



# Kingston Frontenac Public Library 2021 Annual Report

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## Message from the CEO and Board Chair

Despite the ongoing COVID-19 pandemic, 2021 was a year of continued innovation at the Kingston Frontenac Public Library. We adapted to the ever-changing situation with a renewed commitment to meet our communities' needs as we were reminded once again how vital libraries are to our patrons and to a healthy and vibrant society.

The year started with the permanent elimination of overdue fines. KFPL went fine-free on January 1 to break down barriers to library access across Kingston-Frontenac.

The Library Board worked on revising their Ends Statement in the Spring. Ends define the results the Library is expected to achieve, for whom, and at what cost. The following statement will guide the development of a new strategic plan later this year:

Kingston Frontenac Public Library exists so that both urban and rural residents have access to resources, services, and programming that support personal enrichment, digital equity, information literacy, and meaningful societal participation through effective stewardship of public resources.

[Read the full Ends Statement.](#)

Throughout the year, staff worked to expand collections and services to meet unique needs. Hotspots, Chromebook's and radon detectors were added to our offerings. Digital collections were enhanced, with Kanopy providing access to films. As the community began to gather outdoors, programming staff developed new

events like Sing and Stroll and Snowsuit Storytime to connect with young families, while continuing to educate and inspire with their online programs.

We are proud of the work KFPL staff have done to keep Kingston-Frontenac connected and engaged over the past year, and thank our communities for your continuing support.

Laura Carter, Chief Librarian/Chief Executive Officer

Monica Stewart, Chair, Kingston Frontenac Public Library Board

## **2021 Highlights**

KFPL staff hung 913 snowflakes in the windows of the Central Branch to celebrate the permanent elimination of library overdue fines as of January 1; one snowflake for each library account blocked from borrowing because of fines.

Expanded lending met unique community needs:

Helping to bridge the digital divide, we introduced Chromebook's and Hotspots that can be borrowed for a week at a time.

We brought you Mystery Packs – the opportunity to discover new reads, chosen for you by library staff. During the holidays we expanded our Mystery Pack service and reached over 50 families with Advent and Hanukkah Book Bundles.

For those who struggle with reading difficulties or who are learning a new language, we announced lendable C-Pen Readers, portable pocket-sized devices that read text out loud in a human-like digital voice.

Through a partnership with the Alzheimer Society of Kingston, Frontenac, Lennox & Addington through their Community Investment fund, we were able to launch Reminiscing Kits that include books, puzzles, and games that can be used by caregivers to engage community members living with dementia.

We partnered with KFL&A Public Health to offer lendable radon detectors to help keep Kingston-Frontenac homes safe.

We introduced Kanopy – a video-streaming service with critically-acclaimed movies, inspiring documentaries, award-winning films and more!

KFPL increased Indigenous programming in 2021. We partnered with the Kingston Indigenous Languages Nest to support programming for Indigenous families on the land at the Indigenous Food Sovereignty Garden. We also hosted Indigenous speakers and authors such as Karen Lawford and Alicia Elliott, offered an Indigenous Beading Workshop, and began a program series hosting Indigenous cooks for live online cooking demonstrations featuring traditional dishes.

When we couldn't offer in-person early years programming indoors, we brought our programs outdoors, inviting families to gather and share stories, rhymes, and songs from July all the way to December.

We improved communication with patrons by expanding and focusing our newsletters. Connect is a bi-weekly newsletter for teen and adults audiences about KFPL programs and services. Grow targets families and children

with bi-weekly messages. Create focuses on creative endeavours at KFPL. Engage helps patrons to be involved in KFPL's decision-making.

## **What did you do with your library card?**

862,450 books and audiobooks, DVDs, CDs, video games, Chromebooks, hotspots and more were borrowed from our 16 branches.

191,349 eBooks and 74,592 eAudiobooks borrowed from cloudLibrary.

16,900 items borrowed from Hoopla.

- 5,297 eAudiobooks
- 980 comics
- 3,340 eBooks
- 3,550 movies
- 610 music recordings
- 3,111 TV shows

6,969 films viewed on Kanopy.

935 hours and 20 minutes of language learning on Mango.

100,812 searches on Ancestry.

8,628 magazines read on Flipster.

826 hours of training on LinkedIn Learning (13,164 training videos completed).

839,490 articles read in PressReader's magazines and newspapers.

- 662,113 (at home)
- 177,377 (on site)

## **Patron Comments**

So great to see these amazing opportunities for learners of all ages. Things to do alone, with family, outdoors, at the kitchen table. @KFPL, you are the best in public education! Thanks for all you do.

I Love @KFPL! Not only for personal reading but also for teaching materials. Staff are always so supportive, helpful, and go above and beyond to help me find incredible resources to use in the classroom!

Hello KFPL folks, I just wanted to write to say what a magnificent job you're doing. You have responded thoughtfully to current events (from COVID to anti-racism awareness); you have adapted your core services to online delivery seamlessly; and you have increased access to services and safety by eliminating late fees. I'm also especially grateful that you're making your physical assets - your buildings - still available to folks in need of

warm spaces. Thank you so much for everything you're doing now, and have always done, for me, my family, and our community. I deeply appreciate it. With sincere gratitude.

Thank you for making COVID bearable and for bringing joy to our lives. cloudLibrary is a lifesaver and the staff is always helpful, knowledgeable and friendly.

Thank you for storytime! My 2 year old loves it every week. It is such a wonderful way to be together and have fun in a pandemic safe environment. Very grateful.

## **Funders and Donors**

We had more than 70 people/organizations donate a total of \$22,380 in 2021.

## **2021 Operating Budget & Expenditures (unaudited)**

2021 revenues and expenses are unaudited at the time of publication. A \$666,787 surplus is expected due to pandemic-related service reductions.

### **Revenue**

City of Kingston - \$6,811,820

County of Frontenac - \$886,505

Province of Ontario - \$297,138

Self-Generated (e.g. facility rentals, printing) - \$22,957

Grants, Donations and Other - \$101,961

Total Revenue - \$8,230,381

### **Expenditures**

Salaries, Wages and Benefits - \$5,498,084

Library Collection Materials - \$927,476

Program-Related - \$617,342

Utilities (including telephone) - \$247,312

Facility-Related - \$212,728

Computers and Equipment - \$60,652

Total Expenditures - \$7,563,594

## **KFPL Board 2020**

Kate Betts-Willmott - Kingston City Council

David Kerr - Kingston City Council

Mark Kerr - Kingston City Council

Councillor Robert Kiley - Kingston City Council

Kamryn Marsh - Kingston City Council

Louise Moody - Frontenac County Council

Natalie Nossal (Vice Chair) - Frontenac County Council

Holly Platz (January to September) - Kingston City Council

Councillor Alan Revill - Frontenac County Council

Jennifer Ross - Kingston City Council

Monica Stewart (Board Chair) - Kingston City Council

## **2021 Net Promoter Score: 86/100**

Every week, a survey is sent to a random selection of patrons who have used the library in the past two weeks. They are asked how likely they would be to recommend the library on a scale of 0 to 10.

The responses give us immediate feedback and our patrons have an opportunity to share praise, concerns or suggestions that can be used to improve services.

## **Social Media Links**

Facebook - @KingstonFrontenacPL

Instagram - @kingstonfrontenacpl

Twitter - @KFPL

Phone - 613-549-8888

Website - [www.kfpl.ca](http://www.kfpl.ca)