



# Kingston Frontenac Public Library 2014 Annual Report

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## Message from the Chief Librarian

In our strategic plan, KFPL Vision 2020, we wrote that “public libraries must find their place in a world of unprecedented social, cultural and political change, much of which is rooted in new technologies.” While the changes have challenged us, they have also presented a new world full of opportunities. They have allowed us to think about library service in a new way, to engage a wider range of residents and, we hope, to make a much greater contribution to our communities.

Many of you challenged KFPL to move beyond our traditional services, spaces and programs. Interest in our e-resources has continued to grow, and 3-D printing programs were among our most popular in 2014. While

technology has changed where and how we deliver programs and services, it still has not replaced the demand for the printed word or for a quiet space to study or read.

We thank the 2010-2014 board of trustees, who volunteered their time to lead KFPL through the changes and challenges facing public libraries: Barbara Aitken; Paige Cousineau; Ralph Gatfield; Wilma Kenny (Vice Chair); Erik Knutsen; Councillor Jim Neill; Floyd Patterson; Councillor John Purdon; Claudette Richardson (Chair); Somnath Sinha and Monica Stewart.

Library services are primarily funded through your tax dollars. We thank all of you and the City of Kingston, County of Frontenac, Frontenac Townships and Province of Ontario for supporting library service. We also thank all of you who donated materials so that the Friends of the Library, with the assistance of their book sale volunteers, were able to fund our Writer in Residence and other programs and services beyond the scope of our operating budget. Thank you to our staff members who responded to the challenges by providing innovative and imaginative programs and services for our residents and communities.

Finally, thank you for challenging us to provide the best possible library service in Kingston Frontenac.

Patricia Enright

Chief Librarian/CEO

## **Programming and Outreach**

### **Writer in Residence Program**

Patricia Robertson joined us from the Yukon from January to June, offering a blend of popular workshops, coveted one-on-one consultations and entertaining special events. Many thanks to the Friends of the Library and the Canada Council for the Arts for their sponsorship.

“I found that a number of people who came to see me were writing for therapeutic reasons, and simply listening to them and helping them frame the story (and giving them permission to write it) was what they needed. I found myself quite humbled by these confidences.” – Patricia Robertson

“You have given me confidence in my writing and you have inspired me to make it better. Thanks again.” – E.L.

### **On the Provincial Stage**

Our popular Austentation program was shortlisted by the Ministry of Culture, Tourism and Sport for their 2015 Angus Mowat Award for Excellence.

### **Developing Young Readers**

We have developed two new children’s programs inspired by the American Library Association’s Every Child Ready to Read guidelines. These guidelines are featured in all of our programs. Every Child Ready to Read encourages the development of early literacy skills through the simple practices of parents talking, singing, reading, writing and playing with their children. Our new Rhythm and Rhyme program approaches learning through music and poetry, while Play to Learn enhances early literacy through imaginative and physical play.

## **Dreaming of Downton**

We toasted the popular PBS series Downton Abbey with film screenings, a fascinating evening with a real-life underbutler, and a celebration of afternoon tea.

## **The Sound of Our Town**

Poet Laureate Eric Folsom explored Kingston through poetry, hosting an April evening of readings by Mary Cameron, Michael E. Casteels, Sadiqa de Meijer, Jason Heroux, Carolyn Smart and Sarah Yi-Mei Tsiang. The successful event was followed up with an evening of LGBTQ poetry in the fall.

## **Summer Fun**

The Friends of the Library sponsored appearances by Little Ray's Reptiles, Tante Caroline, Jay and the Barn Flyz, Brad Toulouse, Campfire Crew, Tim Holland the Puppet Tamer and more! The TD Summer Reading Club for children was a great success, and we launched a new club for teens.

## **Kingston WritersFest Kids on Saturday and The Seven Author Gala**

We welcomed Kingston WritersFest's Kids on Saturday events to the Central Branch, featuring the delightful Ellie MacKay and the ever-popular Eric Walters. Eric returned with friends Richard Scrimger, Shane Peacock, Norah McClintock, Ted Staunton, John Wilson and Sigmund Brouwer in October for our red carpet launch of their Seven series' sequels.

## **Reaching Youth**

In June, the library hired Liz Coates as our first Teen & New Adult Librarian. We partnered with Blue Canoe to launch the hugely successful Viva Voce series, stepped up our involvement in Y2K Kingston Youth Strategy, expanded our Teen Advisory Group program, launched a popular teen summer reading club, and offered a variety of new programs for patrons in their teens and twenties.

## **Beyond Our Walls**

Library staff could be found sharing stories in local parks, chatting with visitors to community events like ArtFest and the Princess Street Promenade, at the Kingston Regional Heritage Fair and area historical societies, and supporting the City through programming at municipal museums and the Grand Theatre.

## **Kfpl.labs**

Experiential learning and technology were the focus of the new kfpl.labs programming. Kids and teens explored the world of Minecraft. Teens were paired with tech-savvy mentors at the popular Coder Dojo, working together on projects in web and game design and app development. The puppets and LEGO used in our programs were joined by a 3-D printer, Arduinos, Raspberry Pi and Makey Makey, and we launched a series of 3-D Printing 101 introductory sessions.

## **Home Town, Home Front**

Commemorating the 100<sup>th</sup> anniversary of the First World War, we mailed postcards to homes from which a soldier or nursing sister had enlisted and encouraged residents to uncover their stories. In our branches we explored the war through film, knitting, engaging guest speakers and an exhibition featuring Lucy Laud Montgomery's journals.

“The soldier’s name that I received for the ‘Home Town, Home Front’ project was William Charles Offord. I found it interesting to discover that at 24 years of age, on October 22, 1914, a year older than my own son is now, young William enlisted for WWI. Such a young man to leave his home and go to war. But I was happy to discover that he survived and returned at some point. What a happy homecoming that must have been for his family. I now feel a small connection to this person and wonder if his young life may have been profoundly changed by his experiences.” – L.G.

## **Branch Operations**

### **Technology Tutors**

For the past several years, we have hired Technology Tutors through the Ontario Youth Internships at Community Access Sites program, which is funded by Industry Canada. The Technology Tutors have typically worked from October through the end of March, when the program ends, and then we’ve had to wait while our funding is approved before restarting the program again. In 2014, we were able to fund an ongoing contract, and one of our Technology Tutors continued to provide service to patrons from April through September. We were thankful once again to be approved to hire three youths for the 2014-15 program year, and also another part-time Technology Tutor to help patrons acquire and hone the technology skills they require to participate fully in today’s world.

One patron loved being able to pop over and ask questions about technology and get help with her smart phone. Another patron had this to say about the program: “It has made a real difference to me and my ability to take advantage of available resources. Please continue with your outstanding display of real books as well as helping people to cope with new technology.” – M.C.

### **eBooks, eAudiobooks, Digital Magazines and Digital Music**

Use of Zinio for digital magazines, Freegal for the streaming and downloading of music and OverDrive and Audiobook Cloud, TumbleBook Cloud and TumbleBook Library continued to grow in 2014. Use of eBooks and eAudiobooks alone grew 32% in 2014 over the previous year. We added almost 2,500 items to the OverDrive collection in 2014, and 28% of those were items that were directly requested for purchase by our patrons using our “Recommend to Library” Feature. We also added the Safari Online Book Collection, with over 2,000 books and videos on a variety of technological and professional development subjects. It has been well received and is very easy to use.

The convenience of accessing these collections at any time of the day or night from the comfort of your home is unparalleled. After accessing a video that she really wanted to see through our OverDrive collection, a patron expressed her appreciation to use via email: “KFP Library staff have once again confirmed for me that their service is, and therefore they are, fantastic.” – L.F.

## **Facilities and Staff**

### **Central Branch**

In September, the Request for Proposals for the consultant to lead the design of the Central renovation project was awarded to HDR Architecture. Work commenced in the fall of 2014 and is on-going, with the first deliverable being the Project Master Plan, expected to be presented in early 2015.

### **Isabel Turner Branch**

Early in January the ice storm caused water to overflow the roof flashings, and the subsequent water damaged the controls of the elevator, putting it out of service. Because of the extensive repairs required, the time the elevator would be out of service and the age of the elevator, a complete modernization of the elevator was implemented, with the elevator returning to service in November.

As planned in the 2014 Capital Repair Program, the roof was replaced, with work starting in August. By year end 90% of the work was complete, with only metal flashing to be completed in January.

### **Pittsburgh Branch**

A new sign, designed to fit with the historic setting, was installed at the Pittsburgh branch.

### **Courier Service**

Inter-library courier service for the second year in a row had a slight increase in boxes delivered. There was a total of 18,704 delivered in and out, for a total of 37,408 boxes moved during 2014.

### **Staff**

At our development day, staff received more accessibility training from the Accessibility Experts, were presented with the Maker Space experience by a guest speaker from Innisfil Public Library and were introduced to new books from the Dewey Divas. Our maintenance staff received training from Swish about proper disinfection procedures. Again this year staff were selected to attend the Ontario Library Association conference in Toronto. In the spring the Ontario Association of Library Technicians held their conference in Kingston, and a number of staff attended the conference. Staff also attended the Public Library Association conference. A group of staff received training in privacy and the Municipal Freedom of Information and Protection of Privacy Act from Hicks Morley and more training on de-escalation techniques from Family Services. Demonstrating their ongoing commitment to learning and development, a number of staff were the recipients of tuition assistance through the Friends of the Library Tuition Assistance Fund in 2014.

“My warmest possible thanks for all your help. We expect a good crowd and are so grateful to the library for providing such a wonderful venue.” – Library Patron

### **Tweets about KFPL**

@JeanniePrinsen says – And now for a festive musical interlude: “Oh library, oh library, how lovely are you branches.” @KFPL

@phaedrus\_dh says - @KFPL is LEGO night for kids only? Asking for, uh, a friend.

@ToddLamo says – Nathan loves the Lego program! RT @KFPL: LEGO my Library at Kingscourt today 3:30-4:30. Drop and create something cool!

@lbhartwick says – My heart was a little touched tonight hearing the response from library lovers RE: upcoming renos to the Central branch at @KFPL #ygk #home

@BlueCanoePro says – 10 youth from our community are telling stories to a packed house at @KFPL thank you to #ygk for your support!

@tommyvallier says – Excited for tonight's Viva Voce by @BlueCanoePro at @KFPL! #ygk #ygtklove

## **2014 Statistics**

### **Combined statistics for all branches**

1,385,475 items borrowed.

166,475 questions answered.

95,332 database searches.

693,285 visits to KFPL locations.

788,756 visits to the website.

172,801 internet/Wifi use.

212,065 e-books, e-audiobooks and e-resources.

1,851 programs offered.

744 room rentals.

40,028 program participants.

1,373 items borrowed through interlibrary loan.

### **Branch specific statistics**

#### **Arden**

2,650 patron queries.

6,742 circulation.

420 internet/wifi use.

2,950 people entering.

#### **Calvin Park**

25,571 patron queries.

241,257 circulation.

34,282 internet/wifi use.

127,721 people entering.

### **Central**

66,399 patron queries.

319,611 circulation.

66,567 internet/wifi use.

227,883 people entering.

### **Cloyne**

1,743 patron queries.

9,548 circulation.

1,775 internet/wifi use.

2,250 people entering.

### **Hartington**

5,643 patron queries.

10,572 circulation.

471 internet/wifi use.

4,000 people entering.

### **Howe Island**

226 patron queries.

2,928 circulation.

50 internet/wifi use.

1,100 people entering.

### **Isabel Turner**

30,940 patron queries.

343,512 circulation.

52,499 internet/wifi use.

229,344 people entering.



**Kingscourt**

6,277 patron queries.

36,773 circulation.

5,687 internet/wifi use.

11,868 people entering.

**Mountain Grove**

1,859 patron queries.

5,153 circulation.

598 internet/wifi use.

1,900 people entering.

**Parham**

1,112 patron queries.

2,165 circulation.

50 internet/wifi use.

1,100 people entering.

**Pittsburgh**

20,593 patron queries.

76,406 circulation.

2,316 internet/wifi use.

39,089 people entering.

**Plevna**

729 patron queries.

3,174 circulation.

551 internet/wifi use.

1,250 people entering.

**Sharbot Lake**

2,090 patron queries.

13,830 circulation.

1,613 internet/wifi use.

5,200 people entering.

### **Storrington**

1,754 patron queries.

12,458 circulation.

237 internet/wifi use.

3,700 people entering.

### **Sydenham**

6,612 patron queries.

43,805 circulation.

4,509 internet/wifi use.

30,230 people entering.

### **Wolfe Island**

2,214 patron queries.

11,114 circulation.

1,250 internet/wifi use.

3,700 people entering.

### **System Wide**

246,427 circulation.

### **Statistic Totals**

166,475 patron queries.

1,385,475 circulation.

172,801 internet/wifi use.

693,285 people entering.

## **Budget and Board**

### **2014 Operating Budget and Expenditures unaudited**

#### **Revenue**

82% City of Kingston - \$5,896,007

10% County of Frontenac - \$753,388

4% Province of Ontario - \$297,138

2% Room Rental, Fines, Photocopier - \$157,034

1% Sundry - \$89,032

1% Project Grants - \$22,995

Total Revenue - \$7,215,593

### **Expenditures**

71% Salaries, Wages and Benefits - \$5,145,247

12% Library Materials - \$836,514

3% Facility-Related - \$189,653

8% Program-Related - \$557,330

4% Utilities including telephone - \$280,572

1% Computers and Equipment - \$89,314

2% Miscellaneous including surplus/deficit - \$116,963

Total Expenditures - \$7,215,593

### **Kingston Frontenac Library Board 2014**

Trustee Barbara Aitken appointing body Kingston City Council

Trustee Paige Cousineau appointing body Frontenac County Council

Trustee Ralph Gatfield appointing body Kingston City Council

Trustee Wilma Kenny appointing body Frontenac County Council

Trustee Erik Knutsen appointing body Kingston City Council

Trustee Councillor Jim Neill appointing body Kingston City Council

Trustee Floyd Patterson appointing body Kingston City Council

Trustee Councillor John Purdon appointing body Frontenac County Council

Trustee Claudette Richardson appointing body Kingston City Council

Trustee Somnath Sinha appointing body Kingston City Council

Trustee Monica Stewart appointing body Kingston City Council