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2002 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.

The theme of this Annual Report is *reaching out @ your library* and is intended to record and to recognize how the Library continues to meet its mission statement of supporting a vital community of well-rounded and informed citizens.

In 2002 staff reached out to provide a vast array of programs and services. Through one of those services, books-by-mail, we supplied reading materials for one of our military patrons, temporarily stationed at CFB Alert, to help him make it through the Arctic night.

In 2002 we reached out to the community to circulate nearly 1,150,000 items and to answer over 188,500 reference queries.

In 2002 we reached out to offer an accessible, inclusive, comfortable and welcoming place for all citizens to meet and interact. A community support group initiated a book club for developmentally challenged adults that met at the Isabel Turner Branch over the summer and reported that they found the surroundings extremely congenial and that their members regularly signed out books.

In 2002 we reached out virtually when we added the ability to book computer training time from a home computer to our existing e-service of renewing and reserving materials. We also took the first steps towards digitizing local historical materials, making them available beyond the library walls.

In 2002 we reached out in the media. In addition to the regular Bookmark columns published in *Frontenac News* we introduced a monthly radio spot on CFMK and a regular column in *Kingston This Week* to promote the services of the library. As a result many branches reported a noticeable increase in the number of holds placed on books. Throughout the year the library continued to be featured in articles in the *Whig Standard*, the *Frontenac Gazette* and *Pic Press*.

In 2002 we reached out to our community partners by continuing to serve on a number of community boards and committees.

And in 2002 we celebrated with the Chairman of the Board, Marcel Giroux, as he accepted the Ontario Library Association's James Bain Medallion for Library Trustee of the Year in recognition of his having spent over 30 years *reaching out @ your library*.

around the branches @ your library

- **Arden Branch** patrons appreciated the regular rotation of videos and the new video rack to house the junior videos. The Gates computer was hooked up to the Internet and was well used. Many summer patrons were delighted to be able to get movies on their cards. They also used the computers to do their banking and to keep in touch with home.
- At the **Calvin Park Branch** repairs were carried out to the front steps, the outdoor sign was renewed, and the hedges and flower gardens were given a major cleanup and pruning.
- More than 250 children and adults attended the Family Literacy Day program and puppet show at the **Central Library**, an increase of more than 90 people over the previous year's attendance.
- At the **Cloyne Branch** three women who live in the Barrie area made a daytrip to the Cloyne branch to deliver a large donation of recent paperback and hardcover fiction. These avid readers shared the books among themselves before donating them to the library.
- The presence of more rotating materials and videos at the **Hartington Branch** made the collection more vibrant. Over the Victoria Day weekend the local Women's Institute did a massive clean up on the library's flower gardens. Later in the year the Township installed a new outside door, with a new lock.
- In October Howe Island held its annual scarecrow contest and three of the contest winners were displayed at the **Howe Island Branch**.
- The **Isabel Turner Branch** celebrated its fifth anniversary with a drop-in celebration for the public. Refreshments were served throughout the day and Mayor Turner stopped in to present a poinsettia.
- New shelving was installed at the **Kingscourt Branch** and the Children's area was reorganized.
- The 30th anniversary celebration at the **Mountain Grove Branch** in October was a great success, with forty-four students from two classes visiting and over thirty people from the community dropping in. The Mayor of Central Frontenac, Bill MacDonald, attended and presented the branch with a special certificate honouring the occasion.
- Approximately 35 people attended **Ompah Branch's** twenty-fifth anniversary celebration in August. Mayor Bill MacDonald represented the Library Board and Dave Smith represented North Frontenac Council.
- At the **Parham Branch** the non-fiction, large type and new revolving collection books were reorganized and an area was set up for romance, western and biographies. That may help to account for the 10% increase in circulation at that branch.
- Work continued on the gardens at the **Pittsburgh Branch** and plans were drawn up for major landscaping activities.
- At the **Plevna Branch** the library assistant initiated a small (one book) display on an easel in a highly visible spot at the desk, and reported that each book she selected immediately circulated.
- The **Sharbot Lake** Historical Society mounted an exhibit which included beautifully made replicas of old Sharbot Lake stores.
- The **Storrington Branch** was one of six branches visited by the Board and staff on the Board's annual summer bus tour.
- At the **Sydenham Branch** a patron came into the library asking for area codes and phone numbers. He was searching for a man who flew with his squadron in WWII. Staff led him to a computer, which he had never used before, where they found the address and phone number. The gentleman was quite excited, and thanked the staff profusely.
- In August Wolfe Island was the setting for "The Scene of the Crime", an event organized to celebrate Grant Allen, who was born on the Island and is considered the first Canadian crime writer. The **Wolfe Island Branch** supported this event with a Canadian Mysteries display.

staff matters @ your library

Staff Changes

Early in 2002 we welcomed systems librarian Michael Vandenburg who replaced Jerry McHenry in Systems/Technical Services, and at the end of 2002 we reluctantly said goodbye to one of our longest serving staff members, Judy McCarthy. Judy had worked at KPL/KFPL for over 33 years, first as a Page and then in the Administration Office. In Maintenance former part-time Maintenance Assistant John Baldwin was the successful applicant to the full-time Maintenance Assistant position. During the year Marjorie Bousfield, Jeanette Lee and Lori O'Connor were hired to fill several part-time Library Assistant vacancies. In turn, Laurie Mustard, Chris Cumberland, Christine Adams, Ann O'Malley, and Wendy McMahan were hired to fill their former relief positions. Snezana Vrabak was hired to replace the part-time hours at Pittsburgh vacated by Sharon Hogan who took over as the sole Library Assistant at the Wolfe Island Branch. At the Sydenham Branch Catriona Martyn was the successful candidate for the position of Library Assistant, replacing Jeannette Lee. In June our webmaster Amy Rundle became a proud new mother, and Sara Carpenter, the Library Assistant at the Sharbot Lake Branch, was transferred to cover Amy's maternity leave. Susan Stopford was the successful candidate for the temporary position at Sharbot Lake.

KFPL librarian Heather Compeau and Louise Hughes from Southbank University in the heart of London, England enjoyed a 4-month job exchange. Both the participants and their libraries benefited from the experience.

Staff Development

In a knowledge-based environment such as a library it is recognized that, in order for staff to work effectively, on-going staff training is essential. As well as a series of in-house training opportunities, over 70 staff members attended a variety of external workshops and conferences throughout the year.

Eleven staff members, five Board members and one FOL member attended the Ontario Library Association Superconference held in February. As usual it was a welcome opportunity to attend interesting sessions on such topics as, the future of children's library services, the debate over Internet filtering, the effect of the GATS on cultural institutions, the new Ontario Public Library and to visit the exhibits and to meet up with old friends and colleagues.

In June two managers attended the national Canadian Library Association Conference held in Halifax. The themes included "telling our stories" as in advocating for libraries in our communities, the golden age of libraries (the perfect confluence of print and electronic resources) and librarians as "tempered radicals", people who look for small wins to make incremental, yet significant, change.

Systems staff attended the annual Geac Users Group meeting and the annual ACCESS conference which offered an exciting look at the current state of technology in libraries and served to fuel several initiatives throughout the year. Staff members also attended the Ontario Media Showcase in Toronto, a union course on collective bargaining, Geac training and book repair. Eight staff members attended a course on Internet searching given by Rita Vine, and most rural branch staff received the mandated first aid training. Managers attended several courses leading towards the Certificate in Managing Information Enterprises offered through the University of Toronto's Faculty of Information Studies as well as workshops on updated labour legislation pertaining to Human Resource issues.

As always the workshops offered by the Southern Ontario Library Service proved to be varied and useful. Among the topics covered were *Who Needs Reference Librarians Anyway* (web searching); *Connecting with Young Adults and Libraries: A How To Do It Workshop*, *Library Service to the Elderly*, *Personal Safety Issues in Libraries*, *Killer Applications* (grant writing) and *Adventure Literature*.

Heather Compeau, Maxine Pettis and Michael Vandenburg organized on-going in-house training on GUI, government documents, genealogy, Internet searching and online databases, career information, library equipment, and Excel software.

At the all-staff day held in February we invited a speaker from the Employee Assistance Program to discuss personal safety issues. *How to conduct a successful reference interview* was the training topic at the Rural all-staff meeting held at Sharbot Lake in July.

The Trustees also benefited from outside trainers including Katherine Palmer, TPL librarian and the President of OPLA, who presented CLA's advocacy training session to the Board. Laurie Gillies, the CEO of SOLS, attended a special Board meeting to discuss the concept of the Ontario Public Library as outlined by the Strategic Directions Council. The Board also held several planning meetings to establish their priorities for the remainder of their term.

enriching collections @ your library

As our circulation statistics show, people still come to their public library to borrow materials. To meet this demand we were pleased to increase our materials budget by 10% over 2001 and to add over 108,000 items to our collections. Although we continued to purchase many reference sources in hard copy the demand for electronic resources continued to grow. More patrons accessed our online databases both inside the branches and from home. In March, online database use reached an all-time high with over 1,000 searches on the electronic index, Ebscohost, alone.

The paper Vertical Files also succumbed to their electronic competition and were dismantled at both the Isabel Turner Branch and the Central Library; at one time the mainstay of the reference desk, the Internet and online databases have supplanted them in thoroughness and currency. The Kingston-Frontenac Vertical File will remain to preserve the community's history, until the time when it too is digitized.

refreshing programs @ your library

Outreach

Our Shut-in and Books-by-Mail services that deliver 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 be heavily used. Two long time shut-in patrons celebrated their 100th birthdays.

Career Information

We continued to offer job search workshops for individuals and for groups, most noticeably for March of Dimes, Rideaucrest and Workplace Health and Safety.

Computer Training

As in previous years, the students hired under the Community Access Program grants proved exceedingly popular. Patrons and staff both benefited from their help and expertise.

Reference Services

Despite the proliferation of the Internet and gloomy forecasts of doomsayers, reference staff remain "the ultimate search engine" as the 8% increase in the number of reference queries showed.

Interlibrary Loan

The value of the ILL services is summed up in this e-mail received from the Library Assistant at the Wolfe Island Branch: "Quite a few of our patrons are in a local book club and get their monthly selections through our library and they supply me with a list of the monthly titles. They generally plan well in advance and order their books accordingly so as not to be disappointed at the last minute. We have a lot of requests for interlibrary loans and the turn around time for receiving this is very fast. Everyone is impressed with the speed at which they get their requests".

Programs

Children's programming continued to flourish. More than 2024 children and parents attended March Break programs that were offered throughout the system and included drop in crafts and special events. Class visits and group tours at the Isabel Turner branch increased dramatically when we added a full time children's library assistant at the branch. In April alone, three class visits resulted in 135 new library cards being issued. In response to community requests the Tales for Twos Storytime was extended to include the Sydenham Branch, and at the Central Library a second Books for Babies program was added in an attempt to meet the demand. And, for the second year the library sponsored the Silver Birch Reading Program.

Booktalks

We were fortunate to have visits from several authors and story tellers throughout the year including Aubrey Davis who was given a warm welcome at Central, Calvin Park, Cloyne and Plevna, and Governor General's non-fiction Award nominee, Stephen Henighan who read from his nominated book. We also co-sponsored an author evening with McClelland & Stewart featuring Rich Archbold and John Matheson on the book *I Stand for Canada* about the making of the Canadian flag.

welcoming spaces @ your library

Facilities

The computer training room at the Isabel Turner Branch was completed which made space available for both profit and non-profit groups as well as library sponsored training. At the Central Library the Children's area was re-arranged to offer a more inviting ambience.

Room Bookings

Throughout the year we handled over 1,200 room bookings among four of our urban branches with over 33,000 people in attendance.

Landscaping

With the help of the Friends, staff member Gail Scala, and Board member Steve Crafts a landscaping master plan was developed for the five urban branches.

expanding technology @ your library

Hardware

New OPAC's were installed in the urban branches and at Wolfe Island, Howe Island and Storrington. A router and networked printer were also added at Storrington. Two new Gates computers were installed in the Turner Children's area and new computer desks were purchased at Kingscourt for the public access computers. Physical fibre was installed to connect Central and Turner in order to improve connectivity.

Systems

The new GUI (Graphical User Interface) system was installed in the urban branches and the web catalogue was upgraded to GeoWeb 5. The new PC booking system, Envisionware, which allows patrons to self-book at the PC directly or through a web interface, was launched at the Central Library in mid December. And a search engine was added to *STAFFnet*, the library's intranet.

Digitization

The systems staff, with help from the technology tutors, began to develop the Digital Kingston website, starting with scanning the index to the Whig from 1810-1845 and the scanning of the *Buildings of Architectural and Historical Significance*.

developing partnerships @ your library

Other Agencies

We continued to work closely with our many partners throughout the area. The library offered program space to the Community Foundation of Greater Kingston, who ran a very successful craft program to promote Cool Night. The library also cooperated with other community groups including Better Beginnings, Read for Fun, Partners for Parents and the Rural Breast Health Network.

At Sydenham, contact was made with the Rural Visions Centre, which opened across the street from the library. The Centre set up a drop in centre for parents with children under six years old. We actively participated in the United Way campaign, and KFPL's illustrious Spelling Bee team, Christina Tracy, Carol Vanderhelm and Sara Carpenter were the proud winners of Kingston Literacy's annual spelling bee. Kingston Literacy continued to operate out of the Calvin Park Branch and the Bookends Cafe, run by members of VOCEC, continued to flourish at the Central Library.

Boards And Committees

Once again staff members reached out to the community by serving on a variety of Boards and Committees. As in other years these included Kingston Literacy, Kingston District Community Information Centre, KANnet, Early Years Coalition, ARUMPLO/AMPLO.

Barb Love continued to serve on OPLA, Kimberly Sutherland Mills agreed to serve on the Ontario Library Association's Task Force on Children and Youth, Lester Webb was appointed Chair of the Geac User's Group - North America, and Deborah Defoe was appointed Chair of AMPLO. In addition staff attended meetings of Digital Kingston and the city's strategic plan initiative: FOCUS Kingston.

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 were generous in their support of the library with donations of both materials and money. As well as many individual donations such as the ongoing Florence Grant endowment in support of the Sydenham Branch, a generous donation from the friends and family of Margaret (Peggy) Cohoe allowed us to purchase an armchair for the Calvin Park Children's area. A member of the EAP (Employee Assistance Program) Council attended a board meeting and presented the Library with a donation of resource materials to make them available to the community.

The Children's department at Central received a letter from a patron who had moved to British Columbia. Fondly remembering his experiences at Storytime, he included a lovely picture book donation and a \$150 cheque to be used for the purchase of puppets. And a resident of Sydenham compiled thirteen scrapbooks, mostly consisting of articles from the Triangle newspaper, about South Frontenac and donated them to the Sydenham Library.

Friends And Volunteers

Through their various fundraising activities including their annual theatre night, The Special Book Sale and the Buck-a-Bag sale, and membership fees, the Friends of the Kingston Frontenac Public Library funded a variety of enhancements to all our branches. They purchased colourful Children's posters, and sponsored children's performers at eight branches. Over 1,900 children and adults attended those programs and in those branches circulation statistics showed a 5% increase over the same month in 2001. The Friends provided funds for a sofa and lounge chairs for the Children's area at Central creating a comfortable and attractive area for parents and children to curl up and read together. The Friends purchased kites for several rural branches, including Arden, Mountain Grove, Hartington, Wolfe Island, and Sharbot Lake. Arden passed along several positive comments from patrons, including a few requests to take the 18' kite out for a test run! Turner, Pittsburgh and Calvin Park branches received new puppet stages, and at the Central Library the Friends provided funds to purchase six chairs, two footstools and four tables for the Youth area with the unanimous approval of those patrons.

Local community groups at Arden, Wolfe Island and Hartington provided flowers and volunteer time to improve the gardens around those libraries. Legions of volunteer gardeners (including relief librarian, Jerry McHenry), ably organized by Gail Scala and Steve Crafts, made a huge improvement to the appearance of all urban gardens. We were especially grateful to Dave Minaker and Dave Bennett for their generous donation of perennials for our gardens. In the spring Ken Keyes filled the Wolfe Island Branch planters with petunias donated by the Wolfe Island Business and Tourism Centre.

We also recognize the fine work done by our many volunteers. It is they who make deliveries to shut-ins, refresh our book sales, water our plants, straighten our shelves and tune our pianos. And, of course, the eleven Trustees who serve on the Library Board are also volunteers. We thank them all for their generous donation of time and energy.

And finally I salute the hardworking library staff, including our many Page staff who file and retrieve materials to ensure that patrons and staff find the materials where and when they need it. All of them are dedicated to *reaching out @ your library*. Their many accomplishments are detailed in the reports of the Managers that follow.

Deborah Defoe,
Chief Librarian, Chief Executive Officer

Reaching Out in Adult Services

People

Heather Compeau, KFPL's training librarian, reached out across the Atlantic this year by undertaking a job exchange with Louise Hughes, a training librarian from Southbank University in London, England. While there, her duties consisted of:

- Organizing and coordinating a move of the user services group
- Helping to test Talking Technologies
- Designing and training on new procedures for credit card transactions and email notification of overdue materials
- Training students and new staff

Louise stepped into Heather's training role at KFPL, helping to hire and train a new group of technology tutors and training staff on the use of online databases, GUI, GeoWeb and PC booking. Both employees and staff benefited from the exchange of new ideas and new methods of training.

Bessie Sullivan reached out into the community in her role as KFPL's United Way fundraiser. With assistance from Amy Rundle and Scott Van Luven she helped coordinate a successful silent auction and partnered with the Kingston District Community Information Centre for another successful chili fest. These activities garnered a second United Way Spirit Award as well as an invitation to Bessie to serve on the Peer Review Committee for a second year.

Christina Tracy, Sara Carpenter and Carol Vanderhelm reached out for Kingston Literacy as members of KFPL's illustrious Spelling Bee team to re-capture the title and raise money for one of our long-time partners.

Judy Hatt reached out to an elderly shut-in patron who had complained about the heaviness of our large type books and, on her own time, delivered large type paperbacks to her home.

A legion of volunteers, with able guidance from *Gail Scala, Steve Crafts* and *Jerry McHenry* helped to beautify our outdoor spaces by working on the gardens at our urban branches.

The Canada Council reached out to *Joanne Stanbridge* with a grant that will fund a six month leave of absence for her to research a book about the wife of Alexander Graham Bell.

Reaching out at our branches

Central

In preparation for Central's 25th anniversary celebration, improvements were made to the branch. The Friends of the Library helped with the purchase of beautiful new lounge chairs on the main floor. Computer pods were built and installed to provide more computer access as well as more space and privacy for an ever-growing population of computer users. More improvements are planned for the coming anniversary year.

Isabel Turner

The Turner branch turned five this year and reached out to the community for a drop-in celebration with cake, decorations and a photo display from its five year history. Among the visitors was Mayor Turner, for whom the branch was named.

Turner branch also reached out to the community by providing a new Training Centre with funding from the Bill and Melissa Gates Foundation. Computer training sessions provided by KFPL staff and technology tutors have been popular and well attended.

Nancy Mohan and other Turner staff members helped to form a desk committee with a mandate to begin implementing recommended changes for a more ergonomic environment. The committee also looked at public space, including: adding computer pods for patrons, additional shelving for CD's and DVD's and improving its meeting facilities.

Following a trend that started with its opening, Turner continues to attract more visitors and do more circulation each year – this year, almost 200,000 people came through its doors – an increase of 4% and this was reflected in a 6% increase in circulation. The staff at Turner have a lot to do with the branch's popularity as they continue to provide excellent customer service.

Reaching out with trained staff

In an ever-changing world of technology and innovation, it has been a KFPL priority to reach out to staff to provide as many training opportunities as we can. For new staff and for staff requiring new skills or refreshing old skills, in-house training was provided by *Heather Compeau* and *Louise Hughes* as well as by experts in various departments such as *Barbara Mallette* who introduced staff to key reference sources. Training helps to bolster staff comfort with technology requirements as well as allowing a well-trained staff to provide excellent customer service.

Among this year's training highlights:

- *Barbara Love* and *Kathryn Goodhue* attended the CLA conference in Halifax where the emphasis was on "telling our stories" to reach out and advocate for libraries in our communities.
- *Anna Ircha* attended a workshop on reaching out to provide quality service to our senior patrons.
- A number of staff attended SOLS workshops on safety regulations in the workplace, on internet searching called, "Who Needs Reference Librarians Anyway?", on reader's advisory in adventure reading, and a Rita Vine Internet searching workshop.
- *Katherine Palmer*, OPLA president, provided a Board training workshop, using CLA's Library Advocacy package.
- *Julie McIlquham* attended a two-day book repair workshop.

Reaching out with service

Circulation

There was good news on the circulation front in 2002. Adult circulation rose by almost 5% over the previous year, continuing the improvement noted last year. There is probably a combination of internal and external factors at work here. The rising cost of books along with the decline of the big box bookstores has helped bring patrons back to the library. While the bookstores have reduced stock, removed cozy chairs and banned magazines and other reading material from their cafes, we have tried to emulate our retail cousins by providing more of a "living room" atmosphere for our patrons. In addition, our highly successful children's programs have brought in children accompanied by adults who browse and borrow during or after the programs are over.

Adult programming

2002 book sales were hugely successful. *Anne Hall* and her volunteer force reached out to the public with another popular Buck-a-bag book sale at the Turner branch and raised \$200 and generated a lot of public goodwill. *Gail Scala* helped to run a magazine sale and our most successful-ever "Special Book Sale" which came close to netting \$10,000.

KFPL co-sponsored a couple of author events this year:

- An evening with Governor General award nominee, Stephen Henighan, who read from his nominated book, *When words deny the world*, as well as from his latest book, *Lost province: adventures in a Moldovan family*.
- Rick Archbold and John Matheson talked about, *I stand for Canada*, the story of the making of the Canadian flag.

The Turner branch reached out to a group of mentally and physically disabled adults by providing meeting space for a weekly book club.

Marketing and Promotion

We reached out to the community this year through increased public relations and consistent displays throughout our branches to keep them better informed of our goings-on.

Bessie Sullivan enlisted a number of other staff to help promote library services to the community with a monthly radio talk on CFMK radio and a regular library column in *Kingston This Week*, both of which highlighted services and events such as: KFPL's Top Ten lists, March Break programs, music resources, government publications, and computer services.

Nancy Jones and other staff have mounted consistently interesting displays which accounts for some of the increase in adult circulation. Some of the themed displays tie in with the seasons and local events and a number of them recognized the passing of notable people and authors. Among the highlights:

- Dixie Chicks (a display of Southern female authors)
- All that is Irish
- John Steinbeck's centenary
- It's raining cats and dogs (in fiction)
- The "Cane" mutiny (in recognition of Seniors' Month)
- Bloomin' books (gardening in fiction)
- Get your house in order (renovation, house cleaning, etc.)
- In memoriam: Peter Gzowski, Chaim Potok, Princess Margaret, the Queen Mum, Ann Landers, Yousef Karsh, Stephen J. Gould, and Billy Wilder

Reference

Both the Internet and online database subscriptions enhanced our ability to reach out to patrons by providing better reference service. We answered close to 200,000 queries, an increase of 8% over last year, in person, by phone and virtually. Electronic database usage also continues to grow, averaging about 1000 searches a month. We continued to receive the usual eclectic range of questions on topics as varied as the history of some fugitive slaves who passed through Kingston, to searches for long lost relatives, to the death of a Canadian soldier who died under suspicious circumstances, to information on our local literary legend, Grant Allen.

The online version of the *Kingston Whig Standard* has been missing in action since the end of the year. Changes in ownership of the paper as well as turf wars between competing online vendors has let the paper fall through the virtual cracks and, as a result, the people of Kingston are unable to access any online archives. At the same time, our microfilm equipment is aging and unreliable. New equipment is expensive and has no long-term guarantee of durability. For these reasons, our hope is to be able to bring together a group of interested parties (under the auspices of Digital Kingston) to digitize the microfilm collection and make it accessible online to Kingstonians as well as to anyone outside the city with an interest in Kingston's history.

Policies and Procedures

Jo Stanbridge has been largely responsible for adding a number of KFPL's policies and procedures to our staff intranet known as *STAFFnet*. By the end of 2002, the critical mass of policies was available to staff online and has helped to keep them much better informed of day-to-day policies and procedures as well as ongoing changes.

Interlibrary Loans

A combination of prolonged departmental illness as well as problems with SOLS' VDX software produced a decrease in interlibrary loans in 2002. We borrowed a total of 872 books and microforms for KFPL patrons from outside libraries which represented a decrease of 9% in activity from the previous year. We lent out a total of 2648 items last year, which was down by 11% from the previous year. The initial bugs with VDX have mostly been ironed out so activity may be on the upswing again in 2003.

Extension Services

Kingston is listed as the second most popular destination in Canada for prospective retirees. As a result, we do a healthy business providing materials to seniors who are unable to visit the library. Service was slightly down this year but demographics indicate that it won't be long before there is an increased demand for service.

We currently serve a population of 20 shut-in patrons by mail and 43 by home delivery through the services of a volunteer force of drivers. We also provide rotating collections of materials to 17 seniors' homes. In all, we sent out approximately 425 items a month to individuals and 970 items each month to homes. This is about a 4% decrease over 2002.

Tours and Workshops

We continue to provide tours and job-hunting workshops to individuals and groups but the numbers continue to decline while the job market remains vibrant. This year, we provided 12 workshops to 100 individuals from groups such as the March of Dimes, Rideaucrest and Workplace Health and Safety.

It has been a strong year for Adult Services with statistics on the upswing, positive improvements in many of our branches, and an emphasis on training and the provision of good customer service. We look forward to an even more exciting 2003 as we move into anniversary years for Central (25 years on Johnson Street) and Sydenham (100 years of library service).

Barbara Love
Manager, Adult Services

Reaching out in Children's and Rural Services

Rural and Children's services had a remarkable year in 2002. Partnerships were made and maintained. Circulation in rural branches increased by 3.5% over last year. Since amalgamation rural circulation has increased by 25%. Freshening up the branches, weeding out old, tired materials and improving delivery of materials have all contributed to this increase. In the rural branches we have reached out to our community by providing quality library service. The community has made many generous donations over the past year expressing their appreciation for the services provided. As well, the library has received a number of grants to help run special programs like Summer Literacy Tutoring for children and the Good Books Daycare Boxes.

Program delivery and attendance was outstanding. Children's Services had a record year providing 955 programs at which 26,806 people attended. This is the first year we have kept complete statistics throughout the year but this does suggest a significant increase in programs offered and delivered over previous years. At the summer programs alone almost 11,000 people attended. Youth circulation statistics have also increased significantly in large part due to a clever advertising poster devised by Children's Librarian Kimberly Sutherland Mills.

In 2003 we hope to continue the partnerships we have fostered over the past year. Projects for 2003 include the exploration of the idea of a Youth Advisory Group, Junior Friends of the Library, a card for every child in grade one, completion of the Good Books Daycare Boxes and the 100th anniversary celebration of library service at Sydenham. In 2002 we set the standard for reaching out to the Community with quality library service. In 2003 we hope to continue that high level of service.

Programs:

There were so many ways that staff reached out to the public in order to encourage and draw people into the library. Children's Services had an amazing year providing 955 programs to over 26,000 people. While there were still waiting lists in some areas many more programs were offered. 2002 could be seen as the year of the Preschool programs. While we are close to capacity for providing preschool programs our hope is to improve our program delivery to school age children in 2003 through increased class visits and other programs designed specifically for this age group. The other group we hope to provide more services for are our area youth. Plans for school age and youth include the development of a Youth Advisory committee, a Junior Friends of the Library and after school book clubs. Programs continue to be a vital part of the service to children and youth and are one of the mainstays of our outreach to this important part of the population.

- CAP provided funding for the first 3 months of the year to provide tutoring and computer support in the rural branches.
- Sydenham's bookclub continued to meet regularly.
- Literacy tutoring for children ages 7 - 12 years was provided at Central, Turner and Kingscourt thanks to funding from the Summer Career Placement grant from Human Resources Development Canada.
- Kimberly Sutherland Mills developed posters to highlight the hottest new Junior and Youth books each month. Youth circulation statistics have risen dramatically throughout the system, an increase of 42% over last year.
- 920 children attended author visits by Lawrie Raskin, Sheree Fitch, Janet McNaughton, and Aubrey Davis this year.
- Baby and toddler programs were added at Calvin Park and Sydenham. Extra programs for babies and toddlers had to be added at Central.
- In an effort to provide more Children's programming to the rural branches puppet shows were held at Sharbot Lake, Arden, Cloyne, Plevna and Sydenham. Author visits were offered at Sharbot Lake, Cloyne and Plevna.
- Class visits to the library increased at Calvin Park, Turner, Mountain Grove, Plevna, Parham and Sydenham.
- Children's Services staff have initiated regular visits to a number of Child Care Resource Centres throughout the city.
- Kimberly Sutherland Mills visited Parent Council meetings to promote programs and talk about best books for children.
- Almost 11,000 people attended Children's Programs in the summer. In 2001, 4852 people attended and in 2000, 1709 people attended. This is an increase of 51% over last year and an 83% increase over 2000.

Collections:

Collections are the lifeblood of the library. Staff continued to improve and revise collections this year as a way of improving accessibility. Staff are always looking for ways to better serve the public and get current library materials to the public quickly and efficiently.

- Adult collections at the rural branches have finally been weeded thoroughly. This has resulted in increased circulation and compliments from patrons who find it easier to find newer materials. This mammoth project has also contributed to the rural branches looking well tended and inviting.
- Adult biography sections have been created in all rural branches. Children's biography collections have been created in some branches with the hopes of completing this project in 2003.
- Weeding in Children's collections has taken place at Cloyne, Kingscourt, Howe Island, Wolfe Island, Storrington, Sydenham, Mountain Grove, Calvin Park and Turner.
- A children's collection plan was developed in order to streamline and standardize collections across the system. Work is continuing in creating collections in all branches for Dinosaurs, Toddlers, First Chapter as well as biographies. An effort is being made to create children's collections that correspond to developmental stages in childhood.
- The Awards collection was overhauled and refreshed at Central.
- Work continues on how best to rotate and refresh Audio Visual materials more frequently.

Partnerships:

The library made and maintained a number of partnerships over the past year reaching out to local as well as provincial and national groups. These partnerships helped to improve our ability to provide quality service at the library.

- Kimberly Sutherland Mills became the Eastern Ontario representative on the OLA Children's Task force.
- Kathryn Goodhue completed a second year on the Silver Birch selection committee.
- Kimberly Sutherland Mills was selected to be on the CLA Young Adult Book of the Year award committee. This is a five year commitment.
- Marilyn Ottenhof was asked to judge at the Regional Science Fair this year.
- Kimberly Sutherland Mills was asked to judge at the Regional Heritage Fair.
- Kathryn Goodhue continues to serve on the board of Kingston Literacy.
- Kathryn Goodhue is co chair of the Early Years Literacy Subcommittee which is looking at community partnerships to better serve the literacy needs of children ages 0-6 years.
- Kathryn Goodhue continues to be a member of the Early Years Coalition.
- Kathryn Goodhue attended ARUPLO meetings in order to stay in better touch with provincial library systems offering service in rural and county settings.
- The Rotary Club is working with the library on a project to put library cards in the hands of every grade one child in our area.
- Janice Coles served on the Rural Breast Health Network Library Project in partnership with the Health Unit and Breast Cancer Action Kingston.

Donations:

The Community showed their appreciation for library service by showering the library with many generous donations. These donations have helped to improve the look of the library making them warm and inviting homes away from home. They have helped us to add materials to our collections and improve our resources for providing quality programs. As well the library received funding from a number of grants that allowed us to provide programs and resources that we might not otherwise have been able to offer. The Friends of the Library contributed much needed money in a number of areas. The community gave back to the library in significant ways this year.

- Penny Thompson donated proceeds from her annual Christmas party to Pittsburgh for the second year in a row. Children's books were bought.
- An audiovisual stand was purchased for Sydenham from the endowment fund.
- Carol Faires donated 13 scrapbooks about Sydenham to the Sydenham library.
- Author Joan Finnigan donated a copy of her book "The dog who wouldn't be left behind" to the Sydenham library.
- The Rural Breast Health Network Library Project donated copies of the best books available about breast cancer.
- The Kingston, Frontenac, Lennox and Addington Health Unit donated \$500 to purchase prenatal and birth books.

- The Community Foundation of Greater Kingston funded the Good Books Daycare Box project for \$2500. The project is aimed at providing boxes of quality books to local daycares for extended loan periods. More funding is needed to complete this project.
- A private citizen contributed \$400 to fund one box in the Good Books Daycare box project.
- The Friends of the Library contributed to many projects in Children's Services. They funded 15 performances over the summer that were attended by over 1900 people. They provided money to refurbish the seating area in the picture book area and the Youth area at Central. Both areas have received many compliments and are in constant use. They also provided money to purchase much needed program resources like drums, shakers and parachutes. They also provided money for posters, kites and other decorations to help transform our libraries and create an inviting atmosphere. Friends of the Library money also paid for puppet stages for Calvin Park, Turner and Pittsburgh.
- Money donated in memory of Peggy Cohoe was used to purchase an armchair for the children's area at Calvin Park. The chair was in use within minutes of arriving at the branch.
- A patron who used Children's services extensively but who has since moved to British Columbia donated a book and money to purchase puppets.

Displays:

There were many examples this year of the community and library working together to highlight areas of the collection or beautify library sites. This kind of committed involvement from the community shows how much people care about their libraries.

- The Community has contributed to some wonderful displays at our branches. School memorabilia new and old, was highlighted at Wolfe Island. Sharbot Lake had a wonderful display by the Historical Society. Masks created by Clelia Scala were highlighted in Central Children's.
- Local community groups donated time and resources to make the grounds around Hartington, Wolfe Island and Arden beautiful.
- QECVI art students created a March Break display in the Windows at Central.
- Local Kindergarten classes displayed their artwork at Central, Turner and Pittsburgh to celebrate The Week of the Child in conjunction with the AECEO Daycare Artwork Display at the Frontenac Mall.
- Children's Services provided and peopled display booths at Partners for Parents, Family Literacy Day and Childbirth Kingston's annual fall sale.

Publicity:

In 2002 the library was featured regularly in newspapers across our area. These articles and columns helped to reach out to members of the public who might otherwise not have thought of the library. For the first time we sent press releases about our preschool programs to area media outlets. This was as much to keep the library front and centre in everyone's mind as it was to generate more attendance at these programs. The library continues to be treated favourably in the local papers.

- Janice Coles continued to write her Bookmark column for the Frontenac News.
- Kimberly Sutherland Mills created a Children's Services flyer and a Class visits flyer.
- Kimberly Sutherland Mills and Janice Coles were featured in articles in the Frontenac Gazette.

Celebrations:

The library had a number of opportunities this year to celebrate with the public about library service.

- Mountain Grove celebrated its 30th Anniversary in October.
- Ompah celebrated its 25th Anniversary in August.
- Sharbot Lake held its 7th highly successful Annual book and Bake sale in July.
- Wolfe Island participated in the Scene of the Crime event highlighting Grant Allen the first Canadian Crime Writer.

Facilities:

The library is always looking for ways to improve the facilities that our libraries are housed in. While there are necessary renovations still to be done, a number of projects were completed this year which have added to a well cared for and fresh look for our branches. As well we were able to increase hours at one branch and increase staffing at a number of branches.

- Sharbot Lake is now open one extra hour on Saturdays.
- Staff hours were increased at Sydenham to better serve the public during their busiest times.
- Aging facilities at Mountain Grove, Cloyne, Arden, Hartington, and Ompah sometimes make it difficult to keep up with repairs and maintenance.
- The walkway roof collapsed at Cloyne and had to be replaced.
- Parham's move to a portable supplied by the school board has been very successful and well received by the community.
- New shelving was installed at the Central Children's library giving a much needed uniform look to the department.
- New computers were installed in all the rural branches that cleared up most of the connectivity problems that plagued the branches in 2001.
- New carpet was installed in Ompah.
- Hartington had a new door installed.
- Howe Island had a bookdrop installed, a much requested item by the community.

Staff:

Staff, as always, are our best way of reaching out to the public as they make the connection with our collection. There were many staff changes in 2002.

- New pages started at Cloyne, Hartington, Sharbot Lake, Storrington, Sydenham and Wolfe Island.
- Kathy Cousineau started working at Turner full time in Children's Services.
- Jeanette Lee started in Children's services and is providing programs at Pittsburgh and Calvin Park as well as working at Central.
- Lori O'Connor joined the Children's services team.

Training/Workshops:

Staff continued to hone their skills both by offering and attending workshops in order to continue to provide quality library service.

- A rural branch meeting was held in July at Sharbot Lake.
- An all staff day meeting was held in February.
- Reference training was provided in-house for all rural staff.
- Sarah Balint, Marilyn Ottenhof, Kimberly Sutherland Mills, and Brenda MacDonald attended EXCEL training.
- Kimberly Sutherland Mills, Marilyn Ottenhof, Kathryn Goodhue, Brenda MacDonald attended OLA.
- Kathryn Goodhue attended CLA.
- Regular children's Services staff meetings were initiated. Regular training occurs at every meeting including Reader's Advisory, reference tools, and program ideas as well as planning.
- Children's services provided drama and puppetry workshops in-house.
- Kathryn Goodhue attended the SOLS workshop Killer Applications.
- Kimberly Sutherland Mills attended two Health and Safety workshops put on by SOLS.
- Marilyn Ottenhof attended a Rita Vine workshop.
- Brenda MacDonald and Sarah Balint attended two workshops on how to search the web.
- Marilyn Ottenhof was one of two staff facilitators for the Core Competencies process.

Kathryn Goodhue
Manager, Children's and Rural Services

Reaching Out in Systems and Technical Services

The year 2002 was a year of many outreach projects for Technical Services, Volunteers and Systems.

Outreach

One of our key achievements in 2002 was the redesign and upgrade of the Web OPAC to GeoWeb 5. The Web catalogue is now the catalogue in all the branches, so that we now offer a common interface to home users and to in-library users. This service continues to grow as the renewals on the Web OPAC doubled from 2001. In the coming year this may continue to increase as we look at adding more functionality to the Web OPAC now that the Web OPAC is used throughout all of our branches. Many thanks to Michael Vanderburg for all of his work on this project.

The Library undertook a computer refresh this year, so that computers were replaced with new Compaq Ipaqs. This has greatly increased computer performance for both patrons and staff and reduced the time required to maintain these machines. Thanks to Scott Van Luven and Jeoff Belmore who worked diligently to roll out new robust images of our software and security on all the new computers.

In late 2002, we installed Envisionware PC Booking software to provide more equitable access to our public access computers. Patrons are able to self-book PCs using their library card within the library, over the phone and on the web.

At the Turner Branch we replaced the AirLan, which had become very inconsistent, with a fibre connection. The stability of this connection has greatly improved. Also, at the Turner Branch, a computer training room was installed in 2002 and has been used for many training sessions. This room was partially funded by the Gates Foundation and the Ministry of Culture.

In Technical Services and Systems we completed many upgrade and maintenance activities that served as the foundation for the virtual services we plan to offer. The primary, long overdue, activity was the upgrade of Advance version 6.8 and the Marc 21 holdings format. We also installed the Windows based clients in the urban branches. This has improved workflows and added functionality, the first real increase in many years. Staff has been extremely flexible and hard working in adopting these new technologies. I am very impressed at how the Technical Services team adopted this version early in the process.

Technical Services and Serials

In Cataloguing, we eliminated most delays in getting new materials on the shelf. We have ordered more books in 2002 than 2001. With the increase in the number of orders, we continue to find ways of reducing the time between ordering and making the books ready for circulation.

In Technical Services, one major milestone was keeping up with our cataloguing backlog created by donations to the library. This is a goal that the TS team has been striving to accomplish for several years. Great work.

The serials team has adapted well to the new system and many of the growing pains associated with the centralization have been eliminated.

Volunteers

Volunteers continue to make a wonderful contribution to the library and we continue to have more people interested in volunteering than we can satisfy. Our volunteers assist in the delivery of materials to homebound patrons, shelf reading and shelf straightening, and gardening at our urban branches.

In particular, high school students have been interested in volunteering and the waiting list is quite long for opportunities to volunteer.

Connectivity and Outreach

In late 2002, the library agreed to partake in a pilot to offer Bell Canada's WiFi service. This promises to be an interesting project.

Lester Webb continues to serve on the board of KANnet. In 2002, KANnet made a formal business plan for Connect Ontario funding. We were involved in early discussions about cooperating in the Orion implementation in the Kingston region and played a minor role in the launch of Kedco's TalnetNetwork.

Michael Vandenburg served on the OLA evaluation committee for the Library Innovation of the Year competition. Lester Webb is the incoming president of the Geac Advance Users Group - North America. Anne Hall is secretary of KAAAV and serves on the Friends of the Library executive.

Digital Kingston

KFPL is playing a lead role in Digital Kingston, a community-based project whose objective is to make information about the Kingston, Frontenac and Lennox and Addington region, both past and present, available in a digital format. This information will be widely accessible to citizens of the region and province for research and life long learning. KFPL will host the project, which is in its early stages of development. It will likely include historical documents, newspapers, manuscripts, assessment information, genealogical and historical indexes, regional and municipal reports, bylaws, minutes, community information, etc. Other partners include the Ontario Genealogical Society-Kingston Branch, Pittsburgh Historical Society, Kingston and District Community Information Centre, City of Kingston, Queen's Libraries and Queen's University Archives, Kingston Area Museums, and Queen's GIS Lab.

Web Site and Publicity

2002 was another busy year for our web services and publicity, and included a web site redesign and the support of many library activities such as the summer reading programs. Our staff intranet application continues to grow and flourish.

2003 and Beyond

2003 promises to be another busy year with several technical projects to be completed. The Web page will be one focus in 2003, as we begin to integrate our public web page with our Web OPAC through direct links into the library database. This will facilitate research and holds placement.

The library will be implementing an Interactive Voice Recognition Software (IVR) before summer 2003. This will allow customers to call in to check the status of their account and to renew items. Also, the system will call customers when books are overdue and when their holds are available to be picked up.

We intend to also continue to enhance our web OPAC by adding more direct links to the database from our booklist, top 10 lists, etc and to streamline how holds are placed in the system.

We will continue to focus on our internal procedures to make work efficient. Our plans are to restructure our Intranet (STAFFnet) to make information easy to update and post, and to consider integrating scheduling and room booking applications.

Our Library vendor is well under way in developing its next upgrade of the system and we are beginning to investigate how and when to implement this system.

Lester Webb,
Manager, Systems and Technical Services

Reaching out in Facilities and Financial Services

Courier Service

The number of items moved by our Courier Service between branches has continued to increase yearly to the point where our existing vehicle reached capacity. The purchase of a new Courier van in 2002 will enable us to reach out more effectively and efficiently. The old van was refurbished to serve as backup and will also be used by Maintenance Services to enable us to better serve our 17 locations.

Facilities Services

Maintenance Services began a clean-up/fix-up campaign at the Central Library. The Library, which will celebrate its 25th Anniversary in early 2003, saw new paint, some new furnishings, refurbishing of some public washrooms, new window screens, and an exterior clean up. Work also continued to replace sections of the roof drainage system.

The Kingscourt Branch underwent a transformation after our shared space agreement with Kingston Literacy ended. Newer shelving and Internet workstations along with the removal of some now surplus equipment and furniture gave the branch a cleaner and more spacious look.

A new computer-training lab was constructed at the Isabel Turner Branch. The equipment and facilities, funded by the Bill and Melinda Gates Foundation and the City of Kingston, are being used as a Library and City staff training facility. It will also be used for library programs for the general public.

Isabel Turner Branch desk renovations were carried out on the Easter weekend. A more ergonomically efficient arrangement of the 3M-security equipment similar to the new Central Library desk made working at the desk more comfortable. Three 6-position Internet Access Computer stations were installed close to the Service Desk and are awaiting final hook-up. An accessible workstation was also provided.

Friends of the Library provided funding to purchase gardening equipment and plant materials to upgrade the gardens at our urban branches. Many compliments were received and the new plants were thriving in their new habitat by summer's end.

New shelving in Children's at Central was one of our biggest projects in 2002. Our Maintenance department assembled and erected temporary shelving to hold almost the entire Central Children's collection while the old shelving was removed and new shelving was installed. Bay windows were also replaced in Children's.

Administration and Financial Services

Our Administration Office team was hard at work behind the scenes during 2002, ensuring that the business end of Library operations was carried out efficiently. We also continued to bring more system wide support functions into "The Office". In December we upgraded to the City of Kingston's new PeopleSoft Payroll software. After a few hiccups, and promises of more improvements to come, we have now settled in with the new software. The office also continued to prepare for the migration of Accounts Payable to the Library from the City. The year ended with the retirement of the Library's longest serving staff member, Administration Specialist Judy McCarthy. Judy's vast knowledge of Library office operations, dedication and hard work will be sorely missed.

John Feenstra
Manager, Facilities and Financial Services