

2021 Annual Report



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.

Throughout the year, staff worked to expand collections and services to meet unique needs. Hotspots, Chromebooks 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



**Read the full
Ends Statement**



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 Chromebooks 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 and Addington, and with funding from the City of Kingston and the United Way 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 adult 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.

STAY POSITIVE - TEST NEGATIVE!



What did you do with your library card?

862,450

books and audiobooks, DVDs, CDs, videogames, 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

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!

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)

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 yr old LOVES it every week. It is such a wonderful way to be together and have fun in a pandemic safe environment. Very grateful.



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

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

2021 Library Board

- Kate Betts-Wilmott** | 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.

2021 Operating Budget & Expenditures (unaudited)

