

Kingston Frontenac Public Library

2006

Annual Report



Check it out @ your library™



KINGSTON FRONTENAC LIBRARY BOARD – 2006

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The contribution of the members of the Board who served from 2004 to 2006 is gratefully acknowledged. As well as performing their regular governance duties, the Board received the *Final Report of the Branch Services Review* and, in response to the first of the 21 recommendations, established the Calvin Park Branch Building Committee.

Among other accomplishments, board members encouraged the implementation of RFID technology, supported the founding of the Federation of Ontario Public Libraries (FOPL) and stood up to a public challenge to intellectual freedom regarding *Adbusters*.

This Board also negotiated a collective agreement with its unionized staff (CUPE 2202) and an employment agreement with its permanent non-union staff as well as approving a new management position for a Manager of Human Resources.

In 2006 they adopted the following Ends Statement: *The Kingston Frontenac Public Library exists to offer all people throughout our service area access to broadly based resources in support of personal enrichment, life-long learning, and community interaction, in person or in virtual space. These services are provided by expending revenues in a fiscally responsible manner.*

Finally a special note of thanks is due to three long-serving Board members who retired from the board at the end of the term. All three began their service to the board in 1991. Mayor Bill MacDonald served first with the Frontenac County Library Board prior to amalgamation, at which time he became a County appointee to the KFPL Board. Jim Neill, who began as a City Councillor appointee and continued as a citizen appointee, served as Board Chair from 2004 to 2005. Marilyn Birmingham was also a citizen trustee appointed by the City; over her years on the Board she served on many committees and was elected Chair of the Board in 2006. Together these three committed members represented 45 years of library board experience. The library is the richer for their insights and their dedication.

FINANCES

STATEMENT OF REVENUE AND EXPENDITURE

2006

(UNAUDITED)

REVENUE

Municipal Contribution (Tax Levy and Debt)	\$4,540,109
County of Frontenac Contribution	573,899
Province of Ontario	329,742
Other Revenue	
Room Rental, Fines, Photocopier	185,160
Sundry	35,382
Contribution from Reserve	63,380
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	\$5,727,672

EXPENDITURES

Salaries, Wages and Benefits	\$3,935,282
Library Materials	687,258
Supplies and Database Maintenance	163,000
Building Maintenance, Equipment and	
Contracts	332,825
Utilities (including Telephone)	279,800
Miscellaneous Operating Expenses	131,375
Debt Financing	181,824
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	\$ 5,711,364
Balance as of December 2006 (unaudited)	
Surplus/(Deficit)	16,308
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	\$ 5,727,672

2006 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 activities and accomplishments of the year 2006 are due in large measure to the efforts and commitment of the dedicated library staff.

Staff Changes

Dorothy Wilkinson and John Zweerink were a welcome addition to our maintenance staff, and we were pleased to engage Shelagh Quigley to fill the newly created position of Manager of Human Resources. Shannon Bryan was hired at the Howe Island Branch to cover Janelle Fitzpatrick's leave, and former Technology Tutor Emma Bell joined the relief staff complement. Ruth Pearce retired after 8 years as a relief Library Assistant at the Sharbot Lake branch and we were pleased to welcome her back as a Page.

We welcomed three new librarians: Anthony Petryk was hired as our librarian in charge of virtual reference service, replacing Deanna MacDonald, who took over as Branch Librarian at the Turner branch. Laura Pallister replaced Heather Comeau, our training librarian, who started her career as a Page at KPL and left to accept a position at the Queen's Education Library. Heather Martyn was hired in place of Reference and Government Documents Librarian Barbara Mallette, who retired in 2006, having provided over 20 years of exceptional service to the public.

For the first time, we participated in the student placement program with the Faculty of Information Science at the University of Western Ontario, and placement students Tina Steed and Dan Heron each spent 14 weeks at KFPL.

Among our Page staff, Yamun Nahar took a year's leave of absence to take her Master's of Education at Queen's, Melissa Gillett left to attend university, and Laura Dobbie left to attend the Faculty of Information and Media Studies at the University of Western Ontario.

Staff Development

As always, staff training was a priority. Training opportunities included a number of workshops on Children's and Youth Services and a variety of teleconferences offered through OLA's Education Institute. Managers attended sessions on accommodation and other employment legislation.

Staff attended a number of conferences throughout the year. Staff and Board members attended the Ontario Library Association (OLA) Superconference in January and came away stuffed with the latest information on instant messaging, wikis, blogs, podcasts, and RSS feeds.

Staff were also enriched by attending the annual conferences of the Public Library Association and the Canadian Library Association, as well as Access 2006, Geac Library Users Group, and Digital Odyssey.

Staff Events

- Staff members Eric Folsom, Tara Kainer and Mary Cameron were among the poets represented in a new poetry anthology titled *Kingston Poet's Gallery*.
- The spelling bee team of Christina Tracy, Sara Carpenter and Wilma Kenny, otherwise known as "Eats, Shoots, and Leaves" did the library proud by once again making it to the final round of Kingston Literacy's Grate Groan-up Spelling Bee.
- Joanne Lalonde served on the jury of the Canadian Independent Film and Video Fund.
- 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, Administrators of Medium-Sized Public Libraries of Ontario (AMPLO), CEOs of Large Public Libraries in Ontario (CELPLO), Friends of the Library and the Community Foundation of Greater Kingston.
- Staff served on the Ontario Public Library Association jury that selected the Librarian of the Year; on the selection committee for the OLA first adult literary award (Evergreen), and for the Ontario Library Information Technology Association (OLITA) innovation award, on the Canadian Association of Public Libraries (CAPL), and on the review committee for the Library Strategic Development Fund (LSDF) grants for digital projects.

Special Congratulations

To Anna Ircha who became Anna Monk, following her wedding in February, and to Amy and Craig Rundle who became the proud parents of twin boys in November.

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Finally, we recognize the fine work done by our many volunteers. It is they who make deliveries to shut-ins, water our plants, maintain our flower beds, straighten our shelves, tune our pianos and serve on the library board. We thank them all for their generous donation of time and energy.

The Annual Report is an opportunity to look at our achievements over the year in relation to the six Strategic Directions identified in the *Administration Strategic Plan 2004-2007*. The highlights include:

Connecting Children and Youth

We offer a positive and enriching experience for children and youth that will inspire a love of reading and encourage a lifelong commitment to learning

- Thanks to the generosity of the Friends of the Library, the new Teen Space was developed at Turner with input from the Turner Teen Advisory Group. This warm and inviting area on the park level has become a popular gathering place.

Offering the Best in Services and the Best in Collections

We offer a selection of the best of the best that will appeal to all our users and provide personalized service delivery

- In response to patron demand we extended the Thursday hours at the Turner branch to 6:00 p.m. and added Sunday openings from October to April and, based on a survey of rural branch patrons, we modified the hours in a number of branches to better meet their needs.
- Thanks to a grant from the Ontario Trillium Foundation we purchased a special collection of DVDs and audio books for distribution among the rural branches.
- For genealogists, the highlight of the year was the arrival of the 1911 census on microfilm.

Providing the Community Hub

We offer a welcoming community space that is barrier-free, non-judgmental and inviting; an inclusive community centre that encourages and supports interaction among all our residents

- The Calvin Park Building Committee, appointed to oversee the building of the new Calvin Park Branch, developed the CP Building Charter and interviewed those architects who had responded to the Request for Information.
- We continued our connection with the Lake Associations scattered throughout the county by attending their meetings and promoting library service through their newsletters and websites.
- For the third season we offered Jazz @ your library under the auspices of the Kingston Jazz Society.

- Three attractive armchairs were purchased for the Sydenham Branch through the generosity of the Friends of the Library.

Making the Virtual Connection

We seek out increased access points for information, collections and programs and extend services beyond our walls

- Staff designed a prize-winning application that allows patrons to place Requests for Purchases on-line. The form automatically connects to booksellers' pages that supply purchasing information.
- We introduced E-vanced software that offers on-line program registration and room bookings.
- We subscribed to a new service called NextReads which is an on-line product that alerts patrons to new and interesting reading materials in their favourite genres.
- Self-serve PC booking was introduced at Central and Turner in November.

Promoting Ourselves

We publicize our services and collections and connect with our patrons and partners to enhance and promote our services

During October, staff were involved in *the word is out @ your library*. This month-long celebration was underwritten by the Friends of the Library, with generous support from Corus Entertainment. The many events included: library booths at rural fall fairs and in the Cataraqui Town Centre; Random Acts of Poetry; author events with Ron Hotchkiss, Michelle Wan, Katherine Barber, and Matt Jackson; travel talk by Debbie Adare; a co-sponsored CAPL Open House; a presentation by the Dewey Divas for library staff from the region; a screening of "The End of Suburbia", Tech Tuesdays, and the opening of Turner's Teen Space. Authors Jocelyn Shipley and Mary Alice Downie made presentations to a number of classes. Children's staff told stories and discussed books with passengers on the Wolfe Island Ferry and visited most of the area's secondary schools. Outreach visits were made to Early Years Centres in Glenburnie, Storrington, and Kingston.

Also in October we extended a warm welcome to the Honourable James K. Bartleman, Lieutenant Governor of Ontario, who honoured us with a visit during his campaign to promote the FOPL initiative *Telling Our Stories*.

Transforming the Organization

We ensure that the physical and technical infrastructure enhances public service and we recognize and support the key role of staff in creating a climate of service excellence

- As we moved forward with the plans to introduce RFID technology, staff visited many libraries already using the technology before auditioning four vendors. Libramation was selected as the vendor for the project.
- Staff participated in our All Staff Day in June. The topic of this year's meeting was "*it's all about the users*" and it provided an opportunity for our far-flung staff to come together to exchange ideas and information.

The theme of this Annual Report is *Check it out @ your library*. It is obvious that you would have nothing to check out were it 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 have acknowledged the benefit of the library system to their constituents by passing the library budget as presented to them.

The Managers' reports that follow present in detail the collective efforts that made it possible for you to check us out in 2006.

Deborah Defoe,
Chief Librarian, Chief Executive Officer

Check it out in Adult Services

Check out changing adult services @ your library

The story in public libraries over the past few years is that, while circulation is declining, library use is vibrant. As a recent *Globe & Mail* article indicates, people are using their libraries differently but with as much enthusiasm and regularity as ever. Libraries, which have always been public meeting spaces, are more welcoming than ever before, with cozy living room lounges, inviting spaces for teens, WiFi wireless Internet access, banks of terminals for Internet users and more events for the public taking place in the library.

Libraries in general, and KFPL in particular, are reshaping themselves to respond to demand from an increasingly sophisticated and tech-savvy user. Thanks largely to Michael Vandenburg and Katie Legere, we have begun offering an on-line Request for Purchase capability to members of the public. Towards the end of the year, with help from Systems staff and Heather Martyn, we began to offer on-line phone renewals and computer booking. We introduced wireless access at Turner, self-booking of computer stations at Central and Turner, and re-introduced roving reference service. Anthony Petryk helped inaugurate chat reference through instant messaging. The addition of WiFi at Turner has also increased the amount of access available, and one patron even admitted that he sat outside the branch when it was closed, using WiFi to continue working.

As the baby boom generation heads into their sunset years and begins leaving the profession, there is a need to recruit, regenerate and attract new graduates to work in public libraries. KFPL has been a trend-setter in this area as the first Ontario public library to offer internships to UWO co-op students. This year, we have had the good fortune to work with two talented, enthusiastic and hard-working students: Tina Steed and Daniel Heron. The benefits of the placements were definitely two-way: KFPL staff provided valuable mentoring and training to the students, while we benefited from their new ideas, knowledge and enthusiasm. They also became ambassadors for working in Kingston, for public libraries, and for KFPL. We also provided a three-week placement to Michael Clarke, in the library technician program at Algonquin College, a one-month placement to Moya Harrington, a Mohawk College library technician student, and an unpaid placement to Sheri Jackson, a library technician interested in returning to the workplace. Finally, we are pleased to welcome three talented young librarians: Heather Martyn, responsible for reference services, Anthony Petryk, virtual services librarian and Laura Pallister, training librarian.

Nancy Jones and Heather Compeau got the ball rolling on a review of adult services and set up a number of committees to look at a redesign of our desks, our customer service model and the merchandising of the collections. We look forward to continuing this planning process, with the goal of improving service delivery.

Check out our virtual services @ your library

Statistics for the use of our on-line products and services showed a decline in 2006, but this result was largely due to a staffing gap for half of the year when we were without a virtual services librarian, to inconsistent reporting from our on-line vendors and to a brief loss of some important databases like the one that included *The Whig-Standard*.

Knowledge Ontario provided a suite of on-line resources to all Ontario libraries, which vastly expanded our e-reference resources to include 200 reference e-books and many new databases. We also added other on-line products, such as the Virtual News Library (which now has the exclusive rights to *The Whig-Standard*), World Book Encyclopedia and Granger's World of Poetry. Our expectation is that, once we migrate our ILS to Vubis and are able to offer patrons federated searching capability through V-spaces, this will greatly facilitate resource discovery.

Some e-reference sources, such as Granger's, are actually an improvement over their print forebears. With more resources available, on-line research tools should become a more useful first-stop alternative to Google. But while the print collection will shrink in the coming years, it will always be an important resource for non-computer users, especially for coverage of specialized and unique topics that may never be on line.

Anthony Petryk has spent a lot of time and energy investigating options for audio and e-book downloading. We expect to make a vendor decision in 2007 in order to be able to provide KFPL customers with a suite of downloadable products.

Ask A Librarian

The staffing gap also accounts for a drop in the reporting of AAL statistics this year. Two months went completely unaccounted for, and statistics for account-related inquiries weren't included until late in the year. We recorded a total of 475 on-line questions, the majority of which came from our own patrons and related to their own accounts, requests for items or general reference. External questions, from across the country and throughout North America, were mainly concerned with genealogy and local history topics such as: an incident in which a prisoner escaped while on stage at the Grand Theatre; the identity of a Chinese painting presented to the City of Kingston in the 1990s; the location of Lucky Lake, Ontario; information about the family of an ex-slave named George Mink, who became a well-known businessman and owned a livery stable in Kingston; and dowsing for goat bones in Cataraqui Cemetery.

Technology Tutors

Thanks to the Community Access Program (CAP) funding, we had three excellent tutors during the first part of 2006. Many patrons enjoyed working with Daniel Skoog, Alysha Hamilton and Shu Zhang and praised their teaching. Three more tech tutors were hired in June: Emma Bell, Thy Dinh and John Palen, working exclusively in the urban branches. Thy left at the end of the summer, and Emma and John continued into 2007.

This service was once again very popular: the tutors were “booked” about 50 percent of the time and had no trouble filling the rest of the time with ad-hoc sessions. The Tech Tuesdays courses in October were all filled to capacity. In the absence of a training librarian, Anthony Petryk capably stepped in to help interview, hire, train and mentor the tutors.

Check out readers’ services @ your library

Book Club Sets: With the help of Nancy Jones, Jo Stanbridge and Heather Martyn, this program continues to boom. We had 1,720 circulations for the book club sets compared to 1,340 in 2005. We benefited from two book clubs donating sets to us and are grateful to the Friends of the Library for their continued support. This is one program that makes virtually all its users happy.

Book Clubs: Heather Compeau and Nancy Jones continued to run the *Book Club with a Difference*, where patrons come to discuss their own interesting reads rather than one common book. The attendance has waxed and waned, but the faithful continue to enjoy showing up and getting down to good discussions of books.

Displays: Displays in all our branches continue to be gratifyingly picked over, thanks especially to sparkling ideas from Nancy Jones and Marianne Zikakis at Central and Turner, to gorgeous signage by Amy Rundle and Lori O'Connor, and to contributions from many other staff across the system. Staff Picks has recently been revived, with the latest entry from Heather Martyn. A number of patrons have remarked to us that they seldom make it to the shelves and do all their selecting from displays. Other patrons have thanked us for introducing them to new books and authors through displays.

Check out collections @ your library

Large type books have been moved out of a waiting area in the basement to shelving on the main floor at Central, where there is now a much-improved selection of material for in-library patrons. Bessie Sullivan and Tech Service staff established rotating collections of large type, CDs and DVDs in the urban branches, also providing improved access to a broader range of materials.

Thanks to the impending introduction of RFID security and self-service, collections were in great need of weeding. SOAP wireless connection provided by Systems and many hours of hard work by the branch and relief librarians culled many tired, ragged, infrequently borrowed and outdated materials from the branches so that the collections look fresher and the shelves have room for growth.

Barbara Mallette, Reference Services Librarian, retired in the fall and was replaced by Heather Martyn. To alert patrons to items in our collection, Heather has begun sending regular posts to the library blog, *Small Talk*, with links to on-line government documents that have been noted in the media. Heather has also been adding reference and government document book reviews to Staffnet, as a way of making staff members more aware of the print reference and document collections.

Check out Programming @ your library

Adult programming took a major leap forward in 2006 with an intensive month-long series of events known as "...the word is out @ your library" or TWIO. Energetically headed by Deanna MacDonald with enthusiastic assistance from Pam Harris, Daniel Heron, Amy Rundle and Lori O'Connor, as well as many other staff members. This series presented author readings, travel nights, film showings, booths at the mall and country fairs, and genealogy sessions. KFPL also co-hosted an event with the Canadian Association of Public Libraries for a group of local library staff attending a new books alert by the Dewey Divas followed by an update about CAPL and CLA.

Heather Compeau took adult programming on the road by establishing a book club at the Kingsdale Chateau seniors' residence. She met with them four times and engaged in a lively conversation about how the club should run, possible book selections, and what residents had been reading.

Check out outreach services @ your library

Interlibrary Loan:

We received 1,283 items for our patrons from other libraries, which was about 77 percent of the items our patrons requested, and we lent 1,143 items to other libraries, about 40 percent of the items requested by other systems. In sum, we borrowed about 10 percent more items for our patrons than in the previous year and lent about 10 percent fewer items to other libraries.

Extension Services:

Books by Mail now runs entirely out of the Turner branch, with Lynn Garrison and Marianne Zikakis selecting items for rural shut-in patrons. We are grateful to have the capability to mail items directly from Turner. This service has seen a dramatic increase this year.

Service to shut-in patrons in the city also increased significantly (about 12 percent) in 2006. The only decrease in service to Extension patrons was in delivery of items to seniors' homes, which went down by about 6 percent.

Check out training @ your library

This was a transitional year for training at KFPL, with Heather Compeau leaving halfway through the year for a position at Queen's and Laura Pallister taking over the portfolio in November. Despite the five-month gap, a significant amount of staff training was offered in 2006, with a focus on improving customer service through increased staff and patron training.

We offered 52 library tours to outside groups and also conducted class visits for a couple of schools. Among staff training sessions, we offered training on the reference interview, WiFi, the Cartwright principle (so-called in honour of former chief librarian Moira Cartwright who advised staff never to say "no" or "I don't know"), on genealogy, the KFPL booklist application and website update, NextReads, IM reference, and on new staff orientation and training.

KFPL staff participated in a wide variety of conferences and workshops this year. In addition to many other courses and seminars, we attended numerous webcasts and telephone conferences through the Ontario Library Association's Education Institute, sent staff members to the annual conferences of the American, Canadian and Public Library Associations and sent a large delegation of staff and board members to the Ontario Library Association's Superconference in Toronto.

Adult Services staff were also involved in training outside the library. Heather Compeau and Nancy Jones were asked by SOLS to present a training program about our book club sets and book club with a difference called "Book-Based Programming" to library staff in Prescott and Calabogie.

Bessie Sullivan, a member of OLA's Reader's Advisory Committee, took part in a panel on audio books for the family and was part of a very successful Reader's Advisory training day run by the Education Institute. Heather Martyn was one of the satisfied attendees.

Laura Pallister attended one of OPLA's strategic planning sessions, a session which identified three priorities: user needs, partnerships and regeneration. Laura will continue working on the regeneration stream which will focus on core competencies for library staff. She is also running for Eastern Region Councillor for the OPLA executive.

Deanna MacDonald continued to serve as the official Kingston Frontenac Public Library representative on the Board of Kingston Literacy and on their planning subcommittee.

Check out communications @ your library

Jo Stanbridge embarked on a major project to align internal policies with public ones posted on the KFPL website. Staffnet, the vehicle for internal staff communication, posted 824 items in 2006, an increase of 15 percent from last year.

KFPL continued to be a regular contributor of columns to *Independent Voice*.

Check out urban branches @ your library

While Bessie Sullivan took a six-month leave from the library, the urban branches were fortunate to have Kimberly Sutherland Mills pitch in and take on some of Bessie's responsibilities for the branches. Kim assisted with the ongoing weeding projects, helped prepare Pittsburgh RFID installation and generally helped keep the wheels on the bus.

Isabel Turner

A patron survey conducted by paper and electronic polls offered four additional open hours at Turner. While the numbers showed a preference for Sundays over Thursday evenings, there were sufficient requests for both that we initiated a trial of adding one extra hour (from 5:00 to 6:00 p.m. on Thursdays, an hour that was revenue-neutral). Numbers are growing for both blocks of hours.

The other big story at Turner this year was the grand opening of the Teen Space in October. This warm and teen-friendly area, generously funded by the Friends of the Library, has done much to encourage the use of the library by teens in the west end of the city.

Calvin Park

Frequent roof leaks and damage to books necessitated the addition of a new roof, but we are eagerly looking forward to approval from the City to go ahead with the building of a new branch to replace the tired, dated and inaccessible building.

Barbara Love
Manager, Adult Services

Check it out in Children's / Teen and Rural Services

Thank you to our amazing Children's and Teen Services team and to all branch staff across the system for their hard work and support in making our programs and services so successful.

Children's Services Highlights of 2006

Throughout the year, children's and teen staff members reached out to 23,320 children, teens and adults through 864 programs and outreach opportunities.

In its fourth year, the *Library Card in Every Hand* partnership with the Rotary Club of Kingston reached 559 Grade One students in 2006.

Circulation

An area of significant growth, which has been consistently maintained across the board and throughout the year, is youth circulation. In particular, Hartington, Pittsburgh, Plevna, Sydenham, Wolfe Island and Geoweb showed healthy circulation increases in 2006. The increase in rural junior circulation may indicate an increased willingness by our patrons to use our hold system and to use Geoweb for on-line renewals. If this is a correct interpretation, then developing our children's web page is even more of a priority.

Once again, the Isabel Turner Branch circulation is increasing and is now almost on par with that of Central in terms of programs and circulation. In 2006, the junior circulation at the Isabel Turner Branch was at 93 percent of Central's, while Youth circulation actually exceeded Central by nearly 6 percent, although Central had significantly more class visits and book exchanges than any other branch in the system.

Programs

- *Author Visits*
With funding from the Canada Council and the Canadian Children's Book Week, Children's and Teen Services hosted six author visits in 2006. Attracting audiences for the visits continues to be challenging; however, 271 children and 40 teens attended the visits throughout the year.

- *Book Clubs*
In 2006 our book clubs were not as successful as in earlier years. Approximately five children and their caregivers participated in the program at the Central Library.
 - *Read On*
With funding from the federal government's Summer Career Placement program, the Library hired a literacy tutor to provide one-on-one tutoring sessions for children reading below grade level. In 2006 we continued with the approach initiated in 2005; that is, children attended daily sessions for a two-week period. Although we served fewer children in 2006, the program continues to be successful and well received.
 - *Good Books Boxes*
The Good Books Boxes continue to be very successful. In order to meet the demand for the service, the loan period was reduced from nine to six weeks and limited to day care centres, the original mandate of the service. Additional boxes are being created thanks to a grant from the Early Childhood Educators.
 - *Live @ the Library*
In 2006 we received funding once again from the Friends of the Library to continue with the Live @ the Library series. KFPL offered 31 events, connecting with 3,315 children and parents during the summer months. This is an increase of three more events and 456 people from 2005.
 - *March Break*
The theme of March 2006 was *A Week of Unfortunate Events*, based on the series of novels by Lemony Snicket. The Children's and Teen staff members planned a number of "unhappy events", including Orphan Theatre and the Punctilious Puppeteers. Local musician Teilhard Frost performed at a number of branches, and Matt Ellerbeck brought his snakes to the Reptile Room program at the Sydenham branch.
- The March Break figures for 2006 reflect the same pattern observed the whole year; that is, overall we served more people in 2006 than in 2005 but less than in 2004. In 2006 we offered 66 programs, reaching 1,493 children, 72 teens and 532 adults for a total of 2,097 patrons.
- *Museum Passes*
Kimberly Sutherland Mills introduced an amazing partnership with local museums to develop free museum passes that could be checked out with a library card. This successful initiative not only benefited library patrons but assisted in raising the profile of local museums in the community.

- *Summer Reading Club*

In 2006 the department introduced the Summer Reading Club software from E-vanced which was used to register participants and had a Summer Reading Club home page where children could keep track of their summer reading, either privately or through a public blog. We also offered two draws for gift certificates for either Chapters or Novel Idea.

1,161 children submitted ballots for the Summer Reading Club draw, 20 of whom were lucky winners for a \$20 gift certificate. This means a small percentage of children had a chance of winning. It was also not clear if the draw encouraged more children to participate in the program and to visit their local branch. We did receive positive feedback about the program and how it made a difference for some children, especially one in Sharbot Lake and another on Howe Island.

582 children registered for the Summer Reading Club but only 250 book titles were entered into the book-tracking feature. As the children who were using the feature tended to enter more than one title, this represents a very low participation rate. The lack of interest may be due to a number of issues such as lack of computer access, participants' lack of awareness that the feature was available, and low reading rates.

In the past few years, children's staff members have visited schools throughout our catchment area to promote the Summer Reading Club and programming. Because of the number of schools and communities, it is a daunting and costly task. This year the outreach fell to Kimberly and Pam; however, timing and workload as well as coordinating with the schools became problematic. The recommendation is to review participation statistics and to target the schools that may need some kind of literacy support or that are under-participating in the program.

Outreach

We have continued to develop our community connections through our outreach to the Ontario Early Years Centres by visiting each centre in the Greater Kingston area twice annually.

We have partnered in special projects, such as the Book Nook project in local hospital waiting rooms, booklists (Breastfeeding Anywhere, Baby Blues, Books for Babies, Toddler Tales) and literacy projects.

Teen Services

Highlights of 2006

The Teen space at the Isabel Turner branch opened in October with much fanfare, thanks to a \$25,000 donation from the Friends of the Library and the input of a group of local teens under the direction of Pam Harris.

During the Library's *The Word is Out* marketing initiative in October, Kimberly Sutherland Mills' visits to area secondary schools reached 700 teens in Grades 9 through 12.

Circulation

System-wide youth circulation continues to increase, although the growth is not as dramatic as in past years. Total circulation in 2006 was 29,981 items.

The Isabel Turner Branch and the Central Library together represent approximately two-thirds of the total youth circulation. Calvin Park, Pittsburgh, and Sydenham also circulate significant numbers of youth materials, while Sharbot Lake is approaching Kingscourt's numbers. The highest per capita youth borrowing is in the Frontenac Islands and Central Frontenac. Given this statistic, combined with Sharbot Lake's circulation increases, extra attention needs to be given to that branch's youth collection. Despite continuous growth in Sydenham's youth circulation, we have not reached teens in South Frontenac. The recommendation is to visit classes in Sydenham High School to promote library services to teens in this area.

Programs

The library's most successful connections were made through a concerted outreach effort in the fall. As we had hoped, our tentative steps toward outreach in 2005 paved the way for success in 2006. Teacher-librarians at the secondary schools enthusiastically welcomed Kimberly Sutherland Mills into their schools, where presentations were made to 700 students at seven secondary schools, resulting in numerous registrations.

Our class visits also appear statistically to have been successful, but we have not offered as many as we could or should. The majority of these statistics represent regular book exchanges by Grade 7 and 8 students to our Parham branch.

Over the course of the year, the library made contact with 1,578 teens. Our numbers were down from 2005, in part due to a decision not to offer summer programming for teens due to a lack of interest in March Break events.

Teen Advisory Groups were formed at the Isabel Turner and Kingscourt branches in the fall, and another group will begin meeting at the Central Library in 2007. Groups of neighbourhood teens will attend monthly meetings, give feedback on library programs and services, and earn recognition for volunteer hours as thanks for their contribution.

Only a handful of teen programs were offered this year because of limited interest in past events. In fact, more teens attended programs designed for a family audience and for children than programs designed specifically for teens. One focus of the teen advisory groups will be to advise the library on programs to offer in 2007.

Staff Development

- Kathy Cousineau, Brenda MacDonald, Meredith Westcott, and Jeanette Lee enjoyed and were inspired by a fantastic session with Beth Maddigan on children's programming tools and resources. Everyone returned pumped up and eager to start implementing what they had learned.
- Kathy Cousineau had training in Children's reference as well as on-line databases and really benefited from Marilyn Ottenhof's wonderful and inspiring puppet training.
- Sarah Balint continues as a member of the KFPL RFID committee.
- Marilyn Ottenhof, Kimberly Sutherland Mills and Pam Harris received E-vanced training so as to implement the E-vanced software for KFPL.
- Brenda MacDonald, Marilyn Ottenhof and Kimberly Sutherland Mills attended the audio conference on *Evaluation Strategies in Youth Services*.
- Marilyn Ottenhof and Pam Harris attended a SOLS-sponsored workshop called *Dealing with Difficult People* in Athens, Ontario.
- Kimberly Sutherland Mills and Marilyn Ottenhof attended an audio conference entitled *Promoting Your Library Services*.
- Pam Harris attended many workshops and training programs, including several OLA Education Institute teleconferences such as Blogs and wikis, and some database workshops throughout the year.
- Patricia Enright attended the Public Library Association conference in Boston. The sessions were excellent, with outstanding speakers, including Nancy Pearl, Linda Ellerbee, and Cate McNeely.
- Pam Harris attended the Ontario Family Literacy Conference in Ottawa.

Community Participation

- Kimberly Sutherland Mills judged at the regional Heritage Fair. Kimberly has represented the library at these events for the past six years now; kudos to her for her ongoing enthusiasm and contribution to the community.
- Kimberly Sutherland Mills and Pam Harris presented on Best Picks for families with low literacy at the “Family Literacy: Programming that Works” Conference at Queen’s University.
- Marilyn Ottenhof once again spearheaded the overwhelmingly successful Food For Fines campaign. Thanks to Marilyn for her passion and commitment to this worthy enterprise.
- Pam Harris continues as Co-Chair of the Early Years Coalition.
- Pam Harris continues to sit on the Early Literacy Committee.
- Pam Harris continued sitting on the Best Start and Early Childhood Literacy Development - Special Task Force and the Canadian Library Association’s Children’s Book of the Year Award Selection Committee; this voluntary commitment is from 2006 to 2011.
- Kimberly Sutherland Mills is wrapping up her fifth and final year as Chair for the Canadian Library Association’s Young Adult Book Award and will be presenting the award at this year’s annual CLA Conference in St. John’s, Newfoundland.
- Pam Harris continued to contribute articles on reading for children and teens to a local independent newspaper, *Independent Voice*, and worked to co-ordinate the line-up of upcoming articles for the Voice.
- The Isabel Turner Library hosted the Week of the Child very successfully.
- Children’s Services hosted a tour for the Canadian Children’s Book Week.
- Children’s and Teen services participated in TWIO outreach, through programs and special events.
- Pam Harris told stories at the Summer Equinox Festival in Sharbot Lake.
- We have continued to develop our community connections through our outreach to the Ontario Early Years Centres by visiting each centre in the Greater Kingston area twice annually.
- We have partnered in special projects, such as the Book Nook project in local hospital waiting rooms, booklists (Breastfeeding Anywhere, Baby Blues, Books for Babies, Toddler Tales) and literacy projects.

Rural Services

Highlights of 2006

- The hours of operation at the rural branches were reviewed and, with input from the staff and community, were changed at nine branches. The changes will be reviewed in 2007 to ensure that the hours continue to be convenient for our communities.
- The Library received a \$35,500 Ontario Trillium Foundation grant to purchase DVDs and audio books on CD for the rural branches. The new materials were sent to the branches in October and have been well received by patrons. KFPL celebrated the grant with community open houses at the Sharbot Lake and Wolfe Island Branches in November.
- The Clarendon Miller Archives, a partnership with the Township of North Frontenac, was officially opened in May. Thanks to Bethany Armstrong who initiated the project and to Janice Coles and Heather White for organizing and promoting the collection.

Facilities

- In September Janice Coles and Patricia Enright presented the rural facilities review to the Library Board. The facilities that house the rural branches are both provided by and the responsibility of the Townships, while the Library Board is responsible for providing library service. The goal of the facilities review is to ensure that the rural branches are welcoming, safe and functional. The review identified a number of areas that require attention.
- Because of complications encountered while constructing a new cement pad in front of the building, the Plevna Branch closed for the month of December.

Outreach

- Janice Coles increased the Frontenac area links on the Library's website from 19 in one category to 90 in 13 categories.
- Janice Coles wrote articles for the websites and /or newsletters of 18 area Lake Associations, encouraging people to check out the library's collections and services. Many seasonal residents do not realize that they can obtain access to our services free of charge. Although it is difficult to measure the success of this initiative, people did report to staff members that they had heard about the library through their lake association's newsletter.
- In October Janice Coles attended the Business over Breakfast meeting for the Economic Development Committee of the Township of Central Frontenac in Sharbot Lake. Janice highlighted many of the services that the library offers for businesses.

- Throughout 2006 the library promoted our services by participating in a number of community events. Janice represented KFPL at the job fair organized by the Northern Connections Adult Learning Centre to highlight our resources for job seekers. In October Kimberly Sutherland Mills and Janice Coles attended the Frontenac Farmers' Market in Verona as part of *The Word is Out*. Although few people visited the booth, it did raise awareness of the Library's programs and services. Also in October, Chris Adams represented KFPL at the Battersea Pumpkin Festival.
- Janice Coles has also promoted KFPL through her Bookmark column in the *Frontenac News* and developed a number of resource lists for local groups, including scrapbooking, job resources, recent business titles, local history, breast cancer, pumpkins and apples, to promote our collections.

Staff Training and Development

- Chris Adams attended the SOLS workshop *Dealing with Difficult and Angry People*, at the public library in Athens.
- Ann O'Malley and Sandi Jarzylo attended the Administrators' of Rural and Urban Public Libraries of Ontario (ARUPLO) residential training course at the Kempenfelt Conference Centre in September.
- Patricia Enright participated in ARUPLO meetings via teleconference in March and at Kempenfelt in September.
- Staff members attended KFPL's All Staff Day in June.

Community Participation

- As part of the Service Ontario program, we continued to sell Ministry of Transportation driver's handbooks and maps at the Cloyne Branch.
- KFPL received three kill-a-watt meters from the South Frontenac Environmental Committee. The meters are located in the three South Frontenac branches but may be borrowed by all patrons. The meters measure electrical use and have proven to be very popular.

Thank you to Janice Coles, Pam Harris and Kimberly Sutherland Mills for their comprehensive annual reports which have formed the basis of this report.

Patricia Enright,
Manager, Children's and Rural Services

Check it out in Systems and Technical Services

There was plenty to check out in 2006.

In 2006, we hope you checked out our blog, Small Talk, our website, our web catalogue, and our on-line databases.

Personnel

I would like to thank again the great staff in Systems, Technical Services, Serials and Volunteer Services for making 2006 another very successful year for the library.

In late 2006, Amy Rundle welcomed her twin sons, and we welcomed Lori O'Connor to assist in publicity and web services.

Web Catalogue

The Web catalogue continues to be a key service for us. Over half of all renewals are completed through the web catalogue, and over half our holds are placed on the web catalogue.

In 2006, we enabled patrons to change their PIN numbers and have their forgotten PINs e-mailed to them. Also, we were able to connect directly from our reader's advisory database (Next Reads) to the library database to facilitate holds.

Late in 2006, we purchased Infor's federated search to allow us to search many of our electronic resources, the broader Internet and our library database with one search. At the end of 2006 we were completing the configuration, and it should be available by mid-year 2007.

Website

Our website is a gateway to our services for patrons and staff. Our goal is that our website be the entry point to the Web for all residents of Kingston Frontenac.

In 2006, much time was spent updating and upgrading our internal extranet to make it more reliable.

And we began the process of redesigning our public website. It is now at the final design stages and, after usability testing and patron feedback, we should be able to release it in mid-2007.

Integrated Library System (ILS)

We are preparing for migration to the new Vubis system. The system should be in place in the third Quarter of 2007.

The launch of Vubis is going very well, as there are over 200 libraries who have implemented Vubis, including Lambton County, Westmount and Niagara Falls.

The system promises to add many features that we have been wanting to add for some time: Rate and Review Books; If you liked this, you might like this; and personalized alert services.

Talking Technology (IVR) continues to serve us well, notifying patrons of holds and overdue. In 2006, we did the preparation work to introduce the incoming features of Talking Technology that was implemented in 2007.

Patrons can renew and check their accounts through a 24-hour phone service.

Radio Frequency Identification (RFID)

A large part of the year was dedicated to selecting an RFID partner.

This technology 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, and so multiple items can be checked in at one time, without the reading of individual barcodes. Self-checkout and self-check-in are very straightforward for this reason. We will also be able to sort materials automatically with this technology and reduce repetitive tasks.

Our staff committee issued an RFP in March of 2006 and evaluated 8 responses.

Four vendors were chosen to give demonstrations of their systems. Over the summer the lead vendors continued to be evaluated and we visited more libraries to evaluate their installations.

In September, the committee chose their preferred vendor, Libramation. Libramation is a Canadian company with a head office in Edmonton. Staff is very impressed with Libramation's installation in Whitby, where staff and patrons are very happy with the system. Hamilton Public Library has also chosen Libramation for their implementation.

We are finalizing the contract and expect to be tagging our collection early in 2007.

Our plan is to start with the Pittsburgh Branch as a pilot. Turner is the second branch scheduled and we are considering a sorting system for returned books. The other urban branches will follow.

Our goal with RFID is to provide more self-service options for patrons, to reduce the repetitive activity for staff for a healthier staff, and to free staff time to provide more patron services. Secondary benefits are improved security and improved collection management.

Digital Kingston

The Digital Kingston project continues to move forward, as we have nearly completed loading the available newspapers at Queen's. We have images for any *Whig-Standard* predecessors between 1810-1848 that Queen's University has in their special collections. We thank Queen's University Libraries for making the newspapers available and for the generous use of space to complete the work.

In 2006, we applied for funding from the Library Strategic Direction Fund with Toronto Public Library and Hamilton Public Library for a project to scan and enrich materials that would have been on a "pioneer bookshelf". This project is designed to support the Ontario curriculum. Early in 2007, we learned that our funding has been approved.

Publicity and Marketing

We continued to welcome support from the local media, including articles highlighting library programs in the *Frontenac News*, *Kingston This Week*, *Independent Voice* and *The Kingston Whig-Standard* as well as the Spring Leisure Magazine and the Township of South Frontenac Recreation Guide. CKWS & Newswatch at 5:30 promoted events such as Food for Fines, Museum Passes @ your library, the Pedometer-Lending program and The Word is Out. Media releases were sent out to the following agencies: Kingston This Week, the Kingston Whig-Standard, Profile Kingston, The Heritage / The Gazette, The Frontenac News, CKLC/CFLY, CFFX/CFMK, K-ROCK 105.7, CFRC-FM Queen's University, CKWS-TV, Cogeco, the City of Kingston Website - Press Releases, LOLCN - NewsWeb, and the Land O'Lakes Tourist Association.

The Welcome Wagon continues to include our handouts and welcome flyers in their basket, promoting our services to new families.

We started a partnership with Wildcards this year. Wildcards produce bookmarks advertising Government services. We submit artwork for the reverse side of the bookmark, Wildcards prints them and the library distributes them through our libraries.

The publicity team also produced three editions of "It's All Here!", KFPL's program and events flyer. The Friends of the Library continue to fund the printing costs, enabling us to continue the high quality of the publication.

Adult programming introduced a major initiative in 2006, "the word is out @ your library" (TWIO). The publicity team was very active with this project, supporting it through banners, posters and bookmarks.

Technical Services and Serials

We continue to undertake database cleanup projects in anticipation of the Vubis system. We expanded the use of carousels for our DVD collections and some CD collections. Federal and Ontario government documents were added to the database and a career section was established at Turner. The Trillium Foundation Grant significantly increased the number of DVDs added to our collection.

In 2006, we automated our workflow process for requests for KFPL to purchase materials (RFP). Staff now complete an on-line form that allows them to verify the information on Amazon and submit it to the Manager of Adult Services for approval. Acquisitions staff can directly link to LSC. By adding a direct link from records in our list of newly approved items to the vendor from which we purchase the majority of these items, staff are now able to complete orders for new materials with two mouse clicks. Previously this process would have required them to perform a search for each item they were ordering individually. This has dramatically improved our acquisitions workflow, and increased our speed of processing requests for new purchases.

As well, we soft-launched a version that allowed patrons requesting new items to simply enter their library barcode and PIN instead of requiring them to fill in form fields for their name, barcode, phone number, and home branch. This system uses Geoweb to get contact information from our library automation system, simplifies the process of placing RFPs for patrons, and helps to improve the accuracy of the information we need to process these requests. With this improvement, all patron-initiated RFPs contain contact information that comes directly from our automated system and has previously been vetted by staff. This brings our RFP application into line with other recent changes at KFPL that require patrons to use their PINs to gain access to our services, and this development helps to make our services more consistent.

Application Development

We won the Ontario Library and Information Technology Association (OLITA) Award for Technological Innovation for the RFP application. The project also was the first for a new development approach in our application development, 'always in beta'. What this approach has meant for our web development team is that new applications are released as early as possible in the development process, and that work continues on these applications to improve them after they have been made live. The positive side of this development approach has been that it has improved our responsiveness to staff and patrons and allowed us to create better applications. Another implication of this approach is that the additional time spent improving an application after it has been released reduces the amount of time that we can spend developing new applications. However, overall I believe that this has been a successful approach for us, and one that we will continue in 2007.

Volunteers

In 2006, KFPL received 70 inquiries about or applications to volunteer, and 23 new people were added to the regular volunteer program. Twelve volunteers left in 2006, most often because they were students who completed their secondary school Community Involvement credit or because they were hired as pages.

In 2006, KFPL volunteers contributed a total of over 1,064 hours of service system-wide. Volunteers planted and maintained the flower beds and outdoor planters at the Central, Turner, Calvin Park, Pittsburgh, Kingscourt and (for the first time) Mountain Grove branches. The Central flower beds, maintained by Adrian Cooper and Jeffry Piker, won three blooms in the Communities in Bloom competition in 2006. The Turner volunteers were also recognized by the Communities in Bloom program.

A large number of volunteer applications were forwarded for the TAG (Teen Advisory Group), and 11 of those teens were selected as TAG volunteers for the 2006-2007 school year.

In honour of National Volunteer Week in April, Anne Hall produced the annual display on the wedding cake at Central, and KFPL volunteers with more than one year's service, including board members, received red lanyards and pens. Coupons for the Bookends Cafe and the various book sales were also distributed to all KFPL volunteers.

Outreach and Connectivity

Anne Hall continues to represent KFPL at KAAAV (Kingston and Area Association of Administrators of Volunteers) meetings and at their AGM. She also sits on KAAAV's Education Committee and helps to maintain the KAAAV website.

Lester continues to serve on the board of KANnet (Kingston Area Network) and is past president of Geac Library User's Group (GLUG).

Michael Vandenburg is the Vice President/President Elect of OLITA and the President of Geac Library User's Group (GLUG).

We continue to implement broadband at our rural libraries where possible. In 2006, we installed cable at Hartington and installed an internal wireless network.

We launched a public WiFi service at the Turner Branch.

We upgraded our internal wireless networks at our urban branches and purchased hardware for improving the Turner network. Self-serve reservation stations were installed and configured at Central and Turner.

Desktops and Infrastructure

In 2007, we will replace most of our public workstations after five years.

We added express Internet stations at more urban branches, and self-service printing was installed at Turner.

We installed new PCs in the Turner Teen section and expanded our popular Express PC at Pittsburgh and Calvin Park.

Upgrades were made to our various servers, to their operating systems, and to several of our applications, such as PC Reservation and Talking Technology. We installed E*vanced server.

2007 and Beyond

RFID will be a major focus for 2007 and should be largely completed by the end of the year.

The migration to Vubis will be another key initiative. It promises to offer improved Virtual and Web services.

We hope that the public website redesign will be completed in 2007 and that we will be able to launch many applications for you to check out.

Lester Webb,
Manager, Systems and Technical Services

Check it out in Facilities and Financial Services

Facilities, Maintenance and Inter-Branch Services

These services, led by supervisor Robert Kennedy, serve to ensure clean, safe and comfortable library facilities for patrons and staff at our 17 local branches and to move library material between branches in a timely and efficient manner. Our Maintenance Services welcomed two new staff members, Dorothy Wilkinson, who joined us as Part-Time Maintenance Assistant in May and John Zweerink who joined us as a Relief Maintenance Assistant in June. Jonathan Carr increased his hours in January from part-time to full-time.

Our inter-branch delivery service, operating two vans, continues to experience an increasing workload as our patrons make extensive use of our on-line hold service and the ability to pick-up and return their borrowed material at any of our 17 locations.

Graffiti became an issue at the Isabel Turner Branch over the summer and fall. Although several “artists” were apprehended, new ones appear to have taken their place. While a local firm generously donated their services to remove the first occurrences, the new vandals are using a paint that is harder to remove and, when used on glass, etches the surface, requiring replacement of the windows.

Vandals also attacked one of our vans several times while parked at Turner, requiring the replacement of mirrors, headlights, the windshield and a side window.

Capital Projects

Construction and renovation activities slowed somewhat in 2006 after a very hectic year in 2005. The respite will be short-lived, however, as we prepare for several major projects in 2007. A new Teen Space was built at the Isabel Turner Branch.

Planned repairs to the roof of the Bishop’s House portion of the Central library turned into a replacement when the roof was found to be in worse shape than expected.

Central’s Photocopier, Mailing, and Supply Room was converted into office/work space for our Systems Technicians in order to free up space for our new Human Resources Manager. An emergency temporary roof replacement was carried out on the Calvin Park Branch when we could not stretch the life of the existing roof until a new building was erected.

Planning continues for a new Calvin Park Branch. Kingston City Council, upon receiving a staff report in June, authorized the Library Board to continue working on financial planning, risk assessments, and preliminary arrangements for presentation to Council as part of the 2008 Capital Budget. A Building Committee and a Project Management Committee were formed, and Requests for Expressions of Interest were prepared and advertised for Architectural Services and Construction Management Services. Firms were short-listed by the Building Committee, Requests for Proposals were issued for Architectural Services, and interviews were held resulting in Shoalts and Zaback Architects being hired to begin work on designing a new facility.

After selection of an RFID vendor, contract preparation and negotiations stretched out for over the last 3 months of 2006. Refurbishment of desks, work areas, and preparation for the installation of the new equipment will require considerable time and effort in 2007.

Administration and Financial Services

Lori O'Conner, Part Time Office Assistant, took a one year leave from the Administration Office to fill in for Amy Rundle. Chris Cumberland is filling in for Lori while she is away. While financial results are published elsewhere in this report, and although we faced several financial challenges, we were pleased to complete the year with an estimated surplus of approximately \$18,000 out of a \$5.4 Million budget.

John Feenstra
Manager, Facilities and Financial Services

3 YEAR REPORT: REFERENCE QUERIES BY BRANCH						
		2006	2005	2004	06 vs 05	05 vs 04
BRANCH					% Change	% Change
Arden		2,323	2,460	2,600	-5.6%	-5.4%
Calvin	Adult	28,841	32,653	31,867	-11.7%	2.5%
	Junior	4,255	5,164	4,780	-17.6%	8.0%
Central	Adult	55,008	55,988	57,734	-1.8%	-3.0%
	Junior	10,429	11,162	12,620	-6.6%	-11.6%
Cloyne		3,939	3,962	3,480	-0.6%	13.9%
Hartington		2,895	2,709	2,334	6.9%	16.1%
Howe Island		1,756	1,301	864	35.0%	50.6%
Isabel Turner	Adult	24,560	24,767	25,220	-0.8%	-1.8%
	Junior	3,033	4,044	4,695	-25.0%	-13.9%
Kingscourt	Adult	7,254	8,361	8,923	-13.2%	-6.3%
	Junior	1,407	1,401	1,654	0.4%	-15.3%
Mountain Grove		2,174	2,089	2,243	4.1%	-6.9%
Ompah		534	500	748	6.8%	-33.2%
Parham		2,736	2,678	2,444	2.2%	9.6%
Pittsburgh	Adult	8,652	11,898	10,027	-27.3%	18.7%
	Junior	2,506	2,933	1,891	-14.6%	55.1%
Plevna		405	462	519	-12.3%	-11.0%
Sharbot Lake		2,895	2,305	1,633	25.6%	41.2%
Storrington		3,593	2,888	2,424	24.4%	19.1%
Sydenham		8,763	8,641	12,691	1.4%	-31.9%
Wolfe Island		4,060	3,797	3,960	6.9%	-4.1%
Total		182,018	192,163	195,351	-5.3%	-1.6%
Urban Adult		124,315	133,667	133,771	-7.0%	-0.1%
Urban Junior		21,630	24,704	25,640	-12.4%	-3.7%
Total Urban		145,945	158,371	159,411	-7.8%	-0.7%
Total Rural		36,073	33,792	35,940	6.8%	-6.0%
Total		182,018	192,163	195,351	-5.3%	-1.6%

3 YEAR REPORT: REFERENCE DATABASE USE

Database	2006	2005	2004	% Change O6-O5	% Change O5-O4
A to Z	952	1,512	892	-37.0%	69.5%
Access Science	1,222	1,402	94	-12.8%	1391.5%
Ancestry	532	937	1,007	-43.2%	-7.0%
E-Library:	6,104	8,238	3,733	-25.9%	120.7%
Ebsco	6,577	10,802	4,670	-39.1%	131.3%
Gale	2,320	1,581	988	46.7%	60.0%
NextReads	1,727				
Proquest:	15,233	14,571	13,797	4.5%	104.7%
TOTAL	34,667	39,043	38,978	-11.2%	35.2%

3 YEAR REPORT: ASK A LIBRARIAN STATISTICS

	2006	2005	2004	% Change O6-O5	% Change O5-O4
From Within Region	355	439			
From Outside of Region	120	115			
TOTAL	475	554	435	-14.3%	27.4%
Catalogue/Holdings	187	69			
Quick Reference	44	72			
Research	219	207			
Genealogy	25	206			
TOTAL	475	554	435	-14.3%	27.4%

4 YEAR REPORT: CIRCULATION BY BRANCH

		2006	2005	2004	2003	06 vs 05 % Change	05 vs 04 % Change	04 vs 03 % Change
Arden		5,838	7,044	7,175	6,369	-17.1%	-1.8%	12.7%
Calvin		101,581	102,113	103,145	96,826	-0.5%	-1.0%	6.5%
Central		403,882	426,341	462,715	475,206	-5.3%	-7.9%	-2.6%
Cloyne		11,018	11,757	10,909	12,491	-6.3%	7.8%	-12.7%
Hartington		13,336	12,766	14,073	13,057	4.5%	-9.3%	7.8%
Howe Island		5,562	4,548	4,631	4,395	22.3%	-1.8%	5.4%
Isabel Turner		314,993	314,859	316,804	294,726	0.0%	-0.6%	7.5%
Kingscourt		33,713	32,578	38,425	36,863	3.5%	-15.2%	4.2%
Mountain Grove		4,603	5,822	6,174	6,206	-20.9%	-5.7%	-0.5%
Ompah		1,535	1,905	2,103	1,918	-19.4%	-9.4%	9.6%
Parham		6,489	6,582	5,834	5,093	-1.4%	12.8%	14.5%
Pittsburgh		60,521	57,442	57,889	52,889	5.4%	-0.8%	9.5%
Plevna		1,458	1,726	1,615	1,678	-15.5%	6.9%	-3.8%
Sharbot Lake		21,416	22,447	21,444	19,042	-4.6%	4.7%	12.6%
Storrington		11,981	10,653	12,099	12,387	12.5%	-12.0%	-2.3%
Sydenham		41,354	39,208	40,953	41,015	5.5%	-4.3%	-0.2%
Wolfe Island		12,529	12,630	12,007	12,070	-0.8%	5.2%	-0.5%
GeoWeb		144,136	126,930	124,799	88,180	13.6%	1.7%	41.5%
	Adult	97,839	87,720	87,613	63,408	11.5%	0.1%	38.2%
	Junior	42,454	36,183	35,169	24,663	17.3%	2.9%	42.6%
	Youth	3,843	3,027	2,020	782	27.0%	49.9%	158.3%
TOTAL	Adult	842,164	853,127	882,580	845,962	-1.3%	-3.3%	4.3%
	Junior	323,800	319,739	342,267	321,747	1.3%	-6.6%	6.4%
	Youth	29,981	24,075	17,949	11,025	24.5%	34.1%	62.8%
TOTAL		1,195,945	1,197,351	1,242,794	1,179,715	-0.1%	-3.7%	5.3%
Total Urban		914,690	933,333	978,978	956,510	-2.0%	-4.7%	2.3%
Total Rural		137,119	137,088	139,017	135,025	0.0%	-1.4%	3.0%
GeoWeb		144,136	126,930	124,799	88,180	13.6%	1.7%	41.5%
TOTAL		1,195,945	1,197,351	1,242,794	1,179,715	-0.1%	-3.7%	5.3%