

Annual Report 2009

information **enrichment** everyone



Kingston Frontenac Public Library

KINGSTON FRONTENAC LIBRARY BOARD 2009

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The commitment of each Board Trustee is greatly appreciated. A special thank-you is extended to Elizabeth Bowes, who served as the Chair of the Calvin Park Branch Building Committee from 2005 to 2009. Her direction and determination ensured that the project came in on time and on budget. Elizabeth resigned from the Board in December for personal reasons; we thank her for creating an extraordinary library and meeting place.

FINANCES

STATEMENT OF REVENUE AND EXPENDITURE

2009

(UNAUDITED)

REVENUE

City of Kingston Contribution	\$5,086,742
County of Frontenac Contribution	647,886
Province of Ontario	347,138
Other Revenue	
Room Rental, Fines, Photocopier	174,890
Sundry	43,850
Contribution from Reserve	<u>72,600</u>
	\$6,373,106

EXPENDITURES

Salaries, Wages and Benefits	\$4,447,343
Library Materials	733,960
Supplies and Database Maintenance	173,126
Building Maintenance, Equipment and Contracts	404,783
Utilities (including Telephone)	299,883
Miscellaneous Operating Expenses	172,610
Debt Financing	<u>166,310</u>
	\$6,373,106

Balance as of December 2009 (unaudited)

Surplus/ (Deficit)	<u>0</u>
	<u>\$6,373,106</u>

2009 REPORT TO THE COMMUNITY

This Report is presented to the residents of the City of Kingston and the County of Frontenac, and 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.

I think the health of our civilization, the depth of our awareness about the underpinnings of our culture and our concern for the future can all be tested by how well we support our libraries. ~Carl Sagan, *Cosmos*

Public libraries have long been regarded as a critical component of a democratic society. Now, as more communities develop Community Cultural Plans, public libraries are also being recognized as vital to sustaining the fabric of our cultural life. Libraries enrich the lives of our citizens by celebrating diversity, promoting learning, debate, and the exchange of ideas in the community, and by providing comfortable physical and virtual spaces in which to stimulate the imagination and to pursue cultural activities. In 2009 KFPL, with its 17 branches, offered our citizens many opportunities to develop their own cultural experiences and to be enriched and entertained by our collections, cultural programming, and digital resources.

One of our proudest achievements this year was the official opening of the Calvin Park Branch. Built to LEED® gold standards, the branch is a combination of striking architectural design, advanced technology, barrier-free accessibility, and sustainability. With a reading courtyard, a community space, and merchandised collections, the new branch exemplifies the best of library service and is a cultural landmark and a source of civic pride.

We were also pleased to partner with the Township of North Frontenac to refurbish one of our most northerly branches, in Cloyne, and to make preparations for the opening of a new facility in Plevna. These branches offer revitalized interiors and enhanced services that keep them relevant and connected to their users.

2009 was filled with new and creative services and collections: we offered programs for new mothers and for newcomers, we provided a book club for seniors at Fairmount Home, started a seniors' gaming program at the library, partnered with the City's *Movies in the Square* program, and introduced film nights at the Calvin Park Branch. As part of our expanded collections, we introduced OverDrive, a service that allows library patrons to download e-books, audiobooks, and now videos to their personal listening devices. Through community-based partnerships, we continued to offer additional value, such as museum passes, to library card holders. We featured heritage, art and cultural displays and made presentation space available to a variety of groups. Our meeting rooms provided a venue for everything from Scrabble clubs and Royal Conservatory of Music exams, to community meetings and book launches. We partnered with the Voices, Opportunities and Choices Employment Club (VOCEC) to provide the library café and with Queen's University to provide *Jazz at the Library*.

Because libraries are change agents for social and community development and are indispensable to a prosperous community, KFPL was identified as a stakeholder in the Kingston Community Cultural Policy Planning process. Library staff served on the boards and committees of the Ontario Arts Council, Kingston Literacy, Volunteer and Information Kingston (VIK), Kingston Immigration Partnership, and the Community Foundation of Greater Kingston. They were also active participants in Kingston WritersFest, the Grate Groan-Up Spelling Bee, and the Santa Claus Parade.

As with other public libraries throughout North America, the marked decline in the economy resulted in a sharp increase in library use as people turned to their public libraries for help with information on careers, employment and social support, as well as for free entertainment. Our patrons used our services **2.9 MILLION** times, the number of reference queries answered increased by 38 percent over last year, and we circulated 1.3 million items. The public library is a social equalizer in the community, particularly in relation to computers and the Internet, and this fact was amply demonstrated by the increased use of the computers at Cloyne, where total uses jumped from 500 in 2008 to 1,500 uses since June 2009, when three new computers with broadband connectivity were installed.

Our success is due in large measure to the support we receive from the community – from citizens and library users. We recognize the fine work done by our many volunteers. It is they who make deliveries to shut-ins, water our plants, straighten materials on our shelves, tune our pianos and serve on the library board. We thank them all for their untiring contribution of time and energy. We are also grateful for the generosity of the many donors to the Calvin Park Fundraising Campaign, in particular our major donors: the estate of William F. Casey, the Friends of Kingston Frontenac Public Library, the Anna & Edward C. Churchill Foundation, Diana Weatherall, Len Corcoran Excavating Ltd., the family of Arnold Maizen, and the Britton Smith Foundation.

We are very appreciative of the outstanding support of the City of Kingston and the County of Frontenac in helping to make our branches well-used community facilities. We are proud of our libraries as places where the community can come together to connect to each other and the world.

Finally, I thank our staff, who take pride in delivering professional, efficient library services. The theme of this year's report, Enrichment, comes from the Library's tagline, *Information, Enrichment, Everyone*. Our achievements in 2009 represent the work of many individuals. The reports that follow demonstrate how their dedication and hard work enrich our community.

Respectfully submitted,

Deborah Defoe
Chief Librarian, Chief Executive Officer

Adult Services Enrichment @ your library

Adult Services staff have been enriching our library community in many exciting ways this year, among them: opening a beautiful new branch library at Calvin Park, hosting gaming sessions, offering introductory computer training sessions for the mouse-shy, attending *Movies in the Square* with handouts listing movie and book tie-ins at the library, appearing as conference speakers, and running amok with other Canucks.

Enriching our Branches

It was “musical branch librarians” this year. Urban Branch Librarian Bessie Sullivan accepted a position as CEO of the Haliburton Regional Library System. Laura Carter replaced her in Urban Branches. Deanna MacDonald moved into the Reference and Government Documents position that had been vacant since Heather Martyn left for New Haven, and we were pleased to welcome Caitlin Fralick to replace Deanna at Isabel Turner.

Calvin Park

Calvin Park was the big story this year. We opened the doors on a gorgeous new building and have adopted many new library trends, such as merchandising the collection with multiple copies of hot new books and media, providing welcoming gathering spaces inside around our fireplace and outdoors in our beautiful sheltered reading garden, and in comfortable lounge chairs in many quiet nooks around the periphery of the building in areas suffused with natural light. For the first time, we are also offering after-hours service with lockers accessible from outside so that patrons have the option of picking up holds when the library is closed. The public have been coming through the doors in record numbers, and circulation has doubled over last year's figures.

There has been much neighbourly goodwill since our opening in September. During the holiday season, neighbours donated and decorated a Christmas tree and brought along some treats for the staff while they trimmed the tree. Then this beautiful setting provided the backdrop for an impromptu wedding, with staff acting as witnesses.

Central

While planning a major face-lift for the 33-year-old Central library, we began introducing more merchandising and display features by adding a new display shelving unit and stocking it full of attractive new books to enrich the customer experience. We also began to offer more self-service options, which will free staff up to roam the floor and be more available for assistance, discussion, and information.

Isabel Turner

Renovations continued at Turner, with a new children's staff office located right inside the children's department and attractive new display units, which are used for rotating thematic displays. These allow us to showcase "gold from the stacks." It is a constant source of gratification to branch librarian Caitlin Fralick when the display shelves are empty – the sign of success.

Enriching Outreach Services

Service to our shut-in patrons underwent some changes this year. After surveying the seniors' residences we were serving, it became clear that we were sending out large shipments of material that didn't necessarily reach their target.

Deposit service was abandoned in favour of extending individual service to seniors' home residents. Homes were also encouraged to take out corporate memberships, whereby a staff member from each home could select materials for their own residents. The transition has freed KFPL staff up to give more focused attention to their individual patrons and, for the most part, it has gone smoothly.

Jo Stanbridge returned from a writing sabbatical and transitioned into a new portfolio as local history and genealogy librarian while continuing to oversee Interlibrary Loan and Extension Services. In her new role, she produced a well-used local history checklist and revised the existing Family History checklist. Jo also dealt with many remote and visiting researchers looking for information on family or the Kingston area, including students from Queen's School of Urban and Regional Planning who were studying historic buildings of Kingston; a researcher from Vancouver looking into the farms and gardens that used to be on the grounds of the Kingston Psychiatric Hospital; and someone wanting information about Kingston musician Henry Tucker, who wrote a series of "Kingston Waltzes" that became internationally popular in the mid-1800s.

Anna Monk represented the library at the 104th birthday celebration of Gladys Lewis, a long-time shut-in patron who still avidly receives monthly book deliveries.

Enriching Reader Services

Reader's Advisory (RA) services got a shot in the arm this year, with the formation of a new staff committee (Nancy Jones, Alice Robinette-Woods, Elizabeth Goldman, Caitlin Fralick, Rachael Thomas, and Carol Vanderhelm) who have been keen on promoting reading in creative new ways. This group has been responsible for continuing to promote a "Book of the Week" feature displayed on our website and our in-house TV screens. These titles are catching the public imagination, as holds on all featured items are rising steadily. The RA group was also responsible for appearing at outdoor screenings of Movies in the Square, where they promoted thematic book and film tie-ins to the movies being screened.

The RA committee produced our first *Great Reads* list this year. This booklet, beautifully designed by Rachael Thomas, listed recent recommendations for great reading, indicating the books' genres and the formats in which they are available at KPFL (print, large type or audiobook). It has been a resounding success with the public; many patrons tell us that they select all their reading material from the list.

We jumped on the download bandwagon this year, contracting with OverDrive to provide our patrons with downloadable audiobooks and e-books, as well as downloads for mobile phones. From the outset, the service has proved very popular with patrons; statistics climb each month, having reached 2,440 checkouts over 6 months, with a record high of 561 loans in December.

Book club sets remain extremely popular with our local book groups. We now stock over 100 sets, and circulation rose by 15 percent this year. Many grateful book clubs have also donated sets back to us in appreciation.

Adult programming reached a high note in 2009, when Barb Love and Deanna MacDonald served on the Kingston WritersFest (KWF) planning Committee and Melanie Dugan and Barbara Bell volunteered their time to do likewise. WritersFest went from a small, meagerly funded event at the library to a very well endowed and well attended event at the Grand Theatre and the Holiday Inn. KFPL partnered with KWF to put on a spectacular weekend of cultural entertainment, with Margaret Atwood opening with a performance based on her novel, *The Year of the Flood*, and a stellar line-up of authors, including Anne Michaels, Kim Echlin, Michael Crummey, Mark Sinnett, Charlotte Gray and many more. The library's signature "Battle of the Books" took place with ten local celebrities championing Kingston Reads selections. Radio personality Shauna Cunningham scored a 'three-peat' with her selection of *Coventry* by local author Helen Humphreys, winning Kingston Reads.

Throughout the year, we offered other enriching adult programs such as a screening of *Paris 1919*, as the first public offering hosted by Laura Carter in the new Calvin Park. An author talk by Judy Wearing, featuring her book *Edison's Concrete Piano*, about failed inventions by famous inventors, took place at Central. Her entertaining talk, with accompanying video, described her family's attempt to build its own concrete piano and how that enhanced the instrument's sound. We were also pleased to welcome Anne deGrace, author of the Evergreen-nominated *Wind Tails*, who read from that novel as well as from a work in progress.

As usual, Nancy Jones and many other staff produced eye-popping, witty, and thought-provoking displays, among them: Food Politics (a tie-in with the library's Food for Fines initiative), Digital Detox Week, Eats Shoots and Leaves (vegetarianism), Alfresco (picnics and barbecues), One for the Road (audiobooks), Heavy Stuff (big fat reads), All in a Year (people's year-long projects), Public Health Alerts (flu season) and From the Basement Stacks (including a copy of 1957 *Hit Television Shows*, *Your Air Raid Shelter*, and *Someday We'll go to the Moon*). Nancy also provided book news updates through her popular Twitter feed.

Enriching Reference Service

The more we become a Google-dominated world, the less we rely on traditional reference sources and services. This year we have continued to downsize our print reference collections and to shift more funds into online resources. We continue to offer reference service in person but also field many inquiries through our Ask-A-Librarian link, through instant messaging, and through participation in the province-wide AskON and ONdemande services. In her new role as Reference Services Librarian, Deanna MacDonald has recruited a team of librarians to assist in delivering non-traditional reference. Some of the more interesting questions they dealt with over the year include: helping a woman with her relationships with men; researching a Kingston

ancestor who may have taught Sir John A. MacDonald at a local grammar school; and scientific research on the differences between thumb-sucking and pacifier use. As with print reference, government documents are also transitioning to electronic format for wider accessibility.

Staff Enrichment

Our staff members continue to play major roles in the life of the community and in the library world beyond our community. Among our many contributions: Nancy Jones continues to serve on the board of Kingston Literacy and has also been the library's representative in the Kingston Immigration Partnership, which looks at better ways to integrate new immigrants into the community. Deanna MacDonald and Barb Love serve on the Kingston WritersFest planning committee, and Barb is also on Kingston Literacy's Spelling Bee fundraising committee and on OLA's Evergreen Award committee. Deanna is the site coordinator for the AskON/ONDemande service. Laura Carter continues as the Eastern representative on the Ontario Public Library Association (OPLA) Council, with responsibility for the OPLA website and liaison to the Child and Youth Services Committee. Jo Stanbridge has joined the Ontario Genealogical Society, the Kingston Historical Society and the local history/ genealogy section of the International Federation of Library Associations.

Staff Training

Enriching staff through training and professional development is of critical importance in a knowledge organization. Alice Robinette-Woods moved into the training position this year and was capably assisted by many of our regular staff, as well as by co-op library placement students Jennifer Robertson, Aaron De Vries, and Kayleigh Felice. Throughout the year, Alice provided orientation and training for new staff members. Nancy Jones and Bessie Sullivan offered Reader's Advisory training to all library assistants and technicians. Alice kept staff learning about our online resources with a monthly database challenge, which introduced some of these products to staff and familiarized them with the wide variety of products available to our public. All staff participated in training on the new V-smart upgrade and on OverDrive. Many staff participated in First Aid training as well. We also offered staff training in customer service from Leslie Rose and in dealing with patrons with mental health difficulties from Murray Hillier.

Staff participated in conferences and workshops outside the library, including those of the Ontario Library Association (OLA) and the Canadian Library Association (CLA). Alice attended a session from the Professional Learning Centre on how customer satisfaction is measured. Jo Stanbridge attended the Ontario Library and Information Technology Association (OLITA) Digital Odyssey in Toronto. Caitlin Fralick and Eric Folsom attended "RA in a Day" in Toronto. Laura Carter was chosen to be one of twenty-four participants in the Northern Exposure to Leadership in Emerald Lake, B.C.

Enriching Others

Training was also provided to the public through our technology tutors (Rebecca Ryttersgaard, Lauren Junkin, Lorna Dumond) who were ably overseen by Alice Robinette-Woods, both individually and in group sessions like "Yikes - a Mouse!", an introductory computer course for adults. Outside the library, Laura Carter served as a tutor for Southern Ontario Library Service

(SOLS) Excel training in customer service training, and she and Alice traveled to Innisfil, Barrie and London to provide library staff training on Knowledge Ontario databases. Laura also took part in a gaming session with Anthony Petryk at last year's Ontario Library Association (OLA) conference.

Conclusion

Our staff work collaboratively to enrich our public in so many ways, but they especially excel in selecting materials that keep our patrons coming through our doors and discovering our treasures. Under the leadership of Emma Bell and Nancy Jones, they also work together to enrich each other, this year participating again in the cross-country Canucks Run Amok event, in which our team of 33 staffers took eight weeks to race the equivalent of the distance from the east coast to the west.

We also pay tribute to our dedicated, hard-working team of pages, who continue to enrich our public throughout our branches, making sure our collections are put back into place on the shelves, retrieving items from every corner of our libraries, guiding patrons around all sections of the stacks, suggesting topics for our displays and maintaining good order. We and the public would all be lost without them.

Circulation is up significantly across the system. While Central and Turner both experienced increases when Calvin Park was closed during the summer, it is quite clear that Calvin Park's beautiful, accessible and environmentally friendly new building has been attracting people in record numbers. We have also enriched the public with new download services and reached out through services like Twitter. The recession may be bringing people in to public libraries with its many free offerings, but our rich collections, wonderful staff and innovative service keep them coming back.

Barbara Love
Manager, Adult Services

Children's, Teen and Rural Services

Children's and Teen Services

Programming

- Over the course of the year, **750 programs** offered by Children's and Teen Services staff members attracted **10, 662 children, 638 teens, and 6, 462 adults.**
- March Break programming included Live at the Library performances with Gerry Mitchell, *Puppet Idol*, and a number of games, crafts, and programs to fit the *Catch the Reading Bug* theme.
- In April the department celebrated Poetry Month. Brenda MacDonald and Sarah Balint organized some great activities, including a magnet board for poetry writing in the Central Library's teen area and the distribution of well-loved poems to patrons.
- The TD Summer Reading Club, structured around a *Special Agent 009* theme, succeeded in attracting many children throughout the system to read for the fun of it and discover a wide range of mystery, spy, and detective books at the library branches. The summer also saw many well-attended Live at the Library performances and workshops, sponsored by the Friends of the Library.
- The fall saw the return of KFPL's *Library Card in Every Hand* program, which focuses on getting library cards to every Grade One student in the Limestone and District and Algonquin Lakeshore Catholic school boards. The program is a partnership with the Rotary Club of Kingston.
- 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

- Between January and September 2009, local teens organized and participated in a number of library events, including a Winter Coffeehouse, two *Loud at the Library* nights featuring local teen bands, March Break's *Puppet Idol*, and the annual Kingston Literacy Spelling Bee. Teens also participated in gaming programs, where they got to try their hand at a number of popular Wii games using library equipment and space.
- During July and August, local teens took part in the online nation-wide *Teen Reading Club*.
- The Teen Advisory Groups that ran at the Central, Isabel Turner, and Kingscourt branches wrapped up their year with end-of-year parties in May and June.
- In October, members of the Teen Advisory Group at Kingscourt decorated and carved pumpkins donated by Fruition Farms.
- In November the teens participated for the third year in the Kingston Santa Claus Parade. The teens painted and decorated their float, *Visions of Sugar Plums*, and walked the parade route. Special thanks go to Shelagh Quigley, who created the candies and cupcakes out of wood, constructed the float on her landscape trailer and once again drove the KFPL van in the parade.

Outreach

- In February Marilyn Ottenhof once again organized the Food for Fines program. Patrons contributed 20,000 pounds of food to local food banks. Thank you to Marilyn for organizing another successful program.
- Sarah Sorensen visited the Sharbot Lake branch in the spring to host a visit from a local Grade One class.
- Kathy Cousineau visited several Kingston and area daycares in October to deliver special programs.
- Kimberly Sutherland Mills visited La Salle Secondary School and the North Addington Education Centre to provide information to the students and teachers about the library and its services.
- On September 28, Marilyn Ottenhof organized an open house for homelearners. It was an opportunity to highlight some of the services and collections that KFPL offers and to hear from homelearners about what additional services and collections they would like to see.

Staffing

- In October we welcomed back Kimberly Sutherland Mills after her year-long sabbatical. In light of Kimberly's sabbatical and Bill Caskey's departure in November 2008, Sarah Sorensen and Patricia Enright continued to assume responsibility for both of the department's librarian positions.
- The department welcomed Stephanie Saunders to the team in the spring of 2009. Though Stephanie worked mostly out of the Central branch, she helped out with programming at the Isabel Turner branch on some occasions during 2009. Stephanie is a welcome addition!
- In September, the department said goodbye to Emma Bell, who moved back into her regular role as Library Assistant at KFPL. Emma took on the responsibility of developing and delivering programs at the Calvin Park and Pittsburgh branches. We would like to thank her and to commend her for doing such a wonderful job at the Pittsburgh and Calvin Park branches.
- Following the return of Kimberly in October, Laurie James moved from her position at Isabel Turner back to her position at the Pittsburgh and Calvin Park branches. Laurie did a fantastic job during her time at Isabel Turner. Thank you, Laurie.
- In October, Sarah Sorensen officially moved into her position as Early Years Librarian for KFPL and moved from the Central branch to the Isabel Turner branch. Thank you to Sarah for doing such a great job during a busy year in the children's and teen department.
- Meredith Westcott and Beth Goldring remain in their positions at the Calvin Park, Kingscourt, and Sydenham branches. Brenda MacDonald, Marilyn Ottenhof, and Sarah Balint remain in their positions at the Central branch. Kathy Cousineau remains in her position at the Isabel Turner branch. To these department members, we salute their consistently strong program delivery and team contributions.

Professional Development

- Sarah Sorensen, Kathy Cousineau, and Meredith Westcott attended the Ontario Library Association Superconference in January.
- Patricia Enright attended the Canadian Library Association conference in May.

- Sarah Sorensen attended a workshop called “*Every Child Ready to Read*”, in Perth in November. The workshop was led by Jane Venus, Manager of Children’s Services for the Ottawa Public Library.
- Children’s and teen staff members continued to meet regularly throughout 2009 to share programming ideas and books.
- Staff members also participated in a number of training initiatives, including first aid, computer troubleshooting, database orientation and All Staff Day.
- Kimberly Sutherland Mills was a juror for the Canadian Children’s Book Centre’s Geoffrey Bilson Award for Historical Fiction and attended the awards gala in November.

Rural Services

Highlights

- On May 5, 2009, the newly renovated Cloyne branch opened. With the support of the Township of North Frontenac, the branch was updated with freshly painted walls and new flooring. The Kingston Frontenac Public Library supplied new furniture and shelving, with the goal of merchandising the collection. Response from the community has been very positive.

Programming

- During the summer months, book clubs were launched at the Sharbot Lake and Arden branches. The book clubs were popular with community and staff members. The Frontenac News and Heritage Gazette provided great coverage of the clubs. One of the groups has decided to continue to meet.
- Children’s and teen programs were offered throughout the summer months, thanks to staff members and to funding from the Friends of the Library for *Live @ the Library*. Children’s and teen staff members offered puppet shows and storytimes at a number of branches. The Barefoot Players, Young Players, Sheesham and Lotus, and Gary Rasberry were a few of the performers who entertained families this summer.
- During the fall the Storrington branch offered a book club with a difference. Although the book club started slowly, attendance has increased over the last few months.

Outreach

- The Kingston Frontenac Public Library participated in the Central Frontenac Heritage Fair by hosting an open house at the Sharbot Lake branch.
- In August the village of Cloyne celebrated its 150th anniversary. The Kingston Frontenac Public Library hosted an open house at the branch, with 30 people in attendance.
- KFPL’s designated “Book of the Week” appeared regularly in the Frontenac News, and this feature has served as a great way to promote our collections.
- After sending a representative to the Sharbot Lake branch for two years, Service Canada ended its service in July. There was not sufficient demand in the community.
- The Scene of the Crime Festival once again gave the Wolfe Island branch a generous donation to purchase books written by Canadian mystery authors. The continuing support of the festival is very much appreciated.

Facilities and Technology

- Frontenac County and the Township of South Frontenac received funding from the federal and provincial Building Canada Infrastructure Stimulus program to build a new library branch in Sydenham. Shoalts and Zaback Architects were chosen to design the 5,500 square foot branch. The new branch, located beside the existing municipal offices, will open in late 2010.
- A number of branches received new shelving and furniture, including a new public service desk at the Howe Island branch and shelving at the Parham branch.

Staffing

- Heidi Garrison and Rachael Thomas left their rural relief positions to take on other positions in the organization, while Ryan Desrosiers left for a position outside of the Kingston Frontenac Public Library. Upon their departures we welcomed Pam Thompson and Claire Steenaart-Morris as relief library assistants in the South Frontenac and Frontenac Islands branches.
- After working at Queen's University for year, Ann O'Malley decided not to return to her position at the Sydenham branch. We wish Ann all the best in her new position and welcomed Nancy Moore-Carr to the Sydenham branch.

Professional Development

- Chris Adams and Carol Vanderhelm attended the residential training program developed by the Administrators of Rural and Urban Public Libraries of Ontario (ARUPLO) at Kempenfelt in September.
- Pam Harris attended the Ontario Library Association conference in Toronto.
- Patricia Enright attended ARUPLO meetings throughout the year, including the September meeting at Kempenfelt. Patricia continues her role as secretary of ARUPLO and also participates on the Kempenfelt training committee.
- Staff members participated in a number of training initiatives this year, including first aid, WHMIS, defensive driving, accessibility, reader's advisory, databases, and library system upgrade.
- Pam Harris has conducted tours of the rural branches for many of the urban staff members.

Thank you to Pam Harris, Sarah Sorensen and Kimberly Sutherland Mills, whose comprehensive reports form the basis of this report.

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

Enrichment Systems, Technical and Volunteer Services

2009 was very busy, with staff changes, new branches, and old and new projects.

Personnel

I would like to thank the great staff in Systems, Technical Services, Serials and Volunteer Services for making 2009 another great year.

2009 continued the trend of 2008, which saw many changes to our team.

In April, Elizabeth Goldman joined our team, taking over responsibility for our Integrated Library System (ILS). We had just moved to the web version of our ILS – V-smart – and she was integral in the final stages of implementing the new features.

Elizabeth's arrival allowed Michael Vandenburg to focus more on Web development and our content management system, after nearly a year covering both positions. Michael has since left KFPL to join the systems group at Queen's University. Michael was a great asset to our team and a wonderful person to work with and is greatly missed.

Jennifer O'Donnell joins our team early in 2010 and will focus on our web services and online databases.

2009 was the first year for our Systems Helper position. Jon Facun was a wonderful addition to our group in this position. He now has full-time employment with Queen's University.

The Systems team benefited from two Librarian Interns in 2009, Jennifer Robertson and Kayleigh Felice. Jennifer and Kayleigh worked on several Drupal and V-smart related projects.

Integrated Library System (ILS)

In March 2009 we went live with Infor's Web version of their V-smart system. This was an improvement over the former version, and the transition was significantly easier. Our staff was already used to the look and feel of the system, and the Web version was easier to maneuver. We all felt much more comfortable with the Vubis suite of products, so this change was not as significant. Over the year, we were able to solve many of our outstanding issues and take advantage of improved workflow.

We moved to a new version of the library system's statistical product, V-insight, in the late fall. This product provides access to more types of data, and we are working on integrating some of this data – such as lists of our most popular items – into the library website to highlight various aspects of the collection.

Web Services

In September, Michael Vandenburg left the staff to pursue a new opportunity at Queen's University. Elizabeth was instrumental in keeping our Web Service projects on stream, in particular, the final migration from the Zope to the Drupal content management system, including:

- revision of the interface between our request-for-purchase application and Amazon, owing to changes made by Amazon
- a substantial redesign of the RFP application, which David Smith has been working on with guidance from the Web team
- a complete reorganization of the Policies & Procedures portion of the staff intranet (Staffnet), making these documents keyword-searchable and easier to update. This project was led by librarian intern Kayleigh Felice from the University of Western Ontario
- design work by Rachael Thomas to create a Drupal version of our public website that looks similar to our existing site in preparation for moving away from the Zope system
- coordination among branch staff, systems staff, and database vendors to ensure proper access to online resources for branches that had been experiencing difficulty using these products
- set-up work and updates to the e-resources page of the library website to reflect new databases provided by Knowledge Ontario

Radio Frequency Identification (RFID)

We continue to use RFID in all of our branches. We now have self-checkouts in our Calvin Park, Central, Pittsburgh and Turner branches. They continue to be more and more heavily used.

In 2010, we expect to implement an inventory module of RFID and add mini-sorters at Calvin Park and Central.

Digital Projects

The Stones project was completed in 2009. Stones is a website that presents a variety of social history tours of Kingston on-line. <http://archives.queensu.ca/Exhibits/stones.html>

KFPL played an advisory role in the project, and Michael Vandenburg managed the digitization component.

Publicity and Marketing

In the Publicity and Marketing area we contributed to many of the Library's activities by promoting our services and collections. 2009 included the launch of our new Calvin Park Branch, the expanded WritersFest and *The Word is Out*, our annual celebration of the library system.

We have added plasma TV display panels to Central and Calvin Park.

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

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

Technical Services (TS) and Serials

The focus in TS in 2009 was on V-smart and fund code changes with our main acquisitions vendor, Library Services Centre. It was a very productive year for TS, which added many new items and collections, including the new Calvin Park and Plevna collections.

One trend in serials that continued in 2009: several print magazines either changed to online-only publication or else ceased publication entirely; ten of KFPL's titles were among these: *Canadian Home & Country*, *Chart*, *CosmoGirl*, *Gardening Life*, *Mad Kids*, *PC Magazine*, *Plenty*, *Shojo Beat*, *Simple Scrapbooks*, and the Canadian edition of *Time*.

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, shut-in drivers facilitated access to the Library's collections for housebound patrons. Puppet volunteers enhanced the Library's children's programs. Booksale volunteers at Calvin Park, Pittsburgh and Hartington facilitated the re-ownership of donated books, CDs and movies. 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 benefiting from their experience with KFPL to improve their English language skills and general job skills.

Our volunteers participated in accessibility customer service training.

One highlight was Anne Hall attending the 104th birthday of a long-time avid reader and former shut-in, Gladys Lewis.

Again, thanks to Anne Hall who truly looks after our volunteers.

Connectivity and Outreach

We continue to investigate ways of improving our connectivity in our branches. We have increased the bandwidth at Calvin Park, Wolfe Island, Cloyne, and Mountain Grove.

Lester continues to serve on the board of KANnet (Kingston Area Network) and has joined the board of the Library Services Centre.

In May, Lester, Elizabeth, Lori and Michael attended the Vubis users' group meeting in Niagara Falls. Elizabeth is helping to coordinate software enhancement requests by all North American users of Vubis. Michael and Lester attended Access 2009 in PEI.

Anne continues to represent KFPL at KAAAV (Kingston & Area Association for Administrators of Volunteers) and to sit on KAAAV's Education Committee and Executive. In June, Anne attended the KAAAV/VIK co-sponsored workshop on Leadership in Volunteer Resource Management, held at Central. In December, Anne presented a session on Research Strategies for KAAAV members.

Scott attended several training workshops in 2009, including the Network Security course in Ottawa (through Digital Boundary Group) and the Microsoft Tech Days in Toronto.

In November, Elizabeth gave a presentation at the annual meeting of the Michigan Library Association about using oral histories to enhance local history and senior services at libraries.

She also serves as editor of the scholarly journal of ALA's New Members Round Table, *Endnotes*, and chair of the group's Scholarship, Research, and Writing Committee and reviews history, political science, and economics titles for *Library Journal*.

Elizabeth also participates in the Readers' Advisory Committee at KFPL, working on initiatives such as obtaining a movie license for the library and creating a summer reading program for our adult and senior patrons.

Desktops and Infrastructure

There were just under 2,000 Help Desk requests submitted in 2009, so it has been a busy year. (We estimate that this figure represents over 50 percent of reported issues).

We implemented LPT:ONE and replaced the printers at Turner, Central and Calvin Park and the rural branches. We also updated our public image on all public PCs, and we added additional storage, UPS power, and electrical in our server rooms.

We added PCs at the renovated Cloyne Branch. We added two new microfilm readers in 2009.

2010 and Beyond

2009 was intended to be a year of beginning to look to the future, but much work was spent on consolidating. We had new branches, much work moving applications to Drupal, a new version of V-smart and significant staff changes.

In 2010, we expect to be at full staffing and hope to turn our attention to server and PC replacements, the development of our Web services in Drupal, more digital initiatives, and more virtual community outreach.

Lester Webb
Manager, Systems and Technical Services

Administration

In the administration office we welcomed Vanessa Johnston to a permanent full-time Office Assistant position and thanked Jillann Rothwell for her role as a temporary Office Assistant. Yvonne Kane and Vanessa had a busy year in the office, particularly with the change in the timing of the administration of staff vacations from the spring to the fall. Thank you to Yvonne, Vanessa and Jillann for their hard work and dedication in 2009!

In November the Board approved a change to our meeting room rates which included a streamlining of the rates charged for rooms and equipment. It also provided for enhanced security when rooms were being used outside of the hours that the Library is open. The Board also approved the Accessibility for Users with Disabilities policy and participated with staff and volunteers in training. The policy and training initiative were conducted pursuant to the Accessibility for Ontarians with Disabilities Act (AODA).

In 2009 John Feenstra, Manager of Facilities, retired from the Library. John spearheaded the Calvin Park building project in 2008-2009, and the success of the project was the pinnacle of John's service to the Library and the community. John's contribution through the years as a valued member of the management staff will be missed by staff and the Board.

Shelagh Quigley
Manager, Human Resources

Facilities Services – Moving Forward in 2009

Core Responsibilities:

Facilities provide to the library system the backroom-type services, by providing clean, safe and comfortable facilities. Facilities provide the following core responsibilities to the 17 branches:

- direct and indirect operation, custodial and maintenance
- inter-branch courier service
- meeting room set-up and take-down
- furniture and equipment moves and set-ups
- project delivery services

Staffing:

The Maintenance Staff are led by Robert Kennedy, Maintenance Supervisor, and under Robert's direction the maintenance staff in 2009 consisted of:

- 5 full-time staff Maintenance Assistants
- 2 part-time Maintenance Assistants
- 3 relief Maintenance Assistants
- 1 part-time Maintenance Helper

To provide better coverage along with the new Calvin Park Branch coming on stream, Facilities reworked the staffing hours to increase coverage at the urban branches. Extra evening and Saturday hours were added at the Isabel Turner Branch. As well, when Calvin Park re-opened, additional hours were added to the new building. Smaller-scale increased coverage was also done for the Pittsburgh and Kingscourt branches. To be able to include the additional coverage, in 2009 we added a second part-time position and a part-time Maintenance Helper. In the fall all Maintenance staff received a Defensive Driving Course. For the third year, Robert and Doug attended the Property Management Exposition and Conference (PM Expo), which offers informative, industry-related seminars. Again contacts were made with potential suppliers, and these will be beneficial to current and future facility operations.

Operations, Maintenance, Grounds & Janitorial:

KFPL took over responsibility for snow clearing from the City for the 2009/2010 winter season. In the fall a contract was tendered and awarded. After some initial growing pains and in part some good weather, snow clearing at the urban branches has gone well as of the end of the 2009 fiscal year. A glass contractor was brought in to replace the deteriorating large wooden window on the centre south wall at Central. As well, the patio doors in the staff room were replaced, in conjunction with the second-floor roof project.

Inter-Branch Courier Services:

There were approximately 24,440 blue box deliveries in and 24,483 boxes out in 2009. This amount was up about 2,189 from last year's totals. The average box weighed approximately 25 pounds, and was handled an average of four times, with a total estimate of 2,448,300 pounds of materials moved in 2009. The weight increase in 2009 over 2008 was approximately 198,900 pounds.

Furniture & Furniture Moves:

Facilities were very involved in setting up the improvements at the Cloyne Branch. This involved liaison with the Township to paint and replace the flooring, moving new furniture and shelving to the site, and making sure everything from a facilities aspect was in place for the re-opening of the branch. Towards the end of 2009, preparation was started to do the same with the portable building that is being converted into the new Plevna Branch.

Major Breakdowns:

The year was a fairly good one, with only a few breakdown items. At Central the boiler control system panel burnt out and had to be replaced. Also at Central, the exhaust fan motor had to be replaced in the main chiller room. In December the Pittsburgh roof-top HVAC unit had a cracked plenum and needed replacement. At Turner, the continual problems with the heat pumps were a challenge over the year. A re-commissioning study is planned in 2010 as part of the City Energy Conservation Project, which will look at the design performance of these units.

Safety & Security:

Further steps were taken to reduce ongoing problems with graffiti and vandalism. A contractor was engaged to remove graffiti from Turner and Central branches. With the continual graffiti issue at Turner, we entered a monthly contract that provides routine inspection and immediate graffiti removal, and this measure has kept the situation under control. Security cameras were installed at Calvin Park, upon completion of the new branch. We now have internal and external CCTV coverage at Central and Calvin Park, and exterior coverage at Isabel Turner. We plan to expand Turner's coverage in 2010 to provide internal coverage. At the Storrington branch, there was concern that the building might be causing an allergic reaction from dust and/or mould. Therefore, an environmental firm was engaged to conduct the appropriate testing. After comprehensive testing, nothing out of the ordinary was found at this location. Over the year, we continued to have the security contractor conduct random patrols at Central and Turner, and for the most part vandalism appeared to be down from previous years.

Facility Projects:

2009 was a very busy year for projects:

- **Central Roof:** The west roof project at Central was completed in the spring.
- **Central Second Floor Washroom Renovations:** As the roof project was coming to a conclusion, we tendered and awarded the washroom project, to redo both the men's and women's washrooms near the Wilson Room, and to convert two small bathrooms in the Children's area into one large family and wheelchair-accessible washroom. This project was completed during the summer.
- **New Project Delivery Process:** With the amount of projects we needed to accomplish in 2009, a new method of project delivery was acquired. We engaged SNC-Lavalin, ProFac to carry out project management services. The terms of our agreement are that they acquired contractors through competitive processes and carry out full project management services. This arrangement then allowed Facilities to carry out many more projects than if we tried to deliver the improvements totally in-house.

- **Central Repair to Front Entrance Stairs:** The first project using this method was the repairs to the front entrance stairs at Central.
- **Service Enhancement Project:** During the year, planning and execution of the multi-staged Service Enhancement was done. The main thrust of this project was to enhance the services by:
 1. Increasing Merchandising Opportunities
 2. Improving Delivery of Customer Services
 3. Increasing Library Operational Efficiency
 4. Expanding the Use of Technological Equipment
 5. Improving the Efficiency of Inter-Branch Services
- **Service Enhancement – Turner Branch Phase:** One phase was to make the Inter-branch courier service more effective and efficient. Moving these services to Turner had a number of benefits. It would free up badly needed space at Central. Turner currently has the sorter, and locating the distribution of materials at Turner would result in more use of the automated sorting device. The courier service would be more effective if a cube van could be used; however, Central, due to height restrictions, does not easily accommodate a cube van. Therefore, to facilitate the moving of the inter-branch distribution from Central to Turner, a number of things were accomplished. A new office was constructed for Children's, and Adult Services was moved into the former Children's office. Once the former workroom was cleared, a new delivery driveway was constructed; new double receiving doors were added, along with keypad access and a heat curtain for winter use. Included were double doors from the new distribution area into the library. To maximize the productivity of this project, some maintenance items, on the east and west exterior, and a new storage closet for Children's, were added to the project. The distribution centre is planned to start operating out of Turner early in 2010.
- **Service Enhancement -- Central First-Floor Flooring:** In order to maximize the effect of the new furniture, desks, book and media displays (which are planned to be installed in early 2010), the flooring where the new furniture is going will also be replaced early in 2010. As part of this project, plans are in the works to replace the wood parquet flooring in the Wilson Room lobby and hallway on the second floor.
- **Service Enhancement – Mini-Sorters Central & Calvin Park:** This equipment was planned for installation in early 2010; however, in December, accommodation work was done to have these branches ready to receive the equipment.
- **Project Planning:** During 2009, planning was done to have a number of projects designed and funded for 2010. Design work was under way to repair the windows in the historical portions of Central and Pittsburgh. Design work was completed to replace the exterior sprinkler system and upgrade the underground parking control at Central. Design work was started for the final phase of the Service Enhancement project to make the basement work area at Central more effective and efficient.

Doug Brown, CPM®
Manager, Facilities

Statistics

2009 ANNUAL LIBRARY USES

	TOTAL USES	CIRCULATION	REFERENCE QUERIES	PEOPLE ENTERING	NEW/RENEWED PATRON CARDS	IN- LIBRARY USES	INTERNET USE	PROGRAM ATTENDANCE
ARDEN	18,552	6,885	5,162	2,650	385	3,100	370	
CALVIN PARK	292,807	92,699	18,324	146,300	4,576	27,450	3,458	
CENTRAL	924,083	404,156	70,949	314,100	14,645	89,800	30,433	
CLOYNE	30,906	10,017	6,579	4,300	560	7,950	1,500	
HARTINGTON	25,421	11,618	6,616	5,250	237	1,350	350	
HOWE ISLAND	11,860	3,766	2,332	1,650	155	3,900	57	
ISABEL TURNER	762,304	366,233	55,448	252,850	11,706	53,900	22,167	
KINGSCOURT	65,093	36,546	11,095	5,900	2,063	5,900	3,589	
MOUNTAIN GROVE	17,372	4,278	5,302	2,500	127	4,900	265	
OMPAH	10,160	3,937	1,140	1,350	49	3,550	134	
PARHAM	19,465	5,184	3,133	1,800	225	8,950	173	
PITTSBURGH	149,313	66,857	17,315	32,150	3,491	26,050	3,450	
SHARBOT LAKE	36,654	18,791	6,143	6,550	710	2,850	1,610	
STORRINGTON	48,027	12,028	4,787	4,550	1,631	24,650	381	
SYDENHAM	77,309	37,035	8,051	20,300	1,424	7,700	2,799	
WOLFE ISLAND	65,964	9,635	4,830	45,000	355	5,700	444	
SYSTEM WIDE	303,994	209,389	1,396				74,732	18,477
GRAND TOTAL	2,859,284	1,299,054	228,602	847,200	42,339	277,700	145,912	18,477
<i>% change 08-09</i>	<i>17.04%</i>	<i>10.12%</i>	<i>37.54%</i>	<i>21.58%</i>	<i>NEW STAT</i>	<i>-2.66%</i>	<i>NEW STAT</i>	<i>1.48%</i>

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