


FREE YOUR MIND

EDMONTON PUBLIC LIBRARY ANNUAL REPORT 2018



“At the library if I choose I can find intelligent, well-researched and, yes, controversial even biased accounts of virtually any topic I want to explore – literally at my fingertips.”

– Florence Irene McKie
EPL Customer



MESSAGE FROM THE BOARD CHAIR AND CHIEF EXECUTIVE OFFICER

From new branch openings to world-renowned speakers to award-winning digital media and much more, 2018 was another amazing year for the Edmonton Public Library (EPL).

Library buildings were a significant part of 2018. Alongside the ongoing revitalization of the Stanley A. Milner Library, we also opened four new branches in Calder, Heritage Valley, Londonderry and Capilano—an all-time record for a single year. At the same time, our fundraising for the revitalized Milner Library reached the three-quarter mark of our \$10 million goal. We also increased our membership by 10% thanks in large part to a new simplified online experience. In addition, our customers enjoyed upgraded computers, enhanced self-service printing technology and faster Internet speed at all 21 locations.

In 2018, EPL welcomed four local authors through six Capital City Press events and launched an award-winning podcast, Overdue Finds. More than 4,000 Edmontonians attended our six Forward Thinking Speaker Series events, which included appearances by celebrated fantasy author Neil Gaiman, businesswoman, investor and Dragon’s Den co-star Arlene Dickinson and noted criminal defence lawyer Marie Henein. EPL was also the first public library named among Canada’s Most Admired™ Corporate Cultures in 2018.

The role of public libraries has evolved since the dawn of the digital age. Far from the obsolescence that many predicted, libraries are thriving like never before as community hubs that provide learning, literacy, and access to information for everyone. In an era where disinformation and censorship may negatively influence public discourse, libraries have a renewed responsibility to stand up for freedom of speech, freedom of information and access to diverse collections and ideas. From our ever-expanding collections, to our outreach programs, to our thought-provoking speakers, EPL takes this responsibility very seriously.

With each passing year, our city becomes more complex and diverse, and, as always, EPL is at the forefront of this change. Thank you for your ongoing advocacy as we look forward to 2019.

Spread the words.

2018 Board Of Trustees

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Pilar Martinez
Chief Executive Officer, EPL

TRANSFORM COMMUNITIES

EPL opened four new branches in 2018— Calder, Heritage Valley, Londonderry and Capilano—an unprecedented expansion. The Stanley A. Milner Library revitalization project, which began in 2017, continued to make progress, while downtown customers accessed library services at the temporary Enterprise Square location.

EPL continues to promote lifelong learning through innovative classes. These include sewing to coding and digital design and the numerous writing workshops and other events hosted by Capital City Press, which resulted in 63 events with 1,255 attendees in 2017-2018. We also expanded our early literacy program, Welcome Baby, to the Stollery Children's Hospital Neonatal Intensive Care Unit supporting and encouraging early brain development and providing crucial resources to parents.

Our Settlement Services remain a valuable resource, resulting in 5,500 connections with newcomers since 2016. In collaboration with Catholic Social Services, EPL has presented at 19 newcomer and refugee orientation sessions, engaging with over 400 newcomers and issuing 314 library cards over the past two years. In addition, our three outreach workers have provided 4,379 connections to vulnerable clients at the Enterprise Square, Abbottsfield-Penny McKee, Highlands, Sprucewood and Woodcroft library locations.

EPL continued to provide opportunities for Edmontonians to develop a broader understanding of reconciliation through our Exploring Reconciliation series. In 2018 the series offered 242 classes and events (including Cree language-learning classes, Indigenous storytelling and more) that drew 8,516 attendees. EPL also partnered with the University of Alberta and libraries across Canada in launching the Massive Open Online Course (MOOC): Indigenous Canada. So far the course has welcomed a total of 25,000 registrants nationwide.

In addition, EPL's Senior Indigenous Relations Advisor continued to engage with Indigenous Communities and with staff to build awareness and understanding of the Truth and Reconciliation Commission calls to action. Staff and epl2go Literacy Vans also provided library services to Enoch Cree Nation, and 69% of eligible EPL staff participated in reconciliation-related training.



275,272
EDMONTONIANS
USED THEIR
LIBRARY
CARD

15.4 million
IN-PERSON
& VIRTUAL
VISITS to EPL

11.3
MILLION
ITEMS
BORROWED



FREE WiFi
AT ALL **21 EPL**
LOCATIONS

9.9 MILLION
VISITS
— to —
epl.ca

9,785
DAILY WiFi
SESSIONS
at **EPL**

827,530
COMPUTER
sessions
IN HOURS AT EPL

EVOLVE OUR DIGITAL ENVIRONMENT

EPL continues to invest in a strong digital collection for our customers.

Since 2013, EPL's eResource borrowing has grown from 477,609 to 3.7 million—an increase of 673%. Customers can stream music, watch movies, listen to eAudiobooks, read eBooks, learn a language and take courses from the comfort of their home, car, office or EPL library location.

EPL also continued to find new ways to promote library resources to the public. Enhancements to the EPL Personalized Picks service saw an increase in annual requests of over 4,500% from 2016 to 2018. In-branch and online recommendation services, which include display themes, EPL Picks and Pilar's Picks, topical and timely recommendation lists and blog articles, continued to gain traction. EPL has also published 155 blog articles on epl.ca since 2016, drawing in over 250,000 views.

We entered the podcast world in 2018 with the launch of Overdue Finds. Since its launch, the podcast has released 25 episodes, with a total of 11,542 downloads. The show won a 2018 Canadian Podcast Award for Best Branded Show, while receiving a nomination in the Best Artwork category. Meanwhile, Capital City Records, an online showcase for local music, continued to grow, with 54,185 songs from 175 local artists across 193 albums now available for download or streaming.

Voices of Amiskwaciy, a website that showcases Indigenous content developed in collaboration with Indigenous communities in and around Edmonton, saw increased usage and engagement in 2018. It now hosts 139 Indigenous community stories and artifacts gathered through 42 events, which drew 310 attendees. Launched in 2017 in celebration of Canada's 150th birthday with support from a federal grant, the site was created to share locally produced content related to Indigenous history, traditional knowledge, Indigenous law, Treaty rights, reconciliation and much more. This website, the first of its kind for a public library in Canada, has expanded province wide with the support of the Government of Alberta.

**ACT AS A CATALYST FOR LEARNING,
DISCOVERY AND CREATING**

Nearly 4,000 people attended six EPL Forward Thinking Speaker Series events in 2018, which included:

- Media critic and Feminist Frequency creator Anita Sarkeesian: The Real World of Online Harassment
- Criminal defence lawyer Marie Henein: Reflections on Justice and Leadership
- Canadian rugby star Jen Kish: Canadian Grit on the Pitch
- Businesswoman, investor, author and television personality Arlene Dickinson: Lessons from the Den: The Journey to Success
- Comedian, activist and broadcaster Candy Palmater: The Road Less Travelled by Candy Palmater
- Bestselling fantasy author Neil Gaiman: A Conversation with Neil Gaiman

2018 saw new makerspace services inaugurated at several EPL locations, including full makerspace suites at the new Capilano and Londonderry Branches. The Capilano Makerspace notably features a sewing machine, a 3D printer, a full suite of creative iMac computers, a Cricut die-cutting design space and a digital conversion suite allowing customers to digitize VHS tapes, vinyl records, photos and photo film negatives, with audio cassette digitization tools on the way.

EPL is playing an increasingly important role in providing technology education. Over the past two years, the Library’s Community Expert Volunteer Program has welcomed five experts in open data, Photoshop, Javascript and coding with Python. In addition, EPL was one of only four Canadian libraries selected for funding from Google to provide the Google IT Support Professional Certificate, through which 125 Edmontonians are expected to be trained for entry-level IT jobs in the next two years.



EPL IS THE
#1 PLACE
FOR
free COMPUTER
USE AND
TRAINING

22,031 FREE
CLASSES &
EVENTS ATTENDED
507,112 times

8,665
EPL STAFF
training hours



\$250,000
RAISED
at the **EPL**
GALA

449 EPL
VOLUNTEERS
DONATED
7,338
HOURS

OVER \$3.2M
RAISED TO
SUPPORT EPL

TRANSITION THE WAY WE DO BUSINESS

By the end of 2018, EPL had raised roughly 75% of its \$10 million fundraising goal for the Stanley A. Milner Library revitalization capital project. With less than a year to go in the campaign, we are continuing to engage with donors and other stakeholders to raise awareness of the vital role fundraising contributes to EPL's service transformation.

EPL undertook a top-to-bottom overhaul of its public computing and IT infrastructure in 2018. Notable upgrades include an increase in Internet bandwidth from 500MG to 10G, improved cybersecurity, expanded WiFi coverage and additional redundant network connections. In addition, service improvements introduced in 2018 provided customers with wireless and remote self-service printing and a full suite of Microsoft desktop applications.

EPL also completed comprehensive reviews of materials delivery and supply chain management in 2018. The materials delivery review included service delivery mapping, performance expectations reviews, service gap and financial analyses. EPL also conducted an extensive review of its procurement processes to develop an improved supply chain service delivery model. Recommendations from this review include a new service structure, corporate credit cards, a digitization strategy, key performance indicators and a technology system review.

Awards:

- Waterstone Human Capital, one of Canada's Most Admired™ Corporate Cultures for 2018
- Library and Information Studies Alumni Association (LISAA) Distinguished Alumni Award, won by CEO Pilar Martinez for 2018
- Urban Libraries Council Top Innovator Nominee (Honourable Mention) for Voices of Amiskwaciy project
- 2018 Canadian Podcast Award for Best Branded Show, for Overdue Finds

IMAGINE MILNER

On February 14, 2020, EPL will usher in a new chapter in downtown Edmonton’s ongoing revitalization with the opening of a dramatically transformed Stanley A. Milner Library. The revitalized Milner Library will include a children’s library three times the previous size, a 10,000 square foot Makerspace and over 28,000 square feet of community space. It will also feature a high-tech theatre, a multi-storey interactive simulation wall, a culinary centre, an Indigenous gathering space, a café, an abundance of natural light and easy access to the LRT and Churchill Square.

EPL continues to support the growing and changing needs of Edmontonians, and this bold new downtown showcase will serve as one of the city’s iconic landmarks for decades to come.

“Whenever you need help, you can go to the Stanley A. Milner Library to get the resources you need and answers to anything. It’s like a family.”

– Ted Chung
EPL Customer



OVER 1.2M
visits
EACH YEAR
to the MILNER
LIBRARY

CHILDREN’S
LIBRARY
— will be —
3x LARGER
THAN BEFORE

OVER
28,000
SQUARE
FEET of
COMMUNITY
space

AN EPL CARD

a world of endless opportunities.

It all starts with your FREE library card:
epl.ca/signup

* How did Edmontonians use EPL in 2018?

275,272
Edmontonians
used their
LIBRARY **CARD**

You enjoyed a variety of digital content, such as eBooks, magazines, newspapers, music and more.

3.7
million
eResources
DOWNLOADED

827,530
COMPUTER
sessions
IN HOURS AT EPL

22,031 FREE
CLASSES &
EVENTS ATTENDED
507,112 times

You heard from thought-provoking speakers who shared their insights and ideas to help us build better communities.

4,034
ATTENDEES AT

**FORWARD
THINKING
SPEAKER
SERIES
EVENTS**

**EPL
saves
Edmontonians
\$131.5
million
each year**

Every

\$1

INVESTMENT
IN EPL
RETURNS
\$3.11

You often stopped by one of our 21 EPL locations to check out the latest Staff Picks.

11.3
million
ITEMS
borrowed

You were supported by EPL staff in person, by phone, chat, email and in the community.

2.8 million
QUESTIONS
answered

15.4
million
IN-PERSON
& VIRTUAL
visits
to EPL

GRATITUDE REPORT

The achievements of the past year, as noted throughout this Annual Report, are not just EPL's to celebrate. These achievements belong to you, our donors and our supporters. Thank you!

With your amazing support, we received \$3.2 million in gifts (plus numerous pledges) to support connecting, learning, creating and belonging through EPL. Every gift to the Library matters.

\$500,000+

Government of Alberta
Community Facility
Enhancement Program
(CFEP)

\$100,000 - \$499,999

Alberta Historical
Resources Foundation
Allan and Frances Olson
Edmonton Civic
Employees Charitable
Assistance Fund
Edmonton Community
Foundation
Gwyn Morgan and
Patricia Trottier
Foundation
Robert Tegler Trust
TD Canada Trust Prairie
Region
The Estate of Ken and
Lorraine Webb
The Muttart Foundation

\$10,000 - \$99,999

Ashif and Zainul Mawji
Brian Heidecker and
Donna Bagdan
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Government of Alberta
- Culture
Jane Parkinson
Joe and Nancy
Thompson Family Fund
at Edmonton Community
Foundation
Mehta and Zeschuk
Family
Mercier and Mercier
National Bank Financial
Shelley Milner Fund at
Edmonton Community
Foundation
South East Community
Leagues Association
Stanley A. Milner
Sylvia Syska Fund at
Edmonton Community
Foundation
The Estate of Bill Passi

The Ruth Elizabeth
Hyndman Foundation
University of Alberta
Libraries

\$5,000 - \$9,999

Alberta Blue Cross
Bette Woodhead
Bottos Law Group
Carl Amrhein and Ellen
Calabrese-Amrhein
Civic Service Union 52

Darren Pratch, Linda
Pratch, Louise
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Dennis Denis
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Loretta Orlecky
Rebecca and Vikram
Seth



Stanley A. Milner Library
Fund at Edmonton
Community Foundation
The Estate of Margaret
Mary Marshall
Wallace Currie

\$1,000 - \$4,999

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Alison and Peter Faid
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Blair and Crystal Willie
Brent McDonough
Buff Wax Spot
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Christine and Peter
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Crescent Hill Fund at
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Association
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Barbour
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Elexis and Eric Schloss
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Jason and Kenna
Houncaren

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James John and
Tina Thomas
Larry and Janet Anderson
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at Edmonton Community
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Leon Zupan
Linda Cook
Linda Garvin
Marc de la Bruyère
Maria Drews
Nazeem Wahab
Nazir Mulji

Orest Semchishen
Patrick Leech
Pilar Martinez and
Tim Oestreicher
Robert Reynolds
Roper Fund at Edmonton
Community Foundation
Rosalie Russnak
Scott Watson
Sharon Aiken-Grant
Sheila Bertram

“Thank you for all your relentless effort to make your library a market place for most people of this city to enrich their daily mental, emotional, spiritual and social life.”

– Diana, Donor since 2016

Sherrick
Management Ltd.
Sirilak Carter
Stantec Consulting Ltd.
Sue Heuman
Susan Brewster
TELUS Corporation
The Estate of Dorothy
Mae Almas
University of Alberta
Venta Kabzems
Wendy Cassady
Memorial Fund
William Kelly

\$500 - \$999

Adeel and Naushaba
Qureshi
Adrian Jones

Aletha Joy Bourne
Gilsdorf READ2KIDS
Memorial Fund
Alexandra Bell
Alison Baker
Ameeta Singh
Ana and Mark Benz
Andrew and Nancy
Whistance-Smith
Ann Campbell
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Barry Schloss and
Maureen Hemingway
Schloss
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Marilyn Westbury
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Drew Delbaere
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Football Club
Edmonton Writers Group
Edwin Bolster
Erna Bowen
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Fern Snart and Gerry
Kendall
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Geoffrey J. Watt
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Ghalib Ahmed
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Heather McIntyre
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Henry Neri
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Community League
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Jennifer Head
John Yamamoto
Johnny T. Nielsen

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Karen Kroeker
Karlie Hanoski
Kim Wheaton
Kimberly Precht
Lesley Milner
Lionel Wasylshen
Lynette Husum and
Roger Delbaere
Lynn and
Stephen Mandel
Margo and
Steve Till-Rogers
Marion Kilgour
Mark S. Boyce
Marne Edwards
Mary Anne Yurkiw
Mary Forhan
Mary Williams
Meaghan Conroy
Patricia Hartnagel
Pauline Uruski
Peter Graham
Phyllis Smith
Rebecca Warner
Richard Spooner
Rodney Eidem
R.R. Donnelley
Ruth Collins-Nakai
Samuel Cooper
Sandra Woitas
Sandy Koe
Sarah Brown
Scott Johnson
Sharon L. Day
Sherrill Johnson

Stephen Petasky
Tammy Farkes
Ted Snow
Terrence Kulasa
Trevor Day Professional
Corporation
Victoria A. Varga
William MacDonald

\$250-\$499

Aaron Paquette
Adam Kemezis
Alan and Pat McGeachy
Alex Ayala
Alisha Hurley

**“I’m continually amazed at how much value
my family and I receive from EPL! We can’t
wait for the new downtown branch.”**

– Mack, Donor since 2018

Allan and
Elizabeth Wachowich
Allen and Ruth Benbow
Allison Barkwell
Amy Congdon
Anchor Fund at
Edmonton Community
Foundation
Andrea Gruneir
Angela Saxby
Anna Alfonso
Anonymous (x6)
Anu Kumar
ATCO
Barbara Eberlein

Barbara Gauf
Barbara Keylor
Barbara Pearce
Bente Hallin
Bertha Spence
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Michael Gibbins
Bevin Cheng
Bob Aloneissi
Bonnie and Brian
Hodgson
Brenda MacDonald
Brian Trendel
Byron Shikaze
C.R. Montgomery
Calvin Austrom

Cameron Barr
Carla Harrison
Carmen Velasquez
and Jeju Varghese
Carol Suddards
Cecelia Clarke
Charles Onuoha
Charmaine Milner
Chris Cameron
Christine and
Marc Lachance
Christine Lutsiak
Cindy Lieu

City of Edmonton
Claire Dallaire
Colleen J. Andriats
Daniel Dube
Danielle Boisvert
David and Jean Anderson
David Judge
David Munroe
David Percy
David Wickenberg
DeAnn Hunter
Denyse and
William Jopling
Diane Zinyk
Don Yee Professional
Corporation
Doreen Huntington
Dulce Forrest
Elizabeth Ngan
Francis Price
Fred and Mary
Paranchych
Freda Lo and Scott
Riddell
Frederick and
Margaret Van De Pitte

**“I think libraries are essential for
maintaining and expanding a
well-informed public and opening
opportunities to children and adults!”**

– Blair, Donor since 2013

Frederick Lynch
Gail R. Bassett
George Jakeway
Hannah E. Whittaker
Heather and
Lyle Jubenvill
Ian Hardman
Ian Stewart
Jacky Yu
James and
Nancy Fleming
Jan Zeeuwen
Jane Lanskaill-Stefure
Janet Russell
Janice Holt
Jasmin Matias
Jay Ball
Jeremy and
Jessica Lehman
Jessica Buckwold
Jessica M. McPhee
Jessica S.F. Knoch
Jill Scheyk
Jocelyn Stenger
Jody Crilly

John and
Susan Hokanson
John Ferguson
Jolene and
Robert Vretenar
Joyce Strobl
Kacper Jaskowiak
Karen Lynch
Karla Palichuk
Katherine H. Gibson
Katherine Schock
Kathleen E. Knack
Kathryn Quinlan
Katie Soles
Kay Mulcaster
L. Javed Sommers
Laura McDonnell
Laura Pratt and
Pierre Desrochers
Lauren Kascak
Laurie Russell
Leah Henderson
Leila Ranta
Leslie Cleary
Lisa Gill
Lisa Randall
Lisa Workman
Lois Schwartz
Lori-Ann Muenzer
Lorie Drummond
Louise Hayes
Lyle and Heather
Jubenvill
M. Janis Blake
Mabel Knight
Madeleine Mercier
Margaret O’Keeffe
Marianne Ryan

Mark Ballermann
Martin Klingbeil
Mary Ng
Mary-Kay Brook
Melanie St-Onge
Michael Marr
Michael Walters
Nancy A. Bourassa
Nancy Clark
Nanette Kufeldt
Natalie Moores
Nausheen Khan
Nicole Zucchet
Nimrit Nijjar
Norman Gee
Paul Melancon
Paul Welke
Philippe Sarlieve
Robert Sinclair
Roger MacEachern
Ronald Sorokin
Rose Park
Ryan Chowdhury
Sandra Brown
Sandy Foy
Sarah Stepney
Sharon Reedyk
Shauna Scott
Shaunaugh Whelan
Sheena M. Sereda
Shushiela Appavoo
Stephen P. Goyette

Sylvia Becker
Sylvia Gray
Tarim Ansari
Tema Frank
Teresa Alves

Ashif and Zainul Mawji
ATCO Blue Flame Kitchen
Atlas Steak + Fish
Bengert Family
Biera

National Oilwell Varco
Oilers Entertainment
Group
Ocean Odyssey Inland

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Orange Avocado
Pilar Martinez
River Stone Massage and
Wellness Centre
Sawmill Banquet and
Catering Centre

Simply Supper
Sorrentino's Restaurant
Group and Buco Pizzeria
+ Vino Bar
Stantec
Strathcona
Spirits Distillery
Tea and Coffee Company

GIFTS WERE MADE IN MEMORY OF THE FOLLOWING PEOPLE:

Abdul Jabbar and
Susan Rammo
Alan Field
Angela Margaret Jones
Anita Klein
Ann Margaret Peterson
Anne Latimer Nyland
Anne Wanchulak
Annie Shirvell
Ariadna Aransay
Barry Chute
BettyAnne Joslin
Burke McGray Barker
and James Wong

**"The gift of literacy, shelter, knowledge,
education and community is without
compare. Thank you for being so many
things to so many people in need."**

– Sina, Donor since 2016

The Brick
The Violet
Chocolate Company
Unbelts
University of Alberta
VIA Rail
Vines-Riverbend Wine
Merchants
West Edmonton Mall
WestJet
Workshop Eatery

Canada's Veterans
Catherine T. Watts
Charles H.M. Beck
Christian Holt
Christine Szojka
David J. Austen
Ed Kuksiuk
Elayne Cheop
Elsie Roberts
Evelyn Jensen
Garth Poff
Geraldine McPherson

Gilbert Delplanque
Hazel Irene Hibbard
Helen Neri and
Nee Laktin

Shirley Cossey
Tai Ming Yeung
The Father of
Benjamin Janke

**"With this donation I know I am helping
others through you."**

– Kay, Donor since 2016

Inge Vermeulen
James L. Burrows
Jesse Dog
Joan Tajah
Dr. Joe Lipkowitz
John Hudson
John Leslie Andrew
John Winstanley

Jolie Whetzel
June Skaret
Kathleen
Kathleen Eager
Keith Steven Bourassa
Khurshid and Qaseem
Lee Schurman
Lori McArthur
Marion

Mark Shane McCawley
Mary Ann G. Belkin
Mary L. Marean
Mary See
Mary Teresa Calabrese
Murray H. Dale
N. Allen Maydonik
Nina Jackson
Nino Jackson
Patricia (Pat) Price

Velma Schwabe
W. John Harvie
Walter MacKinnon

GIFTS WERE MADE TO HONOUR THE FOLLOWING PEOPLE:

Aklilu and Ghenet Zere
Alice Reinhart
Alison Hardtmann
Amanda-Lynn,
Christopher, Alexandra,
Ethan, Jackson
Andi Superceanu
Benjamin and
Liam Brown

Brian and
Marjorie Staples
Brkin Family
Carol Schwindt and
Jackie Schofield

Charlotte and
Nicholas Spillios
Colin, John, Janice,
Laura and Young

Daniela Dihl
Darlene Bayers
David Charles
Somerville Head
Diamond Shamji
Donald Alan Macgregor
Donald F. Cherrington

Dorothy Keeler
Elaine Beres
Elias Bachmann
Elizabeth Chapa
Elwood Johnson
Ernie Afaganis

Evelyn Ross
Everett Seto and
Jackson Seto
Farida Moosa
Gerald R. Wood
Geraldine McPherson

Helen (Laktin) Neri
Helen Forrester
Jacqueline Zelt
Jan Makulski
Jane Doe and Wheezee
Jersey Baratheon
Lindsey Anderson
Lisa Clarke
Lucas and Owen Barr
Lydia K.T. Dao
Madeline Holt
Mair Elsbeth Owen
Margaret Russell
Marianne Pedneault
New Grandson Oliver
Pattie Trouth
Peggy MacIsaac
Penny Omell
Rami Saad
Sandy MacPhail
Shreya
Susan Lubell
Teresa Hanlon
The Vasi Family
Tiffany Yii
William Hawrysh

**"When I was new to Edmonton seven years ago I spent a
considerable amount of time in this library every day. I still
remember how I worked through my challenges as a new
immigrant sitting in this library. I hope it continues to be a
place for people to come, sit and reflect."**

**I thank this library who has given me so much through books
and other help through services."**

– Sujit, Donor since 2018

A great place to learn and study."

– John, Donor since 1999

Terra Millions
The Benevity Community
Impact Fund
Tiina A. Payson
Timothy Magee
United Way of Alberta
Capital Region
United Way of Calgary
and Area
Valerie Meier
Victoria Armstrong
Virginia Toogood
Wendula Zilka
Wendy Molyneaux
William Bell

**... Plus 2,967
additional gifts!**

GIFTS IN KIND

Admire Studios
Alison and Peter Faid
Alberta Craft Council
Alley Kat Brewing
Allwest Commercial
Furnishings
Anne McLellan
Arturo Denim Co.
Blind Enthusiasm
Brian Heidecker and
Donna Bagdan
Burwell School of
Photography
CBM Lawyers
Century Catering and
Event Planning
Chateau Lacombe Hotel
City Centre Mall
Cookie Love Café
DWLKRL
Edmonton Inn and
Conference Centre
Elexis Schloss
Fairmont Hotel
MacDonald
Fairmont Jasper
Park Lodge
Fred Katz Photography
Fringe Theatre
Adventures
FMAV
Happy Harbor Comics
Hunt Amor Design Studio
Lexus of Edmonton
Library Services Centre
Marc de la Bruyère

COLLECTIONS AND SERVICES

	2018	% Change	2017
In-person Visits	5,538,014	3%	5,367,613
Virtual Visits	9,895,943	7%	9,233,858
Total Visits	15,433,957	6%	14,601,471
Adult	3,378,446	-8%	3,655,109
Juvenile	2,588,458	-5%	2,718,443
Renewals	1,663,460	-4%	1,733,045
eBooks	1,181,285	15%	1,027,220
eNewspapers & Magazines	684,556	26%	543,752
eAudiobooks	467,853	34%	350,262
eMovies & TV	71,482	23%	58,341
eMusic - Single song ¹	168,235	-73%	622,052
eMusic - Album ¹	24,310	-33%	36,499
eGames - Downloads ¹	1,946	-72%	6,911
eLearning	929,719	1%	920,599
Databases	162,536	0%	163,252
eUsage	3,691,922	-1%	3,728,888
Total Items Borrowed	11,322,286	-4%	11,835,485
In-house Collection Use	917,200	-31%	1,338,500
In-house Computer Usage (hours)	827,530	-3%	856,277
Questions Answered	2,823,900	7%	2,640,050
Classes & Events Presented	22,031	4%	21,166
Classes & Events Attendance	507,112	0%	508,628
Tours Presented	456	14%	401
Tour Attendance	10,591	10%	9,652
Physical Items Purchased	229,087	-1%	231,974
Physical Collections	1,133,793	2%	1,111,715
Digital Collections ¹	4,388,928	-91%	13,124,999
Total Physical & Digital Collections	5,522,721	-61%	14,236,714
New Memberships	61,879	10%	56,139
Total Memberships	275,272	6%	260,747
Number of Branches	21	5%	20

STATEMENT OF REVENUE AND EXPENDITURES

	2018	2017
City of Edmonton	48,019,405	44,365,056
Provincial Government	5,231,296	5,136,520
Federal Government	60,044	n/a
Funding for Library Capital Projects ²	12,322,995	10,373,035
Fines and Charges	778,362	815,078
Other ³	1,760,165	1,706,648
Total Revenue	68,172,267	62,396,337
Salaries, Wages and Benefits	38,471,769	36,926,457
Books and Library Materials	9,288,105	9,500,709
Vehicles, Machinery and Equipment	4,548,594	1,134,438
Building Operations	4,215,020	3,245,430
Utilities and Other	3,296,275	3,471,596
Material Goods and Supplies	2,057,720	1,769,133
Services	1,976,366	2,046,920
Total Expenditures	63,853,848	58,094,683
Revenue in Excess of Expenditures ⁴	4,318,419	4,301,654

Notes - Collections and Services

¹ Freegal and OnePlay subscriptions were canceled due to low return on investment, which includes eMusic and eGames in our Digital Collections.

Notes - Statement of Revenue and Expenditures

² Includes capital funding from grants and contributions.

³ Includes room rentals, leases, interest earned, donations, photocopying and proceeds from sale of capital assets.

⁴ Funding is earmarked for future year commitments on EPL projects.



“A Matter of Library”

A letter written by Florence Irene McKie, provided by her family.

In 1959, my husband and I moved to Lynnwood (then part of West Jasper Place before it amalgamated with Edmonton) with our six-month-old daughter, Heather, who was born blind and developmentally disabled. My husband would take our one car to work, and I would take Heather in a baby carriage or wagon to the Jasper Place Library. For us, having a library card meant access to a community of young families and suburban life. For the children it meant an endless supply of books, story hours, craft days, and summer reading challenges, with a ceiling decorated with planets, racetracks and pterodactyls. For me, it meant the company of authors and ideas.


Initially the only way Heather could “savour” a book was by chewing on the corners, but eventually she learned the pace and routine of turning the pages. Although she could not discern the illustrations, she absorbed my descriptions and the rhythm, rhyme and resonance of the language, whether it was the joyful nonsense of Dr. Seuss, ageless fairy tales or amusing animal tales. At the library I also found the resources I needed for taking care of Heather and expanding her world. The public’s view of the disabled began to change as the civil rights movement gained strength in the 1960s, as a more nuanced scientific picture of mental and physical disabilities emerged. The Jasper Place Library was quick to add these new books about disabilities to its collection, and this greatly helped me increase my own knowledge.

I still have fond memories of the stiff, occasionally dog-eared index cards that were once stored in wooden drawers that slid out on rods. I remember the silence—both literal and figurative, from a time when subjects like alcoholism, divorce, sexual orientation, domestic violence, drug abuse and many others were only ever spoken about in hushed tones, and how this changed over time. My greatest joy, however, has always been scanning the bestseller lists or genre-specific brochures prepared by staff. I also appreciate the displays of recently published books on one-week loan. Recently I’ve discovered *Annie Dunne* by Sebastian Barry, *Salamander* by Thomas Wharton and *Moscow* by Lawrence Kelly—books that gave me insight, delight and a broader sense of history.

It has been many decades since I first walked into the Jasper Place Library and the pleasure it has brought me has been infinite. The building changed over the years; it grew larger, brighter and more generous in its offerings, which now include large-print books, videos, CDs, DVDs, computer terminals and bundled serve-yourself requested books (a priceless service for those of us who are less than agile). I am grateful too for the ever-courteous, knowledgeable and helpful staff. I still look for books that might help me understand Heather’s situation better, as well as old favourites that I like to revisit and books about new technology.

Of all the conveniences and privileges of modern life, the Jasper Place Library holds a very unique place in my life. It has definitely mattered—and always will.

**In fond memory of EPL Customer Florence Irene McKie
(1933-2018), written in 2005**



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