



**City of Kingston
Kingston Heritage Programs Committee
Meeting Number 02-2024
Agenda**

**Tuesday, April 23, 2024 at 5:30 p.m.
In a virtual, electronic format**

Please provide regrets to Christine O'Connor, Committee Clerk at 613-546-4291, extension 1219 or cloconnor@cityofkingston.ca

Committee Composition

Councillor Cinanni
Councillor Stephen
Geoffrey Allan
Paul Banfield
Cheri Dobbs
Laura Hallman
Jean Héroux
Marzia Sakhida

- 1. Election of Chairs**
- 2. Meeting to Order**
- 3. Approval of the Agenda**
- 4. Confirmation of Minutes**
 - a) **That** the minutes of Kingston Heritage Programs Committee Meeting Number 01-2024, held on Wednesday, December 6, 2023, be approved.
- 5. Disclosure of Pecuniary Interest**
- 6. Delegations**

7. Briefings

8. Business

a) Heritage Programming Work Plan 2024

The Report of the Commissioner of Community Services (HPC-24-004) is attached.

Schedule Pages 1 – 9

Recommendation:

This report is for information only.

b) 2023 Civic Museums Year End Report

The Report of the Commissioner of Community Services (HPC-24-003) is attached.

Schedule Pages 10 – 50

Recommendation:

This report is for information only.

9. Motions

10. Notices of Motion

11. Other Business

12. Correspondence

13. Date of Next Meeting

The next meeting of the Kingston Heritage Programs Committee is scheduled for Tuesday, June 25, 2024 at 5:30 p.m.

14. Adjournment



City of Kingston
Information Report to Kingston Heritage Programs Committee
Report Number HPC-24-004

To: Chair and Members of the Kingston Heritage Programs Committee

From: Jennifer Campbell, Commissioner, Community Services

Resource Staff: Kevin Gibbs, Director, Heritage Services

Date of Meeting: April 23, 2023

Subject: Heritage Programming Work Plan 2024

Council Strategic Plan Alignment:

Theme: 5. Drive Inclusive Economic Growth

Goal: 5.7 Foster culture, history, education, arts and recreation (CHEAR).

Executive Summary:

The purpose of this report is to outline the 2024 work plan for the Heritage Programming team. This report outlines the exhibitions, educational programming and the collections work planned for 2024.

Recommendation:

This report is for information only.

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Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

**Jennifer Campbell,
Commissioner, Community
Services**

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

**Lanie Hurdle, Chief
Administrative Officer**

Consultation with the following Members of the Corporate Management Team:

Paige Agnew, Commissioner, Growth & Development Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required

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Options/Discussion:

PumpHouse Museum

The PumpHouse Museum cultivates and fosters an understanding and appreciation of the history and significance of Kingston’s first water pumping station, Kingston’s industrial past, and more generally the role of water as viewed through the lens of science, technology and history. This is achieved through active programming and exhibition spaces that include collecting, preserving, exhibiting and educating the public through multi-disciplinary methods to convey the history and use of the historic site and the PumpHouse collection.

The PumpHouse Museum also includes gallery space for a wide range of rotating exhibitions, a permanent display of multiple model train layouts and the Discovery Centre, which includes hands-on activities suitable popular with younger children.

PumpHouse Programming

Through the numerous programming opportunities at the PumpHouse, visitors can engage with STEAM (Science, Technology, Engineering, Arts and Math) based learning in both group and individual programs. Many programs tie in with current museum exhibitions and provincial educational curriculum.

Program	Description
Water, Water Everywhere (Group Programming)	Young learners explore the PumpHouse and water stewardship and work together to create and test water filters.
Simple Machines (Group Programming)	Learners explore simple machines through historic PumpHouse machinery and hands-on challenges to create their own machines.
Super Soil (Group Programming)	Participants learn about how they can contribute to healthy soil, the factors leading to unhealthy soil, and learn about the value of composting.
Trains & Tots	This weekly seasonal train themed toddler program engages the senses through STEAM activities.
Water Warriors	This weekly seasonal program explores the importance of water through experimentation, art, play and the importance of water conservation and protection.
Pride Beading	Participants learn traditional beading techniques while creating pride-themed art.
Mushroom Makers	In this two-part workshop participants learn about mushroom species from a local expert, followed by a print-making session led by a local artist to create upcycled print blocks and use them to customize canvas totes.

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All Aboard for the Holidays	PumpHouse’s annual train-themed holiday event with crafts, activities and learning.
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PumpHouse Exhibitions

In addition to the permanent exhibitions on display at the PumpHouse, the Train Room and the Pump Room, the PumpHouse has two exhibitions planned in 2024.

PumpHouse Exhibitions	Dates	Description
<i>The Stuff Stories Are Made Of</i>	September 19, 2023 - May 25, 2024	<i>The Stuff Stories Are Made Of</i> features over 200 objects from the Civic Collection. This exhibition is intended to be a “feast for the eyes” and showcase the diversity of the Civic Collection by looking at objects in a new way.
<i>Soil Superheroes</i>	June 5, 2024 - January 5, 2025	<i>Soil Superheroes</i> is an exhibition on loan from Ingenium, highlighting the soil “superheroes” who make life on earth possible and the importance of soil and understanding climate change.

MacLachlan Woodworking Museum

The MacLachlan Woodworking Museum cultivates and fosters an appreciation and understanding of the role of wood and woodworking technology through the lenses of history, culture, science and technology. This is accomplished by presenting creative and innovative programming using historical woodworking tools and practices.

MacLachlan Programming

Program	Description
Habitat Heroes (Group Programming)	Participants learn about local species and habitats while developing awareness of how their actions can help or harm local ecosystems.
Nailed It! (Group Programming)	Participants learn about the variety of trees that can be found on the property, the difference between soft and hard woods and how to use both heritage and modern tools for woodworking. Participants use this knowledge to build a wooden creation to take home.

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Flower Pressing	Participants learn the history of flower pressing and create their own press to take home.
Sundials	Participants learn about the history of sundials and traditional woodworking skills to create their own.
Paddlemaking	Participants learn traditional woodworking skills to create and take home their own paddle.
Sword & Shield	Aimed at younger participants, learn traditional woodworking while designing and creating their own shield. The workshop culminates in shield and sword fighting techniques from a local sword fighting expert.
Broomsticks and Vampire Stakes	Participants learn the histories of supernatural legends and learn traditional woodworking techniques while crafting their own broomstick or vampire stake during the Halloween season.
Winterlight	MacLachlan’s annual family-friendly event is the largest event of the year where visitors explore animals, habitats and woodworking crafting.

City Hall

Kingston City Hall National Historic site is the centre of municipal government and a symbolic centre of the community. Its role as a gateway to civic function and the history of the wider community continues to be enhanced with new and evolving programs, exhibitions and resources. The Heritage Services department interprets the space in a way that cultivates and fosters an appreciation and broad understanding of the building.

City Hall Programming

Programming at City Hall is themed around civic engagement, municipal government and taking a deeper look at how views have changed overtime.

City Hall Program	
Beards & Biases (Group Programming)	Participants will unpack how views of the past have changed through time through artwork present in the City Hall space and surrounding local architecture; they will finish the program by brainstorming ideas for a potential “niche case,” that would be inclusive to a broader historical context.
Heritage Hour	This public lecture series, which is held every few months at City Hall, invites guest lecturers to share their knowledge a topic connected to local heritage.

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City Hall Exhibitions

City Hall includes both permanent and rotating exhibition spaces. The permanent exhibitions include a display in the basement on the history of City Hall and an exhibit on policing in Kingston, that includes the historic jail cells. These exhibits are included on guided tours. City Hall also displays an extensive collection of Mayoral portraits throughout the building. The rotating exhibits for 2024 are listed below.

Exhibition	Location	Dates	Description
36 Questions that Lead to Loving Kingston	Market Wing Cultural Space	July 4, 2023 - April 18, 2024	Put together by Myseum and the Arts & Culture Department, this exhibition invites Kingstonians to answer 36 Questions about what they like, dislike and what they would like to see in Kingston.
Community Art Exhibit	Market Wing Cultural Space	Summer 2024	An exhibit to showcase works produced by local artists. This will also provide an opportunity to identify art that could be displayed in other venues.
Mayors Arts Awards	John Counter Room, 1 st Floor City Hall	Display rotates annually	Compiled by the Arts & Culture Department, the Mayors Arts Awards celebrates individual artists and arts organizations' contributions to Kingston. There is an annual nomination for the Creator Award, Arts Champion and Limestone Arts Legacy Award.
Niche Cases	1 st and 2 nd Floor of City Hall	May 2024 - May 2025	As part of the annual City Hall exhibition turnover, City Hall will be showcasing four new niche cases this year. The cases will feature: 125 Years of the Kingston Horticultural Society, Pakistani Handicrafts, Kingston Native Centre and Language Nest, and the first of a series of Kingston's 2SLGBTQIA+ history.
Poet Laureate Display Case	2 nd Floor Ontario Hall Wing	2023-2026	2023 ushered in a new City of Kingston Poet Laureate, Sadiqa de Meijer, and an update to the Ontario Hall display case featuring a biography and broadsheet featuring the poem, <i>Piece of Clay</i> . This case will continue to grow throughout Sadiqa's four-year term as Poet Laureate continues.

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Outreach Programming

In addition to the above-mentioned programs, the City of Kingston Heritage Programming team works on programming and events outside of the site-based programming developed by the team, these include participation and support to:

- National Indigenous Peoples’ Day
- National Day for Truth and Reconciliation
- March of the Museums
- Science Rendezvous
- Doors Open
- Beyond Classrooms Kingston

Other work that the team leads or supports includes developing interpretive signage as well as commemorative plaques and memorials, guided by the City’s Commemorations Strategy (2015-2024) and Commemoration Policy. In 2024, Interpretive Signage will be installed at the Waaban Crossing to explain the naming process for the bridge and the meaning of the name Waaban. Key commemorative work scheduled for 2024 includes updating and developing existing and new Kingston Remembers plaques and supporting the development of the National Wall of Remembrance memorial, which will be installed in Macdonald Park.

Council Strategy Plans Project

In 2024, the City of Kingston Heritage Programming Team is contributing to specific initiatives in Kingston’s Strategic Plan (2023-2026).

Project	Status	Description
5.7.1C Formalize “Your Stories, Our Histories”	Complete	A process for community-led exhibits in City Hall’s niche cases. The first exhibits through this process will be installed in spring 2024.
5.7.1E Develop a Civic Artifact Collection Storage Plan	In progress (due Q4 2025)	Research is ongoing on space and resource needs for the collection.

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4.5.2G Create dedicated spaces within City parks for Indigenous sacred and ceremonial fires	In progress (due Q4 2025)	Consultation with community partners and other municipalities is ongoing.
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Collections – Planned 2024 Collections Work

The purpose of the Civic Collection is to promote public understanding of the history and culture of the City of Kingston, municipal government and more generally the tangible and intangible heritage of the community. This is achieved through the collection, preservation, exhibition and interpretation of artifacts, works of art and documents. The collection is assessed annually by the Civic Collections team to identify portraits and monuments for any necessary preservation and conservation treatment. In addition to regular annual maintenance and preservation work, Heritage Services also undertakes some more extensive collections-focused projects. For 2024 this includes the following:

Project	Description
Time	The sculpture “Time” by Kosso Eloul is slated for conservation/restoration work in early summer of 2024 to repair the deteriorated concrete bases, and clean and remove the graffiti on the aluminum forms.
Tetra	The sculpture “Tetra” by Ted Bieler is slated for conservation/restoration work in late summer of 2024 to fix the deteriorating elements like the nuts and bolts, removal of organic growth, fix and fill old repairs and clean and sandblast the entire sculpture to create a more uniform appearance.
Mayoral Portrait Collection	Annually, 2-3 portraits are sent out for conservation treatment to frames and paintings. Portraits chosen for conservation work are based on an annual assessment done by the Civic Collection team. The mayoral portraits that have been chosen for work in 2024 are Henry Cunningham, Edward Ryan and John Counter.
Public Art Assessment - Annual	Annually, the Civic Collection team assesses the 75 pieces in the Public Art Collection. The assessment includes photo documentation, condition assessment and basic surface cleaning. Using the assessment, a triage report is created to determine which pieces require additional conservation work.

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Financial Considerations

Programming, exhibition and conservation projects outlined in this report will be covered by approved Heritage Services operating and capital accounts.

Contacts:

Kevin Gibbs, Director, Heritage Services, 613-546-4291 extension 1354

Other City of Kingston Staff Consulted:

Melanie Banks, Manager, Heritage Programming, Heritage Services



**City of Kingston
Information Report to Kingston Heritage Programs Committee
Report Number HPC-24-003**

To:	Chair and Members of the Kingston Heritage Programs Committee
From:	Jennifer Campbell, Commissioner, Community Services
Resource Staff:	Kevin Gibbs, Director, Heritage Services
Date of Meeting:	April 23, 2024
Subject:	2023 Civic Museums Year End Report

Council Strategic Plan Alignment:

Theme: Corporate business

Goal: See above

Executive Summary:

The purpose of this report is to provide a summary and overview of the 2023 programs, projects and activities related to the two City-owned museums (PumpHouse Museum and MacLachlan Woodworking Museum), the City of Kingston Civic Collection and Kingston City Hall National Historic Site, as well as the broader activities of Heritage Programming within the Heritage Services Department. These are presented through the 2023 Civic Museums Year End Report (Exhibit A).

Recommendation:

This report is for information only.

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Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

**Jennifer Campbell,
Commissioner, Community
Services**

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

**Lanie Hurdle, Chief
Administrative Officer**

Consultation with the following Members of the Corporate Management Team:

Paige Agnew, Commissioner, Growth & Development Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required

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Options/Discussion:

The purpose of this report is to provide a summary and overview of the 2023 programs, projects and activities related to the two City-owned museums (PumpHouse Museum and MacLachlan Woodworking Museum), the City of Kingston Civic Collection and Kingston City Hall National Historic Site, as well as the broader activities of the Heritage Programming team within the Heritage Services Department. These are presented through the 2023 Civic Museums Year End Report (Exhibit A). Through exhibitions, public and educational programs, special events and research facilitation, the City of Kingston Museums tell the stories of Kingston and bring enriched cultural experiences relevant to the venues, their mandates and their mission's to residents and visitors alike.

In 2023 the operations at PumpHouse Museum were extended allowing the site, for the first time, to be open year-round. MacLachlan Woodworking Museum continued to be open for community programming from May to December, and Kingston City Hall National Historic Site re-opened for guided tours from May to October and self-guided tours year-round. Impacts of the pandemic were still evident in decreased visitation rates and lower overall revenues when compared with data from 2018 and 2019 but with an encouraging trend towards pre-pandemic levels.

As per [By-Law Number 2010-205](#), Schedule B-4, Advisory Committees, the Kingston Heritage Programs Committee's mandate includes the following objectives:

- a. Address the issues, opportunities and projects related to Kingston's cultural heritage, including responsible stewardship of associated cultural heritage resources; and
- b. Apply knowledge and expertise on the programming and operations of:
 - a. City Museums
 - b. Kingston City Hall National Historic Site
 - c. Civic Artifact Collection
 - d. Community cultural heritage education

Reporting on 2023 Museum, Civic Collection and programming activities is intended to provide the Committee with an overview of recent activity and to provide a framework for applying expertise to future programming and operational activities as detailed in the 2023 Civic Museums Year End Report (Exhibit A).

Existing Policy/By-Law

[Committee By-Law, By-Law Number 2010-205](#)

Consolidated Civic Collection & Municipal Museums Policies, [CUL-MUS-001 to 006](#)

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Contacts:

Melanie Banks, Manager, Heritage Programming, Heritage Services 613-546-4291 extension 1358

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Civic Museums Year End Report 2023

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Executive Summary

The Heritage Programming Team within Heritage Services Division of the Community Services Group of the City of Kingston is responsible for care and interpretation of the City held Civic Artifact Collection, as well as public and museum-based programming, exhibitions, and operations specific to the two City-owned museums: the PumpHouse Museum (PumpHouse) and the MacLachlan Woodworking Museum (the MacLachlan), as well as Kingston City Hall National Historic Site. Through exhibitions, public and educational programs, special events, and research facilitation the City of Kingston museums tell the stories of Kingston and brings enriched cultural experiences relevant to our venues, our mandates and our mission to residents and visitors alike.

Total attendance at City of Kingston Heritage sites, 2019-2023

Site	2023	2022	2021	2020	2019
City Hall National Historic Site	2,874	2,305	25	436	14,398
PumpHouse Museum	6,562	7,876	1,550	708	9,911
MacLachlan Woodworking Museum	466	488	68	70	2,854
Total Engagement – Heritage Services Portfolio	9,902	10,669	1,643	1,214	27,163

The heritage sites of the Corporation of the City of Kingston - the PumpHouse, the MacLachlan and Kingston City Hall National Historic Site - are committed to maintaining the standards of practice for Community Museums, especially as they relate to exhibitions, programming, collections care and financial accountability.

Revenue at City of Kingston Heritage sites, 2019-2023 (does not include grant revenue)

	2023	2022	2021	2020	2019
Exhibition fees	\$22,907.53	\$21,289.08	\$6,020	\$3542.25	\$25,410.03
Program fees	\$11,023.79	\$14,342.72	\$5,615	\$976.01	\$23,425.27
Donations	\$431.50	\$1014.30	\$200	\$367.15	\$7,406.21

Merchandise/Gift Shop	\$1,595.00	\$1,272.6	\$ 0	\$0	\$1810.23
Facility Rentals	\$ -	\$ -	\$ -	\$ -	\$423.75
Sales Revenue Total	\$35,957.8	\$37,918.7	\$11,83	\$4,885.41	\$58,475.49

Each museum, as well as Kingston City Hall National Historic Site are part of an integrated exhibition and interpretation plan that establishes the priorities at each site in a given season of operation.

Three priorities drove the museums and collections work in 2023:

1. Continuing to implement a program-based operation model at the MacLachlan Woodworking Museum that emphasizes experiences and learning through “hands on history.
2. The continuing migration of collection records into the Civic Artifact Collection Database Software (Proficio).
3. Applying interpretation and programming updates across all sites, with a focus on the delivery of high caliber exhibitions and programs that foster the growth of core audiences.

This report provides an overview of the 2023 City of Kingston Museums and Heritage Services operations and is presented annually to the Heritage Programs Committee (HPC), as it is within the mandate of the committee to act as the Museums Advisory Committee on behalf of the City of Kingston.

Staffing and Operational Overview

Heritage Programming Team

The Heritage Programming team comprises nine Full time staff; Manager, Heritage Programming; Supervisor, Operations & Collections; two Curators, Civic Collections Technician, two Museum Assistants, and two Program Coordinators. Exhibitions, educational and community programs, workshops, and site tours are the primary ways

that the City-owned museums and City Hall National Historic Site engage with Kingston community members and visitors.

Seasonal Student Staffing

In total, nine Heritage Services summer students were employed through the City of Kingston Summer Student Recruitment Program in 2023 and were partially funded through Young Canada Works and Canada Summer Jobs programs. These students worked either as Cultural Heritage Interpretation and Program Students (CHIPS) (7 positions), or as Collection Assistants alongside the Civic Collections Technician (2 positions). Heritage Services also hosted a number of interns on the heritage programming team.

Interns

The Heritage Services Department had four interns over the course of 2023. The programming team had one Queen's University intern shadow them during the fall semester. During her time with the city she helped write and deliver programs, helped with seasonal events, and helped teach an event planning class at St. Lawrence College.

The Civic Collection Technician had three interns from January until June. One of the interns was from Fleming College's Cultural Heritage Conservation and Management program. Over the four-month internship, the intern did some minor remediation and repair work on archaeological specimens and updated the triage list for the Mayoral Portrait Collection. The other two interns came from Queen's University. One was from the History 212 course, who focused on cataloguing the model train collection and one from the Arts and Science Undergraduate Society, who focused on cross referencing and updating the archaeological collection register.

Cultural Heritage Interpretation and Program Assistants

The seven CHIPS worked across all sites to provide front-line customer service, guided tours, and education and public programming support. These students also represented the City of Kingston at key public outreach and arts programming events throughout the summer.

Collections Assistants

The two Collections Assistants contributed to condition reporting and hanging art works for *The Art of Survival* exhibition as well as preparing 207 objects for display for *The Stuff Stories Are Made Of* exhibition at PumpHouse. In addition to these tasks, the Collections Assistants did an annual inventory of the Public Art Collection located around the City of Kingston, cleaned three outdoor works, including repainting the Dougan Memorial, and performed the quarterly Integrated Pest Management (IPM) analysis.

Volunteers

City of Kingston volunteers are key components to the public delivery of museum and heritage programming. Annually Heritage Services works with over 45 volunteers across all the sites, they support collections/exhibit maintenance as well as program and tour delivery.

City Hall Tour Guides

The core component of site interpretation at Kingston City Hall National Historic Site is the City Hall Tour Guide Program that involves a dedicated group of volunteers who provide free guided tours of City Hall (supplemented by summer students) from May to October each year. Members of this group serve as goodwill ambassadors for the City and provide a valuable service interpreting the history of the site.

Heritage Resource Centre (HRC) Volunteers

In 2023, one HRC volunteer worked to catalogue new additions to the HRC library, to answer questions from visitors, and to assist with collections research as well as in the creation of public information sheets that overview the designation of heritage properties and provide guidelines for heritage property ownership.

PumpHouse Model Railway Volunteers

The PumpHouse Model Railway volunteers' goal is to maintain and operate the three model rail layouts (O-, HO- and N- scale) and their accompanying rolling stock, or locomotives, all housed in the museum's popular train room. Many of the original O and HO scale locomotives are rare and carefully maintained by this group of highly specialized, skilled volunteers. Their dedicated efforts provide a fully operational model train attraction for PumpHouse visitors. They also support special events and programming days at the site, including the popular "All Aboard for the Holidays" event.

Community Partners

The City of Kingston Museums and City Hall as a National Historic Site continue to work closely with community partners to ensure the ongoing development of a strong Heritage Sector in Kingston. Sector support includes shared programming and exhibition initiatives, and professional development opportunities. 2023 community partners included:

- The Kingston and Area Association of Museums, Art Galleries and Historic Sites (KAM)
- St. Lawrence College
- Beyond Classrooms Kingston (BCK)
- Queen's University

Funding Structure

The Heritage Programming Team maintains and tracks budgets (capital and operating) that are approved by City Council on an annual basis. In addition, the team receives financial support in the form of provincial and federal grants that support operations. The operating costs associated with the work of the Heritage Programming Team are drawn from a number of different programs within the overall budget for the Heritage Services Department and includes the work and shared resources of the Marketing Team, the Arts and Sector Development Team as well as support from financial and administrative staff. In addition to these municipal resources, each Museum is a member of the Ontario Museums Association and receives grant-based funding through both Federal (Young Canada Works, Canada Summer Jobs) and Provincial (Community Museums Operating Grants - CMOG) programs.

Governance

The members of Kingston City Council act as the Board of Directors to the City museums. As part of this governance model, City Council has mandated the members of the Heritage Kingston Committee to additionally act as the museums' Advisory Committee on behalf of the City of Kingston City Council.

Kingston City Hall National Historic Site

It is within the mandate of the Heritage Services Department to interpret Kingston City Hall in ways that cultivate and foster an appreciation and broad understanding of the National Historic Site and its pivotal role in Kingston as the centre of municipal government and symbolic centre of the community. Its role as a gateway to civic function and the history of the wider community continues to be enhanced with new and evolving programs, exhibitions and resources.

The vision for Kingston City Hall is to be widely recognized as one of Canada's premiere heritage sites while continuing to serve as a focal point and symbol of both Kingston and its municipal governance. It also highlights built heritage, archaeological resources, and civic collection artifacts and the importance of conserving these resources to the highest standards, reflecting provincial, national and international best practices. Of equal importance to these tangible elements are the programs and exhibits that allow visitors to make connections between these items and the intangible histories that they are the product of or may have been associated with.

Heritage Services staff have worked with other City departments, external partners and volunteers to update and expand the interpretation and programming offered onsite with the goal of enhancing the visitor experience and increasing opportunities for community engagement and education. These initiatives are reviewed in the sections that follow.

City Hall Tours

A core component of City Hall National Historic Site interpretation is the City Hall Tour Guide Program. Tours are largely led by a dedicated group of volunteers who provide free tours of City Hall (supplemented by summer students) from May to October. This diverse group, including retired teachers, authors, tradespeople, and community-oriented citizens, serve as goodwill ambassadors for the City and provide a valuable service interpreting the history of the site over the summer tourist season and on demand for the off-season.

Attendance Overview - Kingston City Hall attendance numbers, 2019-2023

Season	Guided Tours	Self- Guided Tours	HRC Lectures Educational & Special Tours	Total
2023	965	1415	494	2,874
2022	1,867	163	275	2,305
2021	0	0	25	25
2020	423	0	13	436
2019	6,344	7,767	287	14,398

City Hall Exhibitions

Niche Cases

As a continuation of the *Your Stories, Our Histories* public engagement process City Hall niche cases are changed annually to reflect Kingston stories and interests. In 2023 four City Hall niche cases were updated.

Three cases, located in the clerk's corridor, were part of a series called *Antiquities Through Modern Eyes*. These cases were produced in conjunction with Queen's University Conservation and Classics departments and held items from the Diniacopoulos Collection.

Antiquities Through Modern Eyes has three key themes: the role of polychromy, or color, in understanding an object's history and making process; the degree to which collaboration between archaeologists and conservators can illuminate information that may have been lost over time; and evidence of makers, both ancient and modern, that have contributed to the life of objects.



Photo Credit: Tim Forbes

STRAYED! The fourth City Hall Niche case, located in City Hall’s Payment Centre, completed in conjunction with Claudia Hirtenfelder, then a Queen’s University PhD Candidate, explores the issues and evolving view associated with Kingston’s cows going from valued livestock to vagrants and nuisances as they escaped their enclosures. The need for additional pounds and pastures within City limits became an increasingly divisive matter for early Kingstonians to tackle in the 1800s.



Photo Credit: Tim Forbes

Poet Laureate Display Case

Kingston's Poet Laureate is an honorary position celebrating poetry and literary arts' contribution to life in Kingston. The Poet Laureate program recognizes individual achievement in poetry and creates a spokesperson for literary arts within the community. 2023 ushered in a new City of Kingston Poet Laureate, Sadiqa de Meijer, and an update to the Ontario Hall display case featuring a biography and broadsheet featuring the poem, *Piece of Clay*. This case will continue to grow throughout Sadiqa's four-year term as Poet Laureate continues.

Market Wing Cultural Space

In spring 2023, Heritage Services worked with Arts and Culture Services to install 36 *Questions that Lead to Loving Kingston*, an adapted exhibition from Myseum of Toronto. This exhibition is highly interactive, encouraging visitors to go to the Market Wing Cultural Space and Kingston City Hall to further engage with the City of Kingston. This exhibition will be on display into spring 2024.



Photo Credit: Tim Forbes

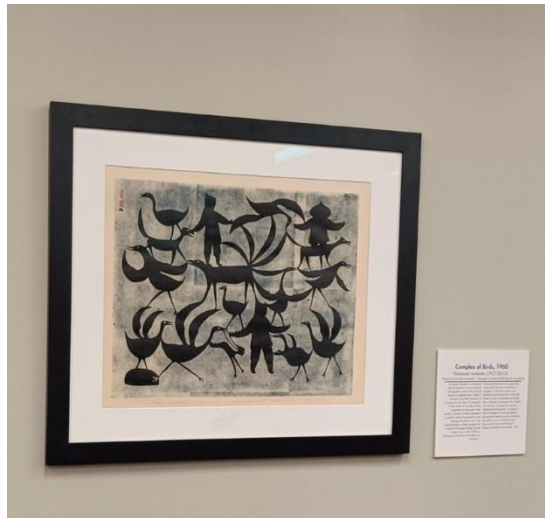
Commissioners Wing Art Installation

In September of 2023, the Heritage Services Programming team installed 15 artworks in the Commissioners' Wing of Kingston City Hall. This diverse selection of works, held in the City of Kingston Civic Collection, exemplify Canadian art and demonstrate the impressive collection held by the City of Kingston. The works range from Group of Seven paintings and sketches, Cape Dorset Stone Cut prints, landscapes, and abstract expressionist works that represent the diverse and deep talents of Canadian artists.

This is the first step in an ongoing process to introduce a variety of works of art to Kingston City Hall National Historic Site. The works are on display in a semi-permanent capacity.



A.Y. Jackson Sketches



Complex of Birds, 1960 by Kenojuak Ashevak

Heritage Resource Centre

The Heritage Resource Centre (HRC) at City Hall provides a space for the appreciation of Kingston's tangible and intangible heritage. The HRC has been both a resource for heritage property owners, and a museum and library for visitors interested in Kingston's stories past and present. The space is jointly managed between the Heritage Programming and Heritage Planning teams.

An on-going feature of City Hall, the Heritage Resource Centre (HRC) offers visitors an introduction to the city's history and heritage, and research resources on a range of themes. In addition to a series of wall displays describing Kingston's built and cultural heritage, the HRC's showcases feature an impressive selection of archaeological objects from City Hall and excavations completed in Market Square in the early 2000s. These displays are refreshed on a rotational basis.

City Hall Programming

Heritage Hour

This year, the longstanding *Heritage Resource Centre (HRC) Lecture Series* shifted into the Programming portfolio and was re-imagined under the new branding of *Heritage Hour*. This series provides opportunities for experts to share their knowledge of local tangible and intangible heritage. This year's series included Dr. Claudia Hirtenfelder on April 20 (*Transgressive, Risky and Waste: How Cows Were Historically Problematized in Kingston*), Chief R. Donald Maracle on June 22 (*The History of the Mohawks of the Bay of Quinte*), Dr. Jennifer McKendry on August 17 (*Architecture of the 20th Century in the Kingston Region*), Heidi Reitmaier on October 5 (*How Do You Build a City Museum*) and Rowena McGowan on December 7 (*The Early Days of Rockwood Psychiatric Facility and Mental Health Care Treatment in Canada During the 19th Century*). These lectures were attended by 251 in-person participants. For the first time, most of the talks from this year's series are available for viewing on the City of Kingston's YouTube channel, which has reduced barriers to access and increased the program's reach. In 2023, *Heritage Hour* recordings were viewed 186 times.

Beyond Classrooms Kingston

The Programming team has continued to support Beyond Classrooms Kingston, which coordinates opportunities for school groups to spend time learning in alternative educational environments for a full week. Heritage Services hosted BCK multiple times this year, one of which took place in Kingston City Hall. From March 20-24, a Grade 4/5 class of 29 students from St. Patrick Catholic School were based in Memorial Hall.

Students learned from a variety of guest speakers, such as Mayor Bryan Paterson, Ruth Noordegraaf (Director of Housing and Social Services), Dan Korneluk (Manager, Energy and Asset Management) and Councillor Conny Glenn (City Councillor).

PumpHouse Museum (PumpHouse)

Museum Mandate

PumpHouse Museum cultivates and fosters an understanding and appreciation of the history and significance of Kingston’s first water pumping station, Kingston’s industrial past, and more generally, the role of water as viewed through the lenses of science, culture and history. This is achieved through an active program that includes collecting, preserving, exhibiting and educating the public through multi-disciplinary methods, to convey the history and use of the historic site and collections as well as other topics and resources of more general interest. In 2023 the PumpHouse Museum was open from January into early December, representing an expanded service from previous years.

Attendance Overview - PumpHouse visitor attendance 2019-2023

Year	General Attendanc	Special Events and Programs (and walking tours)	Visitor Total
2023	5,189	Programming – 828 Outreach/Special Events – 464 Walking Tours - 81	6,562
2022	4,204	Programming – 540 Outreach/Special Events – 3,045 Walking Tours – 87	7,876
2021	616	Programming – 396 Outreach/Special Events – 166 Walking Tours – 372	1,550
2020	541	Programming – 53 Outreach/Special Events – N/A Walking Tours –114	708
2019	6,203	Programming – 1,169 Outreach/Special Events – 2,337 Walking Tours – 202	9,911

*The numbers above are from standard season operations April-November with Fall/Winter special events. *2023 season was extended to encompass January-December.*

PumpHouse Exhibitions

In addition to the permanent exhibitions on display at the PumpHouse: the Train Room and the Pump Room, the PumpHouse had three temporary exhibitions on display in 2023.

Attendance Overview - Temporary Exhibitions 2023

Temporary Exhibition	Dates	Attendance
On the Move Exhibition	(Continued from 2022) January 12, 2023 – June 24, 2023	1,513
The Art of Survival, A Prison for Women Memorial Collective Exhibition	July 4, 2023 – September 2, 2023	2,618
The Stuff Stories Are Made Of	September 18, 2023- May 25, 2024	1,058

On The Move: 400 Years of Transportation in Kingston

The Exhibition Hall started 2023 with the continuation of: *On the Move, 400 Years of Transportation in Kingston*. This exhibition was curated internally focusing on the development of transportation in Kingston over the last four centuries with historical objects, interactive displays, and informational panels. This exhibition explored movement across water and land, the development of public transportation, and how Kingston continues to be connected to areas beyond the City's borders.



Photo Credit: Tim Forbes

The Art of Survival, A Prison for Women Memorial Collective

The Art of Survival, A Prison for Women Memorial Collective Exhibition, was on view at the PumpHouse Museum from Thursday July 4, 2023, to September 2, 2023, bringing in 2,618 visitors. This exhibition was a collaboration with the Prison for Women Memorial Collective and Sheena Hoszko, which brought together more than 30 local, national, and international artists and collectives who have produced artwork inside institutions for women or while on parole. The exhibition included painting, drawing, mixed media, beadwork, textile, sculpture, photography, video, and a small retrospective on *Tightwire*, the Prison for Women newsletter produced inside from 1970 to 1993.

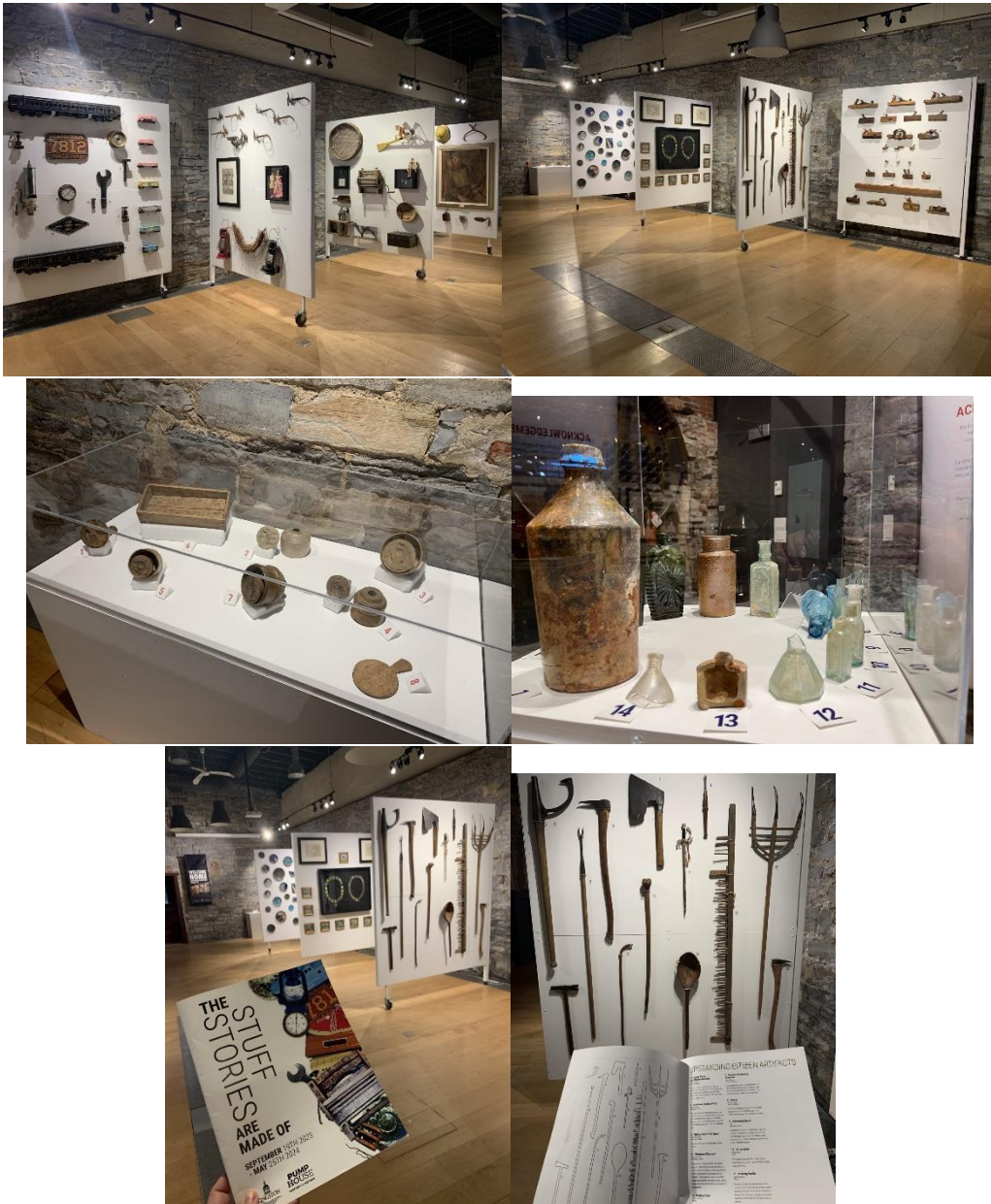




Photo Credit: Tim Forbes

The Stuff Stories Are Made Of

In September of 2023 the Heritage Services Department installed a new exhibition entitled *The Stuff Stories Are Made Of*. This exhibition opened on Tuesday September 19, 2023, and will be on view until May 25, 2024. The exhibition features 207 artifacts within the Civic Collection which includes pieces from the Civic, Art, Archaeology, PumpHouse and MacLachlan Woodworking Museum Collections. *The Stuff Stories Are Made Of* is intended to show the breadth and diversity of the City of Kingston Civic Collections in a visually appealing and thought-provoking manner. From butter molds to swizzle sticks, to finger planes, barbies, and A.Y. Jackson sketches, the breadth of this exhibition has something for everyone.



PumpHouse Programming

Water, Water Everywhere (Level 1&2)

Level 1 of this program catered to students from Kindergarten to Grade 3. The program explored responsible water stewardship with a guided tour of the PumpHouse as Kingston's first waterworks, along with the construction of a working water filter. Level 2 of the program catered to students from Grade 4 to 6, building on concepts from Level 1. Students learned about factors that can affect people's ability to access clean water

around the world and locally through a global resource distribution and water filter building challenge.

Simple Machines

Level 1 of this program was designed to cater to grades K-1. Students learn about how simple machines work to make lives easier, and the many different forms they take. Students are challenged to move a designated load from one point to another one by constructing their own simple machine.

Level 2 of this program builds on L1 and is designed to cater to grades 2-4. Students collect the materials needed to build their own contraptions by identifying all the museum's simple machines.

Trains and Tots

Trains & Tots welcomed tots and their caregivers every Tuesday and Wednesday at the PumpHouse for a tot inspired learning experience. Each week participants in the program engaged their bodies and minds in developmentally appropriate activities designed to stimulate and support child development in their early years.

Beyond Classrooms Kingston

This year, the PumpHouse welcomed two classes of learners through Beyond Classrooms Kingston: a group of 19 Kindergarteners from Bayridge Public School (May 1-5) and 28 Grade 3/4 students from Central Public School (October 16-20). Students learned from a variety of guest speakers and instructors, including Mandy Smart and Cyndi Loft (Indigenous Knowledge Keepers), Philip Emon (Water/Wastewater Operations Supervisor at Utilities Kingston), and Marney McDiarmid (Artist/Muralist).

Supplementary Resources

Supplementary resources were available as a takeaway at the PumpHouse while *The Art of Survival* exhibition was on display. It was designed to provide opportunities for continued learning and emotional support regarding the exhibition's themes. Many of the books listed were available for in-person reading in the PumpHouse 'library', and a selection of colouring books by Indigenous artist Jackie Traverse were available for visitor expression in the Discovery Centre.

Programming: Special Events

Art of Survival Sharing Circles

Artists from the Prison for Women Memorial Collective held two sharing circles while *The Art of Survival* was on display at the PumpHouse. Both circles took place in the Exhibition Hall surrounded by the art. The first took place on July 7 and the second on August 12. Community members, friends, and family members of the artists were invited to participate in the circle. During the circles, the group discussed the artwork's meaning, the emotions they evoked and general topics surrounding the collective. Over the two circles, there were 60 people in attendance.

Indigenous Beading Workshop

On August 25, Georgia Ward and Jaylene Cardinal came to the PumpHouse to lead an Indigenous beading workshop. Georgia was one of the artists featured in P4W exhibition. Together, she and Jaylene taught 15 participants how to make beaded cell phone pop sockets. Additionally, Georgia discussed the importance of beading to healing, resilience and cultural connection.



Beer & Bacteria

On March 11, 2023, the PumpHouse Museum hosted an After-Hours 19+ event which explored the historical relevance of beer in Kingston and how it relates to the lack of clean drinking water. PumpHouse worked with local community partners to provide alcoholic and non-alcoholic refreshments for attendees. These partners included Daft, Spearhead, and Fine Balance breweries. During this 3-hour event, participants could also engage with the history of alcohol production through interactive activities. The activities included: "Can You Brew It?", which tested participants knowledge on the steps of beermaking; "Under the Microscope", which allowed visitors to look at water samples under a microscope and identify them through a guide; and lastly "Brew Abroad", which tested participants knowledge of brewing around the world through matching historic bottles to their country of origin.



Photo Credit, Tim Forbes Photography, 2023

All Aboard for the Holidays

All Aboard for the Holidays returned to the PumpHouse for its 7th year from December 12-16, 2023. Staff and volunteers transformed the museum and model train sets with

seasonal decorations. A series of multi-sensory STEAM and language activities were available throughout the PumpHouse. Activities included Story Time, a reading of *Sky Sisters* by Anishinaabek author Jan Bourdeau Waboose; designing a 'shelf for an elf' using K'nex; marking loved ones' locations on inflatable globes in the darkroom; and writing 19th century reproduction postcards. Visitors had the option to send their postcards to three local charities (the Kingston Health Sciences Centre, Addiction and Mental Health Services and the Kingston Humane Society). The program was available through regular museum admission during weekdays (December 12-15) and on the main event day (December 16) through paid tickets or gift donation. Collected gifts were donated to Kingston Interval House following the event. 291 participants attended this event on December 16.



MacLachlan Woodworking Museum

Museum Mandate

The MacLachlan Woodworking Museum cultivates and fosters an appreciation and understanding of the role of wood, woodworking technology and related topics such as environment and sustainability, in the development of the Kingston region and Canada more broadly, through the lenses of history, culture, science and technology. This is accomplished by collecting, preserving, interpreting and exhibiting woodworking tools and related artifacts; presenting creative and innovative programming; and creating opportunities for public outreach and community involvement. In 2023, the MacLachlan was opened as a dedicated collections storage and programming site, featuring a series of woodworking workshops.

Attendance Overview - MacLachlan Woodworking Museum visitor attendance 2019-2023

	General Attendance	Special Events and Programs	Visitor Total
2023	0	466	466
2022	0	488	488
2021	0	68	68
2020	0	70	70
2019	1,496	1,358	2,854

*The numbers above are from standard season operations May-August with Fall/Winter special events. *For 2023, the numbers reflect January – December.*

MacLachlan Woodworking Museum Programming

Can You Build It?

“Can You Build It?” provided opportunities for participants to learn about woodworking, local tree species and the importance of trees/wood within ecosystems. Participants were able to explore MacLachlan’s grove of diverse tree species, learn about construction techniques in a 19th century log cabin and try their hand at woodworking while designing and building their own small wooden houses to take home. The program was designed for grades K-3 with differing tools dependent on the grade.

Trees Seeds and Feathers Level 1 (Habitats and Communities) and Level 2 (Biodiversity)

“Trees, Seeds and Feathers” is a core program of the MacLachlan Woodworking Museum. The program highlighted themes of ecology through a site-based lesson using the museum’s natural setting in the form of nature walks and hands-on exploration with bird models on loan from the Kingston Field Naturalists. Level 2 of the program focuses on plant and animal identification.

Sword & Shield

In this workshop, on June 2, eight young participants were guided by woodworker Clark Moffat and museum staff as they designed and created their own custom swords and shields. Participants gained an introductory understanding of traditional hand tools such as planes, drawknives, rasps, files and spokeshaves. After they finished their creations, heritage fighting instructor Jake Hodgson taught participants how to spar, with an emphasis on safety and chivalry.



Paddlemaking

Two full-day workshops (May 27 and June 17) with local woodworker Walt Sepic taught 15 participants about canoe paddle varieties, their varying uses, and how to create their own custom canoe paddles out of basswood planks. Participants were supported by

Walt and museum staff as they shaped their paddles using traditional tools such as planes, spokeshaves, drawknives, rasps and files. Several participants expressed a wish to continue developing their woodworking skills in the future.



Mushroom Makers

On September 23, this new academic and artistic program was facilitated at the MacLachlan Woodworking Museum. Participants began by learning from Professor Paul Grogan (Professor of Terrestrial Ecosystems Ecology, Queens University) about fungi and their importance within local ecosystems. Following his engaging talk, a local artist taught participants about the history of printmaking and shared her knowledge of print block design techniques. The group then used physical examples and images of local fungi species to create their own custom blocks on recycled Styrofoam. They ultimately used these to print on canvas bags and watercolour paper.



Cookie Boards

During this new workshop, museum staff guided 19 participants as they created their own custom cookie boards out of cherry wood to use during the holiday season. This was designed to be a family event, and many parents and grandparents collaborated on the boards with young children. Participants learned basic woodworking techniques using planes, spokeshaves, rasps, files and sandpaper. They then applied seasonally themed vinyl decals, and further customized their boards using woodburning markers and heaters. A local business, Card's Bakery, generously donated decorated cookies which were given to participants during the event.



WinterLight

WinterLight returned to the MacLachlan Woodworking Museum on November 25. This program is a celebration of seasonal change and was designed to engage participants in concepts such as woodworking, stewardship, habitats and adaptations. The museum was transformed by staff into an immersive wintery forest, and activity booths were set up both indoors and outdoors throughout the property. Visitors decorated their own wooden park rangers and animals, signed a stewardship pledge, created pinecone snowy owls, designed ornaments using nails and yarn, read Indigenous literature about the winter season, visited a 'biology research station' and engaged in musical and physical activities. Local environmental educator Valerie Freemantle led engaging

'kindling kit' workshops and taught participants about fire safety. In addition to museum staff, this year's event was supported by volunteer business and tourism students from St. Lawrence College.



Extended Heritage Programming

Heritage Bike Tours

Two Heritage Bike Tours took place in the late summer. These were planned and researched by Heritage Services staff and led by local cycling expert Steve Lawrence. The first tour (Waaban Loop) took place on September 9 and was attended by 6 participants. Participants learned about Indigenous and settler histories and community stories surrounding locations such as Fort Frontenac, Waaban Crossing, Barriefield, the Memorial Arch and City Hall. A new route, Rural Ride, debuted on September 16. This took place in the countryside surrounding Lower Brewers (Lock 45), and content focused on how humans and the natural world have influenced each other throughout time in rural Kingston. This tour was generously contributed to by Parks Canada staff at Lower Brewers and local businesses and organisations, such as Waddell Apples and Sand Hill Presbyterian Church and Cemetery. The Rural Bike Tour was attended by 4 participants.

Waaban Wander

On Saturday, October 14, 2023, Dan Franco (City of Kingston Engineer and Project Manager of the Third Crossing Project) was supported by Heritage Services staff as he led a guided tour of Waaban Crossing. Dan shared his extensive knowledge of engineering, Indigenous consultation and environmental protection measures. 19 participants attended, many of whom lived in the area immediately surrounding the bridge. Multiple question and answer opportunities arose throughout the talk, and attendees' engagement and interest in the project and its future was evident.



Curatorial Walks, Talks & Tours

Saturday May 6, 2023, Jane's Walks returned to Kingston after a COVID-19 hiatus. Heritage Services was one of 17 participant organizations to deliver guided tours. Heritage Services curators led a historic walking tour of Ontario Street, 44 people attended the walk.

Heritage Services also provide talks to community organizations. In 2023, Heritage Services staff were invited to two retirement communities. The first talk focused on the diversity of the City of Kingston Civic Collection and why the City collects the artifacts it does. The talk was followed up with an interactive element where residents were asked to view three different objects and try to guess what they were. The talk was attended by 15 residents. The second talk took residents on a virtual walk of historic Ontario Street and highlighted local businesses and prominent figures in Kingston's history. The talk was attended by 22 residents. The presentation was followed up with a Question-and-Answer session where residents could ask questions about the talk and provide their own anecdotes about growing up in Kingston.

Special Request Tours

In 2023 the Curatorial team hosted five special request tours of City Hall National Historic Site. The first tour was hosted on August 9, 2023, for descendants of former Mayor Samuel Corbett. This full tour of City Hall also highlighted aspects of Samuel's Mayoral accomplishments. On September 22, 2023, a delegation of ten diplomats from

across the world attended Kingston and toured City Hall before meeting with the Mayor and Kingston Economic Development Team. A group of grade 3/4s from a local public school visited City Hall as stop number one on a historic tour of Kingston. The group consisted of two classes totaling 35 students. The City of Kingston hosted six students for “Take Your Kid to Work” Day hosted on November 1. On November 2, 35 students from St Lawrence College took a tour of City Hall prior to meeting with City Councillors.

Civic Artifact Collection

Civic Collection Mandate

The purpose of the Civic Collection is to promote public understanding of the history and culture of the City of Kingston, municipal government and more generally the tangible and intangible heritage of the community’s history, culture, standards, and values. This is achieved through the collection, preservation, exhibition, and interpretation of artifacts, works of art, and documents that help to relate these narratives.

The City of Kingston’s Civic Collection is diverse, containing many different types of artifacts and artworks. Adding to the diversity of the art portfolio, there are also public art pieces and many historical statues and monuments for which the City is responsible. Rounding out the collection are two of the City’s largest artifacts, the locomotive Engine 1095 located in Confederation Park and the steamship *Phoebe*, which now resides at Portsmouth Olympic Harbour (POH).

Acquisitions

Artifacts offered to the City’s Civic Collection are received and reviewed by Heritage Services staff. Objects that are not already duplicated in the collection, meet the collection mandate, meet current collection development plans, are in good physical condition and meet the storage requirements of Heritage Services are presented to committee to provide a recommendation for acquisition into the Collection. City Council has final authority to approve all acquisitions and de-accessions from the Civic Collection.

In 2023, four items were recommended to the collection. One of these items, a painting by Robert Blendermen, was recommended for acquisition for the Civic Collection primary collection and three items were recommended to the Civic Collection secondary collection, two stained-glass window from Plymouth Square and a hand-carved wood

mosaic. These recommendations were supported by the Heritage Kingston Committee and ultimately approved by City Council.

Aspect of the Civic Collection	Total Artifacts
MacLachlan Woodworking Museum artifacts/objects	9262
Civic Collection – City of Kingston artifacts/objects (Includes GHA)	2371
PumpHouse Collection	1332
Public Art	94
Fine Art	82
Archaeological Collection (to date – in process of being catalogued)	3378
Mayoral Portrait Collection	61
Total:	16,577

Conservation

Conservation work that was undertaken in 2023 consisted of maintaining and cleaning a selection of public art pieces and monuments in the City of Kingston’s public art collection. Four outdoor monuments were cleaned including: *Horse & Cart* and *Wilds of Kingston* and the 1095 Engine. One of the larger centenary public art pieces, *Tetra* was scheduled for assessment for future conservation work, unfortunately this assessment never occurred and has therefore been rescheduled for 2024.

Over the past few years, there has been an increase in public concern over the condition of the World War I field gun that is located in Boucher Park. In November of 2023, Heritage Grade completed a condition assessment and treatment proposal of the field gun which concluded that in its present condition it is experiencing some ongoing corrosion at a very slow rate. As such, the gun will maintain its overall current state and appearance for several decades left as it is. As a balance of preservation of the artifact, cost, and ease of future maintenance, a simple cleaning, corrosion conversion and wax

coating was recommended. Staff will further review this treatment proposal in the new year to determine next steps.

In December of 2023, one of the sculptures in *Wilds of Kingston* was tagged with graffiti. Luckily, the sculptures had been cleaned and rewaxed a few weeks prior, making removal easy. Public Works scheduled the emergency cleaning with Dedicated Environmental a day after the graffiti was reported and the Civic Collection Technician completed additional cleaning the following week.

In addition to the outdoor monuments, the entirety of the Mayoral Portrait collection was assessed as part of an annual triage report to identify which pieces needed conservation work or repair. During this assessment the portraits and frames were dusted to remove surface level dust. The portrait of John Gaskin by William Sawyer was sent to Legris Conservation to have its frame reinforced and portrait cleaned.

In 2023 an application was submitted to the Canadian Conservation Institute to have a collection of maps and fire insurance plans conserved, specifically to remove tape and metal staples, clean the pages and stabilize the collection of maps. The application was successful, and the book was sent to the Canadian Conservation Institute in September 2023 and is expected to be completed in 2024.

Heritage Services Marketing & Public Relations Summary

In 2023, Marketing and Communications sent out a series of Eblasts in February, May, July, and October pertaining to exhibit openings and operating hours for the winter. The open rates for the marketing materials ranged from 25%-45% with an average rate of 39%. Click-through rates ranged from 0.5%-2.9% with an average rate of 1.35%. Our social media tag performance shows we reached a wide audience with our posts. In 2023, we made 63,777 impressions through our tagged posts on our social media channels. Our total post engagements totaled to 1,725, with a total engagement rate of 2.8% per impression. Also, we saw a sharp growth in post-link clicks with 431 interactions. Print media also played a role in marketing the museums and programs. Communications and Marketing printed a total of 3,000 brochures (rack cards), 200 posters, and 3 Curbex signs.

Heritage Services Maintenance Summary

PumpHouse Maintenance

In 2023, there were a total of 85 maintenance requests made to facilities for the PumpHouse, with 82 requests marked as completed. HVAC and electrical were the most common concerns with issues relating to HVAC function and electrical updates to the building.

Completed Requests – HVAC (24)

- HVAC cooling – x5
- HVAC heating – x5
- HVAC Dehumidification – x2
- Adjust Temperature – x3
- Other HVAC concerns – x9

Completed Requests – Electrical (24)

- Indoor receptacles – x1
- Elevators – x2
- Fire Alarm & Alarms – x4
- Breaker – x1
- Outdoor receptacles – x2
- Indoor lighting – x7
- Other electrical issues – x6
- Re-locate fan switch – x1

Completed Requests – Plumbing and Custodial (15)

- Plumbing – Leaks – x2
- Plumbing Sinks and Faucets – x1
- Plumbing – Water fountains and coolers – x1
- Pest Control – x1
- Water Shutdown – x1
- Custodial Services – x6
- Other plumbing – x3

Completed Requests – Exterior Assets (12)

- Roof leak – x1
- Exterior doors – x2
- Exterior outdoor (flagpoles, signage) – x2
- Exterior Doors – x6
- Keys – x1

Completed Requests – Interior Assets (7)

- Interior doors – x4
- Install Accessibility decals – x1

- Windows – x1
- Walls – x1

Pending/ Incomplete Service Requests (3)

- Ceiling leaks – x2
- Signature Fixtures – x1

Pending requests included two requests regarding ceiling leaks and one request for signage updates to include All-Gender Restroom signage at the site. These are planned to be completed in early 2024.

MacLachlan Woodworking Museum Maintenance

The MacLachlan Woodworking Museum had a total of 32 requests, with 30 of the requests completed by facilities administrators. Most of the maintenance work completed at the MacLachlan Woodworking Museum in 2023 were related to issues with the HVAC system, with the most frequent service request being HVAC dehumidification and cooling.

Completed Requests – HVAC (14)

- Remote Monitoring – x2
- Humidity – x5
- HVAC cooling – x5
- HVAC heating – x2

Completed Requests – Plumbing and Custodial (8)

- Custodial – x4
- Plumbing Leaks – x 2
- Septic Tank – x2

Completed Requests – Electrical (5)

- Indoor lighting – x2
- Outdoor Lighting – x1
- Breaker – x1
- Electrical Support – x1

Completed Requests – Fixed Interior and Exterior Assets (3)

- Exterior door – x1
- Fencing & Gates – x1
- Exterior – Deck – x1

Pending/ Incomplete Service Requests (2)

- Signage fixtures – x1
- Exterior lighting – x1

Pending requests included two requests regarding exterior fixtures and interior signage being updated to All-Gender Restroom signage. These are planned to be completed in early 2024.

City Hall Maintenance

City Hall Maintenance is fully at the discretion of FCMS. In 2023, there were a total of 327 maintenance requests made to facilities with 314 requests marked as completed. In 2023, Heritage Services worked closely with FCMS in a multi-year project, a continuation from the year before on the upgrades to the City Hall Fire Suppression system upgrades as well as repairs to historic pillars and plaster to spaces throughout City Hall.