

KINGSTON FRONTENAC LIBRARY BOARD – 2008

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FINANCES
STATEMENT OF REVENUE AND EXPENDITURE
2008
(UNAUDITED)

REVENUE

City of Kingston Contribution	\$4,938,726
County of Frontenac Contribution	628,009
Province of Ontario	347,138
Other Revenue	
Room Rentals, Fines, Photocopier	170,205
Sundry	50,500
Contribution from Reserve	62,570
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	\$6,197,148

EXPENDITURES

Salaries, Wages and Benefits	\$4,344,906
Library Materials	723,913
Supplies and Database Maintenance	169,492
Building Maintenance, Equipment and Contracts	393,772
Utilities (including Telephone)	288,624
Miscellaneous Operating Expenses	172,610
Debt Financing	183,831
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	\$6,277,148
Balance as of December 2008 (unaudited)	
Surplus/ (Deficit)	<hr/>
	(80,000)
	<hr/>
	\$6,197,148

2008 REPORT TO THE COMMUNITY

This Report is presented to the residents of the City of Kingston and the County of Frontenac, to the Mayor and members of the Council of the City of Kingston, and the Mayors and members of the Council of the County of Frontenac.

The Annual Report is an opportunity for the Library to celebrate its successes and to communicate the progress made over the past year.

Change / 'chanj / *intransitive verb*: to undergo an alteration: REGENERATE;
transitive verb: to modify: TRANSFORM;
noun : coins of a small denomination: ECONOMY

The theme of this year's annual report, *change @ your library*, recognizes how in 2008 change affected all of us – the Library, our patrons and the world at large.

KFPL *regenerated* in many ways in this the tenth year since amalgamation. Using slat walls and display shelving, we introduced new methods of highlighting popular collections in order to make them easily accessible and appealing.

We installed new service desks at the Arden, Cloyne, Hartington, Howe Island, Mountain Grove, Parham, Sharbot Lake and Sydenham branches and started planning for alterations at the Cloyne, Ompah, Plevna, Storrington and Wolfe Island branches.

We held the groundbreaking ceremony for the new Calvin Park branch on April 22 and opened the existing branch an additional day each week, and we completed the refurbishing of the Isabel Turner branch and opened that branch additional hours on Thursday evenings.

Library staff and board members regenerated themselves at library workshops and conferences, including the Ontario Library Association (OLA) Super Conference, the Canadian Library Association (CLA) Conference, and the International Federation of Library Associations (IFLA) Conference held in Québec City in August, an event which was opened by the Governor General, the right Honourable Michaëlle Jean. The Board also negotiated a new three-year collective agreement for library staff represented by CUPE Local 2202.

In December the Library Board approved a new Strategic Plan, *kfpl VISION 2012*. The Plan identifies six strategic directions which will direct the Library's progress and regeneration over the next four years, to:

1. Advance library service and programs through innovation;
2. Increase scope, marketing and accessibility of collections in all formats;
3. Recruit, develop and sustain a highly skilled, competent and flexible workforce;
4. Provide a welcoming community commons through our physical and virtual spaces;
5. Enhance awareness of the library in the community; and
6. Secure funding for current and improved services and facilities.

As a catalyst for change, libraries *transform* us by opening the door to life-changing books and materials and by providing access to the world beyond our communities.

In 2008 you celebrated that world of reading at Kingston Reads and during Kingston Writersfest, the weekend-long event featuring author readings and writing workshops.

You mastered the world of online databases and the mysteries of Excel with the help of Tech Tutors. You learned about library events and the Book-of-the-Week on the new electronic notice board at the Isabel Turner branch, and you placed holds on those books in record numbers.

You shared your comments on the books and materials you enjoyed, using the collaborative capabilities of the new library system Vubis Smart, and you were stimulated by the numerous Book Club Sets generously funded by the Friends of the Library.

You participated in Children's programming, including Family Literacy Week in January, Get Your Game On during March Break, and LOL (Laugh Out Loud), TD's Summer Reading Club, all of which encouraged children to use the library and discover its riches. You participated in Teen Advisory Groups (TAG) and helped found a new TAG at the Sydenham branch.

And you borrowed over 1,179,600 items and asked over 165,000 questions, in person, by phone, and virtually, using instant messaging (IM), Ask a Librarian, and AskOn.

This year's theme, *change @ your library*, also serves as a reminder that in times of *economic* hardship there is still one place where you can tap into a host of free services, from books to Internet access to entertainment to programming and events. As the world continues to experience an economic downturn, the Library continues to provide valuable free tools and resources to help us through this time of uncertainty.

You can prepare for your job interview, pick a book on CD to play in your car, read a copy of The Whig-Standard from 1845, borrow an energy meter, download an audio-book to your iPod, or enjoy Family Storytime, all for FREE at your library.

Your library is a bargain. The average cost to you the taxpayer for access to this wide range of public-library resources is \$38 a year, about the cost of one hardcover book.

We are also appreciative of those things that didn't change during 2008, including the ongoing support of the Friends of the Library. In addition to their annual contributions in support of library gardens, summer programming and teen spaces, they have also pledged \$75,000 over four years to the Calvin Park Building Campaign. We are extremely gratified by their generosity.

Over 70 volunteers continued to aid the library in diverse ways, from delivering books to shut-ins, to tuning the piano, to maintaining the flower gardens, and we thank them all for their time and dedication. Our partnerships, including those with Kingston Literacy, Queen's Archives, the school boards, the Boys and Girls Club and the Rotary Club, continued to grow and flourish.

Of course, there would be no *transformation* or *regeneration* @ your library 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 acknowledged the benefit of the library system to their constituents by passing the library budget as presented to them.

Our successes over the past year reflect the talent and hard work of our dedicated staff. The managers' reports that follow present in detail the collective efforts that ensure excellent library services for our citizens.

Respectfully submitted,

Deborah Defoe,
Chief Librarian, Chief Executive Officer

Adult Services: A Year in Transition

Change is a constant in our lives, but 2008 was a year of major transition in Adult Services at KFPL, with major staffing changes and the introduction of Vubis (our new integrated library system) and of Radio Frequency Identification (RFID) for self-service checkout. The past year also featured renovations and the introduction of a sorting system at Isabel Turner, a successful new gaming launch, an expanded Writersfest, and, at year's end, the introduction of the library's new Strategic Plan.

Staff in Transition

We reluctantly bade farewell to Heather Martyn, Reference Services Librarian, who moved to New Haven, Connecticut, and Anthony Petryk, Virtual Services Librarian, who moved to Ottawa and a job at Carleton University. Jo Stanbridge went on an 8-month leave of absence to take advantage of a Canada Council grant to write a young adult book on women aviators. Playing musical librarians, Deanna MacDonald was seconded to Central to fill Jo's position, Laura (Pallister) Carter took on branch responsibilities at Isabel Turner for Deanna, and we welcomed Alice Robinette-Woods into Laura's training role in advance of her move into the permanent vacancy created by Heather's resignation. We were also pleased to have Hugh Burkhart, on a student placement from the University of Western Ontario, assisting in reference and working with Laura in training.

Collections in Transition

The continued strength of the Canadian dollar allowed for greater purchasing power through much of 2008. While popular collections have expanded, collections of print reference and government documents continue to shrink. Publishers are also warning that they expect to discontinue producing print catalogues of new books, a measure which will dramatically affect the way in which we select materials in the future. One of the newer selection methods is the use of automatic release plans (ARP), which we have been using for the purchase of our French materials. In 2008, we initiated an ARP for paperbacks as well. Publishers have also predicted the end of multi-volume reference works. We will largely be acquiring those electronically in future and have already begun to do so through participation in the CELPLO consortium, which has made them more widely available to our borrowing public. Government publishing is now charging for office consolidations of statutes, and since these are now available free online we will no longer be acquiring them.

Information-seeking habits have changed since Google and Wikipedia have altered the information-seeking landscape. Even in this recessionary climate, job-seeking is done mostly online. Therefore we have re-integrated our career materials into the general circulating and reference collections.

We continued to build our electronic database resources, this year acquiring the following new Ebsco products: the Green File, an environmental database; the Auto Repair Centre, to replace the multi-volume print repair manuals; and NoveList Plus, which offers expanded coverage of literary resources. We have also added Career Cruising, as well as NewspaperDirect PressDisplay, a database which provides full-text access to hundreds of international newspapers, and, finally, we have re-established remote access to the online version of The Whig-Standard through Newscan. While circulation statistics are slightly down, use of our Internet computers and our online database products demonstrates an increased demand for technology. We recorded 71,973 online database and e-reference searches in 2008, up about 38 percent from the previous year.

Videotape and audiotape are on their way out, although they have not quite left the building. As fewer and fewer members of our public still own equipment on which to play these formats and as replacements for worn-out tapes are now less available from producers, we have drastically reduced the size of the collections and have marginalized them in our libraries. Music on cassette has now been completely weeded out.

The success of our Book Club Sets and our library displays continue. Book Club Sets circulated 252 times in the past year, and many appreciative book clubs have donated sets back to the library in gratitude. Among the many satisfied comments we received was this one: "Our book club . . . said (again) how much they love, love, love the book club sets and how wonderful you are in every way." And what better way to keep up with our changing world than through the delightful, ingenious, and thought-provoking displays produced by Nancy Jones, Heather Martyn, Alice Robinette-Woods and numerous others throughout our branches? This year's memorable display topics included killer plagues; microhistory; eco-pessimism/techno-optimism; the Beijing Olympics; and WhatisStephenHarperReading (featuring the books sent to Harper by Yann Martel).

New display shelving was added at Isabel Turner this year. A six-bay "power-wall" was installed across from the information desk, and two low gondola units were also positioned in this area. A large new DVD display unit was added. Patrons have been very complimentary about the new displays; some have remarked that they are able to get all their reading here without venturing further into the collection. Although it might mean that browsing in the stacks decreases, these displays do provide a means of locating material that clearly works well for patrons.

One of the most positive changes made at Isabel Turner this year was the move to provide "floater" staff to stock displays and assist patrons out on the floor. This measure was essential when the sorter was installed a year ago last November, and it has continued to be enormously helpful in getting patrons used to using the self-service options we now have. Working as "floaters" has also given us the opportunity to talk to patrons that we may have missed in the past. Having a staff presence on the floor has made us less intimidating and more accessible than ever.

Transformative Technologies

Anthony led KFPL's participation in the provincial virtual reference initiative called AskOn. Initially, 11 libraries joined the consortial venture to answer questions online through instant messaging (IM) software. By year's end, the project had passed the pilot phase and moved on to include a number of additional libraries. At the same time, we introduced our own IM reference service and, later in the year, moved to Meebo as our IM platform.

Anthony, alongside Laura, Kimberly Sutherland Mills and others, also helped to launch the library's gaming initiative. A Library Strategic Development Fund grant from the province, and partnerships with the Boys & Girls Club and the Kingston Seniors Association, helped us launch a gaming collection and introduce it with much hoopla, along with visits from Ministry representatives and a ribbon-cutting ceremony by MPP John Gerretsen. Post-launch, Laura, David Smith, and others have taken gaming out into the community, hosting events for the public in arenas and in the Seniors Centre.

Anthony also piloted the AllSearch feature of our webcat, allowing patrons simultaneously to search our Online Public Access Catalogue (OPAC) as well as web links to sources like Amazon and our online databases. We eagerly look forward to the public embracing this useful new feature.

Training and Programming in Transition

This was also a transitional year in training, as staff were on the move, while new library initiatives necessitated a major training effort. Laura, assisted by Hugh, put staff through their paces as they learned how to navigate through the new Integrated Library System (ILS), Vubis. Staff also were trained on RFID, and on the sortation and customer self-checkout systems. Ruth Barefoot paid us a couple of visits from California to talk about the "San Jose Way" of providing excellent customer service and promoting collections to maximize appeal and grow circulation. Laura, Anthony and Alice did staff workshops on IM reference through our own web application and also through AskOn. Staff and Board members toured Ancaster, Trenton and Markham public libraries to check out trends in new buildings in anticipation of the forthcoming new Calvin Park building project.

Hugh was the first to pilot the use of Camtasia for training, creating a couple of short video presentations on the use of Vubis and on using "My account" features. We hope to expand on training this way.

In addition to the many teleconferences and webinars staff attended, on topics like technology competencies and V-Insight through the Education Institute, Patricia Enright and Barb Love attended the PLA (Public Library Association) conference in Minneapolis; Deborah, Patricia, Anthony and Laura attended the IFLA (International Federation of Library Associations) Conference in Quebec City. Many of us were also at OLA, CLA and the Ontario Library and Information Technology Association (OLITA) Digital Odyssey. KFPL staff and Board members were abundantly represented at the OLA Super Conference as OLA Board members and councillors (Laura, Bessie Sullivan, and Michael Vandenburg), session convenors (Michael, Barb, and Wilma Kenny) and session presenters (Bessie and Kimberly). Laura accompanied Lester Webb and Michael Vandenburg to the Vubis user's group meeting in Helena, Montana.

Our highly skilled and in-demand staff also performed as conference presenters: Bessie spoke on audiobooks for teens at OLA, and Laura served as a panelist at ALA's "Gaming, Learning and Libraries" symposium in Chicago. Laura, Heather, Nancy, Bessie and other KFPL staff presented sessions at the Ontario Library Technicians' conference at St. Lawrence College, on such topics as reader's advisory, blogging and RFID.

Adult Services staff have been actively networking within the Kingston community and in the library world beyond. Barb and Deanna served on Kingston Reads and Writersfest committees in partnership with Kingston Literacy and Indigo Books. Barb also served on Kingston Literacy's Spelling Bee committee and on OLA's Evergreen Award Committee. Nancy is on the Board of Kingston Literacy. Heather joined numerous Kingston Facebook groups, promoting library services and resources. Outside Kingston, we were well represented within OLA, as Laura served on OPLA (Ontario Public Library Association) Council and Bessie assumed its vice-presidency.

We also had 24 staff members actively participate in Canucks Run Amok, a challenge issued by Hamilton Public Library to libraries across the country to get fit. Led by Heather with enthusiasm and spirited encouragement, we walked, ran, and sprinted on sidewalks and treadmills the distance equivalent to a trek from the Atlantic coast to the Pacific. We tied for first place with Westmount Public Library to reach the finish line but lost the run-off race (from Vancouver to Edmonton and back) to come in second over all – a proud accomplishment all the same.

Following OLA's "RA in a Day", Nancy, Alice, Bessie and Rachael Attewell formed a Reader's Advisory (RA) Committee and started up a "Book of the Week" (BOTW) feature, both on the KFPL website and as a PowerPoint slide for our electronic notice board. This has proved wildly successful, as reservations for the BOTW go up dramatically for each featured title. Another thrilling program event was the appearance of Don Cherry at Central during the filming of an episode of CBC's "Who Do You Think You Are?", as he researched his grandfather with the able assistance of Jo Stanbridge. Jo also received a mention in a book called *Well-Behaved Women Seldom Make History*, for the research assistance she provided to its author, Laurel Thatcher Ulrich.

Kingston Reads and Writersfest were the big-ticket events of this year's "The Word Is Out @ your library" celebration. Partnering with Kingston Literacy and Indigo Books, Kingston Reads used well-known community "champions" (among them, our own Board member, Councillor Vicki Schmolka) to advocate on behalf of the 10 books selected for OLA's Evergreen Award. We had a wonderful turnout for the Battle of the Books event, in which the champions each made a case for their chosen book. Ultimately, Christie Blatchford's *Fifteen Days*, championed by Shauna Cunningham of CFLY radio, won. Christie turned up at Indigo Books in November to receive her award and give a talk. Writersfest was a weekend-long event which featured author readings and writing workshops. We had satisfying turnouts for events featuring Helen Humphreys, Brian McKillop and David Adams Richards. We also had a number of people out for writing workshops with Marilyn Simonds and Wayne Grady. A somewhat smaller crowd turned out for our "Local Heroes" event, which featured some of our excellent but lesser-known local authors.

Greening the Library

While the new Calvin Park library is being built as a green library, aiming to meet at least the Silver level for Leadership in Energy and Environmental Design (LEED) certification, efforts have been made throughout the library system to green our practices. Both Anthony and Meredith Westcott suggested a change to our holds wrappers whereby we only use the small hold slips generated by the receipt printers for wrapping holds, thereby saving an enormous quantity of paper. We also participated in the global Earth Hour, turning out lights and turning off computers to reduce energy use.

Finally, the Adult Services department at KFPL shines because of the dedication to public service, the imagination, the research skills and the care demonstrated by a small band of staff who show up each day to serve the public, recommend good reading, mount interesting displays, go out into the community with programs, select great material for our collections, serve those who are unable to get out to our branches, send all over the country for items not available in our library, and cheerfully answer thousands of questions that arrive in person, over the phone and online each and every day. A big debt of gratitude to all the staff who work tirelessly in KFPL's Adult Services.

Barbara Love
Manager, Adult Services

Transitions in Children's, Teens and Rural Services

2008 was a year of change and transition. The implementation of RFID, self-checkout, and training in displaying and promoting our collections in the San Jose Way transformed how we delivered services and programs in a number of our branches.

Children's Services

Highlights

- In August, KFPL launched its new gaming collection. The collection and hardware were funded by a Library Strategic Directions grant from the Ministry of Culture. Children and teens are very excited about the video games available for loan. We are pleased to offer after-school gaming programs to children and teens using a Wii gaming system.

Programming

- Over the course of the year, **18,907** children, teens and adults participated in **638** programs offered by Children's and Teen Services staff across the system.
- In January, Bill Caskey organized *Stop, Drop, and Read* to celebrate Family Literacy Day.
- March Break programming included *Live @ the Library* performances, Puppet Idol, and a number of games, crafts, and programs to fit the *Get Your Game On* theme.
- The TD Summer Reading Club, structured around a *LOL* (Laugh Out Loud) theme, succeeded in attracting many children throughout the system to read for the fun of it, and to discover the wide range of humorous books at the library branches.
- Children's staff developed and delivered numerous programs, including puppet shows and stories in the park.
- With funding from the federal government's Canada Summer Jobs program and the Rotary Club of Kingston, the *Read On* program was able to hire two literacy tutors to assist children reading below grade level.
- The Friends of the Library provided funding for another year of *Live @ the Library* programs. The Barefoot Players, Jake Differ, the Young Company and Matt Ellerbeck (turtle conservationist) presented programs at branches throughout the system.
- The fall saw the return of KFPL's *Library Card in Every Hand* program, which focused on getting library cards to every Grade One student in the Limestone and Algonquin Catholic school boards. The program is a partnership with the Rotary Club of Kingston.
- In November, the children's department celebrated TD Canadian Children's Book Week. At Sarah Balint's suggestion, the Family Storytimes at the Central and Isabel Turner branches offered an opportunity for participants to vote on their favourite Canadian book from a list chosen by the children's staff.
- Let it Snow programs offered stories, poetry, music and movement with a festive winter theme at three branches of the library.
- In December, children enjoyed Festive Family Storytimes at the Central and Isabel Turner branches.

Teen Services

Programming

- Teen Advisory Groups helped plan and assist with a number of programs and initiatives in 2008. This summer, a series called *Loud @ the Library* began, and it featured concerts by local bands made up of teens from our communities. The *Loud @ the Library* events were well received by teens.
- Teen Advisory Groups were run at the Central, Calvin Park, Kingscourt, and Isabel Turner branches this year. Membership at Isabel Turner has increased from previous years.
- Highlights in teen services this fall included gaming programs, *Loud @ the Library*, participation in the Santa Claus Parade, gardening at the Kingscourt branch and lots of brainstorming at meetings for initiatives to pursue in 2009.
- KFPL also offered a teen reading club for the first time in 2008; the program, *I Liked the Book Better*, was originally developed by the British Columbia Library Association and provincial library service. The club offered online chats with teen authors, including Polly Horvath, Martha Books and Susan Juby.

Outreach

- Sarah Sorensen visited La Salle Secondary School in September and reached nearly 150 high-school students, delivering a presentation on services offered at KFPL for teens.
- Meredith Westcott participated in a Family Literacy Day fundraising storytime at Kimmie's Kitchen.
- Marilyn Ottenhof, Brenda MacDonald, and Mary Cameron reached hundreds of children during the month of October with their travelling puppet shows! As always, these shows were delightfully received.

Staffing

- Kimberly Sutherland Mills left on a year-long sabbatical in late August. Bill Caskey remained in his position as Early Years Librarian. Sarah Sorensen was hired temporarily to take on the majority of Kimberly's responsibilities for the year.
- In October, Bill Caskey left the department, when he accepted a position with the Children's Department at Kalamazoo Public Library in Michigan. We wish him all the best in his new position.
- Sarah Sorensen became a permanent member of the department in late October, when she moved into the vacated Early Years Librarian position. However, she will continue to cover much of Kimberly's position until Kimberly's return. Patricia Enright, Manager of Children's and Teen Services, will cover most responsibilities associated with the Early Years Librarian position.
- In December, Laurie Mustard moved to Isabel Turner with Kathy Cousineau to do programming for the branch. Sarah Balint returned from Isabel Turner to Central. Emma Bell will be taking over Laurie Mustard's programming duties at the Pittsburgh and Calvin Park branches.
- Meredith Westcott and Beth Goldring remain in their positions at Calvin Park, Kingscourt, and Sydenham, and we salute their consistent and reliable program delivery.

Professional Development

- Kimberly Sutherland Mills, Bill Caskey, Brenda MacDonald and Marilyn Ottenhof attended the Ontario Library Association Super Conference in February.
- Patricia Enright attended the Public Library Association conference in March.
- Staff members attended the All Staff Day in June. The children's/teen staff participated in a training session with a local musician and teacher.
- Patricia Enright attended the International Federation of Library Associations conference in Quebec City in August.
- In October Sarah Sorensen attended a SOLS (Southern Ontario Library Service) workshop on incorporating music with storytime programs for young children.

Spaces

- The physical space of the Children's and Teen Services department at Central was reorganized to minimize staff space on the floor and to create a space for school-aged patrons. Thanks to funding from the Friends of the Library, furniture was purchased in the following months, and there is now a cozy space for this age group to enjoy.
- In June, KFPL staff members received training in the *San Jose Way* from Ruth Barefoot, a librarian from the San Jose Public Library. The Children's and Teen Services department began to implement changes which have included: face-out collection displays, minimization of signs and posters, de-cluttering of public spaces, and the arrival of express checkout stations (allowing patrons to check out their own materials and to view items on their accounts from a touch-screen standup station). Ruth Barefoot returned to visit KFPL in November and brought more advice and tips for creating a vibrant marketplace in the Children's and Teen Services department at Central. Though there are still minor glitches to work out with the department's two express checkout stations, they are being received positively by the majority of staff and patrons. Our younger patrons love checking out their own materials and showing their parents how to do it!

Rural Services

Highlights

- In 2008, a four-year plan to address facility and furniture/equipment needs was developed. In 2008, public services desks were installed at the following branches: Hartington, Sydenham, Mountain Grove, Parham and Sharbot Lake. The Howe Island desk was installed in February 2009. Several branches received new or repurposed shelving to replace aging units.
- The circulating stock function in Vubis was implemented in December, bringing rotations of fresh materials to the branches.
- The implementation of displaying and merchandising the collections using the *San Jose Way* met with mixed results in some of the branches. The changes that Chris Adams implemented have been well received at the Storrington branch and have led to an increase in the use of library materials.

Programming and Outreach

- Wolfe Island was the site of another successful Scene of the Crime festival in August. Three mystery authors visited the branch and donated books, as well as \$500 to purchase Canadian mystery books for all ages. Thanks to Sharon Hogan for hosting the visit.
- During the summer months, children and teens participated in the two reading clubs offered by KFPL. They also attended the programs and performances developed and delivered by children's and teen staff members, as well as those funded by the Friends of the Library as part of *the Live @ the Library* initiative.
- Patricia Enright participated in the County of Frontenac sustainability planning forum and is a member of the Quality of Life Task Force.

Staffing

- We welcomed Sharon Cross back to the Howe Island branch. Sharon replaced Katia Jacobs, who moved to the Isabel Turner branch.
- In July, Susan Stopford resigned from her position at the Sharbot Lake branch. We welcomed Sara Carpenter back to her former position. We wish Susan all the best in her new life.
- In September, Ann O'Malley accepted a temporary position with the Education Resource Centre at Queen's University. Nancy Moore-Carr was hired to replace Ann at the Sydenham branch during her leave.
- Shari Nieckar is working one shift per week temporarily at the Mountain Grove branch while Cindy Cox is on a leave.
- Rachael Attewell, Heidi Garrison, Janice Finkle, Ryan Desrosiers and Susan Laverty were hired as relief library assistants. Rachael accepted a temporary position in the Technical Services department, while Heidi accepted a position as an urban relief library assistant.

Professional Development

- Pam Harris attended the OLA Super Conference in February.
- Pam Harris and Beth Goldring attended the ARUPLO (Administrators of Rural-Urban Public Libraries of Ontario) training program held at the Kempenfelt Centre in September.
- Patricia Enright is secretary of ARUPLO for 2008-2009.
- Pam Harris and Patricia Enright attended *Economies in Transition: Leveraging Cultural Assets for Prosperity* in Brockville.
- Chris Adams, Beth Goldring, Nancy Moore-Carr, and Susan Stopford attended the *San Jose Way* workshops presented by Ruth Barefoot.
- Staff members participated in the All Staff Day training in June and received first aid training in the fall.

Thank you to Pam Harris and Sarah Sorensen for their comprehensive annual reports, which form the basis for this report.

Patricia Enright
Manager, Children's, Teen, and Rural Services

Change IT @ KFPL Systems, Technical and Volunteer Services

Change is something that our group often welcomes and sometimes causes, but after some major implementation in the last few years, 2008 was earmarked as a year to consolidate.

Two major projects dominated the Systems and Technical Services group: the Vubis and RFID implementations. These changed the way we do many of our operational tasks throughout KFPL, with the hope that with improved productivity we could extend the services we offer.

Personnel

I would like to thank the great staff in Systems, Technical Services, Serials and Volunteer Services for making 2008 another great year.

In 2008, it seemed that half of the team had some job change that put them into new assignments; these changes, while positive in many ways, had an impact on our overall productivity.

At the end of 2008, Katie Legere took a full-time job in programming at Queen's University. At KFPL, she was critical to our success with our virtual services, our intranet and our move into open source. Katie will be deeply missed.

David Smith has taken on application development, and John Baldwin is taking on the support role.

Debbie Van Luven spent her first year as the Acquisitions Technician, conquering both the job and the many changes resulting from Vubis. Lori O'Connor joined the TS group as a Technical Services Library Assistant.

Amy Rundle was on a leave of absence, and Lori O'Connor and Rachael Attewell took over in publicity and Web services, with increased responsibility for supporting the fund raising for the Calvin Park branch.

Integrated Library System (ILS) and Web Catalogue

This was a significant change for staff and our patrons. We had been using the old system for about 14 years and were very comfortable with it. As well, our technical staff were very savvy about supporting the old system, so we have also had a steep learning curve.

The old system was at the end of its life and required that we change to take advantage of some of the features that a more modern system offered. It is safe to say that there are some things we miss from the system, but we are beginning to feel comfortable with Vubis.

Vubis has allowed us to add many of the social networking features that new systems are developing, as well as better reporting and the ability to do global changes.

We added the Infor reporting tool, which provides strategic information quickly and whose graphic presentation makes it quite meaningful. We will focus on implementing some of the additional features with Vubis Web, such as the alerting services, in 2009.

In February we started to use the Vubis system and its Web catalogue. There are new features with this catalogue, such as rate and review services, improved hold placement for serial titles, and additional email services.

Radio Frequency Identification (RFID)

All branches used RFID in 2008, and we have started to see many of the benefits we had hoped. Patrons are taking advantage of the self-service features, using Express Checkout over 60 percent of the time at some of our larger branches.

We installed a sorting system at the Isabel Turner branch, and most items are returned through the sorter, so that there is less repetitive handling of the materials by staff.

Staff have reported improvements in their health that can be in part attributed to RFID and we have opened Isabel Turner and Calvin more hours without increasing the overall staff complement.

In 2009 we expect to implement the inventory module of the RFID.

Digital Projects

In 2008, KFPL supported a grant proposal made by the Queen's University Archives that resulted in \$250,000 in funding for digitization. This grant is being used to publish six alternative online tours of Kingston. The tours explore Black History, Jewish History, Chinese History, Gay and Lesbian History, Prisoners' History, and French History in Kingston, all based on original research done in 2006. Funding for the project was announced in the summer of 2008, and work began in the fall.

KFPL has played an advisory role in the online project and Michael Vandenburg will manage the digitization component. Three digitization technicians have been hired, and the work will be completed in the summer of 2009.

KFPL, Toronto Public Library and Hamilton Public Library completed a project called the Ontario Time Machine (OTM) <http://www.ontariotimemachine.com/>. KPFL was pleased to be included in this wonderful project. The team of libraries won the 2008 Minister's Award for Innovation from the Ontario Ministry of Culture, an Ontario Public Library Service Award.

Publicity and Marketing

In the Publicity and Marketing area we contributed to many of the Library's activities by promoting our services and collections. 2008 included the launch of our Gaming Initiative, the new Calvin Park branch and The Word Is Out (TWIO).

In 2008 we added an electronic notice board at Isabel Turner to promote events, good books and Library services.

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, and their contribution enables us to continue offering this high-quality publication.

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 and Newswatch @ 5:30 promoted some of our events, like 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 Whig-Standard, Profile Kingston, The Kingston Heritage / the Frontenac Gazette, The Frontenac News, CKLC/CFLY, CFFX/CFMK, K-ROCK 105.7, CFRC-FM at Queen's University, CKWS-TV, Cogeco, the City of Kingston Communications Department, the Land O' Lakes Communications Network (LOLCN) NewsWeb, the Land O' Lakes Tourist Association, the Queen's Gazette, the Queen's Journal, CKVI (KCVI's high school radio station) and the Kingston Arts Council.

The Welcome Wagon continues to include our handouts and welcome flyers in their basket, promoting our services to new families. They added a representative who picks up at Pittsburgh branch.

Technical Services (TS) and Serials

The focus in TS in 2008 was Vubis, particularly on changing, evaluating and adapting our workflows to the new system.

We made a significant change in Acquisitions. We no longer enter the individual order details in the ILS, but rather rely on the records of our jobber, Library Services Centre (LSC), for tracking this information. This change has simplified our entry and receiving and has allowed staff to work on other projects.

Volunteers

Volunteers continue to make a valuable contribution to the library, and we continue to have more requests for volunteering than we can satisfy. For example, in 2008, volunteer drivers facilitated access to the Library's collections for housebound patrons. Puppet volunteers enhanced the Library's children's programs. Garden volunteers and plant waterers made the urban branches more welcoming to patrons. Long-time volunteer Paul Koktan contributed to the musical life of Kingston by continuing faithfully to tune the piano at Central.

We have noticed that the Teen Advisory Groups have attracted many of our younger volunteers and that some volunteers are benefitting from their experience with KFPL to improve their English language skills and general job skills.

The gardening volunteers helped win three blooms in the Communities in Bloom Kingston program for Central and helped restore the flower beds at our Pittsburgh branch.

Thanks to Anne Hall, who truly looks after our volunteers.

Connectivity and Outreach

We continue to investigate ways of improving connectivity in our branches. We increased the bandwidth at Central and Kingscourt. Cloyne, Arden, Mountain Grove and Ompah now have satellite Internet.

The Systems Group has taken over responsibility for the phone system and microfilm readers.

Lester continues to serve on the board of the Kingston Area Network (KANnet) consortium. He also serves on the Steering Committee for the Ontario Time Machine project.

Anne continues to represent KFPL at KAAAV (Kingston & Area Association for Administrators of Volunteers) and to sit on KAAAV's Education Committee and Executive. She assisted in the development of a website-based mentoring program and continued to maintain the association's website.

Scott Van Luven attended several training workshops in 2008, including the IT360 and the MISA security conference.

Michael Vandenburg is the current President of OLA's OLITA and is the past president of the Vubis Users Group. With OLITA he organized the 2008 Digital Odyssey on Accessibility.

Michael co-presented a session at the OLA Super Conference with Art Rhyno. The topic of the session was mashups, and Michael was able to demonstrate KFPL's use of mashups for our online Request for Purchase (RFP) form. He also presented a session for the Partnership's Education Institute, on Mashups in Libraries.

Michael was honoured to be invited to the Library 2.0 conference at the AMIGOS Congress in Mexico.

Lori O'Connor was one of the key organizers of the Ontario Association of Library Technicians Annual Conference at St. Lawrence College. It was a great conference, which she attended with Pat Bender, Catherine Case, Joanne Lalonde, Anna Monk, Christina Tracy, Debbie Van Luven, and Marianne Zikakis. Michael, Lester, Heather, and Nancy made presentations at the conference.

In May, Lester, Laura and Michael attended the Geac Library Users Group meeting in Helena, Montana, helping to coordinate software enhancement requests by all North American users of Vubis. Lester and Michael attended the Access 2008 conference in Hamilton.

Desktops and Infrastructure

In 2008, we replaced 45 of our public and staff work stations. We replaced many of our printers and UPS (uninterruptible power supply) systems and added a Storage Area Network (SAN) storage device.

We have added several laptops to our roster, including several mini-laptops, to assist in troubleshooting our wireless networks.

We have replaced our fee-for-service WiFi with an in-house version at Isabel Turner and Central.

We are migrating our self-service printing to LPTOne. This software will give us some additional functionality for fine payments, etc.

2009 and Beyond

2008 was intended to be a year of consolidation, and in many ways it was.

Early 2009 will be a time of consolidation and reflection as we plan our strategic directions for the coming years.

However, our Virtual and Web services will continue to be a key area for us as we continue to find ways to improve access to our collections and services.

Digital Kingston will also be a focus as we begin new digital projects.

Lester Webb
Manager, Systems and Technical Services

Getting Organized in 2008 in Facilities Services

Facilities provide to the library system the backroom type services, by providing clean, safe and comfortable facilities. In addition to the custodial and maintenance services, Facilities provides courier service to move library material within the library system. Facilities also does the furniture installation and moves for the 17 branches, along with meeting room set-up and take-down services.

Staffing

The Maintenance Staff are led by Robert Kennedy, Maintenance Supervisor, and consist of five full-time Maintenance Assistants, one part-time and three relief. In 2008, John Baldwin, Maintenance Assistant, had an opportunity to be on a shared assignment between Facilities and Systems and Technical Services. Facilities added a second part-time assignment to backfill for the time he was working for Technical Services. Also, to provide better backup coverage in the spring, we added two relief positions.

All Maintenance staff received Asbestos Awareness training, and a number received First Aid Training. Once again, Robert and Doug attended the PM Expo, which offers informative, industry-related seminars. The trade show offers new products and potential supplier contacts which are beneficial to current and future facility operations.

Routine Maintenance & Janitorial

In 2008, steps were taken to get a better handle on routine maintenance by ensuring that preventive and seasonal maintenance was scheduled. Prior to the heating season, a water treatment system at Central was added, to reduce corrosion problems. Carpet cleaning was increased from once a year to spring and fall cleanings. Late in the year the paper/cleaning dispensers and products were changed over to a new system from Swish. The number of different products was reduced, the products are environmentally better, and the usage and loss were also reduced, resulting in cost savings. In July, the Building Automation System was replaced with an upgraded system to provide Web access control of key HVAC controls.

Inter-Branch Courier Services

There were approximately 22,294 blue box deliveries in 2008. With an average box weight of 25 pounds, they were handled an average of four times, with a total estimate of 2,229,400 pounds moved.

Furniture & Furniture Moves

New desks were custom-designed and made for five rural branches and were installed at Parham, Sharbot Lake, Hartington, Sydenham, and Mountain Grove. During the year, various new shelving was set up at Isabel Turner, Parham and Cloyne. New express checkouts were set up in Children's and at Isabel Turner.

Major Breakdowns

During the year there were a number of major maintenance and breakdown issues. In January the sewage pump at Isabel Turner required replacing. Also at Isabel Turner that month we had Hydro One test the electrical feed to the building. They found the voltage was too high and reduced it on the transformer. Since then, we have experienced fewer motor burnouts and have had reduced energy consumption. In January, and again in December, we had pinhole leaks in the parking area sprinkler system at Central, requiring repairs. One of the three boilers at Central had to be replaced in February. In April a bay window in the Children's area needed to be repaired, because it was leaking. It was at this time that work was done to replace Central's chiller barrel, in order to have the cooling system operational. We had a sewer back-up in May at Calvin Park that took a week to resolve. When the line was excavated, the sewer line was found to be entirely encased in concrete. In June the water standpipe was tested at Central and needed replacement. At Isabel Turner in July the pump in Turner's water cooling tower had a major leak, requiring it to be taken out and rebuilt. The boiler control panel broke down early in the heating season, requiring manual controls until it could be replaced.

Safety & Security

Steps were taken to reduce the problem with graffiti and vandalism. Security cameras were installed at the interior of Central and the exterior of both Central and Isabel Turner branches. In the spring, teens became a problem at Isabel Turner, and increased security patrols were added and appeared mostly to resolve the problem. In April the elevator emergency phone was installed and operational at Central. In March, Utilities Kingston provided their water testing reports. One tap in the staff room at Central appeared to have a reading near the acceptable limit. We had a full round of testing by an Environmental Consultant, and the water test results all came well within acceptable limits. However, a tap filter was installed in the staff room as an extra precaution. Early in the year, we received the Asbestos Condition Reports from the City for four of the five City libraries. For the most part, asbestos is not a major issue at the libraries; however, there were a few Type 2 concerns for which a qualified contractor was engaged, and the problems were removed or repaired. As part of the Asbestos Program, all Maintenance staff and members of the Health & Safety Committee received Asbestos Awareness training. More work was done regarding keypad locks at a number of branches, and all rural branches (except Storrington, whose lock is back-ordered) now have keypad access for staff. A keypad lock on the side door at Central also was installed. Plans in the new year will add Isabel Turner and Storrington to the list of branches with keypad locks.

Facility Projects

A new office was constructed in the lower floor at Isabel Turner. Work was done to demolish a wall and build a new office layout on the third floor at Central. The roof project at Central was tendered and awarded, with work to commence in March 2009. The City engaged consultants to prepare Building Condition Assessments, and Facilities provided support and information to the consultants. This type of support was also given to the City and to another energy consultant. Numerous attempts were made to get a contractor to do the front step replacement at Central, but the contractors were either too busy or did not want the work. This work will be deferred to 2009.

Doug Brown, CPM®
Manager, Facilities

Calvin Park Library Project

Calvin Park Project

With the long-awaited new Calvin Park branch nearing completion, staff and patrons are looking forward to moving into the new facility in the late spring of 2009. 2008 saw the official ground-breaking ceremony on April 22. Delays, including an unexpected mandated archaeological review, and a partial re-design to cope with rapidly rising commodity costs, delayed the start of construction until late June. Because the major part of the construction has been taking place during the winter, necessitating weather protection and heating, the construction schedule became more stretched out. The completed building, which is targeted to meet a minimum of LEED © Silver standard, promises to be one that the Library and City can be proud of.

With the appointment of Christina Ridgley as Budget/H.R. Analyst, and the passing of responsibility for other capital projects to the Facilities Manager, the re-organization of the Management group occasioned by my upcoming retirement was completed. I will continue as Project Manager for the Calvin Park project until the new branch opens to the public.

As a lifelong lover of libraries, it has been a privilege to be a member of the staff of the former Kingston Public Library and, for the last 11 years, of the amalgamated Kingston Frontenac Public Library. While it may be unfair to single out individuals from a fantastic staff, fellow managers, and super-supportive Boards, I do want to give special thanks to Chief Librarian/CEO Deborah Defoe, Administrative Assistant Mary Glenn, and Maintenance Supervisor Robert Kennedy. To the Administration office staff of the last 11 years: Judy McCarthy, Chris Ridgley, Yvonne Kane, Chris Cumberland, Lori O'Connor, and Vanessa Johnston, a special thank-you for being a group for which my title of "Manager" was redundant. It was a pleasure working with you.

John Feenstra
Project Manager, Calvin Park Building Project

Statistics

2008 ANNUAL LIBRARY USES

	TOTAL USES	CIRCULATION	REFERENCE QUERIES	PEOPLE ENTERING	INTERNET BOOKINGS	IN-LIBRARY USES	CHILDREN'S PROGRAM ATTENDANCE
ARDEN	16,788	6,443	3,292	3,200	453	3,400	
CALVIN PARK	258,705	107,353	19,990	80,650	35,162	15,550	
CENTRAL	912,231	351,636	53,235	295,050	110,182	102,128	
CLOYNE	28,022	10,417	3,934	3,400	571	9,700	
HARTINGTON	19,280	12,013	2,466	3,700	351	750	
HOWE ISLAND	13,409	3,707	1,568	1,400	84	6,650	
ISABEL TURNER	712,966	319,625	31,150	229,150	76,091	56,950	
KINGSCOURT	69,006	30,913	8,402	15,800	8,641	5,250	
MOUNTAIN GROVE	16,851	4,142	4,498	3,200	211	4,800	
OMPAH	5,276	2,905	817	450	54	1,050	
PARHAM	12,021	5,596	2,493	1,450	132	2,350	
PITTSBURGH	149,891	61,331	18,534	27,500	7,226	35,300	
SHARBOT LAKE	37,617	18,107	3,556	6,350	1,554	8,050	
STORRINGTON	40,009	11,826	3,243	4,350	390	20,200	
SYDENHAM	68,593	34,662	5,780	17,200	2,501	8,450	
WOLFE ISLAND	20,964	9,604	2,238	3,950	472	4,700	
SYSTEM-WIDE	261,353	189,380			71,973		18,208
GRAND TOTAL	2,642,982	1,179,660	165,196	696,800	316,048	285,278	18,208