

KINGSTON FRONTENAC LIBRARY BOARD – 2003

TRUSTEE

Marcel Giroux, Chair
Jim Neill, Vice Chair
Councillor George Beavis
Marilyn Birmingham
Stephen Crafts
David Hahn
Mayor Bill MacDonald
Robert McGaughey
Claudette Richardson
Councillor Don Rogers
Wayne Westfall

APPOINTING BODY

County of Frontenac
City of Kingston
City of Kingston
City of Kingston
City of Kingston
County of Frontenac
County of Frontenac
City of Kingston
City of Kingston
City of Kingston
City of Kingston

The contribution of the members of the Board who served from 2001 to 2003 is gratefully acknowledged. As members of a Union Board founded under the Public Library Act RSO, trustees are appointed by both the City of Kingston and the County of Frontenac. As well as performing their regular governance duties, during their three-year term this Board established the groundwork for future directions, which include planning for advocacy and initiating the Branch Services Review.

I would like to extend a special note of thanks to retiring Board Chair Marcel Giroux. Marcel has contributed to the library community for over 30 years, beginning with the embryonic County Library System in 1968. Subsequently, Marcel was Chair of the Frontenac County Public Library, served on the Rideau Trustee Council and the Board of the Southern Ontario Library Service, and was co-chair of the Library Transition Committee. Following the amalgamation of the two library systems, he was appointed Chair of the Kingston Frontenac Public Library Board from 1998 to 2003. For his dedication to the library community Marcel was awarded the Ontario Library Association's James Bain Medallion for Trustee of the Year in 2001. This award recognizes a trustee who has demonstrated outstanding leadership in the advancement of public library service in Ontario. Marcel exemplifies the theme of this year's annual report *looking forward @ your library*.

2003 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 Council of the County of Frontenac, and to the citizens and residents of the City of Kingston and the Townships of Frontenac.

The theme of this 2003 Annual Report is *looking forward @ your library*, and it is intended to record and to recognize how, by looking forward, the Library continues to meet its mission statement of supporting a vital community of well-rounded and informed citizens.

2003 marked the fifth year since the amalgamation of the two former library systems, and it was indeed a year of looking forward. Throughout the year we continued to move forward on the Core Competencies project, and early in the year the Board held a series of planning sessions during which they recognized the need for a review of branch services. As a result they hired Jim Morgenstern of dmA Planning and Management Services to conduct a Branch Services Review, and the final report is expected early in 2004. Near the end of the year the Managers produced the Administration Strategic Plan, which looks forward to 2004-2007.

In formulating the Strategic Directions, we first articulated our mission, vision and core values. One of the seven core values states: "We value our staff: Access to information demands the skills of a talented, well-trained, and knowledgeable staff. Kingston Frontenac Public Library provides a positive work environment that respects each staff member's unique contributions. Our responsive and informed staff are a vital part of the cultural, social, and educational life of the community." As usual, our complement of staff changed throughout the year. After 28 years with FCL/KFPL, Janet Black resigned from her permanent position as Library Assistant at Cloyne in order to accept a full-time job at the Health Unit; in her place we welcomed Teresa Manion. Another 28-year veteran, Joan Mason, Library Technician in charge of overdue and statistics, took early retirement. The position was restructured with an emphasis on web applications and was filled by Katie Legere. Shari Nieckar, Arden Library Assistant, resigned from her permanent position, and Linda Gemeinhardt was the successful candidate for that position. Helen Lamb resigned from her position as Library Assistant at Storrington and was replaced by Marjorie Bousfield. In December Kathryn Goodhue, Manager of Children's and Rural Services, accepted the position of Director of Library Services with the Chatham-Kent Public Library.

We welcomed Christina Ridgley as the new Library Office Technician, replacing Judy McCarthy, and Bill Hall was hired as part-time Maintenance Assistant. Two new librarian positions were filled by Deanna MacDonald (Reference and Electronic Resources) and Pam Harris (Children's). Sharon Cross moved into a position at Calvin Park / Kingscourt, and Lori O'Connor took her position as Library Assistant, Howe Island. A number of new Relief Library Assistants were hired throughout the year, including Mary Cameron, Lucy Dow, Margi McKay, Joanne Berrigan, Nancy Moore-Carr and Jo-Anne D'Aoust.

Several staff members took leaves of absence throughout the year, including: Jo Stanbridge, who took a six-month leave on a Canada Council grant to write a book based on the life of Alexander Graham Bell's wife; Marjorie Bousfield, who took an educational leave to pursue a degree in Experiential Education at McArthur College; and Judy Hatt, who took a year to work in Baker Lake, NWT. In November we offered congratulations to librarian Michael Vandenburg and his wife Mary Claire on the birth of their son William Gerrit.

Finally, it was with great sadness that we learned of the death of former Chief Librarian Arnold Maizen. Arny served as Chief Librarian of Kingston Public Library from 1984 to 1989.

In the Administration Strategic Plan 2004-2007, we identified six Strategic Directions. Those Directions provide the section headings for the balance of my report.

Engaging Children and Youth

In 2003 Children's and Youth Services staff looked forward by offering a positive library experience for children and youth and by continuing to inspire a love of reading and to encourage a lifelong commitment to learning.

In April author visits delighted a combined audience of 334 children and 27 adults. When author Richard Thompson provided a storytelling workshop for the Library's children's staff, we took advantage of the opportunity to invite children's library specialists from various communities in eastern Ontario to attend, thus positioning KFPL as a regional leader in professional development. In the spring, children's staff visited over 5,900 children at city schools to promote the Summer Reading Club. During the summer, we offered more than 280 programs, among them the Live at the Library program series funded by the Friends of the Kingston Frontenac Public Library, a program which featured 26 events across the system and attracted more than 2,000 children and parents. In all, more than 14,000 children and parents attended children's programs throughout the summer. In the fall, staff participated in a number of initiatives to attract student memberships. They visited all the Grade Nine classes at Holy Cross Secondary School, registered every Grade 7 and 8 student at Calvin Park Public School, and launched the Library Card in Every Hand initiative for Grade One students across our service area.

Comments from the Library Card in Every Hand initiative: The Children's Librarian, Kimberly Sutherland Mills, was "magnetic" in her "Grade One Class Visits" program at Hartington. Her performance has certainly cemented the Library-Schools connection among the primary students in this area. The laughter, voices in repetition and professional story-telling, produced positive joy.

Ursula Casselman, Grade One teacher at Prince Charles P.S.: Thanks again for a wonderful introduction to the library. Your storytime was wonderful (you have a real gift!). This may be the beginning of a life-long habit of using the services of the public library.

Offering the Best in Services and the Best in Collections

In 2003 library staff looked forward and offered a selection of the best of the best that would appeal to all users and provided personalized service delivery that drew on both traditional and digital formats.

We continued to weed collections throughout the system, making them more attractive and accessible. All urban branches now have DVD collections, and we continued to expand the collection of electronic resources, including a database which provides access to *The Kingston Whig-Standard*.

As reported from the Cloyne Branch: A new patron commented on the quantity of western books we have -- this made him very happy. I regularly receive compliments from patrons about the availability of materials from other branches (books, videos, etc.) and how easy it is to place a hold on anything that is not here.

A note from another pleased parent: I am dropping you a note to say how we were so absolutely pleased with the excellent service we received at the main desk of the library downtown. My daughter had a project which was giving her some difficulty and with the very attentive service we were finding what we were looking for on microfilm in no time. In addition, the librarian took it upon herself to find another reference in a book that my daughter could check out. It was really a great experience and I hope you will forward our gratitude for the fine service.

The staff at the Sydenham Branch had a patron who proved once again that libraries are useful things! A patron thanked the staff for setting him up with the *Readers Digest Fix it Yourself Manual*. The patron said he is not very handy at fixing things but with the assistance of this manual he was able to repair his washing machine, pump, snowblower and lawn tractor with great success. He stated that the library saved him lots of money on repairs.

Providing the Community Hub

In 2003 we looked forward and continued to develop our facilities to make them a welcoming community space that is barrier-free and inviting and that encourages and supports interaction among all our citizens. As part of this process, the Board commissioned the *KFPL Branch Services Review*.

Thanks to the generous contribution of the Friends of the Kingston Frontenac Public Library, we purchased chairs, footstools and tables for the Youth area at the Central Library. Staff immediately noticed an increased use of the area, and they received several positive comments from teens. Turner, Pittsburgh and Calvin Park branches received new puppet stages built by local cabinetmaker Tim Soper. And the Friends also paid for an elegant new bookcase for the Special Collections Room at the Central Library. Built by local cabinetmaker Terrance Gibson, the new shelving closely matches the existing bookcase and will allow many more treasures to be safely stored in the environmentally controlled space. The grounds and flowerbeds at the urban branches were improved and maintained thanks to the generous efforts of a team of volunteer gardeners.

The meeting spaces in those branches fortunate to have such areas were heavily used. A flu clinic held at Pittsburgh brought in droves of people; staff reported signing up at least 20 new library members at the time. At Turner the Canadian Blood Agency held a Blood Donor Clinic in March, one which they reported to be a great success. Book Clubs continued to meet and flourish at many branches. Late in the year we received a Trillium Grant for \$15,000 to install keypad entry systems at many of our northern branches. This will allow community groups to use the facilities when the branches are not open.

Once again we were fortunate to receive Community Access Program (CAP) funding which allowed us to hire Technology Tutors to work at the city branches as well as the Sydenham, Storrington and Sharbot Lake Branches.

One of Wolfe Island's regular patrons brought in a 92-year-old neighbour who had never been inside the library. The nonagenarian was quite taken with the facility, and her wonderful, old-fashioned parting comment was that with a library such as ours, we don't have to hang our head in public.

Making the Virtual Connection

In 2003 we looked forward and continued both to extend our services beyond library walls and to provide increased access to information, collections and programs.

We added two new features to the web catalogue: a subscription service that provides cover images of books and reviews, where available, and a direct link from our Top Ten list into the catalogue to facilitate placing holds. PC Booking was extended to Turner in January. In June we launched our newly designed website with a shortened domain name at <http://www.kfpl.ca/>.

Another important undertaking was the digitization of documents of historical interest. Over the summer we hired Digitization Project Assistants to assist with three digitization projects: developing the Digital Kingston website; scanning the index to the *Whig* from 1810-1845; and scanning the 7 volumes of *Buildings of Architectural and Historical Significance*. Later in the year we received funding from the Library Strategic Development Fund – Digital Alliances to assist in these projects.

We continued to add to our electronic database subscriptions, including a subscription to Ancestry Plus, thanks to a donation from the Ontario Genealogical Society, Kingston Branch. The first edition of the KFPL online newsletter went up on our website. It featured a Calendar of Events, book recommendations and program notes.

Our virtual reference service "Ask a Librarian" was introduced in the fall and has garnered rave reviews: *Thanks so much for your help with these French web-sites!! My daughter has been searching around on them today (with a bit of help from me) and she has found some great information in French. Thanks again very much for your time and valuable information.*

Another patron sent a "Big thank-you" for access to the *Canadian Newsstand*, a recent online database addition, which he said provided him with invaluable access to Canadian newspaper archives.

Promoting Ourselves

In 2003 we looked forward and continued to promote awareness of library services by publicizing our collections and programs and making new connections with our partners and patrons to enhance and promote our services.

As well as our usual flyers and posters to announce our many programs, we continued to welcome support from the local media, including monthly radio spots and articles highlighting library programs in the *Frontenac News*, *Kingston This Week*, and *The Kingston Whig-Standard*. Our staff contributed several articles to the Ontario Library Association (OLA) magazine, *Access*, including an article on using library volunteers in a unionized environment and one on job exchanges.

Staff presented several workshops at the OLA Superconference held in January and Systems staff made presentations at the Geac Advanced Users Group Conference. We held two very successful open houses and celebrations in honour of the Central Library's twenty-fifth anniversary at the Johnson Street location and the one hundredth anniversary of library service in Sydenham.

As always, maintaining community partnerships and linkages continued to be a top priority. Staff members continued to attend meetings and to serve on many community boards and committees, including the Kingston Employment Network, Kingston Area Association of Administrators of Volunteers, Early Years Coalition, Kingston Literacy Board, Kingston Technology Council, Kingston District Community Information Centre, KANnet, Kingston Area Health Libraries Association, Administrators of Medium-Sized Public Libraries of Ontario (AMPLO), Friends of the Pittsburgh Library, the Kingston Area Cultural Initiative, and the Community Foundation of Greater Kingston.

KFPL received the Ontario Genealogical Society's Award of Merit, presented to *an institution whose contributions have been of benefit to the whole of the Society for supporting the establishment and operation of an extensive genealogical facility in the eastern Ontario area by providing space, equipment and staff support. Library space, storage space and a meeting room for branch meetings and workshops are made available to all. Researchers from around the world visit the library in person or by mail. The library staff is always helpful, friendly and knowledgeable. The Kingston Frontenac Public Library fulfils its mission by being an active participant in developing and renewing community partnerships.*

Transforming the Organization

In 2003 we looked forward with a view to constantly evolving in response to future service requirements and to support library staff as the key component of outstanding library service. In recognition of the key role of staff in creating a climate of service excellence, we will continue to offer ongoing programs for staff development.

Staff training continued to be a top priority throughout the year. We were pleased to welcome Stephen Abram, past president of OLA and incoming vice-president of the Canadian Library Association (CLA), who gave a thought-provoking presentation to library staff about upcoming technological trends that will affect libraries in the near future. Our own staff and other trainers provided in-house training on PC Booking, PeopleSoft, Reader's Advisory, Reference, and Security training. As always, Southern Ontario Library Service (SOLS) workshops were well attended. Staff also took advantage of professional development seminars offered through Skillpath, Hicks Morley, and the Human Resources Council. Staff members and trustees attended the OLA Superconference, and eight staff members attended the (stripped-down because of SARS) ALA/CLA Conference in Toronto in June. We also took advantage of several virtual on-line courses offered through the OLA Education Institute.

To create an information technology infrastructure that supports future needs, the Geac main server was replaced. To improve communications, a digital subscriber line (DSL) was installed at all five urban branches. Technology Tutors, as part of the Urban CAP program, provided Internet and computer instruction, including classroom sessions in the Turner training room. Internet use continued to soar in all branches; for instance, Sharbot Lake reported a high demand from the teenagers of Arden Court and Rainbow Valley Group Homes.

Staff in the Interlibrary Loan (ILLO) department received this response from a patron who was looking for a series that she had heard on a CBC radio show earlier that day. After the staff member located the items and told the patron that they could be ordered, the patron replied: *I'm utterly amazed at your service. I'm in the service industry and you've just about blown me away this afternoon. And thank you so much. You are a remarkable service person.*

Finally, we recognize the fine work done by our many volunteers. Because of their dedication, materials continue to be delivered to our shut-in patrons, our book sales continue to grow, our plants and gardens continue to flourish, materials on our shelves are straightened, our piano continues to be in tune and, of course, our Library Board continues to govern.

Of course, no strategic planning would be possible or indeed necessary were it not for the ongoing support our core funders, the City of Kingston and the County of Frontenac. We are deeply grateful that the members of both of these bodies acknowledged the benefit of the library system to their constituents by passing the library budget as presented to them.

The attainments of the year 2003 are due in large measure to the efforts and commitment of a fine staff; I thank them all. The Managers' reports that follow present in detail the collective efforts that were put into *looking forward @ your library*.

Respectfully submitted,

Deborah Defoe,
Chief Librarian, Chief Executive Officer

Looking Forward in Adult Services

While much of the work of 2003 was spent laying the groundwork for the future through the development of core competencies, strategic planning and a branch services review, the process of enhancing service and expanding programs is already clearly underway.

Services

Circulation

KFPL was part of the trend across North America of circulation being on the upswing. A recent *Library Journal* article attributes some of the reasons for this trend to more purchasing of popular materials, better library promotion, expanded programming, stringent weeding and the ability to reserve material from home. Additionally, as Gary Deane suggested in a recent *Access* article, libraries have responded to a wake-up call from the big box bookstores to provide a more welcoming atmosphere, at the same time as the bookstores have gone into decline. Finally, there also seems to be some recognition among the public that the Internet may not have all the answers. KFPL's increased circulation of 2.37 per cent across the board is likely attributable to a combination of these factors.

Marketing and Promotion

Bessie Sullivan continued to coordinate staff input on columns for *Kingston This Week* and Country 96 radio, advertising good reads, health and wellness, technology tutors, safe surfing, children's programs and electronic databases. Branch staff note that patrons often come in looking for titles of books they've heard about through the radio or newspaper columns.

Interesting themed displays in all branches also serve to connect readers to books and help to increase circulation. Along with displays to mark annual events such as Black History Month, Canada Book Day, Freedom to Read week, Seniors Month, etc., Nancy Jones at Central and staff at all the branches regularly produce displays that inspire readers to select books on topics such as "O that this too, too, solid flesh should melt" (books on dieting and exercise), "What do you mean women can't vote" (for Women's History Month), and "Take two, they're short" (featuring small books). This year, we also cooperated with the City of Kingston to tie in displays with their proposals for new cycling and walking paths, the urban growth strategy and the fall municipal election.

Training

In recognition of the key role of staff in creating a climate of service excellence, our strategic plan supports the establishment of a comprehensive training and development program. This builds on an already strong commitment to training that KFPL has shown by sending staff to workshops and conferences as well as providing training in-house. Over the past year, staff have attended in-house training sessions by Heather Compeau and other staff on PC booking software, the GUI version of Geac, WiFi service, reader's advisory, reference interviews, core competencies, electronic databases and staff safety and security.

Heather also initiated a new staff orientation program based on an outline from her English exchange partner and based on our core competencies, which includes a library tour, orientation to KFPL's policies and procedures, our catalogue, website and online databases.

External Training:

In addition to the annual OLA conference which reliably provides a wealth of valuable training, we sent a large staff contingent to Toronto for the combined ALA/CLA conference last summer. Unfortunately, an outbreak of SARS was responsible for a less than exciting experience, but we were still fortunate to attend sessions on "Cities, Neighborhoods, Libraries" (dealing with the revitalization of cities by new library development) and added-value service, and, to hear speakers like Ralph Nader and Gloria Steinem. We have also taken advantage of the OLA Education Institute's online courses, with Nancy Mohan taking one on business web sites, Pam Harris doing one on children's net resources and Deanna MacDonald signing up for one on Internet health resources. A number of staff attended a SOLS workshop on Internet resources ("Who needs reference librarians anyway?") and a talk at Queen's by Roch Carrier on the need for a new national library. Barb Love, Kathryn Goodhue and John Feenstra attended sessions on labour relations and personnel law, Marjorie Bousfield went to a SOLS Reader's Advisory workshop in Ottawa, Nancy Mohan and Deborah attended a Hicks Morley workshop on Privacy in the Workplace, and Heather was sent to the Workshop on Instruction in Library Use in Windsor, a conflict resolution session and an Excel training unit at St. Lawrence College. Heather also arranged tours of Queen's library's genealogical resources and the Latter Day Saints Library for staff.

Reference

Having heard about the concept of roving reference librarians at conferences over the past couple of years, reference staff at KFPL were keen to initiate the service here. Staff now regularly leave the desk and go out into the stacks, trolling for questions. At the same time, we began to wear Staff identification badges so that patrons are aware of staff around the library. Looking ahead, our new phone system will allow staff to head off to the stacks using a cordless phone.

Virtual reference service: Our new electronic services librarian, Deanna MacDonald, initiated a virtual reference service called "Ask a Librarian", with a link from our website homepage. An online form designed by Katie Legere provides feedback on who our virtual patrons are, where they are located, and why they need the information. It didn't take long before patrons went beyond simple requests about their accounts to in-depth queries about Karl Jaspers, French websites for kids, bird-watching in Cuba, and which jobs have the highest mortality rates. Looking ahead, we anticipate that the MSN generation will feel comfortable posing reference questions by e-mail and that the service will likely expand.

Outreach

We sent out 3,997 items to 44 housebound patrons with the help of a squad of volunteer drivers last year and mailed out 797 items to 18 housebound rural patrons. We also sent 9,753 items out to deposit collections in 17 seniors' residences. These numbers are down slightly from last year. Looking ahead to 2004, we plan to survey seniors' residences in order to determine whether the material being sent is in the right format, of the right amount and is being distributed in the right way. With an aging population, we want to provide the best possible services to senior citizens in our community.

Interlibrary Loans

In 2003, we borrowed 1,132 items on interlibrary loan from other libraries on behalf of our patrons and lent 1,154 to other libraries. We continue as a net lender but, as our loans to other libraries decreased by about 60 per cent, the gap has become negligible.

Carol Vanderhelm has helped ILLO staff participate in testing the new Virtual Document Exchange (VDX) service called RACER, which will allow ILLO staff to search beyond the public libraries to academic libraries. We also look forward to a time in the near future when patrons will be able to do their own searching and requesting of items not carried in their local library.

Collections

After some months in the wilderness, the online version of *The Kingston Whig-Standard* finally reappeared in a product called the Canadian Newsstand, offered by ProQuest Micromedia. This database has allowed KFPL patrons in-house or remote access to twenty years of the online *Whig*. Looking ahead, we plan to subscribe to *Ancestry Plus* and *The Paper of Record*, both of which will assist local history and genealogy researchers.

Videotapes and books on tape are being slowly phased out in favour of the increasingly popular DVD and books on CD formats. Digital formats will likely expand in the coming year, and we are looking forward to streamed media in the near future.

Barbara Mallette has worked with Janice Coles to develop a list of core reference resources for the rural branches, and we are working towards ensuring that these items are carried in all branches. Looking ahead, we hope to establish a few superior reference collections in key rural branches.

Looking ahead, we see an obvious role for public libraries as mediators of electronic government publications to Canadian citizens. Many government publications will only be made available electronically, a change which will have a severe impact on the public who are not computer-literate.

Policies and Procedures

With able assistance from Jo Stanbridge, 23 new policies and procedures were added to our online manual this year, including the KFPL Safety Manual and the staff Code of Conduct. A patron Code of Conduct was issued as well and is now posted in all branches.

Adult programming

Our strategic plan identifies adult programming as a key direction for the future. Taking our first steps in that area, technology tutors (under the guidance of Heather Comeau), began to offer very popular sessions for the public in the Gates training facility at Turner on topics such as "Supernovice" (an introduction to the Internet), buying a computer, parent/child Internet searching and how to conduct a job search. Looking forward, we will plan to use the training lab to offer more courses to the public.

Branches

Central

Spearheaded by Bessie Sullivan, our celebration of Central's twenty-fifth anniversary in its Johnson Street location included a week of festivities culminating in a gala evening which included invited guests and featured entertainment provided by staff writers and musicians. We also held an open house for the public featuring a cake with the library building, and we produced the Library Book, a collection of library memories by 13 well-known Kingston authors, commissioned by the Friends of the Kingston Frontenac Public Library.

In preparation for the event, Nancy Jones and Central staff recommended improvements to the branch in the form of a new coat of paint, new furniture, and an array of new plants with money provided by the Friends of the Kingston Frontenac Public Library, and hours of dedicated labour by Gail and Justine Scala.

A huge collection shift was undertaken, with the eventual aim of expanding the fiction shelves next year. Stringent weeding in non-fiction will allow for the shifting of the multilingual collection to the non-fiction side of the library, moving the mystery genre into the shelves vacated by multilingual books and the freeing up of two shelving ranges for fiction.

Calvin Park

Roof leakage was responsible for considerable damage to collections and inconvenience to patrons. A new layer of roofing was added after all cracks and faults were fixed. Repairs on the aging facility were greeted with heartfelt gratitude. Looking forward, we await the report of the branch service review to determine the ultimate fate of this aging but beloved community branch.

Isabel Turner

Ambassadors from some 40 countries attended a ceremony put on by City Hall staff and assisted by Nancy Mohan and Turner branch staff, where they presented the library with dolls representing their native countries. Mayor Turner hopes that the dolls will serve to introduce Kingston children to the customs of foreign cultures as a way of breaking down ethnic barriers.

Barbara Love
Manager, Adult Services

Looking forward in Children's / Youth and Rural Services

The year 2003 was one of increased activity in Children's, Youth and Rural Services. Dedicated staff spent many hours reaching out into the community and assisting the public on their visits to the library. The results are rewarding. A total of 33,889 children attended 1,236 programs at the 17 libraries in the system. The circulation of youth materials increased by 29.4 per cent, while the circulation of children's materials remained close to last year's figure.

Programs, Displays and Celebrations:

Children's and adult programming is an essential part of our service to the public. Although the number of programs increases yearly, the demand for programs for young children continues to rise. On the other hand, the system faces the challenge of finding ways in which to attract larger numbers of youth. Efforts are in progress to create a teen advisory group and to provide "teen-attractive" spaces in the branches.

- Sydenham Branch held its one hundredth anniversary celebration in December. Janice Coles acted as MC for the evening's events, which included speeches from local dignitaries and performances by local artists. Janice also prepared a historical display with original Board documents dating back to 1903. Marilyn Ottenhof and Kimberly Sutherland Mills provided afternoon entertainment for local classes.
- The Friends of the Kingston Frontenac Public Library funded "Live at Your Library", which featured touring performances by Barefoot Players, Gerry Mitchell, Thousand Islands Playhouse and Nathaniel the Magician.
- The Summer Reading Club continues to grow. A total of 1,464 children signed up in 2003, a 7.3 per cent increase over 2002.
- Children's staff made their annual summer puppet-show tour to the rural branches.
- Two literacy programs were held at the library. Queen's Students for Literacy "Read for Fun" program met at Central, Calvin Park and Kingscourt. Central hosted an evening in French as well as English. HRDC provided a grant for one-on-one summer tutoring.
- Class visits increased with the inauguration of the "Card in Every Hand" project at all branches and additional visits from Winston Churchill Public School.
- Sydenham and Howe Island book clubs continued to thrive, and this year the Sydenham book club enjoyed a reading by poet Carolyn Smart.
- Sharbot Lake held its eighth Annual Book and Bake Sale and was entertained by "Just Brass."
- Local author Joanne Langlois and illustrator Heather Haynes talked to eight classes at the Central Branch. Splash 'n Boots, in partnership with the Queen's University drama department, performed for the Family Story Hour at Central branch. Staff member Marjorie Bousfield held a session on bird watching for children at Wolfe Island.

Partnerships:

The library has established a number of partnerships with community groups and government agencies. These partnerships have enhanced our provision of services and increased our visibility in the community.

- The Good Books Box project was ready for its debut early in January 2004. The project, funded by the library, the Ministry of Community Family and Children's Services' Early Years Challenge Fund, the Community Foundation of Greater Kingston, Limestone Advisory for Children's Programs, and a private donation, provides boxes of high-quality books for loan to day care facilities.
- KFPL and the Kingston Rotary Club formed a partnership to place a "Card in Every Hand" of all the Grade One students. A total of 1,308 students, parents and teachers visited their local community branches, and 976 Grade One children received cards.
- Four KFPL librarians visited each Grade Nine class at Holy Cross Secondary School to promote the library and offer instruction in our online databases; 360 new students joined the library during these visits. A cooperative effort with Calvin Park Public School convinced 350 students to become library members.
- Children's staff visited over 5,900 children at Kingston schools to promote the Summer Reading Club.
- Marilyn Ottenhof coordinated a series of outreach visits to local Early Years Centres and a program for Kingston Immigrant District Services.
- Family Literacy Day activities were held at the Central Library. The Children's Services staff contributed displays and a puppet show.
- The Rural Breast Health Library Project finished its survey this year.
- Kathryn Goodhue served on the Board and Personnel Committee of Kingston Literacy, was co-chair of the Early Years Literacy Subcommittee and a member of the Early Years Coalition.
- Kimberly Sutherland Mills was a member of the CLA Young Adult Book Award committee and the OLA Child and Youth Task Force.
- Nancy Mohan served on the Blue Spruce Awards committee; Kathryn Goodhue served on the Silver Birch Awards committee.
- Kimberly Sutherland Mills served as a judge for the Regional Heritage Fair, and Marilyn served as a judge for the Frontenac, Lennox and Addington Science Fair.

Publicity:

Amy Rundle and the children's and rural staff helped to spread news of library services and programs.

- Janice Coles continued to write library columns for the *Frontenac News*.
- Kimberly Sutherland Mills promoted library programs through speaking on FLY-FM and CKWS radio and writing for *Kingston This Week*.
- Kimberly also presented an outreach program at the Bagot Street Drop-In Centre.
- Children's Services put together a new booklet, *Favorite Read-Aloud Novels for Young Children*.

- The staff at the Storrington and the Plevna branches distributed posters around their communities advertising library services and hours.
- Press releases were sent to all media for all of our regular programs.

Training:

Staff training for all staff remains a high priority at the library. The number of rural all-staff meetings will be increased next year to provide even more training opportunities.

- Staff participated in the three-day Kempenfelt residential workshop sponsored by Administrators of Rural-Urban Public Libraries of Ontario (ARUPLO).
- Children's staff offered a variety of in-house training sessions -- reference techniques, readers' advisory skills, puppetry, children's web searching, and programming for babies, tots and preschoolers.
- Staff attended a number of storytelling workshops, notably one organized by KFPL, funded by a Canada Council Grant and led by author Richard Thompson, and a SOLS workshop, *Telling Tales Out of School*.
- Children's staff attended a workshop on music and movement for preschoolers.
- Marilyn Ottenhof taught a puppet scriptwriting workshop for junior and intermediate students at Rideau Public School.
- Kimberly Sutherland Mills ran a workshop for Queen's University on how to choose and present picture books for ESL students.
- Pam Harris gave a workshop on creative ways to help children search for information on the Internet, and she expanded her own search skills by taking a six-week online course on the subject.
- Staff took part in a felt-board story workshop run by Kathryn Goodhue and Roz Stoke with childcare workers from other agencies in attendance as well.
- Two all-staff rural meetings were held. Rural staff attended workshops when possible.
- Librarians and library assistants were sent to OLA, the joint CLA/ALA conference and the National Library's "Read for the Fun of It" children's literature conference.
- Children's staff provided training and mentoring in children's programs for new staff.
- Kimberly and Pam received support from KFPL to attend the Eastern Horizons Children's Literature Conference in St John's, Newfoundland.

Collections:

Reorganization, rigorous weeding, additional shelving and imaginative displays have contributed to more appealing collections at all of the branches.

- New sections have been created in both the children's and adult areas at many branches as part of the staff's continuing effort to make all materials more accessible and inviting.
- The large increase in the circulation of youth books reflects the efforts of Kimberly Sutherland Mills to improve both the quality and appeal of the collection.
- DVDs are beginning to appear in more branches; so are spoken-word books on CD.

- Staff continue to highlight materials through innovative displays and new book lists. We hope to put all existing book lists on line in 2004.
- Cloyne received a generous memorial donation that was used to purchase a paperback spinner and some hardcover mysteries for the branch.
- The public continues to donate large number of books, videos and CDs to the library; many of them are new and relevant and make worthwhile additions to our collections. The remaining books are welcome in the library's various sales.
- Joanne Stanbridge, a KFPL librarian, published *Famous Dead Canadians*, a children's bestseller and a welcome addition to the collection.

Facilities and Systems:

Through the help of CAP and Friends, as well as the continuing efforts of staff, our facilities and connectivity improved at many branches.

- Janice Coles compiled profiles of all the rural branches for the Branch Services Review.
- New hardware and furniture used with our computer stations was purchased with a CAP grant for the urban branch children's areas and the rural branches.
- A stand-up circulation counter was installed at Howe Island.
- New shelving was installed in children's at the main library in order to increase space for materials and also to make it easier to see children in the area and thereby improve their safety.
- The Central branch children's area acquired new computer pods and two additional Internet computers.
- Children under the age of 16 are now required to have parental permission to use the Internet at the library.
- The Friends of the Kingston Frontenac Public Library provided funds for new furniture in the youth area at Central. The furniture has received positive comments from the public and increased use by teenagers.
- The Friends of the Kingston Frontenac Public Library also purchased new puppet stages built by cabinetmaker Tim Soper for Calvin Park, Turner and Pittsburgh branches.
- Sydenham Branch received a new alarm system, a CD stand and a video spinner.
- New blinds were purchased for Hartington to replace their ancient curtains.
- New children's chairs were purchased for Storrington, and Howe Island now has a coat rack for the public.

Janice Coles, Kimberly Sutherland Mills and Pam Harris' reports have provided me with the essential information for this report. I began my stint as Acting Manager in January 2004, and I would have been at a loss for information without their input. My apologies go to all staff for any omissions or errors.

Gail Scala,
Manager, Children's and Rural Services (pro tem)

Looking forward in Systems and Technical Services

For the past several years we have been working on projects to bring the systems up to the level generally expected in the library community. 2003 was a transition year, in which we completed many projects that were in arrears, but we have also begun to move the library in other directions now that we have a stable and up-to-date environment. 2004 should mark the year where we can focus on developing products to improve staff productivity and patron satisfaction. One advantage of working on “catch-up” projects was that it allowed us to reassess which projects should have priority. In the coming years, we will be looking forward and charting our own way.

Personnel

In 2003, Joan Mason retired after 28 years and has left a huge gap at KFPL. Her experience, sense of humour and good will are hard to replace. For many years, Joan offered exceptional service with our delinquent accounts. She added much to the life in Technical Services and we will continue to miss her.

Amy Rundle, our publicity/Web person, was away for half of 2003 to have her first-born, Isaac. We missed Amy’s creativity and enterprise. Sara Carpenter did great service for us while Amy was away, keeping our publicity flowing and assisting with the redesign of the website.

Katie Legere joined our group in 2003 to assist in web services development.

Web Catalogue

In 2003, improving the Web catalogue continued to be a priority, and several features were designed and developed. We implemented: 1) a quick search box on the Library home page; 2) default sorting of materials by the date that they were added to the system; 3) the ability to renew overdue materials; 4) the ability for the system to remember a patron’s barcode for the session so that patrons can place multiple holds; 5) the ability to place holds more directly and /or to do batch-placing of holds; 6) a reviewing service - Syndetics - to provide book images, tables of contents and reviews.

The Web catalogue will continue to be a focus for ongoing improvement and development. For example, we have been testing a “book list” application that will allow staff to create and update booklists easily as well as to link from the booklist directly into the database in order to check availability and place holds easily.

We are also considering adding a federated search tool to make it easier to search multiple resources at the same time, and we are looking at ways that technology can enhance our traditional reader's advisory initiatives.

Website

Our website is central both for library staff searching on the behalf of patrons and for patrons looking for key information themselves. We would like to have our website as the entry point to the web for all residents of Kingston Frontenac.

In 2003 we redesigned our website and consolidated some of the internal structures to make it easier to maintain. Feedback has indicated that many of our users did not know the full extent of the resources available on the website. The redesign addressed many of these issues. In 2003, we changed our domain name to kfpl.ca, moved our website in-house and addressed many accessibility issues with the site.

In 2004, we will focus on content development and usability. To do this we intend to add both a content management system to allow us to use a database and forms to implement a more decentralized approach to managing the site.

Integrated Library System (ILS)

2004 will mark our tenth year with Geac Computers as our Integrated Library System (ILS). We remain very satisfied with the Geac product, particularly with the way it meets our operational needs. We have added a few features to our back office, such as batch printing.

Our effort has been focused on making improvements to the web interface (discussed above) and, installing add-ons, such as Notification and PC booking.

Talking Technology, an interactive voice recognition system, was introduced in September for overdues and has been very successful, eliminating significant mailing costs and sending notices four days earlier than through our previous system. In early 2004, the second and third phases of Talking Tech will be rolled out, i.e., holds notification and in-bound calls to allow patrons to renew and check their account status.

In 2003, we laid the groundwork for e-mail notification, which was launched in early 2004. In early 2003 we implemented PC booking, an automated computer booking system, for all our urban branches, and in mid-year we added restrictions for computer use by Junior patrons.

Having implemented these features and add-ons, we are now utilizing the Geac computer system close to the limits of its functionality. The next version of Geac is currently being developed in Europe and is called Vubis. We are impressed with our first looks at Vubis and expect that it will be fully available in North America in 2004 or 2005.

Desktops and Infrastructure

We replaced our public Internet computers in our Community Access Program (CAP) sites with new computers that were provided by funding from Industry Canada through the Ministry of Culture. We were also able to purchase new signs and updated software for each CAP site. Once again we were able to offer the services of the Youth workers in the summer at the CAP sites.

We added a fibre connection between Central branch and Turner in 2002 and added a DSL VPN connection between Central and the other urban branches. We continue to investigate sources for faster connectivity to our rural branches and add our support to projects that seek to fund this connectivity.

We have completed our second year with the current version of computers, and the hardware remains very stable and requires little replacement. We have over 200 public and staff computers. We continue to use MS Office 2000 and are investigating the value of adding MS Exchange as our mail server.

This year we installed several application servers to meet our requirements for building applications, for developing our Web services and for Digital Kingston. The servers will give us the platform to provide these services for the foreseeable future. As well, we purchased a backup server for the Web catalogue.

Publicity and Marketing

2003 was another busy year for our publicity and marketing department. The staff members in this group are incredibly creative and resourceful. One large event of 2003 was the twenty-fifth anniversary of the Central Branch.

The library offers a wonderful range of high-quality services. The challenge for this group is in finding ways to make our patrons aware of these services. In 2004, we are planning a campaign to do a mail-drop campaign in cooperation with Industry Canada and our CAP sites.

Technical Services and Serials

In Cataloguing we have almost no delay getting new materials on the shelf. We ordered more books in 2003 than in 2002. 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 (TS), one major milestone was eliminating our cataloguing backlogs created by donations to the library. This is a goal that the TS team has been striving to accomplish for several years and has achieved again this year. Great work.

We have been undertaking several database cleanup projects. The largest project in 2003 was the creation of separate records for books in our Large Type collection, an enterprise which required recalling many of the titles and much re-cataloguing.

We also added several collections in 2003, the Doll Collection, the Good Books collection and the Book Club collection. Of these, the Doll collection is notable because we have added images of the dolls that have been donated to the Turner Branch. Many thanks to Michael, Jerry, Ruth and Amy for their work on this project.

Volunteers

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

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

Connectivity and Outreach

In late 2003, the library participated in a pilot project to offer Bell Canada's WiFi (wireless Internet) service. This was an interesting project for us, helping to affirm the Library as a leader in access and technology.

Lester continues to serve on the board of KANnet (Kingston Area Network), and in 2003 KANnet made a formal application for Connect Ontario funding. This funding could be approved in 2004 and would involve the Library in at least two large initiatives: Digital Kingston and the Community Portal.

Michael Vandenburg served on the OLA evaluation committee for the Library Innovation of the Year competition and was accepted as a candidate for Northern Exposure, a leadership retreat in Alberta for librarians.

Lester Webb is the president of the Geac Advance Users Group – North America.

Anne Hall was the secretary of the Kingston Area Association of Administrators of Volunteers in 2003 and served of the Friends of the Kingston Frontenac Public Library executive.

Digital Kingston

KFPL is playing a lead role in Digital Kingston, a community-based project whose objective is to make information, both past and present, about the Kingston, Frontenac and Lennox and Addington region available in a digital format. In this digital format this information will be widely accessible to citizens of the region and province for research and lifelong learning.

KFPL will host the project, which is in its early stages of development and is likely to 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, the Pittsburgh Historical Society, the Kingston and District Community Information Centre, the City of Kingston, Queen's Libraries and Queen's University Archives, Kingston Area Museums, and Queen's Geographic Information System (GIS) Lab.

In 2003, we received funding from the Ministry of Culture's Library and Strategic Direction Fund to support the digitization of KFPL's newspaper index. This work is well underway and will be completed in 2004.

2004 and Beyond

Our Web services will be a key area of development as we integrate our content management system into our public website, into our virtual services, such as the Web Catalogue, and into our staff website. We will also be concerned with security and privacy in 2004 and will be investigating using a Personal Identification Number (PIN) number for access to our virtual services.

The Library will be implementing the remaining phases of the Interactive Voice Recognition (IVR) software. We will also been investigating Radio Frequency Identification (RFID) and self-checkout in 2004. Digital Kingston and Connect Ontario will also be a prime focus for our endeavours as we complete the newspaper index and begin other digital projects.

Also, the development of the new library system by our vendor may require that we turn our attention to the library systems market.

2004 promises to be a fantastic year, with many projects to be completed. It will also be a challenging one, as we balance support for our existing services and mark out our development of new services.

Lester Webb,
Manager, Systems and Technical Services

Looking forward in Facilities and Financial Services

Courier Service

KFPL's Courier Service continued to experience an increase in the amount of material being moved between branches. Since 1998, approximately 35 per cent more books, videos, and other library materials are being moved daily by our courier, Sherry Van Luven, backed up by the Maintenance crew. Retention of our older van when we purchased a new one has enabled us to use the new van almost exclusively for regular inter-branch deliveries. The older van is used as a back-up when the primary vehicle is out of service and is used by Maintenance Services to schedule extra courier trips when required, such as when a major weeding project is being carried out, to move furniture and equipment, and as a service vehicle for Maintenance. Looking forward to 2004, we will be examining ways to increase the frequency of deliveries to our busiest branches in order to provide a faster turn-around time for library materials and thus provide better service for our patrons.

Facilities Services

Maintenance Services, led by Maintenance Services Supervisor Robert Kennedy, faced many challenges during 2003. Because of the expiry of the warranty period on all equipment at our newer facilities and the aging of our facilities, our Maintenance services continue to be strained.

The Calvin Park branch in particular continued to be a drain on our resources. A stubborn roof leak that defied several attempts at repair plagued us for much of the summer. A new fire alarm system had to be installed when repair parts for the existing system were no longer available. The antiquated heating system, and the windows and doors are in need of replacement, while the exterior brickwork is showing signs of deterioration. Some of the electrical wiring to light fixtures had to be replaced because the plastic insulation became brittle and was breaking. In August an electrical disconnect switch had to be replaced when the old one overheated. It is hoped that our Branch Services Review will give us some guidance as to whether we should undertake major renovations to this building or look for other solutions to provide library service to this high-demand area.

The Isabel Turner Branch, now six years old and seeing a continued increase in use, including increased Children's programming and our new computer training facility, will soon require full-time Maintenance coverage. Unexpected HVAC equipment breakdowns, caused mainly by an undependable electrical supply, continued. In consultation with our HVAC contractor, all 16 Heat Pumps have been protected by additional fuses so that electrical surges will not cause extensive damages.

Several other maintenance items needed attention at this branch in 2003. The steam boiler providing humidification to the building failed in November because of a build-up of scale in the piping. It was determined that the automatic chemical metering system was not able to service this piece of equipment adequately and so it is being upgraded. Two sewage pumps on the lower level seized and had to be replaced, and a roof leak was repaired. All fire sprinkler heads in the building were replaced by the manufacturer after the installed heads were recalled due to a possible malfunction.

Pittsburgh Branch saw an increase in vandalism, including the repeated breaking of window screens, and the damaging of all of the outside light fixtures along the sidewalk.

The Central Library had a facelift in preparation for our twenty-fifth anniversary celebrations. Fresh paint throughout the building, new study carrels and computer furniture spruced up the building. A new-ducted HVAC system installed on the first floor has not yet worked to our satisfaction. In October a leak in our parking garage sprinkler system was repaired. An inspection of the system revealed major deterioration and imminent failure of the cast iron piping in the system. An engineer has been retained to recommend an upgrade to meet today's code requirements. Planning was begun on the conversion of the third floor of the Bishop's House to office space. With this new space we hope to be able to move staff offices from the basement and reclaim that area for maintenance use. Due to increased theft and vandalism to vehicles, including our library van, in the parking garage, Group 4 Security was hired to monitor the garage on a regular basis. By the middle of 2004, we hope to be able to secure this area by limiting access to the garage with the installation of new gates and fencing.

Much of the work of Maintenance Services in 2003 was to prepare us for a very busy 2004. Among many capital projects, a new roof for Central, washroom renovations and a new telephone system are planned.

Administration and Financial Services

During 2003 we were able to improve our connection to the PeopleSoft server at the City of Kingston in order to obtain better access to and control of our Accounts Payable. We plan to bring more of the financial functions in-house in 2004. We also look forward to automating many of the other office functions, such as facilities booking and human resources tracking and recording.

John Feenstra
Manager, Facilities and Financial Services

4 YEAR REPORT: CIRCULATION BY BRANCH

	2003	2002	2001	2000	03 vs 02	02 vs 01	01 vs 00
Arden	6,369	7,895	8,481	7,193	-19.3%	-6.9%	17.9%
Calvin	96,826	101,360	100,551	101,514	-4.5%	0.8%	-0.9%
Central	475,206	478,265	471,730	445,319	-0.6%	1.4%	5.9%
Cloyne	12,491	14,712	13,041	13,052	-15.1%	12.8%	-0.1%
Hartington	13,057	13,017	13,360	11,965	0.3%	-2.6%	11.7%
Howe Island	4,395	4,725	3,855	3,871	-7.0%	22.6%	-0.4%
Isabel Turner	294,726	287,421	284,430	274,253	2.5%	1.1%	3.7%
Kingscourt	36,863	34,748	35,589	35,823	6.1%	-2.4%	-0.7%
Mountain Grove	6,206	7,647	4,448	4,399	-18.8%	71.9%	1.1%
Ompah	1,918	2,271	1,803	1,605	-15.5%	26.0%	12.3%
Parham	5,093	3,696	3,362	3,319	37.8%	9.9%	1.3%
Pittsburgh	52,889	54,598	51,985	52,808	-3.1%	5.0%	-1.6%
Plevna	1,678	1,824	1,869	1,943	-8.0%	-2.4%	-3.8%
Sharbot Lake	19,042	17,967	16,955	19,177	6.0%	6.0%	-11.6%
Storrington	12,387	14,841	15,654	15,976	-16.5%	-5.2%	-2.0%
Sydenham	41,015	39,923	41,022	40,186	2.7%	-2.7%	2.1%
Wolfe Island	12,070	12,174	12,037	12,428	-0.9%	1.1%	-3.1%
GeoWeb	85,766	52,908	26,142	9,788	62.1%	102.4%	167.1%
TOTAL	1,177,997	1,149,992	1,106,314	1,054,619	2.4%	3.8%	5.0%
Adult	845,962	822,106	783,349	754,078	2.9%	4.9%	3.9%
Junior	321,747	319,365	318,343	301,715	0.7%	0.3%	5.5%
Youth	11,025	8,521	6,006	4,387	29.4%	41.9%	36.9%
TOTAL	1,177,301	1,149,992	1,107,698	1,054,619	2.4%	3.8%	5.0%
Total Urban	956,510	956,392	944,285	909,717	0.0%	1.3%	3.8%
Total Rural	135,025	140,692	137,271	135,114	-4.0%	2.5%	1.6%
GeoWeb	85,766	52,908	26,142	9,788	62.1%	102.4%	167.1%
TOTAL	1,177,301	1,149,992	1,107,698	1,054,619	2.4%	3.8%	5.0%

3 YEAR REPORT: INTERNET BOOKINGS BY BRANCH

				03 vs 02	02 vs 01	03 vs 01
	2003	2002	2001	% Diff	% Diff	% Diff
Arden	1278	973	945	31%	3%	35%
Calvin	6125	6803	5622	-10%	21%	9%
Central	31859	34823	22739	-9%	53%	40%
Junior	3954	3785	2952	4%	28%	34%
Cloyne	537	576	585	-7%	-2%	-8%
Hartington	189	216	157	-13%	38%	20%
Howe Island	54	37	154	46%	-76%	-65%
Isabel Turner	13677	15186	9452	-10%	61%	45%
Kingscourt	3501	3988	3834	-12%	4%	-9%
Mountain Grove	141	100	93	41%	8%	52%
Ompah	77	99	91	-22%	9%	-15%
Parham	196	138	106	42%	30%	85%
Pittsburgh	3176	3527	2512	-10%	40%	26%
Plevna	76	100	134	-24%	-25%	-43%
Sharbot Lake	682	612	642	11%	-5%	6%
Storrington	351	337	277	4%	22%	27%
Sydenham	1568	2002	2297	-22%	-13%	-32%
Wolfe Island	411	431	443	-5%	-3%	-7%
Total	67852	73733	53035	-8%	39%	28%
 Total Urban	 62292	 68112	 47111	 -9%	 45%	 32%
Total Rural	5560	5621	5924	-1%	-5%	-6%
Total	67852	73733	53035	-8%	39%	28%

3 YEAR REPORT: REFERENCE QUERIES BY BRANCH

		2003	2002	2001	% Diff	% Diff
Arden		2,468	8,373	7,013	-71%	19%
Calvin	Adult	30,197	27,283	24,918	11%	9%
	Junior	4,652	4,331	3,873	7%	12%
Central	Adult	66,469	62,838	62,504	6%	1%
	Junior	11,828	10,229	8,214	16%	25%
Cloyne		2,867	4,017	6,115	-29%	-34%
Hartington		2,439	2,346	3,078	4%	-24%
Howe Island		810	891	2,771	-9%	-68%
Isabel Turner	Adult	25,773	21,753	23,145	18%	-6%
	Junior	3,885	3,966	3,537	-2%	12%
Kingscourt	Adult	9,393	12,835	10,167	-27%	26%
	Junior	1,985	2,056	1,108	-3%	86%
Mountain Grove		2,266	2,141	1,130	6%	89%
Ompah		693	702	448	-1%	57%
Parham		2,476	2,346	2,118	6%	11%
Pittsburgh	Adult	9,109	7,163	7,368	27%	-3%
	Junior	1,331	957	1,031	39%	-7%
Plevna		541	523	572	3%	-9%
Sharbot Lake		2,006	2,784	2,146	-28%	30%
Storrington		3,317	3,450	3,579	-4%	-4%
Sydenham		9,206	8,978	10,181	3%	-12%
Wolfe Island		3,364	3,480	3,177	-3%	10%
Total		197,075	193,442	188,193	2%	3%
Urban Adult		140,941	131,872	128,102	7%	3%
Urban Junior		23,681	21,539	17,763	10%	21%
Total Urban		164,622	153,411	145,865	7%	5%
Rural Total		32,453	40,031	42,328	-19%	-5%
Total		197,075	193,442	188,193	2%	3%