

## **KINGSTON FRONTENAC LIBRARY BOARD – 2005**

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## **2005 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 2005 Annual Report is *connecting you @ your library*, and it is intended to record and to recognize how, by connecting our public to the materials and answers they require the Library continues to meet its ends statement of offering resources in support of personal enrichment, lifelong learning and community interaction.

In 2005 we improved your connection with the Ontario government by participating in the Service Ontario initiative. This service offers citizens free on-line access to government information, expertise, and forms. We connected with the worldwide library community when we hosted the international Geac User's Group (GLUG) conference in May and welcomed delegates from across Canada, the US, and Ireland.

We connected with our provincial ministry when we were honoured to receive a visit from the Honourable Minister of Culture, Madeleine Meilleur, who included a tour of the Central Library on her cultural swing through Eastern Ontario. Minister Meilleur was "poemed" by Eric Folsom in honour of Random Acts of Poetry Week, observed Service Ontario in action, and was given a demonstration of digital Kingston. She gave a brief address to assembled staff, Board members, Friends of the Library and invited guests.

### **People**

#### Staff Events

Eric Folsom new chapbook of poetry titled *Northeastern anti-Ghazals* was published, as was Jo Stanbridge's new book *Who Runs This country Anyway?*, a guide to Canadian government written and illustrated by Jo. Her previous book *Famous Dead Canadians* was named an Honour Book at the Silver Birch Awards

Pam Harris was appointed to the Canadian Library Association's Children's Book of the Year award selection committee and Bessie Sullivan joined the OLA Reader's Advisory committee

The Board made its annual summer bus tour of the branches this time concentrating on the branches in South Frontenac and the Islands, and In June we celebrated Glenda Young's 25<sup>th</sup> anniversary at the Parham Branch.

Staff Changes

Marjorie Bousfield resigned from her position at the Storrington Branch in order to pursue her teaching career. She was replaced by Catriona Martyn, who later resigned and moved to Ottawa. Christine Adams in turn replaced her.

Ann O'Malley was the successful candidate for the library assistant position at the Sydenham Branch, replacing Susan Stopford. Relief Librarian Mary Claire Vandenberg resigned in order to accept a position at Queen's.

Jeoff Belmore resigned as Systems Technician to accept an IT position elsewhere and Dave Smith joined the Systems team in his place. In Maintenance, Bill Hall was the successful candidate for the new full-time Maintenance Assistant position and Jonathan Carr filled his part-time position.

2005 saw the retirement of two long-serving staff members: Dorothy Barker, Library Assistant at the Pittsburgh Branch, and Nancy Mohan, Branch Librarian, Turner Branch. Dorothy joined the former Frontenac County System in 1984, and Nancy Mohan was hired as the FCL Children's Librarian in 1986. In their place, Jeanette Lee transferred to Pittsburgh and Deanna Macdonald took over as Turner Branch Librarian.

Finally, it was with great sadness that we learned of the death of former Chief Librarian Moira Cartwright. Moira served as Chief Librarian of the Kingston Public Library from 1978 to 1984. She was a consummate Librarian and was the impetus behind the building of the Central Library.

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The six Strategic Directions identified in the *Administration Strategic Plan 2004-2007* provide the section headings for the balance of my report.

## Connecting Children and Youth

In 2005 Children's and Youth Services staff connected with children and youth and offered them a positive library experience designed to inspire a love of reading and to encourage a lifelong commitment to learning.

- We again connected with grade one students in our area through our "Library Card in Every Hand" outreach program. This year we extended our partnership with the Rotary Club of Kingston and the school boards to include Lennox and Addington Public Library.
- Over the summer we connected with children in classroom visits, library programs and the summer Reading Club:
  - Summer reading club membership and programs attracted a total of 7,336 participants.
  - The Friends of the library funded the *Live @ the Library* series and 2891 people attended 29 performances in Kingston, Sharbot Lake, South Frontenac, and the Islands.
  - 389 children and caregivers attended the 6 "Stories in the Park" series held at McBurney and City Park
- We connected with students at LaSalle Secondary School through their Grade 9 orientation program where we highlighted the teen website and other service to youth
- We connected youth through our new teen website *The Scene*
- 98 teens from area high schools connected with Central library staff for a day through the Youth Action Summit, organized by the Community Foundation of Greater Kingston.

*A Grade 8 teen emailed us: u did a thing on library thing in my class the other day at harrowsmith public school if u could please send some b.m.x skateboarding magazines thanks because I am gonna start going after school now from u coming I just live up the road bike there.*

## Offering the Best in Services and the Best in Collections

In 2005 library staff connected with our public with 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.

- In recognition of our innovative program "Book Clubs in an Instance", designed to connect books and people, we received the Angus Mowat Award for Excellence at the Ontario Library Association Superconference
- We connected book lovers in Ompah who are making extensive use of the book club sets.
- The Sharbot Lake Book Club another group making use of our book-club sets
- To improve the connection between shut-in patrons and staff we now include a feedback form with the bags of the books delivered to them
- We connected with the Conservatory Pond Retirement Residence by providing a regular deposit collection to them
- We enhanced our French connection at Pittsburgh by expanding the collection into the space recently vacated by the youth collection

**Letter to the editor of KWS from patron Sally Bowen:** *A warm thank-you to the staff and volunteers at the Central Library for their service to shut-ins. ...Books and audiotapes help me travel, explore, dream, learn or just escape...I am deeply grateful for the service; it is a huge quality of life gift.*

From a Howe Island summer resident: *Wish [my donation] could be more. It in no way reflects the pleasure I enjoyed reading the 55 books that constituted my summer library book reading. Your system is great and Janelle ranks among the best librarians I have met during my 75 years.*

## **Providing the Community Hub**

In 2005 we provided our public with opportunities to connect as we 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.

### **We connected with the Friends of the Kingston Frontenac Public Library**

The Friends were once again generous with their support. They funded additional puppets at several branches, and bought 2 new book club sets. They purchased a new projector/notebook computer for use in class visits and once again sponsored our team at the Kingston literacy Spelling Bee. Thanks to their generosity we enhanced our gardens and our programming and displayed poinsettias from Minaker's Nursery in all our branches in December.

### **We connected with our generous Benefactors**

- We received two substantial bequests, one from the Verna Steele estate and one from the estate of William F. Casey. The latter is intended to purchase materials for the sight impaired
- Artist Shirley Gibson-Langille donated another granite bench to the Howe Island Branch.
- The local Association of Early Childhood Educators donated \$700 to be used towards the Good Books Box project

### **We connected with Community Partners**

- Sara Carpenter, Janice Coles, and Wilma Kenny masquerading as Goldilocks and the Three Bears placed second in Literacy Kingston's Grate Groan Up spelling Bee
- The Mitten Tree, organized by the Loughborough Christmas committee, provided mittens for needy local families at the Sydenham Branch
- We have started to connect with the Lake associations scattered throughout the county . We contacted 37 groups with the purpose of promoting library service through their newsletters and websites
- For the second season we offered Jazz @ your library under the auspices of the Kingston Jazz Society with the help of a Healthy Communities grant

*Calvin Park staff received the following card from J. Raymond who was moving away: Growing older means losing a lot of your friends and being alone a lot. Many weeks the only people I had to talk to were you. You were always helpful and friendly. I looked forward to my visits very much. Although Calvin Park is a small library you were always willing to help me obtain a product from another library. My grandson and I spent many hours in the children's section playing and looking at fire truck books. Thank you for a job well done. I shall miss you all.*

# Making the Virtual Connection

In 2005 we connected virtually with our public and continued to extend our services beyond library walls and to provide increased access to information, collections and programs.

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

- These are samples of the many questions that came from as far away as various places as Vermont, Vancouver, Egypt and the BBC:
  - What is the history of the Annandale condominium?
  - Can you supply a picture of Nokomis Lodge?
  - I need information on multi-disciplinary teamwork

## We connected you to new electronic services

- The new KFPL public blog "Small Talk" connected patrons to book chats, news about the library, and links to interesting world or local events, such as a list of aid agencies involved with Hurricane Katrina
- We connected to an expanded selection of electronic full-text databases through our participation in the CELPLO purchasing consortium

At Arden we participated in a satellite pilot for high speed connectivity.

- We participated in the satellite pilot project for high speed connectivity to Arden and area

## We continued to connect you beyond our walls with our digitization projects

- In 2005 we completed the digitization of local newspapers from 1810 to 1848, you can connect to them at <http://www.digitalkingston.ca/kfplvs-app/Vubis.csp>

**Letter to the Board from patron Marc Verbrugge:** *I feel that it is important to support our library system; a library is a sign of civilization. This is where humanity stores its knowledge and shares its communal store...many animals work in groups and even share knowledge, but only we [humans] store it for future generations...To that end I am writing in reference to the excellent service that your Pittsburgh Branch has provided over the time that I have lived here.*

# Promoting Ourselves

In 2005 we 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.

## Connecting through Publicity

- We continued to welcome our connections with the local media, including monthly radio spots and articles highlighting library programs in the *Frontenac News*, *Kingston This Week*, the *Independent Voice* and *The Kingston Whig-Standard* as well as the Land O'Lakes Newsweb
- The *Independent Voice* published an article on writers who work for KFPL
- Our semi-annual publication "It's All here: Programs and events for all ages" connected our patrons to our many programs and services
- Staff members and a group of local poets organized a successful Random Acts of Poetry Week that connected patrons to live poetry readings

## Connecting through workshops

- Staff presented several workshops at the OLA Superconference held in January
- Ian Dennis who writes under the pseudonym T. F Banks gave a well attended talk on the craft of mystery writing
- Our super novice computer workshops held in January and April were completely full

## Connecting 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, Volunteer and Information Kingston, KANnet, Kingston Area Health Libraries Association, Administrators of Medium-Sized Public Libraries of Ontario (AMPLO), CEO's of Large Public Libraries in Ontario (CELPLO), Friends of the Library, the Kingston Area Cultural Initiative, and the Community Foundation of Greater Kingston.

*Comment from Poet Mary Ellen Csamer, who helped organize Random acts of Poetry: You know I have a special love of the public library system. I left school after grade 10, and have done most of my learning within the walls of libraries. They are essential to a free and open society and I find KFPL particularly welcoming.*



## **Transforming the Organization**

In 2005 we connected with 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: RFID**

A staff committee was formed in preparation for the introduction of radio frequency technology (RFID). In November committee members toured libraries in the Greater Toronto Area who are already using this technology.

### **TRANSFORMING THE ORGANIZATION: MEETINGS AND CONFERENCES**

Staff attended a number of conferences throughout the year. 12 staff members and 7 Board members attended the OLA Superconference and returned refreshed and buzzing with new ideas. Children's staff attended a conference on "Reinventing Children's Services"; the conference highlighted research on children's use of public libraries and new programs and services being offered across the country. Other staff attended Ontario Media Showcase and the Canadian Library Association Conference in Calgary.

### **TRANSFORMING THE ORGANIZATION: TRAINING**

As always staff training was a priority. This year we made Staff and Board members connected to a series of teleconference on library concerns offered through OLA. Managers attended sessions on Employment and Labour Law and Best Practices in Performance Management.

Finally, we welcomed the opportunity to connect with our many volunteers. Because of their dedication, materials continue to be delivered to our shut-in patrons, our plants and gardens continue to flourish, our shelves are kept neat, our piano continues to be in tune and, our Library Board continues to govern.

Of course, we could not connect with 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 2005 are due in large measure to the efforts and commitment of a dedicated and connected staff; I thank them all. The Managers' reports that follow present in detail the collective efforts that were put into *connecting you @ your library*.

Respectfully submitted,

Deborah Defoe,  
Chief Librarian, Chief Executive Officer