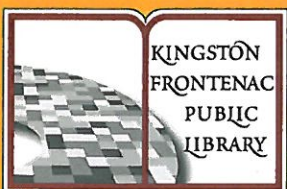


ANNUAL Report 2011



Kingston Frontenac Public Library

KINGSTON FRONTENAC LIBRARY BOARD 2011

TRUSTEE	APPOINTING BODY
Claudette Richardson, Chair	City of Kingston
Wilma Kenny, Vice Chair	County of Frontenac
Barbara Aitken	City of Kingston
Paige Cousineau	County of Frontenac
Denise Cumming (from October 2011)	City of Kingston
Ralph Gatfield	City of Kingston
Erik Knutson	City of Kingston
Councillor Jim Neill	City of Kingston
Councillor John Purdon	County of Frontenac
Floyd Patterson	City of Kingston
Somnath Sinha (to September 2011)	City of Kingston
Monica Stewart	City of Kingston

The contribution of the members of the Board is gratefully
acknowledged.

FINANCES

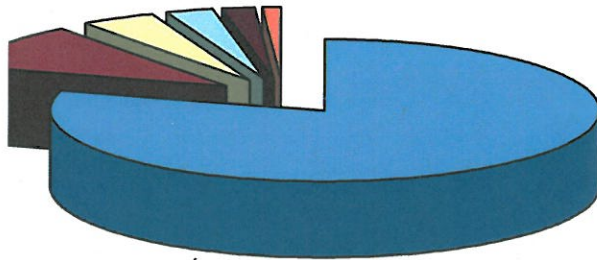
STATEMENT OF REVENUE AND EXPENDITURES

2011 (UNAUDITED)

REVENUE

- City of Kingston \$5,496,601.00
- County of Frontenac \$706,147.00
- Province of Ontario \$297,138.00
- Room Rental, Fines, Photocopier \$189,717.00
- Sundry \$141,539.00
- Contribution from Reserve \$76,924.00

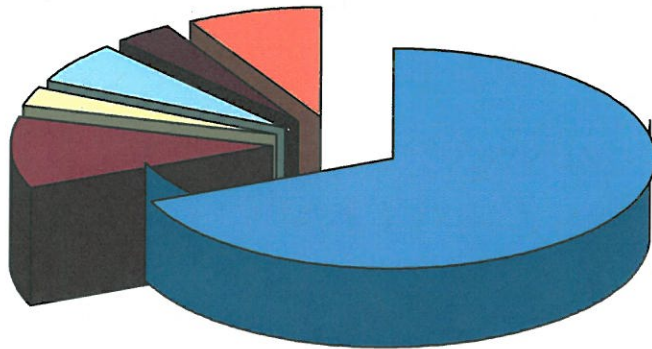
TOTAL REVENUE \$6,908,066.00



EXPENDITURES

- Salaries, Wages and Benefits \$4,730,171.00
- Library Materials \$739,722.00
- Supplies and Database Maintenance \$197,545.00
- Building Maintenance, Equipment and Contracts \$423,355.00
- Utilities (including Telephone) \$243,137.00
- Miscellaneous Operating Expenses (including surplus/deficit) \$574,136.00

TOTAL EXPENDITURES \$6,908,066.00



2011 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.

Change continues to be the one constant at the Kingston Frontenac Public Library. In 2008 the Kingston Frontenac Public Library released our strategic plan, *kfpl VISION 2012*, to build on our existing strengths and to explore new opportunities in this era of change. The 2011 annual report is a review of our services and programs in relation to the strategic directions identified in *kfpl VISION 2012*.

In 2010 the Library Board looked at the future of library services and facilities in relation to demographic changes, and trends in library use and space, as well as alternative service delivery. The Library Board released *Building our future: the Branch Services Master Plan*, a pro-active approach to creating a strong, vibrant library system in partnership with our municipalities. The Board moved forward in 2011 with a number of initiatives. In May the hours of operation at the Ompah branch were transferred to the Plevna branch, a newly renovated facility with more public computer stations and a larger, more comprehensive collection. The new Sydenham branch opened in July, thanks to funding from the Building Canada Infrastructure program, the Township of South Frontenac and from community members who contributed so generously to the fundraising campaign. The guest of honour at the July opening was 106-year-old Gladys Lewis, who was one of a group of dedicated volunteers who kept the library operating in Sydenham for many years. The 5,500 square foot building is a welcoming, accessible space for patrons to browse the expanded collections, use the Internet, take part in programs or read on the deck. The Wolfe Island and Storrington branches were refurbished, thanks to a grant from the Ontario Trillium Foundation.

kfpl VISION 2012 seeks to build on one of the Kingston Frontenac Public Library's greatest strengths: our knowledgeable and committed staff members. In 2011 the Kingston Frontenac Public Library developed a new organizational structure to respond to patrons' changing expectations and to reach out to our communities through programming and partnerships. We were pleased to negotiate a new collective agreement with CUPE Local 2202. The Board also concluded a new agreement for the non-union administrative/management staff.

In the Kingston Public Library's 1962 annual report, Verna Wilson noted that she had just been appointed Chief Librarian, upon the retirement of her predecessor, Miss Mildred Clow. Fifty years later I hear her words echo as I step into the position of Chief Librarian/CEO of the Kingston Frontenac Public Library, following in the footsteps of Deborah Defoe, who retired after thirteen years as Chief Librarian. Although how we deliver services may have changed over the last fifty years, the Kingston Frontenac Public Library's commitment to strengthening our communities and inspiring our patrons remains the same.

Respectfully submitted,

Patricia Enright
Chief Librarian, Chief Executive Officer

Adult Services & Branch Operations

As the current strategic plan takes us to the year 2012, this seems an opportune moment for stock-taking: how far have we come? Where are we headed now? What do we need to put in place to get there? This report looks at the significant accomplishments we've made in the past year toward achieving our strategic goals.

If it wasn't crystal clear until now, the digital revolution has arrived. We see it in everything from the growth of our e-book collection, to the demand for more e-content, the exponential growth in e-circulation, and the reduction of the reference collection as fewer reference inquiries come to the library at all and the ones that do come can usually be answered with online resources. As we rethink collections and services, we have begun redirecting our library talent toward programming and outreach. This direction is reflected in our many significant accomplishments of the past year.

A. ADVANCE LIBRARY SERVICES AND PROGRAMS THROUGH INNOVATION

Community Outreach

- Regular e-book training workshops were initiated by Laura Carter, Christina Tracy and Richard Anderson at Isabel Turner and Sydenham branches.
- We maintained our close involvement with the Kingston WritersFest, with Barb Love serving on the Planning Committee and Deanna MacDonald helping with the Battle of the Books. This year's "Battle" was the most successful one to date, drawing an audience of over 100. The Kingston Reads titles all achieved high circulation and had long waiting lists. The 2011 Kingston Reads winner was Kate Taylor for her book *A Man in Uniform*, and lawyer Mary Ann Higgs was her supportive champion.
- We continue to play an active role in Wolfe Island's Scene of the Crime mystery festival. Five of the participating authors dropped in on the library and donated copies of their latest books.
- Wolfe Island came together as a community in support of its exciting run for "Hockeyville." The library displayed photos and articles on the last 100 years of hockey on the island.
- We hosted two documentary film evenings which tied in with our adult Summer Reading Club, *The Eleventh Hour* and *Waterlife* were followed by discussions about the planet's scarce resources.
- Julie McIlquham is moderating a couple of book clubs in seniors' residences. The very literate attendees enthusiastically discuss a wide-ranging, eclectic mix of books.
- Richard Anderson, our fall placement student, got a new book club underway at the Kingscourt branch in December.
- Deanna MacDonald, Alice Robinette-Woods, and Jo Stanbridge put together an introductory package of information for new City councillors and then attended a meet-and-greet session at City Hall, where they chatted with Councillors about how the library can help them in their Council duties.
- Calvin Park served as a polling station for the recent Federal election, drawing in some newcomers to the branch.
- Rachael Thomas and the Readers' Advisory committee created a "Branch Out" summer program, which encouraged patrons to visit all 16 branches. For eligibility in our draw for prizes, participants needed to visit a minimum of 10 branches and have their passports signed and stamped.
- KFPL participated in "Art After Dark", a tour of galleries organized by Downtown Kingston.
- Kimberly Sutherland Mills and Deanna MacDonald appeared at the Community Services' showcase at the K-Rock Centre.

Partnerships and Memberships

- Multicultural Library: in partnership with Kingston's Immigration Services, Laura Carter undertook to apply for and administer a Cultural Strategic Investment Fund grant. The grant allowed us to build a unique multilingual collection of material in seven languages for the Calvin Park branch, which serves a large population of newcomers to Canada, as well as to provide space for a settlement worker from the City to offer multicultural/multilingual storytimes and after-school programs. Our own Children's staff participated in this programming. A number of local cultural groups met and offered suggestions for additions to the collection in their own languages. The Open House event, part of the City's "Culture Days" activities, attracted a large and appreciative turnout.
- Barb Love served on the City's Culture Days committee.
- Nancy Jones participated in Kingston's Roundtable on Poverty, serving on their social inclusion committee, which produced a Deprivation Index.
- Pam Harris has been attending meetings of Sustainable Kingston Partners, who recognized the library's many efforts towards sustainability and green practices.
- Laura Carter joined the Board of Kingston Literacy and was recently replaced by Lester Webb when she began her Maternity Leave.
- Laura also participated in Queen's University inaugural job shadowing program, through which she hosted two students for half a day each.
- Laura attended the AGM of the Southern Ontario Multilingual Pool in March. KFPL has been a long-time pool member, sharing in a rotation of multilingual materials through the province.
- Laura also serves as OPLA Treasurer and liaison to the Child and Youth Services Committee.
- Jo Stanbridge has memberships in the OGS-Kingston Branch, the Kingston Historical Society and the Frontenac Heritage Foundation and has helped to promote library services at all of them.

B. MANAGE COLLECTIONS TO MAKE THEM MORE ACCESSIBLE AND CONVENIENT FOR PATRONS

- Floating collections: The first full year of floating collections has created a broader, more diverse collection in the smaller branches, refreshed material in all branches, and created a patron-centred collection, as the material stays where it lands and where it's most used.
- Floating also necessitates weeding where collections become unbalanced or crowded; this has the benefit of refreshing the collections.
- We initiated an automatic release plan with the Library Service Centre, for the purchase of best-sellers, so that new material arrives in a more timely fashion, thus allowing our own staff to concentrate on selecting the "long tail".
- Express Reads: following the positive reception at Calvin Park of having more current bestsellers more readily available, we are now offering a non-reservable, non-renewable collection of popular new material in the larger branches available on short-term loan, cutting down on the waiting time and the holds lists.
- Adult Summer Reading program, now in its second year. A total of 32 adults logged reviews for 240 books. Kobo readers and book store gift certificates were offered as incentives for participation.
- Digital collections expanded exponentially, along with demand, as e-readers are now in widespread use. Our virtual collection increased from 1,318 items to 2,728 and circulation increased almost every month of 2011, to an overall annual increase of 152% over last year.
- Database rationalization is underway as we dropped some lesser used reference resources and added the well-received Mango Language training database and several others.
- With a generous donation from the Kingston branch of the Ontario Genealogical Society (OGS), we were able to send 37 of our most fragile Kingston City Directories to the Internet Archive, who digitized a number of volumes and made them more widely accessible to the public. They have now been accessed more than 12,000 times. We also re-printed some older, fragile directories so that the originals could be stored and preserved.

- Government documents and reports are increasingly available only in digital format, so Deanna MacDonald has been involved in massively weeding and moving print documents that are now out of date and available online.
- Jo Stanbridge, along with Alicia Boutilier, curator of the Canadian Collections at the Agnes Etherington Art Centre, has inventoried and evaluated the library's art collection. This assessment allowed us to discard art of no real value and to provide better care and handling to the art of particular value.
- Maps: The map collection at Central was inventoried and cleaned up. Jo Stanbridge prepared a Finding Aid to them, including thumbnails and links to online maps.
- Local History: Jo also arranged for photocopies to be made of 18 local history books and assembled them along with a checklist for any Kingston-Frontenac researchers.

Virtual Reference

- We withdrew support from the provincial AskON service, as our staff felt their time could be used to better advantage on our own virtual "Ask a Librarian" service.
- Our AAL Service was redesigned and streamlined using a new application, created by David Smith and Jennifer O'Donnell, and is now better able to direct account-related questions to customer service staff while reference inquiries are handled by librarians.

Interlibrary Loans

- To reduce the workload of ILLO and balance our loans with items received, we have moved down the rota of responding libraries so that we were lending about the same number of items we borrow on behalf of our own patrons.

Extension Services

- We signed up as a CNIB partner this year to allow our patrons to borrow digital material from the CNIB through KFPL. Jo Stanbridge created a handout of audiobook resources for visually impaired patrons.

Outreach and Marketing

- Nancy Jones and Kimberly Sutherland Mills were the key staff using social networking like Facebook and Twitter to promote the library. Over 1,700 tweets have attracted more than 1,000 followers to our site.
- During April's Poetry Month, Patricia Enright, Nancy Jones and Annie Wilcox tweeted haiku and other short poems on a daily basis.

C. RECRUIT, DEVELOP AND SUSTAIN A HIGHLY SKILLED, COMPETENT AND FLEXIBLE WORKFORCE

- An organizational redesign was begun with the hiring of Joanne Berrigan as the first of our Branch Supervisors, a move that we hope will free up librarians to handle the more in-depth reference and training needs of our patrons, as well as to focus their attention on programming and outreach.

Conference attendance and staff training

- Barb Love attended the "Implementing Digital" publishers' conference in Toronto, as well as *Library Journal's* online Digital Summit. The digital publishing world is moving quickly, and we aim to stay on top of new developments.
- A successful All-Staff Day included sessions on: Dewey Divas introducing hot new book picks, community sustainability, and service to the military community.
- Jo Stanbridge attended the OGS Conference in Hamilton.
- Kimberly Sutherland Mills participated in an online course from ALA on how children learn to read and the implications for library staff and collections.

D. PROVIDE A WELCOMING COMMUNITY COMMONS THROUGH OUR PHYSICAL AND VIRTUAL SPACES

Branch changes and enhancements

- *Sydenham Branch Library* opened its doors on a beautiful new state-of-the-art facility, designed by Shoalts and Zaback, which features a fireplace lounge, a reading deck, and welcoming spaces for children and teens. Circulation has increased by more than 50% since the doors opened in July.
- We rationalized hours at *Kingscourt* and *Pittsburgh* branches to close one hour at the beginning and ends of the day when usage was demonstrably light, thus allowing us to regularize hours at *Pittsburgh*, a move that has been welcomed by east end patrons. Although *Kingscourt* patrons were less pleased by the slight reduction in hours, circulation actually increased for the first time in many years.
- *Central Library* had a major first floor renovation to create a more customer-friendly service desk, a marketplace to showcase new material, and comfortable, welcoming lounge spaces. The Bishop's House had restoration work and painting done on the exterior of the building.
- *Calvin Park* replaced two outdoor benches and acquired five new bike lock stations.
- *Pittsburgh* had windows replaced and exterior painting done.
- Solar panels were installed on the roofs at *Central* and *Kingscourt*.
- With the significant assistance of Trillium funding, renovations were done at *Storrington* and *Wolfe Island*, providing both branches with new display shelving for merchandising collections, new paint and new flooring.
- At Plevna, a new book drop was installed which allows patrons to happily return material after hours.
- All rural branches had their Internet upgraded to wireless, a welcome improvement for patrons.

E. ENHANCE AWARENESS OF THE LIBRARY IN THE COMMUNITY

- The Isabel Turner branch participated in a successful pilot partnership with the City transit workers to share space in their lunchroom with bus drivers, thereby saving on an additional bus run to transport the drivers back to Counter Street headquarters.

We made the news today, oh boy

- Among its many awards and honours, Calvin Park was the recipient of one of Kingston's "Livable City" design awards. Calvin also received honorable mention as a nominee for the City's inaugural Access Awards.
- Kimberly Sutherland Mills and Sarah Payne were featured in an *EMC* story on KFPL's Children's and Teen Services
- Kimberly was also on CKWS-TV to talk about the "Paws to Read" program designed to promote childhood literacy by having children read to dogs.
- Barb Love was featured in a *Whig* article to promote the Battle of the Books and was also interviewed on CKWS-TV about the newly opened Sydenham Branch Library. Barb was also interviewed by the City's Culture department for a film to be shown at a culture symposium in 2012.
- Deanna MacDonald appeared on CKWS TV talking about library services and programs.

Thanks:

Deep gratitude to the staff and pages who promote literacy and daily encourage a love of books and reading, whether through storytimes, chats at the desk, or mounting displays, by creating Book of the Week recommendations, hosting book clubs, moderating author talks, visiting schools, hosting movie events, attending hockey games and fairs, and by patiently training new e-book users on how to download books in order to keep on reading, no matter the format.

Barbara Love
Manager, Adult Services

Children's and Teen and Technology

As we look forward to new strategic directions, it becomes clear that the pillars of library service are reading/collections, space, programming and service.

A. ADVANCE LIBRARY SERVICES AND PROGRAMS THROUGH INNOVATION

- In July, we launched our first Summer Read-to-Me Club, targeting children up to the age of five. Parents and children were given a booklet that guided them through highlights of KFPL's collections, from picture books to music recordings, to Tumblebooks. Our inaugural Club attracted 115 children across the system.
- Staff tested a new model of summer program delivery in 2011. Rather than creating a series of individual programs, each Children's staff member created one program that they offered at four locations in one week. While there were challenges, this significantly reduced the amount of planning time required for summer events and gave all staff the opportunity to discover the circumstances that arise when offering children's services in other branches.
- The key initiative with technology in 2011 was improving our website for our readers. The focus of our website has shifted from being a gateway to the resources on the Internet to being an enriched reader's portal. To this end we have been testing, configuring and customizing Infor's new product Iguana to replace our current website. Iguana will offer many features to help our readers select, comment and collect items from our collection. We have struggled with this implementation of Iguana, in part because the product is new, and, while it has many outstanding new features, we need to ensure that the product meets our current requirements.
- The updated edition of Every Child Ready To Read arrived in late fall. Early in 2012, our new Early Years Specialist will need to offer training sessions for our programming team so that we can update our programs for young children.
- We increased our bandwidth in many of our urban branches and introduced wireless network access in all the urban and rural branches. This is in part funded by the Southern Ontario Library Service (SOLS).
- New self-checkout software was implemented at the Central branch.
- The Teen Advisory Groups at Central and Kingscourt continue to attract a dedicated group of youth who work on projects to promote and enhance services to teens at KFPL. They represented the library at the Grate Groan Up Spelling Bee and the Santa Claus Parade, and they help plan a variety of programs for teens, the most successful of which was a Coffee House at Central at the end of March, which was attended by 40 teens and 12 adults. Three rock bands, an acoustic guitarist, a pianist, a violinist and two duos performed to enthusiastic applause.
- For the first time, our Summer Reading Club for older children was offered only in an online format this year. In total, 113 children took part, sharing 805 reviews with one another. The numbers were down significantly for the second year in a row, in part because we added a second club for our youngest patrons. Moving away from the TD Reading Club also removed a useful marketing tool for staff. However, the quantity and quality of the reviews that were submitted showed that the children who did participate were highly engaged. We need to find ways to promote participation to a wider audience.
- We once again offered an online teen reading club this summer, attracting 47 teens who submitted 412 reviews. The number of participants was down slightly from 2010 (58 teens, 288 reviews).

B. MANAGE COLLECTIONS TO MAKE THEM MORE ACCESSIBLE AND CONVENIENT FOR PATRONS

- We have worked with Library Services Centre (LSC) to provide us with additional information to load into the database to reduce the data entry required from Technical Services staff. This move significantly reduced the time that materials are in Technical Services, putting them in our patrons hands more quickly.
- The Teen Review Board continued in 2011, involving a handful of nine dedicated reviewers. After a brief hiatus in the spring when the teen website went offline, the publishing re-launched in July and we were provided with enough thoughtful and well-written reviews to highlight an item each week from the beginning of July until year end.
- March Break was a busy, lively time at KFPL. Our 27 events, including puppet shows, film screenings, story programs, and science-based sessions offered by our partners at Queen's Let's Talk Science attracted 1,050 children, teens and adults.
- The 105 summer programs coordinated by the Children's and Teen Services department drew 3,517 children, teens and adults to our branches. As usual, puppet shows, live events and Stories in the Park programs drew the biggest crowds.
- Over the course of the year, Children's and Teen Services staff members offered 722 programs and outreach events, plus three summer reading clubs, attracting 11,704 children, 328 teens, and 7,302 adults.

C. RECRUIT, DEVELOP AND SUSTAIN A HIGHLY SKILLED, COMPETENT AND FLEXIBLE WORKFORCE

- In January, Kimberly gave a presentation at a one-day conference focused on teen services, organized by the Canadian Library Association. Her presentation shared tips for a successful Teen Advisory Group.
- Jane Venus from the Ottawa Public Library offered our Children's programmers training in Every Child Ready to Read, an initiative which KFPL began to implement in all of their early years programming.
- In addition to attending the OLA Superconference in February, Kimberly participated in two web courses. Reading Instruction and Children's Books was a five-week course which examined various strategies used by children when learning to read. Collaborating with Teens to Build Better Library Programs shared tips for successful teen programs and volunteer opportunities.
- In May, Lester, Lori, Jennifer and Wes attended the Vubis users group meeting in Ottawa.
- Lester and Jennifer attended the Access Conference in Vancouver.

D. PROVIDE A WELCOMING COMMUNITY COMMONS THROUGH OUR PHYSICAL AND VIRTUAL SPACES

- New local network and PC Reservation implementation in Public PCs was provided at the Sydenham new facility, along with new self-checkout and Gates security systems.
- New public PCs were added in all the urban branches.
- New local network at PCs at Wolfe Island and Storrington branches.

E. ENHANCE AWARENESS OF THE LIBRARY IN THE COMMUNITY

- Kimberly, Patti and Barb met with representatives of the Rotary Club, and a designer, to begin discussions about refurbishing the Turner Children's department to create a "destination" First Skills space.
- In 2011 KFPL undertook a branding initiative to select a new visual image for KFPL and to increase the awareness of the library within our community. We have been working with SMWG to design a new logo, and colour scheme, and in 2012 will launch the brand and a new marketing program.

- KFPL was approached by Canadian author Richard Scrimger about participating in a large-scale author event in fall 2012. Seven authors, working with Orca Books, will be launching a new series and touring together through Ontario. Kimberly contacted local schools in the fall, and has already received pre-bookings from seven teachers for fourteen possible readings. The event will also include an evening event for teachers and local writers and we hope a 'gala' for young fans that will provide an opportunity to meet their favourite authors.
- The City's cultural and recreational services are developing a Youth Strategy that will guide their programs and services to youth in the 13-24 age group. Several local agencies, including KFPL, are working together to map the services currently available to this demographic. The project is meant to involve youth as much as possible, and five members of the Teen Advisory Group (Deborah Sutherland, Sachin Kotecha, Stephanie Boissoneault, Sarah Mills and Ella Wright) have been selected to participate in the project. Meetings will begin in January 2012.
- Kimberly worked with the Kingston Frontenacs hockey club in a successful partnership to promote our services to local hockey fans. In January 2011, the Frontenacs took part in a photo shoot, and our graphic designer Rachael Thomas created a series of READ posters that attracted a great deal of attention. The Frontenacs dedicated a February home game to the library, and staff set up a booth in the concourse of the K-Rock Centre, where they signed up new members, checked out hockey-themed books and promoted library services. The partnership drew attention from the American Library Association, who requested permission to print our posters in their graphics catalogue and display the posters at their annual conference. The Frontenacs invited us to partner again the following season, so another series of posters were created in the fall, and KFPL hosted a booth at a game in November. During the two events, our booth was visited by 146 children, 14 teens and 114 adults.
- Kimberly spoke to staff and foster parents at a mini-conference hosted by the Children's Aid Society, promoting KFPL's services for children and teens. Many in attendance were surprised by the breadth of KFPL's services, especially our electronic offerings.
- Volunteers continue to make a significant contribution to the library and the community. Some of the volunteers contributing to our organization include: shut-in drivers who facilitate access to the Library's collections for housebound patrons; booksale volunteers at Calvin Park, Pittsburgh and Hartington who facilitate the re-ownership of donated books, CDs and movies; garden volunteers and plant waterers who made the urban branches more welcoming to patrons; and long-time volunteer Paul Koktan who contributes to the musical life of Kingston by continuing faithfully to tune the piano at Central.
- High school volunteers get a flavour of worklife while meeting their volunteer hours requirement. Our continuing partnership with Community Living Kingston allowed several developmentally disabled adults to contribute to the community and to enhance their social skills.
- In 2011 Anne Hall continued to represent KFPL at KAAAV [Kingston & Area Association for Administrators of Volunteers] meetings and at their AGM, sitting on KAAAV's Education and Executive Committees.
- Lester continues to serve on the board of KANnet (Kingston Area Networks) and the board of the Library Services Centre.

Lester Webb
 Manager, Systems and Technical Services

Facilities Services Supporting the Strategic Plan

KFPL Vision 2012:

KFPL Vision 2012 is the five-year Strategic Plan, and in it the core responsibilities of Facilities are the backroom services that mostly supports the strategic plan to **provide a welcoming community commons through our physical and virtual spaces**. This goal is accomplished through the strategic objectives to provide clean, working, and inviting public spaces and to develop fully functional, standardized, accessible spaces throughout the system. As well, the inter-branch courier service supports the strategic plan to **manage collections to make more accessible and convenient for patrons**.

Facilities staff, in conjunction with the core responsibilities, are used to meet various initiatives which complement the Strategic Objectives.

Core Responsibilities:

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

Staffing:

The Maintenance Staff are led by a Maintenance Supervisor, and the maintenance staff in 2011 consisted of:

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

2011 INITIATIVES:

Ensure that library facilities and equipment are maintained in good repair to ensure branch effectiveness:

To maintain the branches and keep them in a good state of repair, regular daily operations, repairs, and preventative maintenance were carried out throughout the year on an ongoing basis. Emphasis is placed on regularly scheduled preventive maintenance to increase equipment life, reduce breakdowns and reduce costly unplanned repairs. As a result, we obtained a reasonable standard and created a base to build upon for the coming year. Major operating/ repair items are listed below:

- Pittsburgh Branch was flooded with 10" of water through heavy rains, as the sump pump could not keep up with the volume of water and the situation was compounded by the pump not discharging far enough away from the building. In the spring a project was done to add another pump and install piping to move water discharge far from the building.
- Turner Branch experienced several heat pump failures, and since units are close to the end of their life cycle, they were replaced rather than repaired.
- The Pittsburgh Branch sidewalk dropped off too steeply, so landscaping work was done to remove the tripping hazard.

- The Pittsburgh Branch parking light stand was damaged due to a hit-and-run accident. Police located the driver, who paid for a replacement light standard.
- Central's metal fire door was found to be warped and rusty and was replaced.
- The Central Branch Janitor room, because of sewer backup in December 2010, required drywall and flooring replacement.
- At Central Branch, there was a covered parking sump pump and float switches replacement.

Establish and implement standards for all branches to a minimum level of state of good repair:

- Central Branch, Bishop's House, Historical Building: repaired and painted exterior door and windows
- Pittsburgh Branch, McLean House, Historical Building: repaired and painted exterior door and windows
- Kingscourt Branch: roof replacement
- Central Branch, Mechanical Study: prepared for future capital repair planning
- Turner Branch, Mechanical Study: prepared for future capital repair planning
- Central Branch: design documents completed for roof replacement and made ready for construction in 2012
- Development of regular and emergency maintenance requests protocol and procedures

Implement upgrades and improvements in existing branches to address service gaps:

- Storrington Branch Upgrade: liaison with Township and arranging painting, flooring, packing, storage and restocking collection, removing old shelving and furniture.
- Wolfe Island Upgrade: liaison with Township, arranging electrical, painting and removal of old furniture, shelving and equipment.
- Sydenham Branch, New Building: liaison with Township through construction, keying to KFPL standard.
- Ompah Branch closure: move collection and ready building for return to Township.

Implement upgrades and improvements to meet accessibility requirements:

- Central Branch: ramp and railing repairs
- Project Planning and Budget preparation work for three accessibility projects planned for 2012

Demonstrate environmental/green leadership in all facility development and purchasing:

- It is an on-going process to ensure consideration is given to environmental and energy conservation in any and all operation, maintenance and project work. For example KFPL has set up a Green Housekeeping Program which uses only green certified products. Also this program has greatly reduced the number of different products used in the janitorial operations.
- Assist City of Kingston Energy project with solar panels installed on the roofs of Central and Kingscourt Branches.
- Worked with the City to finalize the energy retrofit regarding the lighting upgrades, building control systems, and a building automation system at the Turner Branch.
- Calvin Park: grey water cistern leaks were discovered and had to be repaired, and by-pass switching was upgraded to ensure proper continuance of this water-saving initiative.

Manage collections to make them more accessible and convenient for patrons

- Inter-Branch Courier Services is continually reviewing service routes and participating in the floating collection initiative, which has reduced the volume of collection transported in 2011 as follows:

2011 number of boxes	18,508
2010 number of boxes	<u>27,165</u>
Difference	8,657

Boxes have an average weight of 25 pounds and are handled an average of four times each. Therefore the reduction from 2011 from 2010 was 216,425 pounds and the gross amount (based on handling the boxes four times) was a reduction of 865,700 pounds. Due to the reduction of boxes, shorter runs were done, resulting in a fuel reduction of \$100 to \$150 per month, as well as reduced mileage on the vans, and overall a reduction in the carbon footprint.

Doug Brown, CPM®
Manager, Facilities

Staffing News

Staffing news

- Eric Folsom was appointed Kingston's first Poet Laureate.
- We welcomed three co-op library school students in 2011: Colleen Kaloyanis, Sheela Sur, and Richard Anderson. All three played significant roles in training, as part of our virtual reference services, and assisting patrons with downloading e-books.
- We welcomed nine new Pages: Tess Murphy, Samantha Johnston, Anna Soper, Sarah Mills, Holly Hamilton, Matthew Murray, Evelyn Lam, Jade Garrison and Danya Goldsmith-Milne.
- Angie Ells, Sayyida Jaffer, Michelle Echlin and Brandy Smith joined our staff as Relief Library Assistants.
- Edwin Berbesi took on the role of Systems Specialist, and we also welcomed Bill Purvis as an Information Systems Assistant.
- Joanne Berrigan took on the role of Branch Supervisor at the Central branch.
- Kevin Jenner was our Systems Helper for 2011 and has now taken on a relief Information Systems Assistant role.
- We had a number of staff members on leaves of absence in 2011, and these leaves affected maintenance, administration and branch operations staffing. As a result, there were many changes in priorities and responsibilities for staff to ensure service delivery. We thank all of the staff who helped.
- In November, we hired Brianne Peters, who will join KFPL as our new Early Years Program Specialist in January 2012.
- Ella Rusak, from the Seneca College Library Technician program, completed a two-week placement with us.

Farewell

- Caitlin Fralick left her position as Turner Branch Librarian to take a management position at Hamilton Public Library.
- Sarah Sorensen left her position as Early Years Librarian in March to pursue training and opportunities in publishing.
- Marianne Zikakis, Joan Leonard and Pat Bender retired after years of valued service to the library and community.
- Scott Van Luven left KFPL to pursue an opportunity with the City of Kingston. Scott was instrumental in the design and strength of our systems for many years.

Deborah Defoe

At the end of the year, we bade a sad farewell to Deborah Defoe, our thoughtful, forward-thinking, supportive, empathetic, engaged, community-minded library leader. Deborah began her professional career as a reference librarian at the Kingston Public Library (KPL) in 1971. In 1978, with the opening of the new Central Library on Johnson Street, she became Manager of Adult Services. Ms. Defoe was hired as Chief Librarian in December 1998, shortly after the amalgamation of the Frontenac County Library system and KPL to form the Kingston Frontenac Public Library. During her thirteen years as Chief Librarian/Chief Executive Officer, the Kingston Frontenac Public Library was recognized with numerous provincial and national awards, but, more important, it received regular recognition and gratitude from the public. Maintaining excellent relations with our municipal and county funders, Deborah ensured support and funding for staffing, collections, buildings and new projects. Moreover, through some miracle of skillful management, steely determination, and the application of standards and statistics, in a time of relative fiscal restraint, she managed to build two new libraries and to refurbish many more.

While always mindful of the long history of public libraries as the cornerstone of democracy, Deborah proactively encouraged staff to adopt new technologies, a measure which allowed the library to become a recognized technology leader.

Serving as an inspired mentor for management, professional and non-professional staff, Deborah was always a strong supporter of staff development, training and improvement. These were attributes from a career that spanned some forty years of service to KFPL.

Deborah has been a tireless promoter of community partnerships that strengthened our strategic relationships and promoted the library's leadership role in the community. Usually one to shun the limelight and to attribute KFPL successes to her staff rather than to herself, Deborah's inner light and warmth shone on her branches, her staff and her community.

Statistics

2011 ANNUAL LIBRARY USES

	TOTAL USES	CIRCULATION	REFERENCE QUERIES	NEW/RENEWED		IN LIBRARY USES	INTERNET USE	PROGRAM ATTENDANCE
				PEOPLE ENTERING	PATRON CARDS			
ARDEN	20,125	9,042	4,588	5,450	368	4,500	677	
CALVIN PARK	459,839	235,169	26,910	144,000	5,626	20,850	27,284	
CENTRAL	885,425	363,870	49,635	320,350	23,394	62,800	66,279	
CLOYNE	31,130	10,039	2,552	2,700	346	14,600	893	
HARTINGTON	29,619	10,294	1,725	4,100	711	12,600	189	
HOWE ISLAND	10,070	3,335	1,076	1,404	167	4,050	38	
ISABEL TURNER	718,490	344,901	34,544	226,350	20,886	46,000	45,809	
KINGSCOURT	74,019	33,597	7,611	20,300	1,854	5,540	5,117	
MOUNTAIN GROVE	11,886	3,504	2,634	2,900	319	2,300	229	
OMPAH *closed May 2011	751	523	132		89		7	
PARHAM	13,331	4,525	1,720	1,540	227	5,150	169	
PITTSBURGH	194,726	72,173	13,867	92,800	3,882	8,700	3,304	
PLEVNA	9,693	3,765	617	850	177	3,150	1,134	
SHARBOT LAKE	35,863	17,115	4,213	7,300	900	4,700	1,635	
STORRINGTON	19,651	12,449	1,831	4,300	632	6,000	439	
SYDENHAM	73,840	47,123	4,857	15,450	2,470	1,650	2,290	
WOLFE ISLAND	20,452	9,681	1,830	3,000	530	2,750	441	
SYSTEM WIDE	261,706	246,709	1,450					18,522
Grand Total	2,870,616	1,427,814	161,792	852,794	62,578	205,340	155,934	18,522
Totals 2010	3,071,246	1,394,518	146,996	989,780	40,403	292,850	186,166	20,533
% change 10-11	-6.53%	2.39%	10.07%	-13.84%	54.88%	-29.88%	-16.24%	-9.79%



Printed on 100% post-consumer recycled paper

Building our Future



Kingston Frontenac Public Library

130 Johnson Street
Kingston ON K7L 1X8
613-549-8888

<http://www.kfpl.ca/>