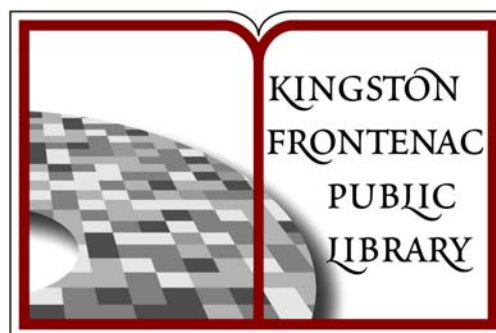


ANNUAL REPORT

**KINGSTON FRONTENAC
PUBLIC LIBRARY**

2004



KINGSTON FRONTENAC LIBRARY BOARD – 2004

TRUSTEE

Jim Neill, Chair

Marilyn Birmingham, Vice-Chair

Barbara Aitken

Elizabeth Bowes

Councillor Steve Garrison

Ralph Gatfield

Wilma Kenny

Mayor Bill MacDonald

Councillor Floyd Patterson

Claudette Richardson

Monica Stewart

APPOINTING BODY

City of Kingston

City of Kingston

City of Kingston

City of Kingston

City of Kingston

County of Frontenac

County of Frontenac

County of Frontenac

City of Kingston

City of Kingston

City of Kingston

2004 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 2004 Annual Report is *engaging you @ your library*, and it is intended to record and to recognize how, by engaging our public, the Library continues to meet its mission statement of supporting a vital community of well-rounded and informed citizens.

As the pages following will show, we engaged you in a number of ways throughout 2004; however, the initiative that received national attention was our Book Clubs in an Instant program. This program consisted of five mini-projects, including the "Book Club With a Difference", which brings together people who want to chat about their good reads, rather than everyone reading the same book, and "Book Club Sets", bags containing ten books of the same title which may be requested by any community book club. Staff were interviewed by the *Toronto Star* about our book club sets for an article about libraries helping out book clubs and staff at the Toronto Public Library contacted us for more information. The program has been shortlisted for the Ministry of Culture's Angus Mowat Award for Excellence and the winner will be announced at the OLA 2005 Superconference to be held in February 2005.

People

Staff Changes

Patricia Enright, formerly Chief Librarian of Clarington Public Library, was the successful candidate for the position of Manager, Children's /Youth and Rural Services, replacing Kathryn Goodhue. Lori O'Connor left the Howe Island Branch to become our new part-time Office Assistant; she was replaced at Howe Island by Janelle Fitzpatrick. After 16 years at FCL/KFPL, Judy Hatt left her duties in extension services to move to Alberta, and Maintenance Services welcomed Jon Carr as a new part-time Maintenance Assistant.

Former relief librarian Lisa Di Barbora left for a position at Humber College and was replaced by Mary Claire Vandenburg.

Amy Rutherford resigned her rural relief position to accept a job at Queen's and Jo-Anne D'Aoust, Sandi Jarzylo and Beth Goldring all joined the relief pool during the year.

We welcomed nine new pages at the urban branches: Pat Anderson, Erika Salazar Bourquez, Jed De Gray, Heidi Garrison, Ketsia Green, Karina McNeely, Nathalie Moon, Kelly O'Dette, and Sarah Teatero.

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

Staff Events

Michael Vandenburg was one of 25 newly graduated librarians from across Canada chosen to attend the Northern Exposure to Leadership program. Jeanette Lee successfully completed the Health and Safety Certification course.

Eric Folsom took a general leave to work on a new book of poetry. Joanne Stanbridge's *Famous Dead Canadians* has been short-listed for OLA's Silver Birch Award. We held an author launch for Melanie Dugan's new novel, *Revising Romance*, which attracted about 25 people. Michael Vandenburg contributed two articles to OLA's *Access*; one on WiFi and one entitled *The States we're in: Four Canadian Librarians talk about working in the U.S.*; Deanna MacDonald contributed two articles to the Ontario Genealogical Society's newsletter, promoting Ancestry Plus and The Paper of Record.

During the year, we offered congratulations to Meredith, Mark and Madison Westcott on the newest addition to their family, a baby boy named Zaidan, and to librarians Michael and Mary Claire Vandenburg on the birth of their son William Gerrit.

And one of our long-time shut-in patrons, Dorothy Creeggan, celebrated her 102nd birthday.

* * * * *

The six Strategic Directions identified in the *Administration Strategic Plan 2004-2007* provide the section headings for the balance of the Chief Librarian / CEO portion of this report.

Engaging Children and Youth

In 2004 Children's and Youth Services staff engaged youth and children and their caregivers by offering them a positive library experience designed to inspire a love of reading and to encourage a lifelong commitment to learning.

- In partnership with the Rotary Club of Kingston and the school boards, we repeated the *Library Card in Every Hand* outreach program. As well as engaging every Grade One student in our area, we also launched a successful *Library card in every hand for high school students* program for all Grade 9 students at Holy Cross School.
- "Get Ready to Read" and "Read for Fun" literacy programs returned for another year.
- Over the summer we engaged 16,228 children and adults in classroom visits, library programs and the summer Reading Club.
- We engaged youth with a new *Teen Forum* and the first *Teen Book Club With a Difference*.
- Calvin Park Branch received revolving collections of junior and youth fiction to meet the demands arising from engaging with Calvin Park Secondary School.

From a teen patron at Storrington Branch: *Thank you for putting so many "good books" in the youth section at Storrington.*

Offering the Best in Services and the Best in Collections

In 2004 library staff engaged our public 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 engaged those with special needs by producing a flyer describing KFPL's accessible services and collections.
- We engaged you with the "Book Club with a Difference", a program which proved to be so successful that it spawned two offspring: one for adults at Turner and one at Central for teens.
- We engaged you with standard book clubs in many branches, including Sydenham, Wolfe Island, Calvin Park and Turner.
- We engaged you with the Book Club Sets project, which proved to be amazingly popular.
- To meet the needs of our expanded services we added extra courier runs between branches.

A happy user commented: *Thanks for doing this. The book club sets are a WONDERFUL idea! We have struggled to choose books which have enough copies in the library for the whole group ...after realizing that buying or borrowing books just didn't work!*

Providing the Community Hub

In 2004 we engaged our public and continued to develop our facilities to make each of 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*.

We engaged with the Friends of the Kingston Frontenac Public Library

Thanks to the generous contribution of the Friends, we repaired and encapsulated our precious Fire Insurance Plans, purchased a new chair in the staff lounge at Pittsburgh, added a new PA system in the Wilson Room at the Central Library, enhanced our gardens and our programming and displayed poinsettias in all our branches in December.

We engaged with our generous benefactors

- We received a donation of \$465 from the Pittsburgh mall fundraiser for children's materials for the Pittsburgh Branch.
- Friends and relatives of Louise Seaman made a donation in her memory to the Cloyne Branch.
- We added four glass display cases to house some of the doll collection. One was donated by Wanda Lazure and her siblings in honour of their parents and one was donated by Isabel Turner.
- The Order of the Eastern Star made a donation to the Cloyne Branch.
- Two granite benches were donated to the Wolfe Island Branch by artist Shirley Gibson-Langille.

We engaged with community partners

- Congratulations to Anne Hall, Carol Vanderhelm and Sara Carpenter for placing in the top 10 at Kingston Literacy's Grate Groan-up Spelling Bee and for winning the prize for best costume as dazzling members of the Ya-Ya Sisterhood.
- Kingston District Immigrant Services participated in one of our Saturday Family Storytimes at Central, providing a craft and some games.
- The *Live @ Your Library* jazz series, funded by a Healthy Communities grant from the City of Kingston, held a series of concerts in the Wilson Room.
- The local United Empire Loyalists presented the library with a UEL flag in a short ceremony involving a historical re-enactment.
- The Master Gardeners of Kingston held regular sessions at the Isabel Turner branch where the public could consult with them about gardening problems.

- The Pittsburgh branch was the site for a summer jazz evening featuring the Dave Hallam Band on the front lawn.

We received a thank-you from Jason Currier and his family for providing excellent service over the past 12 years. Jason writes, “ *While I’ve found my local public library here in Vancouver, I still miss the friendly faces, bright windows and comfy couches in the kid’s section at the Johnson Street Library. I also miss how my small children were always treated like real people by the Children’s Librarians.*

Making the Virtual Connection

In 2004 we engaged our public and continued to extend our services beyond library walls and to provide increased access to information, collections and programs.

We continued to engage you virtually through our “Ask a Librarian” service

These are a sample of the many questions asked of 6 staff members who provide this service:

- What’s the conspiracy theory around the moon landing?
- Which jobs have the highest mortality rates?
- How to find nursing jobs in New Zealand.
- A list of bird-watching guides for Cuba.

We engaged you with new electronic services

- We launched e-mail notification for holds and overdue.
- Grade One class visits are being booked with a system designed by Katie Legere.
- We started a guest WiFi system for the Central Library with Sesame Networks.
- We introduced the on-line Book Club Web page for patrons wanting to join or start a book club.

We continued to engage you beyond our walls with our digitization projects

- Geac installed Vubis Smart as the database for Digital Kingston.
- We ran the first test scan of Kingston Newspapers from the 1800s.

From a grateful user of Ask a Librarian: *Thank you for your time, the information was invaluable. Thanks so much for this great service.*

Promoting Ourselves

In 2004 we engaged you 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.

We engaged you through publicity

- With support from the Friends, we introduced our new semi-annual publication "It's All here: Programs and events for all ages" which replaces our monthly flyers.
- 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*, *Independent Voice* and *The Kingston Whig-Standard* as well as the *Land O'Lakes Newsweb* (www.newsweb.ca)
- We celebrated the achievements of Aimee Kennedy, a past Chief Librarian and children's advocate, at a special ceremony at which Frank Edwards gave a moving presentation on Mrs. Kennedy's contribution to the development of public library services, especially those to children, in Kingston.
- In October we had a special post card mailing to advertise KFPL and Community Access Services (CAP).

We engaged you through workshops

- Staff presented several workshops at the OLA Superconference held in January.
- Staff spoke at Our Pencils Talk, a writing conference for students in Grades 3 to 5.
- Staff members attended LCVI's Career Fair, and provided an Internet training session for KEYS staff.
- We engaged you with public training sessions on health information on the Internet and provided "Supernovice" computer training sessions.

We engaged you through committees and community boards

- 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), Administrators of Rural Public Libraries in Ontario (ARUPLO), Friends of the Pittsburgh Library, the Kingston Area Cultural Initiative, and the Community Foundation of Greater Kingston.

- Staff served on the OPLA jury to select the Librarian of the Year, on the OLA Evergreen Committee to select the re first adult literary award, on the selection committee for the OLITA innovation award, and on the review committee for the LSDF grants for digital projects.

From staff at Wolfe Island: One of our outside planters was falling apart, and one day when I came to work, we had a new planter with petunias already in place. Our volunteer who looks after the perennials had taken it upon himself to make us a new planter.

Transforming the Organization

In 2004 we engaged our public 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.

Transforming the Organization: Branch Service Review

In 2004 the KFPL Board engaged dmA Planning and Management Services to undertake a branch services review. The review looked at the service currently offered at all of our 17 branches and projected what will be needed to serve and engage our patrons adequately in the future. That report (which can be read on the KFPL website at www.kfpl.ca) produced 21 recommendations, the first two of which are concerned with meeting the needs of patrons in the Calvin Park area and in South Frontenac.

Transforming the Organization: Meetings and Conferences

Staff attended a number of conferences throughout the year. Twelve staff members and a number of Board members attended the OLA Superconference and returned refreshed and buzzing with new ideas. Others attended a meeting of the ODL (Ontario Digital Library), the Geac Meeting in Ottawa, the OLA's Teen Services Conference, "Big Ideas Now", Ontario Media Showcase, and the ESAO (Education Safety Association of Ontario) Conference in Toronto.

Transforming the Organization: Training

As always, staff training was a priority. Training opportunities included a workshop on the Basics of Writing Policies and Procedures, a session on Assistive Technology put on by the CNIB, and a one-day session on Training the Trainer. Managers attended sessions on Managing in a Unionized Environment, and the Duty to Accommodate. Staff took advantage of online courses offered by OLA on online health resources and a staff member attended a Strategic and Business Planning course offered by U of T's Faculty of Information Studies in Ottawa.

Staff in turn also provided in-house training on genealogy resources, Excel training and an Introduction to Linux course for Systems staff.

From a Turner patron praising the help a librarian gave her daughter:
She was a real blessing to myself and my daughter. Thank you for having such helpful, caring people in our libraries.

* * * * *

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, we could not engage you if it were not for the ongoing support of 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 2004 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 *engaging you @ your library*.

Respectfully submitted,

Deborah Defoe,
Chief Librarian, Chief Executive Officer

Engaging You in Adult Services

Although KFPL prizes its reputation as a key source for information and up-to-date technology, it remains a fact that the majority of our patrons walk through our doors in search of a good read. With that in mind, we set out to engage our patrons by enhancing our reader's advisory services this year in two major ways:

Book Club Sets

Originally brought to our attention by a patron who had seen a similar service in her native Australia, the idea of having book club sets was developed by Nancy Jones, who arranged for KFPL to provide sets of 10 books chosen by the library to be available to local book club members. With generous funding from the Friends of the Library, we started with 10 sets of books, each with accompanying resource material to assist book club discussions. We caught the immediate interest of our local media as well as the *Toronto Star* and patrons and library staff across the province. By the end of the first year, sets had been booked 54 times, and new bookings are now made up to half a year ahead. Patrons rave enthusiastically about the service, and many book clubs read only those books selected by us.

Book Club With a Difference

Begun as a staff book club to share our reading interests with each other, this book club differs from traditional ones in that, rather than reading a book in common, we hold a round table discussion of the various books we've each been reading as a way of information sharing. Jo Stanbridge, Heather Compeau and Nancy Jones undertook to develop a similar book club as a way of satisfying the many requests from the public for a library-sponsored book club. With information on our public website and advertising in the branches, the club got underway early in 2004, requiring very little staff set-up and organization time. Faithful members attend monthly, and the success of this group has spawned both a Turner version and a teen one.

Programming

Adult Services also took direction from our Strategic Plan with its aim to enhance the library's contribution to the literary life of the community by offering a stimulating mix of author readings, performances and programs. Here is a list of programs with which we engaged the public:

- The Master Gardeners of Kingston held regular "Ask a Master Gardener" workshops at the Turner branch.
- Ian Dennis, aka T.F. Banks, read from his books and discussed the craft of mystery writing at the Calvin Park branch.
- Kathy Knowles gave a talk at Central about her work developing children's libraries in Ghana.
- Central held author launches for Carrie Snyder, Ania Szado and our own Melanie Dugan.
- Author Laura June Kenny read from her book about her experiences growing up among "The Little Rascals".
- The United Empire Loyalists did a historic re-enactment in a presentation of their flag for Central's Kingston Room.

We also extended our mandate to provide public training on a number of different fronts:

- The ever-popular tech tutors made a welcome return and provided Internet and computer training in many of our branches.
- Heather Compeau provided "Supernovice" sessions on computer basics, Internet tips and using e-mail to 182 participants in Turner's training centre.
- Heather and Deanna MacDonald worked on a session about health information on the Internet.
- Adult librarians teamed up again with Children's staff for outreach to Grade 9 students, introducing them to our services and online databases.

Displays

We continue to engage our patrons on a daily basis at all our branches with thought-provoking, eye-catching and timely displays that recognize world events, commemorate recent deaths of notable people and connect people to good books with topics such as:

- Random Acts of Poetry (one of the most eye-catching and most popular displays ever)
- No hockey? More time to read
- Woof - It's Dog Week
- My Big Fat Greek Read (tie-in with the Athens Olympics)
- Baby, it's cold outside (stay in and read)
- 3 out of 4 groundhogs agree...6 more weeks till Spring (Garden Planning)

- Count the Ways (Valentine's Day)
- Famous Dead Canadians (tie-in with the Silver Birch nominated book by our own Jo Stanbridge)
- Read 'em and weep (Tearjerkers)

In memoriam: Peter Ustinov, Barry Broadfoot, Alistair Cooke, Spalding Gray, Ray Charles, Jack McClelland, Marlon Brando, Francoise Sagan, Janet Leigh, Pierre Berton, Susan Sontag.

Services

Marketing

Adult services attempted to engage the public by marketing our services on a number of fronts:

- Anna Ircha and Eric Folsom took part in the cable TV programme "Seniorscope", discussing the many services which the library provides to seniors.
- Amy Rundle and Bessie Sullivan took part in a well-attended session on marketing at last year's OLA conference.
- Bessie Sullivan revived a library column in the *Independent Voice* (formerly *Pic Press*), soliciting staff contributions on topics such as graphic novels, funny books and KFPL staff authors.
- Radio spots on CFLY's *Family Matters*.
- Jo Stanbridge produced a number of extremely valuable finding aids including: a Genealogy pathfinder to get searchers started in our library; clear instructions for our microfilm readers; floor maps for Central, a Special Needs flyer describing our accessible services and collections; a submission for the short-listed entry for the Ministry's Angus Mowat Award for Excellence; and, with the help of the City's GIS department, a map of our branches for our website and print.

Reference

A major weeding project of the reference collection was undertaken by Barbara Mallette to engage the public with print reference materials that are more up-to-date and more easily accessible. Many reference sources and government publications have been discontinued in print form and are now only available on line, so we, along with other libraries, are challenged to anticipate patron needs and expectations in balance against what is available and affordable.

Virtual Reference

Deanna MacDonald, Electronic Resources Librarian, engaged local genealogists by adding *Ancestry Plus* and *The Paper of Record* to our database roster. We recorded more than 25,000 searches on our online products in 2004 with Proquest logging the most hits (13,797), due to the fact that it indexes the *Whig-Standard* back to 1985.

Ask a Librarian

A team of 6 librarians responded to 437 online requests for information this year to people from our local area and also occasionally from other parts of the province, across the country and from more exotic locations. They handle inquiries on topics such as:

- images of terracotta figures displayed at the Kingston Fair of 1895
- a floating island that appeared in the harbour in 1951
- the Red River settlement
- multi-disciplinary teamwork

Staff Training

Maintaining an informed and up-to-date staff in a knowledge environment remains a top priority and a strategic direction. Staff were provided with many in-house orientation and training programs on topics such as reference service, reader's advisory, computer troubleshooting, Dewey classification, Excel software, genealogy, online databases and using new equipment and procedures. These sessions were provided by Heather Compeau with assistance from Barbara Mallette, Janice Coles and other staff. Many staff also had an opportunity to attend workshops and conferences outside the library.

- Jo Stanbridge attended workshops on policy writing and "Helping Genealogists climb family trees"
- Heather Compeau attended OLA's conference on service to teens, Big Ideas Now and a course at U of T on Strategic and Business Planning
- Deanna MacDonald had training in consumer health and dealing with difficult people
- Carol Vanderhelm attended a training session on using VDX for interlibrary loan
- KFPL hosted a session from SOLS on "Playing the match game" in reader's advisory
- A number of staff went to a SOLS workshop on providing the best in customer service
- Managers attended sessions on managing in a union environment, strategic planning and workplace wellness

Outreach

Interlibrary Loan:

The pattern of shifting from a net lender to a net borrower continues, as we borrowed 1,240 items for KFPL patrons from external libraries, an increase of 19% over 2003, and lent 1,071 items to other libraries, a decrease of 6% from the previous year. In general, it appears that Kingston area patrons are more aware of what is available to them beyond our borders and continue to seek it out for pleasure, research and general interest.

Extension Services:

Service to shut-in patrons and seniors' homes was on a slight decline this year. We sent out 493 items by mail, down a significant 40% from the previous year; we lent 3,233 items to shut-in patrons, down 18%; and we shipped out 8,641 items to deposit collections, down 20% from last year. With the senior population on the increase, we are interested to find out how we can improve services. We hope to survey our local seniors' residences over the coming year to gauge the suitability and quantity of materials we send out. We also hope to venture into some seniors' programming to connect more effectively with this vital sector of our population.

Branch Services

Circulation

We engage our public every day, not simply by attracting more people through our doors to use our computers, meeting rooms, comfortable seating and attend programs, but also by lending increasing numbers of materials to them. Circulation rose by over 5% in 2004, with Isabel Turner branch showing slow and steady growth, the smaller urban branches rebounding from their previous slump, and online renewals accounting for an ever-increasing percentage of our circulation.

The branch librarians, Nancy Mohan, Nancy Jones, Bessie Sullivan, Janice Coles, Kimberly Sutherland-Mills and Pam Harris, undertook branch audits of each other's facilities a la "Trading Spaces" in order to find some inexpensive and easy solutions for some long-standing branch problems. Many interesting proposals for improvements have been suggested, and we hope to act on these in the coming year.

Central

With generous funding from the Friends of the Library, Central was pleased to see major improvements to the Special Collections room, which came with the repair and encapsulation of the invaluable fire insurance maps and the addition of a beautiful and badly needed new shelving unit.

Isabel Turner

Nancy Mohan helped to find financing from patrons and the Friends of the Library for glass cases to display the doll collection presented to former Mayor Isabel Turner by Ambassadors to Canada from their respective countries.

Interest from the Queen's Geology Department in the rock formation of beautifully preserved fossil microbial colonies in front of the library may lead to the mounting of a permanent exhibit in the library's front lobby.

Calvin Park

It is hoped that roof patching and a new boiler will buy a little time in which to move the library into new or renovated quarters following the recommendation of the Branch Services Review which placed Calvin Park as the number-one priority for consideration.

Barbara Love
Manager, Adult Services

Engaging You in Children's / Youth and Rural Services

Engaging children and youth was one of Kingston Frontenac Public Library's goal for 2004. Throughout the year children's and youth staff developed and offered programs and services that promoted and expanded library use and fostered a love of reading and literature. Thank you to all the department's staff who engaged children and youth @ the library and to the children, teens, parents, teachers, and caregivers who supported our programs and services.

Engaging our rural communities was facilitated by our committed rural staff, who provide excellent public service day and in day out. As Janice Coles, our rural librarian, noted, "It is people who engage people, through checkout, checkin, referrals, answering questions --small gestures repeated hundreds of times".

Engaging Children

Highlights of 2004

- Over the course of the year **35,781** children and parents attended **1,734** programs across the Library's service area, showing a **significant increase** of 498 programs and 5,922 library users for the year. The majority of branches across the system are showing increases in junior circulation especially Isabel Turner and Geoweb.
- We continued our **Library Card in Every Hand** outreach program, sponsored through the Rotary Club of Kingston. This year 35 Grade One classes visited their local library. As a result 628 children received their first library card, and nearly 1,300 children, parents and teachers enjoyed learning about their community library service.

Programs and Services for Children

- In 2004 we were very proud to launch the **Good Books Boxes**. Forty-seven boxes were delivered to various daycares and early years centres in both rural and urban locations, serving over 1,600 children.

- **March Break:** During March Break, 3,277 children and parents attended 86 programs, showing a marked increase in the use of these programs -- **more than tripling** our attendance and programs from 2003 (in 2003 we reached 1,063 children and parents through 30 programs).¹
- During the spring, Marilyn Ottenhoff organized the **Mother and Daughter Book Club**.
- **June Outreach for the Summer Reading Club:** We visited 40 schools and spoke to more than 6,300 children about our Summer Reading Club. Over 1500 children registered in our Summer Reading Club program in the summer of 2004.²
- **Summer Programming:** We continued with our community outreach by offering our Live @ the Library program as well as our core programming. This summer we held 776 programs, entertaining more than 7,600 parents, children and teens.
- We also continued with our highly successful summer literacy program, **Get Ready to Read**, which supported 390 one-on-one tutorial sessions.
- We have continued to develop our **community connections** through our outreach to the Ontario Early Years centres, visiting each centre in the Greater Kingston area twice annually.

Special Events

Throughout 2004 we continued to engage children and teens in a variety of interesting and innovative ways. These included:

- **Author visits:** We were delighted to welcome both Brian Doyle and Anne Laurel Carter who engaged over 100 children in celebrating writing and books.
- **Underage Election:** We engaged 370 children and young teens this year by holding an Underage Election, corresponding to our federal election.
- **Aimee Kennedy Celebration:** We celebrated the life and contribution of Aimee Kennedy, the first advocate in Kingston for both public library service and children's services. Not only was she our first public librarian, she also purchased the first children's book for our collection. Her portrait now hangs in the Kennedy Room at the Central Branch. Thank you to Sarah Balint for organizing this event.

¹ Please note that the 2003 Annual Report combined March Break figures with April programming figures.

² Please see Appendix One for an annual comparative chart of our program highlights for the summer.

- We launched our new **KFPL brochure, It's all here**, supported in part by Friends of the Library; our new flyers combine and promote both Adult Services and Children and Teen Services and Programming.

The Junior Collection/Junior Spaces

- The Isabel Turner Library is growing, and as a result, is now able to develop its collections by genre. By having developed sections such as Fantasy, Science Fiction, Short Story and Mystery, the Junior area will be more defined and offer a greater presence in the branch as a whole.

Staff Development

- Pam Harris and Nancy Mohan were members of the 2005 Silver Birch Selection Committee.
- Pam Harris has an article, "What it Means to be In Between: A Focus Group Analysis of Barriers Faced by Children Aged 7 to 11 Using Public Libraries", in the Canadian Journal of Information and Library Science, 28(4) 2004.
- Pam Harris, Jeanette Lee and Chris Adams attended a SOLS workshop on Ticks and Tunes.

Community Participation

- Pam Harris sits on three Early Years Committees: The Early Years Coalition; the Early Literacy Coalition and the Early Years Baby Committee. Continuing to engage community resources, she is developing a First Nations Resource and Booklist for the Early Years Literacy Coalition and a booklist for the Books in Nooks Project for the Early Years Baby Committee.

Engaging Youth

Highlights of 2004

- System-wide circulation of the Youth collections continues to grow annually, and in 2004 it increased by at least **64%** as of November. More than two-thirds of all youth circulation is handled through the Central and Turner branches, where the total number of materials borrowed is almost exactly equal (as of November).
- Interestingly, youth circulation on Geoweb has increased **173%** compared to just over 40% for adult materials and 46% for junior items, perhaps reflecting the greater connectivity of our teenage users.

- Over the course of the year, **1,172 teens** participated in class visits, teen events and outreach programs. We did not separate teens from children in attendance figures prior to March 2004, so we have no accurate figures for comparison.
- Outreach visits were made to Holy Cross Secondary School, for the second consecutive year, to promote our online research tools and other library services. We spoke to **778** Grade 9 students and their teachers during September and October.
- We were delighted to host visiting author O.R. Melling at the Central Branch. An audience of **81 teens** and 10 adults enjoyed an exceptional presentation to a teen audience about her life as a writer, and shared the incidents and people who found their way into her stories. The teens had a chance to look through her notebooks, maps and other items related to her research and writing. She took time at the end of the event to spend time with aspiring young writers, offering advice and encouragement.
- The Book Club with a Difference for Teens was launched in the fall. The Club at the Turner branch has been slow to get off the ground, and will be changing its timeslot as of January 2005, based on teen input. The meetings at Central have had variable attendance but will continue into 2005.

Programs & Services for Teens

- Teen forums were planned for the Central, Turner and Calvin Park branches. Our intent was to gather feedback on the library's programs and services for teens. Despite advertising in schools, local media and the library, the forums at Turner and Calvin were cancelled, and only two teens took part at Central.
- KFPL offered a handful of advertised programs for teens in 2004 and received a mixed response. The Open Mike during March Break was cancelled due to poor registration. Other programs at the Isabel Turner branch have been struggling to gather an audience, and in 2005 staff will adjust the time of events to suit the after-school schedules of their teenage users better.
- The visit by author O.R. Melling, held during school hours, attracted large groups of teens from both senior elementary and high school classes. Plans are underway to host two author visits for teens in the fall of 2005, featuring Kevin Majors and Martha Brooks.

- Our outreach to Holy Cross Secondary continues to be successful in introducing teens to library services and encouraging new library memberships. In coming years, this program should be expanded to include other local high schools.
- As a result of the outreach visits, Kimberly Sutherland Mills was asked to return to Holy Cross to “booktalk” materials from our youth collections to two Grade 9 English classes. Several items were borrowed from both our library and the school resource centre as a result.
- KFPL celebrated Teen Read Week for the first time, with a display on the lower level at the Central Branch. For the system, Kimberly created *Cheap Thrills*, a tie-in teen booklist highlighting recommended horror stories for teens.
- Kimberly began to develop the content for a new teen website. The site will highlight recommended reading, homework resources, job search and higher education, local events and services to teens, as well as a variety of links related to hobbies and other interests. In January of 2005, Kimberly will begin working with a team of local teens to gather feedback on the features and “look” of the new site.

The Youth Collection

- Circulation of the Youth collection continues to increase annually and is up by more than 60% in the past year alone.
- Youth magazines are very popular, with a much greater readership than those for children. As a result, at the Central and Turner branches, subscriptions for several children’s magazines were cancelled to allow us to increase teen magazines holdings.
- Toward the end of the year, a decision was made to create a Youth video collection. A variety of feature films on DVD were purchased at the end of the year, and early into the project these materials are very popular and are constantly on the holds shelves.

Teen Spaces

- Over the past few years, a comfortable teen space has gradually evolved on the second floor of the Central Branch. In 2004, the children’s materials were shifted to allow more space for the growing youth collection. Teen magazine shelving, as well as space for nonfiction materials, videos, DVDs and displays, was added. As a result, the teen area is more clearly defined and separate from the children’s space. Staff have noticed a steady increase in the number of teens using the space, especially after school.

Staff Development

- Kimberly Sutherland Mills, along with Heather Compeau from Adult Services, attended OLA's Teen Services Conference, "Big Ideas Now" on April 30 and May 1.
- Pam Harris attended a SOLS workshop on Homework Support for Teens, October 1 in Richmond Hill.
- Kimberly Sutherland Mills is a member of the Young Adult Book Award Committee, a group of five librarians from across Canada who decide the winner of CLA's Young Adult Book Award. The committee members read and evaluate every young adult novel published in the country each year. She joined the committee in 2002, and will serve as chair in 2007.

Community Participation

- Kimberly Sutherland Mills joined other community representatives on the speakers' panel at the Kingston Youth Summit. Organized by the Youth Advisory Committee of the Community Foundation of Greater Kingston, the event drew over 100 teens from area high schools. She is a member of the planning team for the 2005 youth event and has arranged for it to be held at the Central Branch. More than 100 teens are expected to attend.

Engaging our Rural Communities

Highlights of 2004

- The library participated in the first North Frontenac Services Fair in July to promote our services and programs to the community.
- The rural branches received donations from various individuals and organizations to support our services and enhance our branches.
- The Branch Services Review gave patrons an opportunity to engage in discussion about rural library services.
- In partnership with the North Frontenac Learning Centre and AlphaPlus, the branches at Cloyne and Sharbot Lake are providing a literacy collection for their communities.

Programs and Services

- Rural staff members are constantly creating displays that link local and worldwide events with library materials or that highlight certain collections.
- Revolving collections are the lifeblood of the rural branches and continue to support the permanent rural collections.
- The library has introduced new collections at several branches: DVDs at Sydenham, Cloyne, Sharbot Lake and Storrington and CDs at Storrington and Wolfe Island.
- A variety of children's programs were offered at branches throughout the summer months.
- The **Library Card in Every Hand** outreach program, sponsored by the Rotary Club of Kingston, continued for a second year. Children's staff offered programs to a number of classes during the month of November.
- **Get Ready to Read**, the library's summer literacy program for grade school students, was offered at the Sydenham, Hartington, Wolfe Island and Storrington branches.
- **CAP** technology tutors provided sessions at various branches.

Special Events and Community Participation

- Sydenham staff members participated in Loughborough Public School's Family Fun night to promote the library's summer reading program.
- The Sharbot Lake branch held its annual book and bake sale. Funds raised were used to purchase additional shelving.
- Janice Coles promotes our services and collections through her "Bookmark" column in the Frontenac News.
- Sydenham branch participated in the community's Mitten tree program to collect mittens for community members.

Staff Development

- Catriona Martyn and Marjorie Bousfield attended the Administrators of Rural and Urban Public Libraries of Ontario's annual training session at the Kempenfelt Resort in September.
- Patricia Enright participated in ARUPLO's development of standards and guidelines for rural branches.

I would like to acknowledge the reports provided by Kimberly Sutherland Mills (Engaging Teens), Pam Harris (Engaging Children) and Janice Coles (Engaging our Rural Communities).

Patricia Enright,
Manager, Children's / Youth Services and Rural Branches

Engaging You in Systems and Technical Services

In 2004, we refined and completed many projects that have been outstanding. For 2005, we are looking to the future by providing more virtual services and value-added services.

Our challenge remains to balance supporting our existing operations and creating new products and services that we continue to support.

Personnel

I would like to thank the great staff in Systems and Technical Services for making 2004 a very successful year.

We have had stable staffing in Systems and Technical Services in 2004. However, our attention has been focused on ways that we can reduce repetitive tasks because of a number of staff suffering from repetitive stress injuries. We have been investigating workflow and technology that would remedy these situations.

In late 2004, we were involved in planning a move out of our area on the third floor into the Bishop's House so that the former Technical Services space can be used for office space for other staff.

We have just made this move and the space is terrific.

Web Catalogue

In 2004, the web catalogue accounted for about 50 percent of renewals, and over half of holds were placed on the web catalogue. The popularity of this service continues to grow and we continue to seek ways of improving it.

In 2005, we hope to introduce a URL resolver that will make searching for related topics in other information sources more seamless.

Website

Our website remains a key resource for library staff searching on behalf of patrons and 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 2004, we completed most of the transition to a content management system underlining the website and we piloted a program that allows subject specialists to update their pages without directly involving the web team.

As well, we have developed and launched an application that links booklists with the web catalogue so that holds can be placed more immediately.

In 2005, we plan to roll this decentralized approach out to all subject specialists, so that the content on our pages will remain more current.

As well, the Virtual Reference Library has completed its redesign, and KFPL will be investigating how best to integrate the VRL with KFPL's site.

Integrated Library System (ILS)

2005 will be our eleventh year with Geac Computers as our ILS. We remain very satisfied with the Geac product, particularly with the way it meets our operational needs. Again this year we have added a few back office features to streamline the workflow between branches and in the printing of holds wraps.

Talking Technology has proven to be a great tool for KFPL in notifying patrons of holds and overdue. We postponed introducing the second and third phases of Talking Technology to add an additional level of privacy protection for our patrons, the use of PIN numbers.

In early 2005 we introduced using a PIN number as an authentication for access to our online system so that this could be used as a password with Talking Technology. We expect that by fall 2005, patrons will be able to renew and check their accounts through a 24-hour phone service.

E-mail notification was launched in early 2004, and the number of email accounts we now have has increased sixfold.

In 2004, Digital Kingston implemented Geac's Vubis product for its database and web interface. This provides KFPL with the opportunity to use this new product in a new way without the burden of changing our whole ILS. We have gained significant experience with the web interface, database design and structure so that a migration to full Vubis will be much more straightforward. We also have the opportunity to integrate some of the new features with our current web interface such as the Vubis URL resolver (VLINK).

Vubis's launch in North America is going very well, as there are at least two libraries implementing Vubis. KPFL will be hosting the 2005 Geac Library Users Conference in May 2005.

We have been investigating Radio Frequency Identification (RFID) technology throughout 2004. This is a technology that promises to simplify a significant amount of our materials handling and make self-service more intuitive, while providing security for our larger branches.

RFID tags do not require line of sight, so multiple items can be checked in at one time without reading individual barcodes. Self-checkout and self check-in are very straightforward for this reason. We will also be able to do some automatic sorting of materials with this technology and reduce repetitive tasks in this way.

It is my hope that we will be able to move forward with this technology in 2005/2006.

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. It is likely to include historical documents, newspapers, manuscripts, assessment information, genealogical and historical indexes, regional and municipal reports, bylaws, minutes and community information.

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 GIS Lab.

With funding we received from the Ministry of Culture's Library and Strategic Direction Fund, we have digitized the KFPL's newspaper index to the Whig and its predecessors from 1810-1848. This is now available on the DK website www.digitalkingston.ca. We have also begun scanning the original newspapers for the period of 1810-1820 and intend to link these to the index early in 2005. We would like to thank Queen's University Libraries for making the newspapers available and for the generous use of space to complete the work.

Digital Kingston is using Geac's Vubis software as its database and user interface and this has proven tremendously flexible.

Publicity and Marketing

With money received from CAP, we put together a very successful postcard campaign to publicize the library's online services and resource tools. Postcards were mailed to all residents in the City of Kingston and the County of Frontenac (approximately 60,000 households).

In 2004, we put together our first combined Adult & Children's Program Flyer for the fall of 2004. Titled "It's All Here!", this brochure featured a glossy, full-colour cover and had a print run of 3,000 copies. The content of the flyer highlighted the traditional Children's Program content as well as Teen Programs, Art Exhibitions, Computer Training sessions, Book Club information, Holiday Hours and much more. We received many compliments regarding the new format, and the Friends of the Library were pleased to support this project by covering the cost of printing.

In October, Katie Legere and Amy Rundle gave Staffnet (our staff intranet) a slightly updated look and converted the main pages into a blog (weblog) format that is extremely easy for the Staffnet team to update.

Technical Services and Serials

In Cataloguing we continue to have almost no delay getting new materials on the shelf. We ordered more books in 2004 than in 2003.

We continue to undertake database cleanup projects. In 2004, we worked on Youth materials, changes to the Star Wars/Trek, NFB videos, Awards and Illustrated books and we catalogued the materials in our vault. We introduced carousels for our DVD collections and this required reprocessing of the materials. We have started authority clean-up projects and revolving collections for our Large Print collections.

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.

Outreach and Connectivity

At our Central Library we have installed a WiFi system that allows users with wireless connectivity in their laptops or mobile devices to connect to the Internet. In its short time in operation, this service has proven popular.

We have added high speed DSL at our Sharbot Lake and Parham branches and are implementing high-speed cable at Sydenham.

We added a second DSL line for Calvin Park to improve performance and, with a new phone system, we are now using voice-over IP for voice communication between Turner and Central.

Lester Webb continues to serve on the board of KANNET (Kingston Area Network).

Michael Vandenburg has been elected to the OLA's OLITA board for a 3-year term and attended Northern Exposure, a leadership retreat in British Columbia.

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

Desktops and Infrastructure

2005 is the last year on our lease for these computers, and the hardware remains very stable and requires little replacement or repair. As the year unfolds we will continue to participate with the City of Kingston on their program for replacing machines.

2005 and Beyond

Our virtual and web services will continue to be a key area of development, and we hope in 2005 to begin a redesign of our page now that our content management system is largely integrated into our public website.

We plan to incorporate the Vubis Link into our web catalogue and investigate more personalized services once the PIN numbers are fully implemented.

The library will be implementing the remaining phases of the Interactive Voice Recognition (IVR) software.

We will also be reviewing our existing infrastructure because of the end of the desktop lease.

Digital Kingston will also be a focus for our endeavours as we complete the Whig-Standard newspaper index and begin other digital projects.

One major focus will be moving ahead with RFID and self-service.

In 2005, we should be able to continue to be even more client-focused by providing value-added service.

Lester Webb,
Manager, Systems and Technical Services

Engaging You in Facilities and Financial Services

Facilities Services

One of the major involvements for our group during the first part of 2004 was the Branch Services review conducted by dmA Planning and Management Services. The review's recommendations, which cover a 25-year period, would have major implications for Facilities Services if implemented. In particular, the report confirmed that the Calvin Park area is in need of a branch library of at least the size of the present branch. The present building has been determined to require major repairs and/or upgrades or replacement. It is hoped that a decision on the future of this branch will be made within the next year.

Maintenance Services, led by Supervisor Robert Kennedy, continued to have a difficult year due to staff shortages for most of 2004. We were pleased that this was alleviated somewhat in July when Jonathan Carr joined the crew as a Part-Time Maintenance Assistant.

The breakdown of our older delivery van meant that a replacement van had to be purchased one year ahead of schedule. Our Inter-Branch delivery service to the City branches was increased to daily from three times weekly to cope with ever increasing demand, as our patrons continue to make extensive use of our services, especially reserving books on-line for delivery to their neighbourhood branch.

The Calvin Park branch continued to require extra work to keep the building operating. Our own Maintenance crew located a stubborn roof leak that had been plaguing the building for several years. The branch's oil-fired boiler was replaced with a new natural gas boiler in the fall when the existing oil tank and boiler, which had developed a slow leak, could not be certified.

As the Isabel Turner Branch continues to see increases in patron use, Maintenance coverage to cope with the increased workload is scheduled to increase when our crew returns to full strength in the spring of 2005. HVAC equipment breakdowns have slowed somewhat from the previous year, but still continue to occur.

Our crews replaced computer furnishings in many of our branches thanks to a CAP (Community Access Program) grant from the federal and provincial governments. An Ontario Trillium Foundation grant paid for the purchase of keypad locks at most of our branches. The new locks will enable us to offer access to community groups outside of regular open hours.

At the Central Library, construction was started on the relocation of Technical Services into the third floor of the "Bishop's House". Once the new space is ready in February, the old Technical Services area will be converted to office space for staff. This will complete the renovations begun after amalgamation of our two library systems. With these new spaces completed, we will be able to move staff offices from the basement and reclaim that area for maintenance use.

The phone systems at the Central Library and the Isabel Turner Branch were replaced to provide additional services and enable seamless communication between the two locations. We hope to add more locations to this phone network in 2005.

A new roof for the rear part of the Central Library's first floor is being designed with construction planned for mid-2005.

The Pittsburgh Branch continued to experience vandalism to the porch screens. We have applied for a grant to replace the screens with operable windows.

Administration and Financial Services

We welcomed Lori O'Connor to the Administrative office as a Part-Time Office Assistant as we continue to centralize and bring much of our Human Resource administration and Financial Services in-house.

John Feenstra
Manager, Facilities and Financial Services

FINANCES
STATEMENT OF REVENUE AND EXPENDITURE
2004
(UNAUDITED)

REVENUE

City of Kingston contribution	\$3,935,939
County of Frontenac contribution	517,079
Province of Ontario	311,316
Other Revenue	
Room Rental, Fines, Photocopier	50,700
Sundry	160,255
Contribution from Reserve	142,000
Balance December 31, 2003	12,000
	\$5,129,289

EXPENDITURES

Salaries, Wages and Benefits	\$3,578,606
Library Materials	646,800
Supplies and Database Maintenance	151,400
Building Maintenance, Equipment and Contracts	287,951
Utilities (including Telephone)	251,018
Miscellaneous Operating Expenses	117,070
Payments on Transition Debenture	158,444
Transfer to Reserve	-12,000
	\$5,179,289
Balance as of December 2004 (unaudited)	
Surplus/(deficit)	(50,000)
	\$5,129,289