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
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.
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, Abbotsfield-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.
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

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.
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.

“When 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
How did Edmontonians use EPL in 2018?

- 275,272 Edmontonians used their CARD
- 22,031 FREE CLASSES & EVENTS attended 507,112 times
- 827,530 COMPUTER sessions in HOURS AT EPL
- 11.3 million ITEMS borrowed
- 15.4 million IN-PERSON & VIRTUAL visits to EPL
- You enjoyed a variety of digital content, such as eBooks, magazines, newspapers, music and more.
- You often stopped by one of our 21 EPL locations to check out the latest Staff Picks.
- You were supported by EPL staff in person, by phone, chat, email and in the community.
- How did Edmontonians use EPL in 2018?
- 3.7 million eResources Downloaded
- 11.3 million ITEMS borrowed
- 2.8 million QUESTIONS answered
- EPL saves Edmontonians $131.5 million each year
- Every $1 INVESTMENT IN EPL RETURNS $3.11
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- You were supported by EPL staff in person, by phone, chat, email and in the community.
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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 Trotter
Foundation
Robert Tegler Trust
TD Canada Trust Prairie
Region
The Estate of Ken and
Lorraine Webb
The Muttart Foundation

$500 - $999

$10,000 - $99,999
Ashif and Zainul Mawji
Brian Heidecker and
Donna Bagdan
Canada 150 Fund
Government of Alberta
Criminal Trial Lawyers
Foundation
Crescent Hill Fund at
Edmonton Community
Foundation
Mehta and Zeschuk
Family
Mercier and Mercier
National Bank Financial
Shelley Minor 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
Darrin Pratch, Linda
Pratch, Louise
Severin, Simone
Rudge and Suzanne
Reilly
Dennis Denis
FIRMA - Foreign
Exchange Corporation
Library Services Centre
Loretta Orlicky
Rebecca and Vikram
Seth

$1,000 - $4,999
Aaida and Farhad Peerani
Aileen Fiddler
Alison and Peter Faid
Allwest Commercial
Furnishings
Al-Terra Engineering Ltd.
Amaraeet Sohi Municipal
Campaign in Trust
Andrea Macyk-Davey
Andrew Knack
Ann and John Dea
Ashley Robertson
Averie and Carman
McNary
Barry Biglow
Bette Anne and
Jim Edwards
Bevan Bolen
Blair and Crystal Willie
Brent McDonough
Buff Wax Spot
Catherine McPhalen
Christine and Peter
Dirksen
Clark Builders
Crescent Hill Fund at
Edmonton Community
Foundation
Criminal Trial Lawyers
Association
Crispin Kuntz
Daniel Huntley
Dianne and Irving Kipnes
Foundation
Don Iveson and Sarah
Chan
Donna and Kim Fong
Douglas and Sharon
Barbour
Edmonton Northlands
Electro Equinology Fund
at Edmonton Community
Foundation
Elexis and Eric Schloss
Emmy Stuebing
EPCOR
Esther Onndract
Gastone and Rose Monai
Jason and Kenna
Hounccaren
Jean and Garnet Ireland
Fund at Edmonton
Community Foundation
Joanne Gliene
Jody Craig
Kate and Terry Freeman
Kayla Schoor
James John and
Tina Thomas
Larry and Janet Anderson
Learning Resources Fund
at Edmonton Community
Foundation
Landi Eason
Laura Pratt
Leon Zupan
Linda Cook
Linda Garvin
Marc de la Bruyère
Maria Dries
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

$500 - $999
Adeel and Naushaba
Qureshi
Adrian Jones

"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

- Artiss Miller
- Barbara Redmond-Ellehoj
- Barry Schloss and
- Maureen Hemingway
- Schloss
- Bob and
- Maslyn Westbury
- Brian and Lynn Bengert
- Bryn and Gina Jackson
- Cameron Development
- Corporation
- Carmen Lomow
- Carol and
- Randall Williams
- Caroline Land
- Carrie Doll
- Consulting Ltd.
- Caitlin Owen
- Charlotte and Nicholas
- Spillers
- Chris Powell

EPL. Every gift to the Library matters.
Jonathan and Maya Davidson
Karen Kroeker
Karlie Hanski
Kim Wheaton
Kimberly Precht
Lesley Milner
Lionel Wasylischen
Lynette Husum and Roger Delbaere
Lyn and Stephen Mandel
Margo and Steve Till-Rogers
Marion Kilgour
Mark S. Boyce
Marne Edwards
Mary Anne Yurkiss
Mary Forhan
Mary Williams
Meaghan Conroy
Patricia Harthagel
Pauline Uruski
Peter Graham
Phyllis Smith
Rebecca Warner
Richard Spooner
Rodney Eidem
R.R. Donnelley
Rodney Eidem
Ruth Collins-Nakai
Samuel Cooper
Sandra Woitas
Sandy Koe
Sarah Brown
Scott Johnson
Sharon L. Day
Shenill Johnson
Stephen Petasky
Tammy Farkes
Ted Snow
Trence Kulasa
Trevor Day Professional Corporation
Victoria A. Varga
William MacDonald

$250-$499
Aaron Paquette
Adam Kemezis
Alan and Pat McGeechy
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 Allfonso
Anonymous (x6)
Anu Kumar
ATCO
Barbara Gauft
Barbara Keylor
Barbara Pearce
Bente Hallin
Bertha Spence
Betty and 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 Saddards
Cecelia Clarke
Charles Onuoha
Charmaine Milner
Chris Cameron
Christine and Marc Lachance
Christine Lutsiak
Cindy Lieu
City of Edmonton
Claire Dalaine
Collen J. Andriats
Daniel Dube
Danielle Boivert
David and Jean Anderson
David Judge
David Munroe
David Percy
David Wickenberg
DeAnn Hunter
Denyse and William Jopling
Diane Zynk
Don Yee Professional Corporation
Doreen Huntington
Dulce Forrest
Elizabeth Nga
Francis Price
Fred and Mary Panarchych
Freda Lo and Scott Riddell
Frederick and Margaret Van De Pitte
Frederick Lynch
Gail R. Bassett
George Jakeway
Hannah E. Whitaker
Heather and Lyle Jubenville
Ian Hardman
Ian Stewart
Jacky Yu
James and Nancy Fleming
Jan Zeeuwen
Jane Lanskail-Stefure
Janet Russell
Janice Holt
Jasmin Matias
Jay Ball
Jeremy and Jessica Lehman
Jessica Buckley
Jessica M. McPhee
Jessica S.F. Knoch
Jill Scheyk
Jocelyn Stenger
Jody Grilly

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

– blair, donor since 2013

Edmonton Public Library   ANNUAL REPORT 2018   Edmonton Public Library
GIFTS WERE MADE IN MEMORY OF THE FOLLOWING PEOPLE:
Abdul Jabbar and Susan Rammo
Alan Field
Angela Margaret Jones
Anita Klein
Anne Margaret Peterson
Anne Latimer Nyland
Annie Shirvell
Ariadna Arrasay
Barry Chute
BettyAnne Joslin
Burke McGray Barker
and James Wong
Gilbert Delplanque
Hazel Irene Hibbard
Helen Neri and Nee Laktin

“With this donation I know I am helping others through you.”
– Kay, Donor since 2016

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

“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

Edmonton Public Library    ANNUAL REPORT 2018    Edmonton Public Library
## Collections and Services

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>% Change</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In-person Visits</strong></td>
<td>5,538,014</td>
<td>3%</td>
<td>5,367,613</td>
</tr>
<tr>
<td><strong>Virtual Visits</strong></td>
<td>9,895,943</td>
<td>7%</td>
<td>9,233,858</td>
</tr>
<tr>
<td><strong>Total Visits</strong></td>
<td>15,433,957</td>
<td>6%</td>
<td>14,601,471</td>
</tr>
<tr>
<td><strong>Adult</strong></td>
<td>3,378,446</td>
<td>-8%</td>
<td>3,655,109</td>
</tr>
<tr>
<td><strong>Juvenile</strong></td>
<td>2,588,458</td>
<td>-5%</td>
<td>2,718,443</td>
</tr>
<tr>
<td><strong>Renewals</strong></td>
<td>1,683,460</td>
<td>-4%</td>
<td>1,733,045</td>
</tr>
<tr>
<td><strong>eBooks</strong></td>
<td>1,181,285</td>
<td>15%</td>
<td>1,027,220</td>
</tr>
<tr>
<td><strong>eNewspapers &amp; Magazines</strong></td>
<td>684,556</td>
<td>26%</td>
<td>543,752</td>
</tr>
<tr>
<td><strong>eAudiobooks</strong></td>
<td>467,853</td>
<td>34%</td>
<td>350,262</td>
</tr>
<tr>
<td><strong>eMovies &amp; TV</strong></td>
<td>71,482</td>
<td>23%</td>
<td>58,341</td>
</tr>
<tr>
<td><strong>eMusic - Single song</strong></td>
<td>168,235</td>
<td>-73%</td>
<td>622,052</td>
</tr>
<tr>
<td><strong>eMusic - Album</strong></td>
<td>24,310</td>
<td>-33%</td>
<td>36,499</td>
</tr>
<tr>
<td><strong>eGames - Downloads</strong></td>
<td>1,946</td>
<td>-72%</td>
<td>6,911</td>
</tr>
<tr>
<td><strong>eLearning</strong></td>
<td>929,719</td>
<td>1%</td>
<td>920,599</td>
</tr>
<tr>
<td><strong>Databases</strong></td>
<td>162,536</td>
<td>0%</td>
<td>163,252</td>
</tr>
<tr>
<td><strong>eUsage</strong></td>
<td>3,691,922</td>
<td>-1%</td>
<td>3,728,888</td>
</tr>
<tr>
<td><strong>Total Items Borrowed</strong></td>
<td>11,322,286</td>
<td>-4%</td>
<td>11,835,485</td>
</tr>
<tr>
<td><strong>In-house Collection Use</strong></td>
<td>917,200</td>
<td>-31%</td>
<td>1,338,500</td>
</tr>
<tr>
<td><strong>In-house Computer Usage (hours)</strong></td>
<td>827,530</td>
<td>-3%</td>
<td>856,277</td>
</tr>
<tr>
<td><strong>Questions Answered</strong></td>
<td>2,823,900</td>
<td>7%</td>
<td>2,640,050</td>
</tr>
<tr>
<td><strong>Classes &amp; Events Presented</strong></td>
<td>22,031</td>
<td>4%</td>
<td>21,166</td>
</tr>
<tr>
<td><strong>Classes &amp; Events Attendance</strong></td>
<td>507,112</td>
<td>0%</td>
<td>508,628</td>
</tr>
<tr>
<td><strong>Tours Presented</strong></td>
<td>456</td>
<td>14%</td>
<td>401</td>
</tr>
<tr>
<td><strong>Tour Attendance</strong></td>
<td>10,591</td>
<td>10%</td>
<td>9,652</td>
</tr>
<tr>
<td><strong>Physical Items Purchased</strong></td>
<td>229,087</td>
<td>-1%</td>
<td>231,974</td>
</tr>
<tr>
<td><strong>Physical Collections</strong></td>
<td>1,133,793</td>
<td>2%</td>
<td>1,111,715</td>
</tr>
<tr>
<td><strong>Digital Collections</strong></td>
<td>4,388,928</td>
<td>-91%</td>
<td>13,124,999</td>
</tr>
<tr>
<td><strong>Total Physical &amp; Digital Collections</strong></td>
<td>5,522,721</td>
<td>-61%</td>
<td>14,236,714</td>
</tr>
</tbody>
</table>

## Statement of Revenue and Expenditures

<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>City of Edmonton</strong></td>
<td>48,019,405</td>
<td></td>
<td>44,365,056</td>
<td></td>
</tr>
<tr>
<td><strong>Provincial Government</strong></td>
<td>5,231,296</td>
<td></td>
<td>5,136,520</td>
<td></td>
</tr>
<tr>
<td><strong>Federal Government</strong></td>
<td>60,044</td>
<td></td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td><strong>Funding for Library Capital Projects</strong></td>
<td>12,322,995</td>
<td></td>
<td>10,373,035</td>
<td></td>
</tr>
<tr>
<td><strong>Fines and Charges</strong></td>
<td>778,362</td>
<td></td>
<td>815,078</td>
<td></td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>1,760,165</td>
<td></td>
<td>1,706,648</td>
<td></td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>68,172,267</td>
<td></td>
<td>62,396,337</td>
<td></td>
</tr>
<tr>
<td><strong>Salaries, Wages and Benefits</strong></td>
<td>38,471,769</td>
<td></td>
<td>36,926,457</td>
<td></td>
</tr>
<tr>
<td><strong>Books and Library Materials</strong></td>
<td>9,288,105</td>
<td></td>
<td>9,500,709</td>
<td></td>
</tr>
<tr>
<td><strong>Vehicles, Machinery and Equipment</strong></td>
<td>4,548,594</td>
<td></td>
<td>1,134,438</td>
<td></td>
</tr>
<tr>
<td><strong>Building Operations</strong></td>
<td>4,215,020</td>
<td></td>
<td>3,245,430</td>
<td></td>
</tr>
<tr>
<td><strong>Utilities and Other</strong></td>
<td>3,266,275</td>
<td></td>
<td>3,471,596</td>
<td></td>
</tr>
<tr>
<td><strong>Material Goods and Supplies</strong></td>
<td>2,057,720</td>
<td></td>
<td>1,769,133</td>
<td></td>
</tr>
<tr>
<td><strong>Services</strong></td>
<td>1,976,366</td>
<td></td>
<td>2,046,920</td>
<td></td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td>63,853,848</td>
<td></td>
<td>58,094,683</td>
<td></td>
</tr>
<tr>
<td><strong>Revenue in Excess of Expenditures</strong></td>
<td>4,318,419</td>
<td></td>
<td>4,301,654</td>
<td></td>
</tr>
</tbody>
</table>

**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.
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.