimes, Career Training College, St. Lawrence College, the Industry Education Council, Gardiere Croque Soleil, Kingston Learning Centre, the Hotel Dieu Youth Initiative, and the Limestone School of Community Education.

Computer Training

We were fortunate to receive funding from Industry Canada to hire a contingent of Technology Tutors to augment our own staff in training patrons in the use of the internet and various software products

Reference Services

Library staff answered over 188,000 reference queries in 2001. In addition to our traditional reference service we ventured into cyberspace with our "ask a librarian" online service. Through the Internet we answered questions from as far away as Syria.

Interlibrary Loan

The interlibrary loan service through which we borrow books from other libraries throughout Ontario and North America was upgraded by SOLS to a new VDX system.

Programmes

Story hours, puppet shows and craft programmes continued to be an important part of Children's Services. March Break was a huge success with over 1200 people attending programs throughout the system. Events such as the travelling puppet show, musical performances by Turkey Toe Stew and the highly successful Folktale Theatre added sparkle to the week. Storytimes for all ages were so popular that one patron phoned from Australia to sign up for Toddler Time. And the first Kingston Silver Birch Book Club was formed.

Booktalks

We increased the number of author visits in 2001 as we played host to, among others, British children's author James Riordan, Linda Bailey winner of the Silver Birch non-fiction award, local short story author Alison Gresik and our own "poet-in-residence" Eric Folsom.

Displays

A variety of displays of library materials from A.A. Milne to V.S. Naipal continued to introduce patrons to new authors and new media. New display cases in the children's area at Central allowed us to display selected items from the children's rare book collection. The Kingston Spinners and Weavers displayed their handiwork at the Calvin Park Branch. The Storrington Branch displayed a beautiful quilt to showcase local quilters and the Wolfe Island Branch displayed maps and books donated by a local Afghan family. Both the Calvin Park Branch and Central had numerous art displays by local artists.

Book Clubs

Book clubs continued to flourish at the Calvin Park, Pittsburgh, Turner and Sydenham Branches.

welcoming spaces @ your library

Facilities

Through the generosity of an anonymous donation from The Elizabeth Fund the renovations to the second floor of Hawthorne Cottage at the Pittsburgh Branch were completed. At the Isabel Turner Branch the first plans for the computer training room on the lower floor were produced.

Furnishings

The furnishings for the new rooms at the Pittsburgh Branch were purchased by the Friends of the Pittsburgh Branch Library. At the Central branch, the circulation /information desk was redesigned and new computer pods were purchased to the delight of staff and patrons. The Arden and Plevna Branches received new desks to house their additional computers and the Wolfe Island Branch was the grateful recipient of a new water cooler.

Room Bookings

In February, we added meeting space at the Pittsburgh Branch to our list of rooms available for rent. Throughout the year we handled over 1,000 room bookings with over 22,000 people in attendance.

Landscaping

The Pittsburgh Historical Society unveiled a four-sided cairn with plaques commemorating the history and people of the former Pittsburgh Township. The flowerbeds at the front of the Central Branch were replanted and the City landscaped the rear of the Isabel Turner Branch.

expanding technology @ your library

Hardware

Staff and patrons benefited from the new influx of computers and software packages made available through funding from the Gate's Foundation and the Urban Community Access Program (CAP). Among the new acquisitions was a French terminal for the Pittsburgh Branch. Late in the year we began to install the 150 computers leased through the City's leasing plan.

Systems

Staff were busy both training and being trained as we prepared to move from the text-based GEAC operating system to the new GUI interface. In order to meet the increased demand on our system we doubled our Internet bandwidth. All staff welcomed the new Intranet system "STAFFnet".

developing partnerships @ your library

Other Agencies

Libraries play a central role in the life of the community. This is particularly evident when we begin to list the number of agencies and associations with whom staff interacted as resource professionals during the year. These included Childbirth Kingston, the Canadian Mental Health Association, the Baby and Me Program and the Rural Breast-Health Coalition. We continued to rent space to Kingston Literacy, the Kingston District Community Centre, and to VOCEC's Bookends Café. The Pittsburgh Community Benefit Fund held their monthly meetings in the Pittsburgh Branch and the Pittsburgh Historical Society moved their archives to the Branch. Library staff served as judges for Literacy Quest (an HRDC initiative), the Regional Science Fair, and on a panel for the Canadian Independent Film and Video Fund. Staff also contributed with great enthusiasm to the First Annual KFPL Chillifest and the Silent Auction as part of their contribution to the United Way campaign.

Boards And Committees

Staff continued to attend meetings and to serve on a variety of Boards including Kingston Literacy and KDCIC, Kingston Area Health Librarians Association (KAHLA), the Kingston Area Association of Volunteers (KAAV), the Parent Network Subcommittee of the Early Years Coalition initiative as well as two local Connect Ontario groups: KANnet and KFLAnet. At the provincial level management staff attended the meetings of the medium and rural library associations, AMPLO and ARUMPLO.

Funding Agencies

Again, the library system could not exist without the support of our two major funders, the City of Kingston and the Frontenac Management Board. We are deeply grateful that the members of both these bodies acknowledged the benefit of the library system to their constituents by passing the library budget as it was presented to them.

Donations

Members of the community have been generous in their support of the library. As well as many individual donations such as the ongoing Florence Grant endowment in support of the Sydenham Branch, Minaker's Flower Centre supplied bedding plants for the Pittsburgh Branch, and at the Arden Branch the Village Beautiful Group planted flowers and donated a bench to the library.

Friends And Volunteers

The Friends of the Library once again generously supported enhancements to the library system. With money raised through memberships and fundraising efforts such as their book and magazine sales and Theatre Night they purchased children's banners and decorations for a number of branches, and funded new Christmas decorations for all 17 branches. Their most significant expenditure in 2001 was funding to re-cover the Wilson Room walls at the Central Library and they sponsored our entry in the Kingston Literacy Spelling Bee. All our patrons benefited from their efforts.

We also recognize the fine work done by our many volunteers. Without them, there would be no drivers to make deliveries to our shut-in patrons, there would be no book sales, no plants would be watered, our shelves would be less orderly, our piano would not be tuned and, of course, there would be no Library Board. We thank them all.

And finally, I applaud the hardworking and dedicated library staff without whom there would be no library service. The details of their endeavours are outlined in the reports of the Managers that follow.

Deborah Defoe,
Chief Librarian, Chief Executive Officer

Manager, Adult Services: Barbara Love

Collections

Budget

While the cost of hardcover fiction and nonfiction remained stable in 2001, the falling Canadian dollar accounted for a sizable shrinkage in actual buying power. In addition, paperback prices rose by about 5% and one of our more popular collection items, books on tape, rose by almost 11% to account for an overall budget impact of 6%. Since our budget passed with that increase approved, we were able to maintain but not enhance our collections.

E-books and the Electronic Revolution

After an initial burst of interest in e-books from conference organizers, publishers and librarians, the bloom is off the rose as publishers began to abandon their e-book divisions, major e-book distributors went under and libraries (and consumers) were slow to jump on the e-book bandwagon. At the same time, online versions of reference works, government publications and print indexes continued to replace print, both for wider accessibility and for their full-text coverage. In addition to our current electronic databases, we added Canadian Newdisc with its online version of the *Kingston Whig Standard* and CanCorp Financials for online Canadian company and financial information. At the same time, after threatening that there would be no further print runs of *Encyclopaedia Britannica* and the *McGraw Hill Encyclopedia of Science and Technology*, both reference sources have new print editions out this year which the library will need to acquire.

Book Sales

With the able assistance of Anne Hall and a team of hardworking volunteers, two of the ever-popular Buck-a-Bag booksales were held at the Turner branch again this year, netting \$300 (May) and \$200 in the fall. Because of all the hard work that goes into these sales and the relatively low profits, it was recommended raising the price next year to a toonie a bag.

The Special Book sale organized by Gail Scala netted a record \$6487 this year.

The magazine sale, also organized by Gail, brought in \$454 this summer.

Staff

Once again, with the financial support of the Friends of the Library, KFPL sent a team (Scott Van Luven, Anne Hall and Christina Tracy) to the Kingston Literacy Spelling Bee and made it to one of the final rounds.

Sarah Bennett, an Algonquin College library techniques student, did a three-week placement here, concentrating her time in the Children's Department.

Bessie Sullivan spearheaded KFPL's most successful United Way effort ever whose highlights included a silent auction and a very spirited chilifest.

Barbara Love became the Eastern region representative on the OPLA Council.

Kathryn Goodhue and Barbara Love each spent a six-month term as Deputy Chief Librarian.

Services

Circulation

The big story this year was a significant increase in circulation of 6% – the first major rise in about 5 years. This may be partially attributed to the declining appeal of the big box bookstores and to the economic recession following September 11.

Adult Programmes

Central offered a talk by Peter Zuuring who spoke to a standing room only crowd in the Wilson Room on his plan to rebuild the Avro Arrow and Turner hosted an author reading by local novelist, Alison Gresik.

Staff Training

Heather Compeau took over the new training portfolio in the library and began coordinating the technology tutors to train staff and the public which was one of the most popular programmes ever offered at the library. She also provided ongoing reference and internet training to staff and special training for the next release of the Geac software.

Most urban staff also received first aid training this year and rural staff will get training next year.

Barb Love and Lester Webb attended the three-day Ontario Leadership Forum on the creation of the Ontario Digital Library.

A number of staff attended an OLA-sponsored session at Queen's given by Rita Vine on "Searching smarter and faster on the web" which they praised highly.

Staff members participated in e-learning of Microsoft Office Suite products through the auspices of Collaborative Designs, a KFPL training partner. Staff were generally enthusiastic about this method of learning but found it difficult to schedule the time to do the self-training.

Interlibrary Loan

SOLS unveiled the new VDX software for ILLO use but has yet to work out all the kinks. It's been either feast or famine for ILLO requests (from an impossible 300 requests a week to an equally bewildering one or two). All libraries are experiencing these problems with the system and it is unclear when these substantial difficulties will be resolved.

We borrowed a total of 1047 items (books, microforms and articles) from other libraries for our patrons which was a 1.1% increase over 2000. We lent a total of 3,019 items to other libraries which was a decrease of 2% over the previous year. Even with this slight decrease in loans, KFPL continues to be a heavy net lender.

Adult Tours and Workshops

Career workshops were provided to 185 individuals from 22 community groups such as the March of Dimes, the Career Training College and the Industry Education Council throughout 2001 but the number of attendees continues to drop as employment in the region remained strong. This, of course, is a good thing.

Extension

We currently serve 64 shut-in patrons and 17 institutions. We sent out 17,040 items in 2001, which represented a 25% increase over 2000. As the population ages, this service is predicted to continue to grow.

Adult Displays

In addition to responding to local, national and international concerns such as a display on homelessness in recognition of the death of local legend, Fred Howey, to displays throughout our branches on international terrorism, Islamic fundamentalism and Pakistan and Afghanistan in the wake of September 11, our displays also recognized the loss of major Canadian writers such as L.R. Wright, and Mordecai Richler and international authors like Robert Ludlum, Eudora Welty, Douglas Adams and Ken Kesey.

Reference Service

Reference is clearly the service that has been most impacted by the Internet. While the number of cyberspace questions rises each month, the number of reference questions that came across the desk at urban branches dipped slightly as more patrons access information at Internet terminals in our branches and use our online databases (about 12,000 online searches in 2001) at the branches and from home to answer their own questions. Rural reference questions saw an increase but this was largely due to the arrival of new staff who record queries more diligently. We continue to handle research questions, often on topics of local history, which arrive by email, snail mail or phone. For example, Jo Stanbridge researched Kingston's role in the Underground Railroad, Barb Love assisted an editor of Robertson Davies' letters, and a number of staff helped look into the whereabouts of a possible local landmark from an old photograph sent to us.

Branches

Central

It appears that, in the last couple of years our public have become more diverse. We are now closer to being what we profess to have always wanted to be: a public library that serves more than just the middle class. However, this has increased staff stress levels because we are dealing with more aggressive patrons and people who are not as aware of what sort of behaviour is expected in a library.

The new Main Desk was installed at the very end of 2000 and presented immediate problems for staff and patrons. A Desk Committee was established to make recommendations for improvement. It was quickly decided to switch the Information and Circulation functions, to install flat screen monitors at the Info Desk stations for easier patron accessibility and phone headsets for staff ergonomics. We also added new CD bins and public access computer pods which neaten up the first floor. We weeded extensively, reorganized and relabelled the magazine section and found better placements for display units.

In the non-public space, the CPD desk (a second check-in desk) was rebuilt, new book trucks were purchased and procedures were adjusted with input from a group of occupational therapy students from Queen's University.

A self checkout machine was installed in the summer but had problems desensitizing materials so has been temporarily removed until later in 2002.

Calvin Park

The old circulation counter was removed and Central's refurbished Infodesk was installed to serve as the new circulation desk.

Pittsburgh

OLA's 2000 award for Architectural Excellence was presented to Shoalts and Zaback for their design of the Pittsburgh branch library in recognition of a design that juxtaposed a beautiful and functional modern addition onto a historic limestone building.

Isabel Turner

Circulation has continued to increase each year since the branch opened – up 1.6% this year.

Following the example set by Central, Turner also formed a Desk Committee to undertake renovations suggested by an ergonomic consultant. Recommendations made by this committee are expected to be implemented in the first half of 2002.

Funding was received for Turner to build one of the province's Gates Training Labs. The building's architects, Shoalts and Zaback, submitted a design proposal for the Centre and tenders will go out in 2002 for its construction.

Barbara Love
Manager, Adult Services

Manager, Children's and Rural Services: Kathryn Goodhue

Rural Services

Circulation

- Rural circulation was up by 1 % across the system.
- Arden, Ompah, and Hartington showed the greatest gains over last year.
- Internet bookings overall have decreased 7% over 2000 however Arden has experienced an almost 100% increase with the introduction of the Gates computers.
- The number of reference questions answered has increased by almost 50% over last year. This may be as a result of the definition of what is to be counted.
- Sydenham continues to be the busiest Rural branch and this year circulated more materials than Kingscourt.
- Since amalgamation overall circulation in the Rural branches has increased by 17%.

Collections

- All large type books in rural branches were revolved this year.
- New collections of adult and juvenile videos were revolved.
- CD collections were developed and will be introduced at Cloyne, Hartington and Sharbot Lake in 2002. Work on similar collections for Arden, Mountain Grove, Storrington and Wolfe Island will begin in 2002.
- Weeding continues. Older materials have been removed and redistributed where possible. This has freed up shelf space for display and resulted in more materials being borrowed from the older collections.
- Heaviest circulation still remains in the new materials collections particularly in Fiction and Popular Non-fiction items like Cooking, Hobbies and Biographies.
- Biography collections have been created at some locations. The rest of the branches will have biography collections by the end of 2002.
- Genre collections have been created at a number of branches (Sharbot Lake and Wolfe Island) with positive effect.
- Cloyne received a number of donations in memory of Martin Wright. The money was spent on thrillers and mystery popular fiction.

Training

- Reference training was provided for all Rural branch assistants.

Publicity

- Janice Coles, the Rural Librarian, took over the writing of the Bookmark column for the Frontenac News.

Partnerships

- We were approached to join the Rural Breast Health Coalition to look at making current breast health materials readily available to rural women. A funding proposal was initiated to look at purchasing some of these materials.
- Janice Coles attended the first “Future of Rural and Small Libraries Conference” in Columbus, Ohio.

Hours

- A rural branch survey was conducted in October to ask patrons about library hours. Results are still being tabulated. However initial results indicate that of the patrons who responded many are very happy with the service they are being provided with at Rural Branches.

Staffing

- Three long time staff members left Rural Services this year. One left the area and two accepted full time positions within the library.
- Staffing the Rural Relief position for South Frontenac has proved difficult as it is an attractive first step into the system. This has meant that a lot of the Manager’s and Rural Librarian’s time has been spent hiring and training new staff.

Facilities

- Facilities issues continue to be a challenge at Rural Branches. Distance hampers our ability to respond promptly to concerns. Difficulties with contacting township staff and their ability to respond which is often hampered by lack of resources on their part has resulted in many concerns going unanswered. We continue to look for a workable solution.

Systems

- Connectivity was the major issue in Rural Services in 2001. We upgraded to a new version of VPN (Virtual Private Network) the system that allows us to automate our northern branches. This version has proved to be more problematic than the initial version. Many of the rural branches circulated most of their materials manually for a good portion of the summer and into the fall. We have also continued to experience problems with the phone lines and our Internet providers. As well the distances that have to be travelled in order to attend to problems make an already difficult situation even more so. All of these issues have made it very frustrating for staff to continue to provide quality library service. It’s hoped that the replacement of all hardware in 2002 will help us to better diagnose the problems. However it may be that the very nature of providing computer service to rural communities may mean that we will continue to experience difficulties. It points to the need for the library profession to lobby for better infrastructure to help keep rural areas current and connected.
- We received funding for a Rural CAP student starting in October. Chris Matheson was very well received and very much appreciated.

Childrens Services

Circulation

- Children's and youth materials made up 29% of the total circulation in the system.
- Between 38% and 50% of Mountain Grove, Parham, Plevna and Wolfe Island's circulation is made up of children's and youth materials.
- Central Children's accounts for 42% of the total Children's Circulation in the system with Turner conducting another 26% of the total.
- Children's circulation overall increased by 3%.
- Children's services saw large increases in children's circulation at Arden, Hartington, Howe Island, Plevna, and Sydenham.

Collections

- A generous donation made it possible to update the Children's non-fiction and picture book collections by buying retrospective titles in these areas.
- Replacement of worn out children's materials continues to be a problem. The collection budget has not kept pace with the rising cost of children's materials. This has meant that not only has our buying power decreased but we fall farther and farther behind when trying to maintain a well-balanced collection. As well we struggle with the children's publishing industry which often puts children's titles out of print as early as 6 months after publication. Unlike adult materials, Children's materials wear out quickly and need to be replaced more often. We should be devoting a minimum of 10% of our budget to replacements but cannot at the moment.
- The Children's librarian, Kimberly Sutherland Mills, created a revolving Seasonal collection for all branches except Central and Turner. This collection involved the creation of collections of seasonal books for all branches. In the past an individual branch might only have one or two books on a particular holiday. These items are only in high demand for a short time each year. By creating a revolving collection we hope to have a more equitable distribution of these materials across the system.
- Children's services have received a number of donations this year for the Plevna and Calvin Park branches.
- A Children's Collection plan was implemented to streamline how juvenile materials are treated in the system. Emphasis will be placed on the developmental stages of the reader where possible. An attempt has also been made to have an item classified the same throughout the system.
- A Juvenile video rotation was implemented in the fall.
- Weeding has been a struggle to fit in both for the Children's Librarian and staff. A number of branches were fully or partially weeded. Unfortunately it often took 3 to 4 months to finish processing the materials after they were weeded.
- Central Children's staff offered 75 Bookpicks. This service allows patrons, often teachers and daycare providers to request fiction materials on a particular topic. Staff select materials that are age appropriate and that highlight the best that the collection has to offer. This is a valuable Reader's advisory service that is offered.
- Kimberly began a monthly Hot new titles poster for Children and Teens that has proved very successful in generating interest in new titles. Patrons are encouraged to place items on hold.

Programs

- Programming increased by 25% in 2001 with an increase in number of programs offered of 41%. Despite this increase Children's services continues to have waiting lists for its Children's preschool programs.
- KFPL participated in the TD Summer Reading program for the first time. This resulted in an increase in participants of 84% (952 participants compared to 517 in 2001).
- Given the current research on the importance of literacy development for children aged 0-6 years, Children's Services is continuing to emphasize preschool programs. Children's services continues to promote the benefits of reading to children and emphasizes some of the emergent literacy skills required to make lifelong readers.
- Class visits were streamlined in order to offer more bibliographic instruction visits. Emphasis was placed on Heritage and Science Fair content.
- The very first Silver Birch program was offered in 2001. The program involves children voting for their favourite book from of a list of ten current Canadian titles. The program ended with a visit from, Linda Bailey, one of the authors. She turned out to be the winner of the non-fiction award.
- We also hosted author visits from authors Joanne Stanbridge (KFPL Librarian) and James Riordan.
- Cree storyteller duo Nikamok visited in November.
- A pilot literacy program designed to maintain reading abilities over the summer was provided thanks to a grant from the federal Summer Career Placement program. Our hope is to expand this program to the rural branches this summer.

Partnerships

- Kathryn continued her involvement with the Early Years Coalition. She also became a member of the Early Years Literacy Subcommittee.
- Kathryn assisted with the hiring of the Early Years Literacy Specialist for Kingston and Islands at the invitation of Kingston Literacy.
- Kathryn was a member of the selection committee for the Silver Birch award booklist and Kimberly was on the selection committee for the Red Maple award booklist.
- Marilyn Ottenhof was asked to be a judge at the Regional science fair for grades 5 -8. She has been asked back in 2002.
- Kimberly made a highly successful presentation at OLA and was asked back in 2002.

Staffing

- Children's services went through tremendous staff upheavals in 2001 which resulted in 6 changes of staff or location of staff.

Training

- Children's Services Staff attended workshops conducted by Rob Reid and Kathy Reid-Naiman.

Publicity

- Kimberly was interviewed for numerous radio spots and newspaper articles to promote children's programming at KFPL.

Facilities

- The children's department at Central had an office built and the circulation desk revamped. Work is ongoing to complete this project.

Kathryn Goodhue
Manager, Children's and Rural Services

Manager, Systems and Technical Services: Lester Webb

2001 was once again a time of change and great activity for the Systems and Technical Services group. We turned our attention to implementing outstanding projects and positioning the organization for technological innovation.

Technical Services

The most significant event in 2001 was the retirement of Jerry McHenry after over 20 years leading the Technical Service direction for the organization. Jerry had guided the library through automation, amalgamation and his leaving leaves a significant gap in organizational history and technical services expertise. We feel his loss on a personal level not only because Jerry brings a pragmatic, positive and informed view to all situations, but also because he is pleasure to work with. We were unable to replace Jerry in 2001 and this had a significant impact on the pace that we could implement our TS/Systems projects.

TS also faced several other challenges to the general workflow. Absences, job gapping, and accommodations placed a heavy load on the scheduling, so that Debbie Van Luven had less time for increasing TS work. As well, Toni Babcock shifted from TS to administration midway through the year and was not adequately replaced until late fall.

TS staff are to be commended for keeping the work flowing with the absence of Jerry and the increased work in the area. The welcome increase to the acquisitions budget increased the number of items ordered and catalogued in 2001. Donations also continue to supplement our collection. We largely completed the shift of the Biography collections in the urban areas.

Late in the year, we were joined by Jane Oliverio as a part-time Library Assistant in TS and Michael Vandenburg was hired as the database Librarian starting in 2002.

Serials

In 2001 the serial staff saw the impact of the decision to centralize serials check in and claiming at the Central Branch. Changes to the address for the branches resulted in significant increases in duplicate copies being received and errors in delivery. Anne Hall and Catherine Case did a super job handling these problems and easing the problems for branch staff. In the end, centralization will provide the benefits of greater control and efficiency.

Catherine attended the Library Technicians conference this year and now serves on the Eastern Ontario Executive of the LT association.

Volunteers

Volunteers continue to contribute significantly to the Library. We have seen an increase in the number of volunteers across the system because of the requirements for students to work in the community and a greater interest in volunteering in general. In 2001, Anne took over the checking of references for volunteers, which is greatly appreciated.

Anne continues to contribute as the library's representative to various volunteer steering groups such as KAAAV (Kingston and Area Association of Administrators of Volunteers) and sits on their executive as the secretary and webmaster. Anne is also on the Youth Volunteer Council, attends workshops put on by Volunteer Kingston, and sits on the Friends of the Library executive as the Product Marketer.

Scheduling

The year was my first full year managing the schedule and it was extremely busy. We used almost 3 times the relief staff in 2001 than in 2000 because of various staff vacancies. We continue to monitor the use of relief staff to ensure that we are using them most effectively.

Publicity and Web Page

As always the publicity and web page department was extremely busy supporting many of our successful programs. Some highlights in 2001 include:

- Ads and flyers in support of the Gates project and our electronic services
- Flyers promoting the Pittsburgh area
- Promotion of the children's programs and the summer reading program.

Our website continues to be one of the best in the community and featured many topical events, such as the events of September 11.

In 2002, we hope to undertake an update of the web page as we revise our various web products.

Systems

The year was extremely busy for the systems group, particularly Scott Van Luven, as is clear in the various projects that Scott was instrumental in throughout the year. The support and development requirements of the systems group continues to grow and we were fortunate to add Jeoff Belmore to our Systems team to assist in PC support, networking and other areas of systems in November.

Lester continues to serve on the board of the KDCIC and the KANnet board. KANnet is pursuing the Connect Ontario application and Lester has a seat on the steering board for this application, KFLANET.

Projects

1. Gates and Urban CAP

Early in 2001, the Gates project was in full implementation. The computers were installed at all the branches and the Technology Tutors were hired to assist our clients with the Internet and Microsoft products.

This was an incredibly successful project with the Tutors providing excellent service, meeting not only the needs of our clients, but bridging the gap until our own staff felt more comfortable supporting the Gates products. The tutors were of a high caliber and worked at all urban branches until the end of August 2001.

The Gates and CAP computers are an integral part of our electronic services to our clients and included over 5,000 visits in 2001.

2. Staffnet

In 2001 Amy Rundle, Jo Stanbridge and Scott Van Luven developed a pilot of an Intranet to facilitate communication with staff. The pilot proved extremely successful and soon evolved into our indispensable Staffnet. Staffnet is available to all branches, and staff inside and outside our walls.

It is now the first and in many cases the only source that staff need to turn to for policies and procedures, staff news and job postings. I'm sure that as we continue to digitize our policies and procedures and other important information, Staffnet will play a key role in communication at KFPL.

3. Geac

In 2001, budget was approved for the first stage of updating our Geac Library system to take advantage of features and enhancements that have been developed over the last few years. Lester attended the annual Geac Users Group in Alabama in the spring, which formed the foundation of the plan for the Geac updating.

The first stage of the implementation was the conversion of the database to version 6.8 to conform to the Marc Holdings standards and to take advantage of the Windows/GUI clients that offered enhancements over the traditional telnet version. Because of Jerry's absence some of these projects were delayed until late 2001 with completion scheduled in early 2002. By summer we began to use a windows-based system for Cataloguing to import records from the National Library of Canada.

We began the second stage with planning the implementation of the email notification and the Talking Technology products. These products such as PC booking, overdue and hold notifications and inbound voice service are due in the first half of 2002.

As well, the web-base catalogue, GEOWEB, is being upgraded and enhanced in 2002 to provide more direct access to the records and improved integration with the rest of the KFPL website.

4. Connectivity

Connecting our branches' reliability at high speeds remains a goal of the systems group. One of the challenges to this goal is the quality and speed of lines available to us, particularly in the North. In 2001, we replaced the router that services the rural branches and updated the Virtual Private Network (VPN) software because these products were coming to the end of support. This caused disruptions for the branches longer than anticipated. In the urban area our existing AirLan connection to Turner showed signs of unreliability in the late spring and in the summer failed completely and so was replaced. The connection still showed signs of unreliability and we added a DSL connection to offload some traffic and to serve as a backup if the AirLan fails.

In 2002, we will continue to investigate alternative means of connecting our branches, such as fibre between our Urban Branches and higher speeds for the Rural Branches.

5. PC replacement

We received funding in 2001 to replace all leased and aging computers. This process was largely completed in the urban area and will be completed in the rural area in early 2002. This consistent platform and technology base for all of our branches should simplify support for these machines and allow staff to move from branch to branch and station to station with greater ease.

In conclusion I would like to thank that TS and Systems group for the outstanding efforts in 2001.

Lester Webb,
Manager, Systems and Technical Services

Manager, Facilities and Financial Services: John Feenstra

Facilities, Financial, and Courier Services

The Administration office welcomed Yvonne Kane as our new "Office Assistant" in November.

The year 2001 saw the successful completion of several long awaited projects. Among them:

- The second floor of the "MacLean House" at the new Pittsburgh Branch was renovated and furnished thanks to a generous donation. The Pittsburgh Community Benefit Fund, which paid for most of the cost of construction of the new library, began holding its meetings in one of the new meeting rooms.
- Reconstruction of original Access Ramped walk to the west of the Central library's main entrance was finally completed and the gardens replanted. The old ramp had become unsafe after the removal of a leaking underground oil-tank.

After the new service desks were installed at Central in December of 2000, it was determined that the desk would function better if the Reference and Check-out positions were reversed. This was accomplished during the Heritage Day weekend. The new arrangement has worked well.

Some of the old service desk sections from the first floor at Central were remodelled and refinished by Maintenance Assistant Mark Gray and installed in the Children's area. A new office workspace was constructed for use of the Children's staff. Shelving and desks were re-arranged at the Kingscourt Branch after Kingston Literacy moved out. The branch seems much more spacious and welcoming to the public. Arrangements were made with Kingston Literacy for them to rent a storage area at the Calvin Park Branch. Work continues on other office and workspace updates including a remodelling of the Isabel Turner service desk in order to make it more ergonomically efficient.

New CD bins were manufactured for Isabel Turner branch and Central. New DVD shelves and 2 hexagonal desks for public computers were custom made for Central. The new desks increase the amount of elbowroom for each user while ensuring more privacy, make very efficient use of space and have been extremely well received by the public and staff.

Upgrading of some of our rural branches with new signs, shelving and furniture continued. The majority of our branches were brought under a standard lock and key system during the year. The difficulties in serving our geographically remote locations with good telecommunication services as well as timely response to maintenance issues continues to be a concern.

Our Courier service continued to provide service through all kinds of weather to our 17 locations. The volume of material circulating among our locations continues to increase.

Implementing our decision to do more accounting and payroll services in-house was delayed - initially waiting for fibre to be installed and equipment configuration, and then due to staffing issues at the City of Kingston and the Library. Payroll information is now being entered and verified by our Administration staff. Some access to the City's accounting system has been provided, enabling us to run reports. It is hoped to move Accounts Payable into the Library by mid 2002.

John Feenstra
Manager, Facilities and Financial Services