

Annual Report

2010



Kingston Frontenac Public Library

KINGSTON FRONTENAC LIBRARY BOARD 2010

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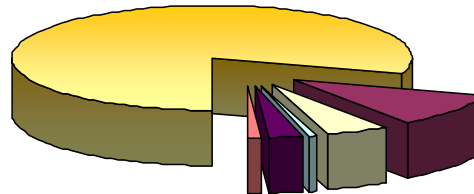
The contribution of the members of the Board who served from 2007 to 2010 is gratefully acknowledged. During their term they developed two important planning documents: *kfpl Vision 2012: Kingston Frontenac Public Library Strategic Plan*, and, *Building our Future: KFPL Branch Services Master Plan*. They also oversaw the relocation of a new branch at Plevna and the refurbishing of the Central Library and the Turner, Cloyne, and Kingscourt Branches. Their lasting achievement will be the building and opening of the Calvin Park Branch in 2009, an award-winning building which, thanks to their stewardship, opened within budget and on time.

FINANCES

STATEMENT OF REVENUE AND EXPENDITURES 2010 (UNAUDITED)

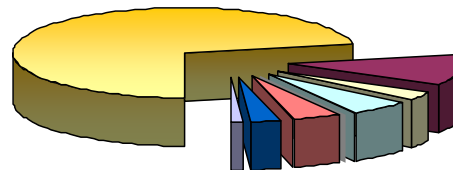
REVENUE

City of Kingston Contribution	\$5,204,606
County of Frontenac Contribution	673,836
Province of Ontario	339,565
Room Rental, Fines, Photocopier	31,090
Sundry	192,308
Contribution from Reserve	68,000
TOTAL REVENUE	\$6,509,405



EXPENDITURES

Salaries, Wages and Benefits	\$4,671,247
Library Materials	742,780
Supplies and Database Maintenance	165,913
Building Maintenance, Equipment and Contracts	389,568
Utilities (including Telephone)	290,982
Miscellaneous Operating Expenses	173,788
Debt Financing	75,127
TOTAL EXPENDITURES	\$ 6,509,405



2010 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.

The library began the new decade by adopting an innovative service plan for our seventeen branches. *Building Our Future, KFPL Branch Services Master Plan* encapsulates the library's vision for transforming our branches into accessible, twenty-first century spaces that make our users feel welcome and comfortable as soon as they step through our doors. The Plan provides a blueprint for environments that are conducive to working, reading and learning in comfortable working areas that offer quiet study for individual pursuits, along with meeting spaces for groups to come together and collaborate.

We are building our future with branches that are not just places to house books; we are committed to creating environments and experiences that encourage a love of learning, exploration and discovery. We are developing cultural hubs that contribute to the democratic, cultural, educational and economic life of the community.

As part of our on-going commitment to creating environments that encourage people to meet, borrow and learn, we retrofitted and refurbished the Central Library and the Kingscourt Branch. In partnership with North Frontenac we relocated and expanded the Plevna Branch, to the delight of the patrons, and we helped plan for the opening of the new Sydenham Branch in 2011.

We looked at new ways to build our collections in 2010. We introduced floating collections that will help us improve our customer service and communications and to deliver services in a more efficient and personalized way, as well as supporting our ongoing commitment to fiscal and environmental sustainability.

We expanded our on-line collections and secured funding for expanded broadband and WiFi access. These enhancements will ensure that our citizens have access to up-to-date technology, the Internet, and digital resources so crucial to their full participation in social, economic and community life.

Our efforts were enthusiastically received, and 2010 was one of our busiest years yet. A Community Survey completed in 2010 showed that 80% of households used the library within the past year. Over 989 thousand people passed through our doors and borrowed 1.4 million items. Program attendance increased by 11%, and total library uses numbered over 3 million, an increase of 8% over 2009.

Thank you to our funders, Friends, and volunteers for your ongoing dedication to Kingston Frontenac Public Library. Thank you to our staff and users for your enthusiastic support as we continue our commitment to the spirit of exploration, the joy of reading and the pursuit of knowledge for people of all ages and backgrounds.

It has been a privilege to serve you.

Respectfully submitted,

Deborah Defoe
Chief Librarian, Chief Executive Officer

Adult Services Building our Future

In a time of major change, Adult Services at KFPL enjoyed a productive and successful year of growth and renewal that will surely help to build on our recognized strengths in the future. The beautiful new Calvin Park branch and exciting renovations at Central and Kingscourt brought in new or returning patrons, in ever increasing numbers. E-books have come of age this year, and their effect on libraries has yet to be reckoned with.

Collections

2010 was a year of changing times in the world of adult collections:

E-books: E-books and e-readers reached the tipping point in 2010 as everyone rushed out to buy Kobo e-readers or their competitors during the holiday season. Our steadily growing collection of downloadable e-books was meeting patron needs up until December, when circulation ballooned and the number of holds per item rose exponentially. The challenge for the coming year will be to keep ahead of the growing demand.

Floating Collections: We began to hear about floating collections at library conferences last year and initiated a pilot project in November to introduce floating here. When collections float, returned items remain in the branch they're returned to instead of being sent back to an "owning" location. One advantage is that returned items are immediately back on the shelf, reducing the wait time for cancelled holds, which no longer wait in transit boxes. Having floating collections also reduces the check-in work for library staff and the amount of material for the courier, and it refreshes collections in all branches, as they are now able to shelve material "new to them". Our pilot project began with DVDs, large print books and Junior fiction and was so successful that we expect to float most of the rest of the collection early in 2011.

Calvin Park "New": Calvin Park continued to benefit from special collection funding this year, and its collection of new non-reservable material has been drawing patrons in from across our system. The last of the new funds were spent on a collection of multilingual adult and junior materials in the most common languages spoken by newcomers to Kingston.

Interlibrary Loan: We continued to be a net lender to libraries outside our system, sending out three times as many items as we borrow on behalf of our own patrons. With ILLO staffing down due to maternity leaves and retirements, we are looking at ways to reduce the department's workload by moving ourselves down on the request roster so that our lending and borrowing numbers are about the same.

Reference and Government Documents: Deanna MacDonald notes that changes in reference and government publishing have resulted in a net decline in the amount of printed material being acquired. At the same time, more and more government documents are available online and these are becoming easier to use. Deanna feels the time is coming, if it is not already here, when our role in reference will be more one of training, interpretation and consultation than one of document handling.

Audio and Video Cassettes: The last of the videotape and audiocassette (book) collections were moved down to basement storage at Central this year. No sooner had we done that, however, when a few patrons complained that they could no longer browse these collections. As a compromise, Nancy Jones brought up a small rotating selection to display on the main floor.

Reader's Advisory and Adult Programs

A very active and productive Reader's Advisory (RA) Committee, made up of Nancy Jones, Caitlin Fralick, Pam Harris, Sarah Sorenson, Alice Robinette-Woods, Rachael Thomas and Carol Vanderhelm, were responsible for a great deal of successful programming and publicity this year:

- After securing a license to show movies in the library, the RA team designed a number of programs around them, including: "Read the Book; See the Movie" featuring a selection of book and movie tie-ins followed by a discussion of both after the screenings. Attendance swelled from an initial audience of four to a small crowd of 20 by the time the last film was shown. A "Harry Potter" movie marathon ran in the weeks leading up to the latest theatrical release and drew large audiences of all ages, some of whom turned up in costume for the screenings. "Lights, Cameras, Strollers" was designed for caregivers of young children to watch adult movies in the library without concern about noisy children bothering others. This series was a big hit with caregivers. The movie license has been renewed for another year, and we hope to add additional library locations to expand our audiences.
- The RA team also helped to take the library to the streets for "Movies in the Square" evenings in Market Square. While moviegoers got into place awaiting the start of the films, library staff were there to introduce them to our programs and services and sign them up for cards. They were also able to introduce the "Paws for Reading" dog, who accompanied them on some of their outings.
- KFPL offered a summer reading club for adults for the first time, and the program was entirely virtual. Organized by Caitlin Fralick and Elizabeth Goldman, the program saw over 100 participants sign up, log in and share their reviews of the books and other library materials they checked out this summer. Thanks to generous funding from the Friends of the Library, we were able to offer prizes to participants, greatly encouraging this level of enthusiastic participation.
- Book of the Week, our website offering of book recommendations, continued successfully to increase circulation, and it recently expanded to include a Movie of the Month by Joanne Lalonde, whose film recommendations are enjoying a similarly enthusiastic reception.

Deanna MacDonald hosted an author event at Central, with garden expert Cam Mather.

Jo Stanbridge, Alice Robinette-Woods, and Deanna MacDonald prepared an orientation for new city councillors and staffed a booth at City Hall to present them with library cards and discuss how the library can assist them in carrying out their municipal responsibilities.

Jo and Kimberly Sutherland Mills worked with a group of teens and their Children's Aid Society (CAS) case worker on a "Borrow an Ancestor" project, to introduce them to local history and genealogy research. The project consisted of having them each select a house in the area close to the Central Library, use insurance plans and old city directories to find who used to live there, and then research their "family members" in the 1911 census. Afterwards, they created a website featuring the family histories they uncovered. We hope to extend this training to library staff.

With new display shelving in many of our branches, our library displays continue to be great draws for our public. This year, Lori O'Connor dreamed up the idea of a display featuring fall-coloured book covers. This was so eye-catching, and received so many delighted comments from patrons, that the colour theme continued through the year.

Lori also involved some staff children (who were here for "Take Your Grade 9 Child to Work Day") in creating a Remembrance Day display using old war-era magazines from the storage stacks. Many patrons commented appreciatively.

Our book club sets saw continued growth in their use, with a 14% increase in 2010. The Friends of the Library continue to provide annual funding for new sets, and grateful book club users also donate sets back to the library in thanks for this much-loved service.

Following on the heels of a previous popular handout, Great Reads, Vol. 2, was produced by the RA Committee and was grabbed up by the public.

Barb Love continued on the Planning Committee of Kingston WritersFest, working on the Kingston Reads campaign and hosting another successful Battle of the Books to get Kingstonians reading and voting on an impressive list of Canadian titles. Caitlin Fralick also served on the Planning committee in communications and marketing, working on a publicity strategy for the festival, writing press releases and organizing advertising. On their own time, other KFPL staff, including Barbara Bell and Portia Leggat, also did festival work.

Genealogy/Local History

This year, Jo Stanbridge formalized her role as Local History and Genealogy Librarian. She successfully got the Internet Archive to digitize our oldest and most fragile City Directories, from 1873 through 1913. She consulted with Laura Murray, at Queen's, preparing a walking tour of the "Swamp Ward", and she was responsible for creating a number of helpful web and print tools for researchers. In addition, Jo responded to all manner of inquiries from our own patrons and from afar. Writers, researchers, and casual genealogists have sought her out for information about:

- The early French settlement of Wolfe Island
- An 1853 cholera epidemic in Kingston
- The keeper at the Rockwood Asylum who was the great-grandfather of a Colorado researcher
- The maternity homes that operated in Kingston in 1949
- The names of two British policewomen who visited Kingston in September 1963
- An escaped slave, William Parker, who spent a couple of days traveling through Kingston
- An itinerant portrait artist who worked in this area around the turn of the century
- Local businesses that made tombstones in the 1840s

Reference

As Google and Wikipedia go further to satisfy the curiosity of information seekers, reference questions are dramatically on the decline, but what still come our way are the more in-depth and challenging questions:

- We received three inquiries from patrons who were convinced their houses were haunted (following the TV broadcast of "Ghosthunters").

- We helped a patron track down the story of a relative who had escaped from Kingston Penitentiary in 1958.
- We found a YouTube video clip for a patron wanting to know how to change a Smith Corona typewriter ribbon.
- We located audiobooks by narrators with Canadian accents for someone wanting to learn how to speak Canadian English.
- We found the name of the athlete who lit the Olympic torch in Kingston in 1976.
- We found information about the Canadian War Museum for a veteran who had escaped from a German POW camp in WWII and was taking students to visit.
- We located denominations of old British currency and found out how to write them for someone helping her father write his memoirs.

Virtual reference is also on the decline. We answered approximately 500 email or instant message questions this year, down from about 1,000 the previous year. Of all questions received, the majority were account related or were requests for books and other material, while 20% were actual reference questions. We continue to participate in the provincial AskOn service, but those numbers, too, have been low, and the future of the service does not appear bright. It appears that virtual reference, like all reference, has taken a substantial hit from the Internet.

Conferences, Associations, Partnerships, and Community Outreach

Our staff have been active in local and provincial associations, in fostering partnerships with community agencies and in participating in local initiatives for community improvement:

- Jo Stanbridge attended the annual Ontario Genealogical Society conference and discovered that “researchers aren’t just adding leaves to their family trees anymore. They’re putting the data into its historical context, digging for primary sources like diaries, letters and logbooks and sharing the research by publishing online or in books and periodicals.”
- Patricia Enright and Barb Love attended the excellent Public Library Association conference in Portland, Oregon, attending sessions on floating collections, merchandising, and moving away from Dewey classification.
- Nancy Jones participated in the Kingston Immigration Partnership, suggesting ways in which the library can help newcomers integrate into the Kingston community.
- Caitlin Fralick replaced Nancy on the Board of Kingston Literacy & Skills, whose work in the community includes literacy classes for adults and settlement services for newcomers to Kingston.
- Caitlin also participated in the Kingston Community Roundtable for Poverty Reduction, discussing anti-poverty initiatives in the community, putting together display materials about the library for local events, and working on a social inclusion toolkit for marginalized individuals.
- As the urban branch librarian based at Calvin Park, Laura Carter became aware of what a large immigrant population the branch serves. As such, she met with Robyn German from Language Instruction of Newcomers to Canada and Scott Clerk from Immigration Services Kingston and Area to discuss possible partnerships and get their advice on developing the ESL/Literacy collection. Laura was then invited to participate in the Multicultural Festival held in Confederation Basin in September and to partner with the City for a Cultural Strategic Investment Fund Grant, requesting money for multilingual materials and staff to run an after-school program for immigrant youth.

- Laura continued on the Ontario Public Library Association (OPLA) Council, as Treasurer for 2010 and Eastern region councillor, and liaison to the Child and Youth Services Committee.
- On her own time, Laura also serves on the Board of the Cataraqui Archaeological Research Foundation.

Training

In her role as training librarian, Alice Robinette-Woods initiated a large number of staff training initiatives this year, the most significant of which was Web 2.0 training. Along with co-op student Melissa Chance, Alice developed training modules for staff to learn how to create their own blogs, use social networking tools, contribute to Wikipedia, tune in to podcasts and create their own YouTube videos. More than 60 staff members participated in all or part of the training, for which great prizes were awarded at the program's conclusion.

Some other notable training initiatives this year:

- Staff attended an All Staff Day, where the following educational sessions were presented: Self-Defense; How to Cope with Change; Retirement Planning from OMERS; Cultural Awareness; Hot New Books; Bill 168 – Violence and Harassment in the Workplace; Nutrition; Ergonomics; and Tech Talk.
- Murray Hillier made several visits to the library to provide training in self-defense.
- A number of staff were involved in Service Ontario webinars designed to show them how to assist patrons in downloading government forms and finding government services.
- Managers and Board members attended an Education Institute (EI) session given by Linda Cook of Edmonton Public Library on community outreach.
- Staff, along with librarians from Queen's and some area public libraries, received supervision training from Cheryl Stenstrom, who has been offering similar courses through EI.
- Deanna MacDonald completed an online government documents course from Mohawk College.
- KFPL successfully applied to the Ontario Ministry of Culture for education funding on behalf of six staff members and secured tuition funding for a Masters in Public Administration, a Project Management Certificate program, a Library and Information Technician Program, library Excel courses and a Master of Library and Information Science.
- Laura Carter and Caitlin Fralick have acted as tutors in the Southern Ontario Library Service (SOLS) Excel program, MARC records, adult collection development.
- Laura and Alice presented "Using e-Resources for Reference" workshops for SOLS in Kingston and Peterborough.
- Alice and Sarah Sorenson presented a poster session at the "RA in a Day" event hosted by the Ontario Library Association (OLA). The poster session focused on movie licenses in public libraries and the programming libraries can offer with a license.

Branches

We initiated semi-regular staff meetings this year at Central and Turner and found them a good way to keep the lines of communication open and to share information with staff.

Calvin Park: In its first full year in its new home, the branch is proving to be a huge success. Offering a large, non-reservable collection of new material, Calvin Park has attracted many newcomers through its doors. Circulation has more than doubled from its previous highest circulation. With the acquisition of a film license, we also invested in a new speaker system to provide a better movie screening experience. The branch's external book lockers, providing 24/7 pickup convenience, are also gaining in popularity. Patrons have commented on how great it is to pick up books while walking their dogs before breakfast or at other times when the library is closed. By the end of the year, we had signed out a total of 287 items picked up by approximately 55 individuals from the lockers.

Central: After several years in the planning, we were finally able to accomplish a renewal and revitalization of Central's main floor, which included new smaller main desks to afford patrons easier staff access, storage credenzas at the desk to remove much of the clutter, new lounge furniture to provide a more welcoming space for laptop users, attractive benches near the entrance to serve as a "decompression zone", a marketplace area for new book displays, media browsers, a high-tech poster display, more energy-efficient lighting, and a mini-sorter for more efficient returns. The patron response has been gratifyingly positive.

Isabel Turner: Several new offices were constructed so that staff could work more comfortably. We also converted one of the new spaces into a quiet study area for patrons who like to get away from the library hubbub. Turner, with its multi-bin sorting system, has also become the main check-in hub for the system and is on its way to becoming the courier hub for rural materials.

Kingscourt: A lighting energy retrofit by the City allowed us to continue improvements to the branch, with a new ceiling and new flooring, a fresh coat of paint, a new service desk, an ergonomic floor behind the desk, a flat-screen TV for library promotion, computer workstations, and attractive display shelving.

Pittsburgh: The area along Highway 15 was paved to provide patrons with additional parking, as the extremely popular dog park was overtaking the library's own parking lot. The situation now seems much improved.

Pages

The Branch Librarians expanded the Page Appreciation Week begun last year by bringing in small treats and gifts each day to thank the pages for their tireless efforts around our branches.

We welcomed a large group of industrious new pages to KFPL, and we are grateful for the continuing dedication and hard work of our entire page corps, who get our materials back on the shelves in good order, shelve our reference and loose-leaf material, trim our Christmas trees, process books, remove items jammed in the sorters, and help patrons and staff to find lost items.

A heartfelt thanks to all the full-time, part-time, and relief staff, as well as pages, for their dedication, creativity, and caring customer service that year after year help to build better Adult Services at KFPL.

Barbara Love
Manager, Adult Services

Children's, Teen and Rural Services Building our Future

The ABC Life Literacy Canada website states that "literacy proficiency improves chances of employment, builds self-confidence and enables discussions and actions that affect the welfare of individuals and their community". Strong literacy skills lead to strong communities. Throughout 2010 the Children's, Teen and Rural Services department worked toward building a better future for our communities by offering collections, services and programs to enhance literacy skills and to foster a love of reading. Thank you to our patrons, who support and use our services, and to our staff members, who develop and deliver them.

Children's and Teen Services

Programming

- Throughout 2010 Children's and Teen Services staff members offered **798** programs and outreach events, plus two online summer reading clubs, attracting **11,980 children, 568 teens, and 7,461 adults**.
- March Break was a busy, lively time at KFPL. *The Great Escape*, this year's theme, was reflected in the programs, which attracted **803** children, teens and adults. Events, offered at our urban branches and Sydenham branch, included puppet shows, concerts, story and craft programs, and a successful teen coffeehouse.
- During the summer, **117** programs coordinated by the Children's and Teen Services department drew **3,749** children, teens and adults to our branches. As usual, puppet shows, live events and Stories in the Park programs drew the biggest crowds. Thanks to the Friends of the Library for their continued support of the Live @ the Library programs and to library staff members who developed, delivered and coordinated the summer's events.
- Our Summer Reading Club was offered online this year, along with the traditional TD Summer Reading Club materials. Requiring registration via the online interface resulted in a dramatic reduction in our overall participation by children, with a final total of only **433 children**. However, the older children who participated were actively involved in reviewing their materials, with **625 reviews** submitted.
- We expanded our programs to the home learning community, by offering a Book Club With a Difference along with some computer-based programs during the winter and spring months.
- Our Library Card in Every Hand program wrapped up at the end of the school year in June. A partnership with the Rotary Club of Kingston, the program welcomed Grade One students to their local branch. Numbers had dwindled over the last few years, and the program was not continued in the fall.

Early Years

- Dr. Sabina Sladic presented the Central Children's Department with a lovely thank-you letter and a generous donation that will be used to purchase early-years programming materials. Dr. Sladic's continued support of the programs at the Central Children's Department is greatly appreciated.
- The White family also presented Calvin Park with a generous donation that was used to purchase early-years programming materials.
- Children's staff members at the Central Library, Isabel Turner, Calvin Park, Kingscourt, Pittsburgh and Sydenham branches continued to develop and deliver pre-school programs for children and their caregivers. The pre-school programs are at or over capacity, so Sarah Sorensen has reviewed registration and waiting list numbers to develop a strategy to meet the demand. Changes include a drop-in Books for Babies program at the Isabel Turner branch.
- Following the completion of Winter and Spring preschool programs, patrons were invited to evaluate KFPL preschool programs by filling out a survey. The last public evaluation of KFPL preschool programs was done in 2005. The results of the 2010 survey were both encouraging and informative and will be used in conjunction with other evaluation tools to further develop programming for our youngest patrons.
- In the summer, Sarah Sorensen began work on the first phase of a "First Skills Corner" at the Calvin Park Branch. Toys targeting key areas of early development in children were purchased. Accompanying suggested activities for each toy were devised by Sarah and KFPL summer co-op student Hannah Hoogendam. The end-goal is a space in the branch that fosters early skills development by encouraging interaction between child and caregiver.
- In the fall, Sarah Sorensen recommended the department adopt the American Library Association's programming model, Every Child Ready to Read (ECRR), for future programs targeting children up to the age of five. The majority of libraries offering early years programming across Canada have already adopted ECRR as their model. In January 2011 the Provincial/Territorial Public Library Council released its report on early literacy storytimes for pre-schoolers in public libraries. The goal of the research project, conducted from fall 2009 to spring 2010, is to develop a framework of best practices to support the planning, development and delivery of effective early literacy storytime programs for preschoolers aged three to five years. The report recommended that public libraries adopt ECRR as their model. In March 2011 the staff will be trained in ECRR by Jane Venus (Manager of Youth Services at Ottawa Public Library). This training will assist the department greatly as we move toward a focus on pre-literacy and early-literacy development in our early-years programming.
- Sarah Sorensen continues work on establishing core collections of early-years programming materials in each programming branch. The year 2010 saw increases in non-circulating books in programming branches to share with families during storytimes.

Staffing, Training and Professional Development

- During the spring and summer we welcomed Hannah Hoogendam, a co-op student from the University of Western Ontario's Faculty of Information and Media Studies to the department. Hannah developed and delivered a number of programs at the Central Library and Isabel Turner branch.
- The Children's team met with Murray Hillier for an in-service workshop. Many staff reported that the session was extremely useful and interesting. They would be interested in inviting Murray back again.

- Sarah Sorensen attended RA (Reader's Advisory) in a Day in October and co-presented a poster session with Alice Robinette-Woods about securing movie licenses to screen movies in programs at the library.
- Kimberly Sutherland Mills and Sarah Sorensen received supervision training, along with all KFPL librarians and managers in November.
- Sarah Sorensen attended the OLA Superconference 2010 in February.
- Patricia Enright attended the Public Library Association conference in March.
- Children's services staff members welcomed Betty Wagner, who showed them exercises and techniques to strengthen their voices and delivery.

Teen Services

- KFPL offered our own online teen reading club this summer, attracting a record **58 teens**, many of whom actively submitted reviews. At summer's end, **288 reviews** had been submitted.
- KFPL launched a new volunteer opportunity, the Teen Review Board (TRB), in the fall. Teen volunteers throughout the area earn volunteer hours by submitting reviews of books, films and music from the KFPL collection. The TRB members have contributed at least one review each week since the project began, and all reviews are posted on the teen website.
- The Teen Advisory Groups continued to be successful, taking on a new project in the spring. The two groups came together for a photo shoot, and the resulting images have been used in publicity and in a series of READ posters. This project was featured at a poster session at the 2011 OLA Superconference.
- At the beginning of this school year, the Teen Advisory Groups saw their highest participation to date, with a waiting list at the Central Library for the first time. This group participated in the annual Santa Claus Parade and helped plan and decorate KFPL's most elaborate entry to date.
- Kimberly Sutherland Mills and Joanne Stanbridge partnered with the Children's Aid Society and offered a series of genealogy workshops to a small group of teens.
- Kimberly Sutherland Mills hosted a visit by students at Street Smart, an alternative high school program. They sent a wonderful thank-you card that read: "All our Streetsmart students enjoyed your candid presentation of the resources and services of the library: they felt welcomed and accepted. We trust that this positive introduction, or in some cases re-introduction, will increase their use of the library, thereby enhancing literacy."

Outreach

- Kimberly undertook a new outreach program in the fall, contacting every parent council in schools throughout our service area. She offered presentations to the councils at two local schools in the fall, in Plevna and Kingston's west end, highlighting KFPL's services.

Next Steps

- Staff are evaluating summer programming and the summer reading clubs, looking for ways to improve efficiency, attract more children, and put the focus firmly upon literacy.

Rural Services

Highlights

- On February 9, the Plevna branch re-opened at a new location, after a three-year closure because of facility issues. The branch is now located in a portable donated to the Township of North Frontenac by the Limestone District School Board. Thanks to the Township for providing the facility and to all of the volunteers and staff members who worked to create a welcoming and functioning space for the community.
- The groundbreaking ceremony for the new Sydenham branch took place in April. The County and Township of South Frontenac were able to move forward with the project, thanks to funding from the federal and provincial infrastructure program.
- KFPL applied for and was awarded a grant from the Ontario Trillium Foundation to upgrade the Storrington and Wolfe Island branches. The projects will be completed in 2011.

Programming

- The two summer book clubs at Arden and Sharbot Lake continue to be well received by patrons and staff members. *The Frontenac News* provided wonderful media coverage. Thanks to Linda Gemeinhardt and Sara Carpenter for facilitating the book clubs at their branches.
- The Book Club With a Difference at Storrington is a success, thanks to the dedicated readers at the branch. The group is using the new reader's list function in the KFPL catalogue to share their booklists. Thanks to Chris Adams for hosting the club.
- The rural branches hosted a number of Live @ the Library events for families during the summer months, with performers including the Barefoot Players, the Young Company, the Dinosaur Lady, Gary Rasberry, and Doug Barr.
- During the summer months, patrons participated in the three reading clubs – children's, teen and adult – offered through the KFPL. Because registration and participation was online, there was some feedback from parents who were concerned that their children would be in front of the computer all summer.

Outreach and Partnerships

- The Sharbot Lake branch participated in the Township of Central Frontenac's Heritage Fair in February.
- Pam Harris contacted the cottage associations in Frontenac County to raise awareness of KFPL and its services.
- Pam Harris has contributed the Book of the Week blurbs to *The Frontenac News*.
- The Scene of the Crime (SOTC) Festival on Wolfe Island continues to support KFPL through its annual donations to purchase Canadian mysteries for the branch. Pam Harris created a booklist highlighting the mysteries purchased with the SOTC donation over the past three years.
- Thanks to a rural broadband grant, the Township of North Frontenac has increased access to the computers at the Cloyne and Plevna branches. The grant has enabled the Township to hire a student to staff the branch outside of library hours. The community has appreciated the increased access.

Collections

- To refresh the collections in all of our branches, circulating stock was expanded to all seventeen locations. Time-consuming and time-sensitive circulating stock has been replaced with floating collections, which are patron-driven through the hold function.
- Pam Harris updated the collections at Sharbot Lake, Sydenham, Storrington, Ompah and Plevna by removing out-of-date and damaged materials. Collection maintenance at the twelve branches continues to be a challenge.

Staffing, Training and Professional Development

- Pam Harris attended the Ontario Library Association Superconference in Toronto in February and participated in a number of teleconferences and webinars throughout the year.
- Pam Harris and Patricia Enright also attended a workshop on supervision offered by Cheryl Stenstrom.
- Patricia Enright continued to participate in Administrators of Urban and Rural Public Libraries of Ontario as secretary and as a member of the training committee.
- During the first half of 2010 the training staff at KFPL offered a program on Web 2.0. The rural staff members were enthusiastic, early participants in this training initiative.

Thanks to Pam Harris, Kimberly Sutherland Mills and Sarah Sorensen for their comprehensive reports which formed the basis for this report.

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

Systems, Technical and Volunteer Services Building our Future

2010 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 2010 a great year.

I will no longer suggest that change in personnel is a trend, it is the new reality.

Elizabeth Goldman, our ILS librarian, left in November to become the CEO of the Perth and District Union Public Library. She was a terrific asset in systems and did a great job improving and implementing many features of V-smart and other library software.

Ruth Housken retired in early 2011 after over 20 years at KFPL. Ruth was an incredible asset to Technical Services and a wonderful person to work with. She will be greatly missed.

In January 2011, Scott Van Luven, our long-time Network Administrator, accepted a position with the City of Kingston. Scott has been absolutely invaluable to KFPL, keeping our systems running effectively and safely and implementing the newest of technology.

Jennifer O'Donnell joined our team early in 2010 and has been focusing on our web services and online databases.

Edwin Berbesi was our Systems Helper in 2010 and has accepted a full-time position with Micromarket.

Lori O'Connor accepted a Library Technician position in Technical Services and Systems at KFPL.

Integrated Library System (ILS)

In 2009, we went live with Infor's web version of their system V-smart. In 2010, we started to implement some of the additional features, such as faceted browsing, Reading Alerts, SDI, and Floating Collections, to improve our services.

We are testing Infor's web portal product, Iguana.

Web Services

We are now a Drupal-only site. Mid-year we migrated our Staffnet site to Drupal, and early in 2011 we migrated the public website to Drupal. We are Zope-free.

David Smith and the web team undertook a substantial redesign of the RFP (Request for Purchase) application. Jennifer led the web team in the implementation of a web-based payroll tracking application.

Radio Frequency Identification (RFID)

Mini-sorters from mk Sorting were implemented at Calvin and Central early in 2010. These are designed to let patrons return their items as soon as they enter the buildings and clear their accounts. The sorter separates items that belong to the home library from those that require staff attention.

We expect to implement an inventory module in 2011.

Publicity and Marketing

In the Publicity and Marketing area we promoted many of the Library's services and collections. This year Rachael Thomas created "Read" posters featuring our Teen Advisory Group and members of the Kingston Frontenacs hockey team reading. We also promoted a number of popular film programs: Movies at the Library; Read the Book, See the Movie; Lights, Camera, Strollers; and the Harry Potter Marathon of Movies Series.

In 2010 we changed the format of our "It's All Here!" promotional booklet to a single large flyer and several smaller ones. This modification allows us to produce these promotional materials in a more timely manner.

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

Technical Services and Serials

Technical Services continues to get more and more materials to our patrons more quickly.

Lori took the lead in reviewing our Stacks serials collections.

Volunteers

In 2010, volunteers continued to make a valuable contribution to the library. For example, shut-in 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 continue to have more requests for volunteering than we can satisfy; however, we are noticing that the requirements for volunteers to provide Criminal Reference Checks, mandatory training, and the like, may be deterring volunteering.

The Teen Advisory Groups attract many of our younger volunteers. 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.

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 added OmniGlobe wireless at Plevna and Arden to replace satellite. SOLS continues to support financially our connectivity efforts at Cloyne, Ompah, Plevna, Arden, Mountain Grove and Calvin Park.

We are beta-testing a solution for public wireless that we hope to use in many of our branches.

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 and Elizabeth attended the Vubis User Group meeting in Jefferson County. Elizabeth helped coordinate software enhancement requests by all North American users of Vubis. Jennifer and Lester attended Access 2010 in Winnipeg.

David, Jennifer and Lester attended a mini Cod4Lib conference held at Queen's University.

Anne continues to represent KFPL at KAAAV (Kingston & Area Association for Administrators of Volunteers) and to sit on KAAAV's Education Committee and Executive. Anne attended several KAAAV-sponsored workshops on Social Networking and on Digital Storytelling. She facilitated a session on fundraising volunteers for KAAAV members.

Scott attended several training workshops in 2010, including VMWareVSpere and Windows Server 2008 training and the MISA Security Conference in Toronto

Desktops and Infrastructure

There were almost 2,500 Help Desk requests submitted in 2010, so it has been a busy year. (We estimate that this represents about 50% of reported issues).

We implemented virtual servers in 2010 to reduce our environmental footprint, rolled out 80 desktops for staff, and installed an HP SAN.

We added additional PCs at the new Plevna branch.

2011 and Beyond

We accomplished a great deal in 2010, considering our efforts spent on consolidating and migrating our existing systems and significant staff changes.

In 2011, we pray to be at full staffing and turn our attention to the readers' portal Iguana, along with more web services, digital initiatives, and virtual community outreach.

Lester Webb
Manager, Systems and Technical Services

Facilities Services

Building the Foundation for the Future

Core Responsibilities:

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

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

Staffing:

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

- 4 full-time staff Maintenance Assistants
- 4 part-time Maintenance Assistants
- 4 relief Maintenance Assistants
- 1 part-time Maintenance Helper

With the departure in the spring of one of the full-time Maintenance Assistants, the position was converted to two part-time staff, a move that resulted in better overall shift coverage. Also, it extended the staff available to cover planned and unplanned staff absences, such as vacations or sick leave. For the fourth year, Robert and Doug attended the PM Expo, which offers informative industry-related seminars. Again contacts were made with previous and potential suppliers, and these will be beneficial to current and future facility operations.

Operations, Maintenance, Grounds & Janitorial:

2010 was a very busy year from an operations and maintenance perspective, and included are some of the highlights. Prices were gathered and a contract awarded for water treatment services for Central, Turner and Calvin Park branches. At Central and Turner branches, rather than purchase entrance mats, and the continual cleaning, drying and rotation of them, this year a contract was obtained for the provision and rotation and cleaning of the entrance mats. To discourage graffiti at Turner a contract with a graffiti removal company has kept a handle on this issue. We provided liaison with the City regarding parking area for the Dog Park at the Pittsburgh Branch. This was the second year KFPL took over the snow clearing contracts, and to get a better economy of scale, the snow clearing contracts were tied in to the City's Request for Proposals. However, snow clearing contracts were up industry-wide, and the snow clearing costs increased by almost 20% over the previous year.

Inter-Branch Courier Services:

Upon completion of the Turner shipping/receiving area, the central distribution was moved from Central Branch to Turner, making for a more efficient method to provide inter-branch services. There was an increase in blue box deliveries of 2,725 compared to 2009 totals. In 2010, 27,165 boxes were delivered compared to 24,440 in 2009. The average box weight was approximately 25 pounds, and boxes were handled an average of 4 times, with a total estimate of 2,716,500 pounds of materials moved in 2010. However, with the introduction of floating collections late in 2010, it is expected that the blue box delivery totals will be reduced in 2011.

Furniture & Furniture Moves:

Facilities were very involved with facilitating the upgrades at the Plevna and Kingscourt branches. New chairs and tables were purchased for the Wilson Room. The Maintenance Supervisor arranged for a custom-made photocopier cabinet for Plevna, and, self-checkout units for Turner and Central.

Major Breakdowns:

Once again, for the most part, the year was a fairly good one, with only a few breakdown items. The sump pump failed at the Pittsburgh Branch, flooded the basement and eventually had to be replaced. Repairs were completed, the basement dried out and a de-humidifier was installed there. Late in the year, there were several sewer backups at Central that resulted in closure of the washrooms on the first and second floors. The lines were snaked out but the blockages kept recurring, until several feet of pipe and a major pipe junction were replaced. This project was complicated, as the pipe being removed contained asbestos, and care was taken to complete the work in accordance with all acts and regulations. The work was successfully completed and resolved the backup issue.

Safety & Security:

Minor upgrades were done to the systems to replace a few cameras and one DVR system. There were a couple of incidents in which the Kingston Police requested certain files, and they were provided to assist them in their investigations. Generally graffiti damage was down; however, as Turner Branch appears to be hit more often, there was a contract with a graffiti firm and any damage was removed almost immediately. It was decided that from now on, anytime there is graffiti damage it will be reported to the police.

Facility Projects:

2010 was again a busy project year:

Service Enhancement Projects: In last year's Annual Report, planning was mentioned and the following projects were completed in 2010:

- **Central 1st Floor** – flooring replacement/furniture/shelving
- **Central & Turner Mini-Sorters** – physical accommodation for equipment deficiencies
- **Turner** – building new shipping/receiving area, relocation of inter-branch distribution centre from Central to Turner
- **Branch Upgrades** – working with the applicable municipalities, two library branches (Plevna and Kingscourt) were upgraded

- **Plevna** – flooring/furniture/shelving
- **Kingscourt** – painting/flooring/washroom upgrades, removal and setup of shelving and collections, and the City of Kingston removed floor tile that contained asbestos materials and upgraded the lighting

Capital Projects:

- **Central Sprinkler/Parking** – replace sprinklers/rework entrance/new parking control & gate
- **Central Wilson Room Lobby** - replace flooring
- **Turner** – exterior repair of emergency stairs/pad
- **Calvin Park** –deficiencies and warranty items

Project Planning:

- **Bishop's House/ Pittsburgh repair/paint doors and windows** – design was completed, historical work approved and is ready to proceed in 2011
- **Central replace Front Doors** – design completed and is ready to proceed in 2011

Energy Conservation Projects: assistance was given to the City of Kingston, who arranged for a number of energy conservation projects at four of the five City Branches:

- **Central & Kingscourt** – upgrades to T-8 energy-efficient lighting
- **Turner** – building control system upgraded
- **Central, Turner, Pittsburgh, & Kingscourt** - minor mechanical/control upgrades

Doug Brown, CPM®
Manager, Facilities

Statistics

2010 ANNUAL LIBRARY USES

	TOTAL USES	CIRCULATION	REFERENCE QUERIES	PEOPLE ENTERING	NEW/RENEWED PATRON CARDS	IN-LIBRARY USES	INTERNET USE	PROGRAM ATTENDANCE
ARDEN	20,958	7,643	3,381	4,100	235	5,150	449	
CALVIN PARK	598,961	218,828	23,274	290,200	3,847	47,300	15,512	
CENTRAL	874,053	370,464	44,941	326,480	14,731	85,700	31,737	
CLOYNE	57,396	10,751	2,690	3,650	296	39,000	1,009	
HARTINGTON	17,787	10,221	1,841	3,700	463	1,350	212	
HOWE ISLAND	13,177	3,226	763	1,200	120	7,800	68	
ISABEL TURNER	724,790	349,528	29,374	260,150	13,715	49,850	22,173	
KINGSCOURT	71,584	30,639	6,846	24,050	1,076	6,050	2,923	
MOUNTAIN GROVE	14,801	3,518	2,881	2,650	176	5,350	226	
OMPAH	2,996	1,875	326	200	77	450	68	
PARHAM	14,285	4,613	1,832	1,750	105	5,750	235	
PITTSBURGH	132,643	70,922	13,302	35,650	2,573	7,900	2,296	
PLEVNA	8,497	2,808	544	1,550	141	2,650	804	
SHARBOT LAKE	37,751	16,865	5,270	7,650	654	5,750	1,562	
STORRINGTON	35,411	11,988	2,442	7,100	398	13,050	433	
SYDENHAM	68,446	36,824	4,860	16,350	1,414	6,500	2,498	
WOLFE ISLAND	18,196	8,753	1,941	3,350	382	3,250	520	
SYSTEM WIDE	359,514	235,052	488				103,441	20,533
GRAND TOTAL	3,071,246	1,394,518	146,996	989,780	40,403	292,850	186,166	20,533
<i>% change 09-10</i>	<i>8.15%</i>	<i>7.35%</i>	<i>-35.70%</i>	<i>21.31%</i>	<i>-4.57%</i>	<i>5.46%</i>	<i>27.59%</i>	<i>11.13%</i>

Building our Future



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