



Kingston Frontenac Public Library 2020 Annual Report

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“Based on today’s Amazon pricing: I have saved \$277.61 in the month of January by choosing the @KFPL over online shopping. That’s 13 books for me, not including the other books for C. I wonder what it will be by the end of 2020. Not exactly sure who needs to hear this, but do yourself a favour and get a library card! It’s not just about the books - there are so many other perks. My fav from @KFPL >> Free access to Lynda.com, Museum and Park passes, Audiobooks and more! ”

“Wow the @KFPL selection continues to blow my mind. I haven’t had to buy books in a while cause of my library. Libraries are important folks! #ygk”

Message from the Chief Librarian

This report chronicles an extraordinary year (to say the least!). The COVID-19 pandemic required a 12-week closure of all 16 of our physical locations from mid-March to early June, and near constant reinvention of our programs and services.

Despite these challenges, Kingston Frontenac Public Library staff have provided the best public library service under the circumstances, and excellent library service by any measure.

Our staff have shown incredible resilience and have continued to work innovatively and collaboratively, both in response to the pandemic and to advance initiatives to make a difference in our community.

I am please to present KFPL’s 2020 Annual Report, and am extremely proud to lead this incredible organization.

Sincerely,

Laura Carter

Chief Librarian/CEO

“All the libraries, whenever I go in, have such a great atmosphere. I really think they staff must love what they do!”

“Just wanted to thank you for the great help I received at the main branch, both in person and on the phone about downloading audiobooks. I’m a real rookie and the 2 ladies I talked to were most helpful and patient.”

New year, new opportunities

In January, KFPL launched The Friends of the Library Create Space. Sewing machines, Circuit makers, photo scanners, video transfer stations, and more were made available free of charge to support our community’s creativity and skill-building.

Weekly Art Hive programs and hands-on workshops provided guidance as our patrons explored new activities.

“This is really cool - you can use a sewing machine, circuit, button maker, 3D printer.. and even the technology to transfer those home videos to digital. Thank you @FriendsofKFPL for this fantastic addition to @KFPL Central! #loveyourlibrary”

“This is so cool!! I’m happy to know sewing machines are available thru my public library”

Brain Storm

KFPL partnered with the Queen’s Centre for Neuroscience Studies(CNS) for our newest event series. Brain Storm featured student research into the inner workings of the brain and its impact on health and well-being.

Pop Up Programs

As labour disputes impacted local schools, we offered pop-up programming on rotating strike dates - keeping kids entertained and learning with LEGO builds, ukulele workshops, crafting and more.

Virtual reality programs

Virtual reality programming was introduced for teens and adults. Sharing this popular technology means entertainment and fitness for everyone!

Sensory Storytime

KFPL piloted a new sensory program for young children on the autism spectrum or with multi-sensory needs. Feedback from parents was gathered as staff planned an expansion of the program later in the year.

COVID-19 response

As the COVID-19 pandemic reached Ontario and public libraries across the province closed down, KFPL moved rapidly to provide access to as many library services as possible from home. We worked closely with other organizations to support local urgent projects.

Repurposing the Create Space

Our largest 3D printers were loaned to a team of Queen’s medical students to print essential PPE for frontline health workers. Staff set up our smallest printer to create gadgets to fold bias tape so that community volunteers could more easily sew fabric masks for patients in local hospitals.

Increased access to digital resources

cloudLibrary was set to launch in late spring, but we unlocked it early to give patrons immediate access to more eBooks and eAudiobooks.

The switch to cloudLibrary provides KFPL patrons with a greater selection of titles. We now have access to the cloudLibrary collections of other Ontario libraries.

“At the age of 71, I have discovered reading books on a computer. Thank you for the cloud library. I can change the size of the print, hurray! I know what page I am on. Started using it and love it. Thank you, KFPL.”

“I recently enjoyed my very first audiobook via cloudLibrary. I discovered I could multitask, playing Spider Solitaire on my PC, while comprehending the story. I’m hooked.”

Ancestry Library Edition from home

With Ancestry providing free home access to their library edition, many newly inspired genealogists started exploring their roots. Our local history librarian created video tutorials to support patrons using this valuable research tool.

Capturing the moment

Recognizing that everyone has seen their life change in some way during this unique time in history, our StoryMe project gathered pandemic stories and photos from community members.

Programs go virtual

Our staff quickly shifted from in-person to virtual programming, starting with Facebook groups and pre-recorded content, and gradually expanding to live events on Zoom. Patrons could connect to discuss books, meet authors, enjoy stories and songs with their children, and more.

“Today’s group was amazing! It was so uplifting to take part in something that was so important to my well-being with my first son, and that had evaporated this time around. A massive thanks!”

“We loved what you put together. My daughter asks for the “Library Show” every day. Please keep doing what you are doing and know that your efforts are being enjoyed and are longed for.”

“I’m very grateful that the library is offering programs via video calls; the children really miss their activities and this is one way that they can still participate in them. As a high-risk person, I really appreciate it.”

Easier access to library services

Technology allowed us to continue service while our doors were closed, automating membership applications and using software that allowed staff to answer our phones from their own homes.

As our community began to open up, library staff prepared for curbside pickup and the monumental task of processing weeks of returns in only a few days. Logistics for quarantine, safe interactions and curbside pickup were developed.

“Just picked up a few books curbside for my nine year old. Perfect timing, she complained she was bored and when I brought out the books she was dancing with joy! KFPL has made it so easy to pick up books curbside, highly recommend!”

Global view, local action

Local celebrations for Pride and Indigenous Peoples Day coincided with protests and increased attention to the Black Lives Matter movement, and our community turned to us as a trusted source of information.

“Thank you so much for providing us with a great list of books and resources on anti-racism. Good work!”

Here comes the sun

With the arrival of summer, our YouTube channel flourished with increased virtual programming. And as our community settled into a new, COVID-safe routine our branches began a gradual reopening.

Strategic response to community needs

The City of Kingston enacted new programs and spaces to draw residents downtown and support the local economy. KFPL pitched in with weekly Stories in the Square through August and early September, and invited families to StoryWalk the streets in October.

“I attended the stories in the square today with my 6 month old and it was wonderful!”

“Our family had an excellent afternoon in downtown @cityofkingston completing the @KFPL Downtown Storywalk. Great afternoon with amazing Fall weather and experiencing everything our fantastic city has to offer! #ygk #familytime #supportlocal”

Hotpots for loan

With the pandemic pushing so many aspects of life online, internet access became even more essential. To help bridge a local gap in access, we began loaning wireless internet hotspots with the support of the Cameron & Laurie Thompson Fund at the Community Foundation of Kingston & Area.

“This made my day!”

“Fabulous idea!”

New community partnerships

Local concern about the growing climate emergency was not dimmed by the pandemic, and KFPL’s new community partnerships brought residents together to learn and share ideas.

New programs for teens

Our Teen Advisory Group worked with us to support their peers, launching a new by-teens and for-teens tutoring service and developing workshops to help youth cope.

“Thank you so much for offering this! It’s a great way for us to add structure to the day.”

Casting Call

Burgeoning virtual programs emphasized the need for greater inclusivity and representation in our video content. Working with the City of Kingston, we launched a new process to engage community members from across our service area in marketing and creative projects.

“Please keep these videos available for a long time! We are already on viewing #2 of the day. Thank you very much for some great programming!”

No more fines

And as the year drew to a close, our Board decided to permanently eliminate overdue fines - another step to make the library accessible and inclusive to all.

Special thanks to the students from Amherstview Public School, École Catholique Cathédrale, Fairfield Elementary School, Lord Strathcona Public School, Module de L'Acadie, Polson Park Public School and Sydenham Public School who created many of the snowflakes displayed in windows across all 16 library branches.

“Heart this! Strength based, people centred policy. Thanks @KFPL #Equity”

“Thank you @KFPL, this removes a significant access barrier for the most vulnerable in our community.”

“Thank you, @KFPL for being proactive and going fine free. This is great news for all of us.”

Our 20290 partners

ACFOMI, Black Luck Collective, Cataraqui Region Conservation Authority, City of Kingston, Community Response to Neighbourhood Concerns, County of Frontenac, Downtown Kingston, Friends of the Library, Frontenac Heritage Foundation, Juvenis, KEYS, King Con Collective, Kingston Association of Museums, Galleries and Historic Sites, Kingston Branch, Ontario Genealogical Society (Ontario Ancestors), Kingston Historical Society, Kingston Indigenous Language Nest, Kingston Pride, Kingston WritersFest, Office of Justice, Peace and Integrity of Creation, Sisters of Providence, One Page Virtual Literary Series, Ontario Parks, Queen's Centre of Neuroscience Studies, Queen's Connections Engineering Outreach, Queen's Office of Indigenous Initiatives, Science Rendezvous, Scientists in Situ, Student Engagement Office, Queen's University, Sustainable Kingston, Tone Deaf, United Empire Loyalists Association of Canada (UELAC), Women in Science at Queen's (WiSQ), and several downtown Kingston businesses who took part in our StoryWalk.

Our funders and donors

Library service is funded by the City of Kingston, County of Frontenac and Province of Ontario through your tax dollars. The Kingston Frontenac Public Library appreciates your support as well as that of the Friends of the Library and the many donors who help to fund programs and other initiatives outside the scope of our operating budget.

More than 60 people/organizations donated a total of \$14,406.81 in 2020.

2020 operating budget & expenditures (unaudited)

Revenue

83% City of Kingston - \$6,631,582

11% County of Frontenac - \$863,489

4% Province of Ontario - \$297,138

1% Room Rental, Fines, Photocopier - \$48,699

1% Grants, Donations and Other - \$80,749

Total Revenue - \$7,921,657

Expenditures

72% Salaries, Wages and Benefits - \$5,283,963

13% Library Collection Materials - \$952,418

8% Program-Related - \$557,910

3% Utilities (including telephone) - \$244,737

3% Facility-Related - \$211,370

1% Computers and Equipment - \$76,329

Total Expenditures - \$7,326,726

Surplus/(Deficit) – \$594,931

“Wow - late fines will be permanently eliminated at KFPL as of January 2021. What a great start to a new year! Books for everyone!”

2020 statistics

1,202,178 Checkouts (Digital and Physical)

51,173 Library Card Holders

4,386 New Members

718,479 Items Borrowed

829,926 Visits to www.kfpl.ca

37,647 Internet and WiFi Uses

483,699 Digital Checkouts

Top eAudiobooks was Becoming by Michelle Obama

Top Ebook was Where the Crawdads Sing by Delia Owens

Top Movie was the Gentlemen

Top Magazine was The Economist

Top Album was 2020 Grammy Nominees

Top Book was A Better Man by Louise Penny

Top DVD was Once Upon a Time in Hollywood

Top Language Learned Online was French

10,171 Program Participants

28,135 Views on YouTube

"I just wanted to say how much my son and I are enjoying these virtual sessions. It's provided us with books recommendations and exposed us to music and nursery rhymes I haven't heard before. I imagine there's a lot of work behind the scenes and I busted wanted to let you know that we appreciate it very much."

KFPL Board 2020

Trustee Kate Betts-Wilmott appointing body Kingston City Council

Trustee David Kerr appointing body Kingston City Council

Trustee Mark Kerr appointing body Kingston City Council

Trustee Councillor Robert Kiley appointing body Kingston City Council

Trustee Kamryn Marsh appointing body Kingston City Council

Trustee Louise Moody appointing body Frontenac County Council

Trustee Natalie Nossal (Vice Chair) appointing body Frontenac County Council

Trustee Holly Platz appointing body Kingston City Council

Trustee Councillor Alan Revill appointing body Frontenac County Council

Trustee Jennifer Ross appointing body Kingston City Council

Trustee Monica Stewart (Chair) appointing body Kingston City Council

Statistics

Arden

1,103 patron queries.

3,807 items borrowed.

879 internet/wifi use.

Calvin Park

6,294 patron queries.

138,577 items borrowed.

13,647 internet/wifi use.

Central

11,958 patron queries.

98,908 items borrowed.

20,549 internet/wifi use.

Cloyne

676 patron queries.

3,939 items borrowed.

1,953 internet/wifi use.

Hartington

809 patron queries.

3,561 items borrowed.

515 internet/wifi use.

Howe Island

125 patron queries.

1,840 items borrowed.

147 internet/wifi use.

Isabel Turner

10,476 patron queries.

190,908 items borrowed.

18,439 internet/wifi use.

Mountain Grove

231 patron queries.

1,356 items borrowed.

160 internet/wifi use.

Parham

731 patron queries.

2,039 items borrowed.

89 internet/wifi use.

Pittsburgh

2,806 patron queries.

40,166 items borrowed.

799 internet/wifi use.

Plevna

325 patron queries.

1,439 items borrowed.

1,612 internet/wifi use.

Rideau Heights

1,036 patron queries.

17,366 items borrowed.

1,953 internet/wifi use.

Sharbot Lake

1,383 patron queries.

6,068 items borrowed.

1,240 internet/wifi use.

Storrington

177 patron queries.

5,982 items borrowed.

123 internet/wifi use.

Sydenham

797 patron queries.

23,731 items borrowed.

1,387 internet/wifi use.

Wolfe Island

1,016 patron queries.

4,286 items borrowed.

465 internet/wifi use.

System-Wide

8,863 patron queries.

174,506 items borrowed.

Statistic Totals

48,806 patron queries.

718,479 items borrowed.

63,957 internet/wifi use.

“Just went inside the #library for the first time in 4.5 months! I was only there for 5 minutes to pick up a hold, but it felt like a huge honour and privilege!”

“Happiness is getting your @KFPL card in the mail after months of worrying how I was going to be able to pick it up. It doesn’t take much to make me happy, and a library card is one of the best things ever!”

www.kfpl.ca