ALL THE WORLD IS A STAGE LIBRARY!
Delivering amazing programs, providing exceptional customer service and embracing a community-led framework all resulted in another wildly successful year for the Edmonton Public Library in 2016.

We kicked the year off celebrating the importance of diverse learning opportunities for all through the City of Learners, and also provided numerous options for Edmontonians to develop a deeper understanding of reconciliation and its impacts through our Exploring Reconciliation Series. We began loaning out Wi-Fi Hotspots to break down the digital divide for Edmontonians without home Internet access and became more accessible to customers in the city’s northeast, thanks to a brand new storefront space in McConachie.

Our library system was acknowledged with awards for design and technology innovation, while longtime supporter Mayor Don Iveson was the first person outside of the U.S. to win the Urban Libraries Council Urban Leader Award. Our Forward Thinking Speaker Series continued, and we officially started the revitalization of the downtown Stanley A. Milner Library, initiating its temporary move to Enterprise Square.

With more branches, memberships and programs than ever before, EPL is expanding both reach and impact, truly building the best library of today into the best of tomorrow. We are able to lead in our ever-changing environment thanks to our staff, Board of Trustees, City Council, provincial government, donors and customers.

Thank you for your continuous passion and unwavering support. Spread the words.
Transform Communities

EPL continued to expand impact and reach in 2016 by opening a 20th branch in the northeast neighbourhood of McConachie. We also broke ground for our new Calder Branch, moved our downtown location to Enterprise Square and began the three-year revitalization of the Stanley A. Milner Library.

Our Exploring Reconciliation series offered over 1,000 people the opportunity to participate in book clubs, hear Indigenous community leaders like Dr. Patti Laboucane-Benson speak, watch film screenings of FrontRunners and Unforgotten, and more. We also acknowledged both National Metis Week and the anniversary of the Truth and Reconciliation Report and Calls to Action.

Food4Fines brought 2,709 customers into our branches, including 155 who had not used the library in over a year. Meanwhile, three outreach workers continued to provide social support services to at-risk visitors, Community Librarians held 959 meetings with community organizations and stakeholders, and settlement service practitioners helped 1,338 newcomers establish new roots. At our second-ever Downtown Community Services Resource Fair with partners at City Hall, 59 exhibitors and more than 300 attendees connected and shared knowledge around available services for vulnerable people in the inner city.

A total of 9,240 Edmonton newborns received our Welcome Baby kits brimming with early literacy tools, and 22,660 attendees enjoyed 790 programs delivered across the city by all four epl2go Literacy Vans.
Evolve Our Digital Environment

In 2016, Edmontonians checked out 19 per cent more eBooks, digital newspapers and magazines, and eAudiobooks, as well as digital movies, TV shows and songs – totaling over 3.2 million electronic resources. As well, customers continued to embrace new ways of learning as we saw a 90% uptake in free online courses and tutorials, translating into 704,881 sessions through Lynda.com, Mango Language Learning, Gale Courses and more.

Over 200 people signed up for the 10-part Understanding Video Games class to learn more about video games and their impact, while another 300 attended workshops and a hackathon at the inaugural Alberta Open Data Summit. Cardholders also began to borrow 40 Wi-Fi Hotspots, which we targeted at the 116,000 Edmontonians without home Internet access.

On top of adding videos and launching a podcast with CKUA, the artists, albums and songs on Capital City Records were streamed and downloaded 14,330 times. In the makerspace, there were 6,018 sound booth sessions, 1,315 prints on the Espresso Book Machine and 6,500 creations on the 3D printers.
Act as a Catalyst for Learning, Discovery and Creating

Over 2,600 people attended EPL’s 2016 Forward Thinking Speaker Series events:

- Dr. Reza Aslan – Fear Inc: Confronting Islamophobia in North America
- Dr. Tim Beatley – Becoming a Biophilic City
- Karina LeBlanc – Making Every Moment Count
- Brian Burke and Anastasia Bucsis – LGBTQ (ac)counts in Sports
- Paula Simons – Digital Disruption and the Discourse of Democracy
- Sir Salmon Rushdie – Freedom of Expression
- Mayors Don Iveson and Naheed Nenshi – Mayors’ Forum: Building Strong Communities

We also focused on the importance of diverse learning opportunities, kickstarting our City of Learners initiative with an awesome #3SkillsYEG challenge that invited Edmontonians to learn three new skills. We hosted 17 workshops during the challenge, with 11 learning champions inspiring and guiding others along the way. Maker Day was also a huge success, with over 3,100 participants gathering for a day of demonstrations and workshops on everything from molecular gastronomy, jewelry making to metalworking.
Transition the Way We Do Business

We became a benefactor of a group of vibrant, engaged and creative Edmontonians, with membership-based Anthology supporting us by raising more than $85,000 for EPL in 2016. Other fundraising included over $148,000 at our ever-popular Books2Buy sales, over $108,000 from our Forward Thinking Speaker Series and more than $190,000 at our 10th annual Books2Eat Gala.

We are over halfway to our $10 million fundraising goal for the revitalization of the Stanley A. Milner Library thanks to these generous donors, as well as $1 million gifts from Stanley A. Milner and The Muttart Foundation.

Awards

- Urban Libraries Council Urban Leader Award – Mayor Don Iveson
- SABMag/eco House Canada/Canada Green Building Council Green Building Award – Jasper Place Library
- Customers of SirsiDynix Users Group Inc. (COSUGI) Library Marketing Award – ME Libraries
- Library Association of Alberta President’s Award – CEO Pilar Martinez
- Canadian Library Association OCLC Award for Innovative Technology – Capital City Records
- American Library Association/International Interior Design Association Library Interior Design Award – Mill Woods Branch
Imagine Milner

The revitalization of EPL’s downtown branch got underway in 2016, as the Stanley A. Milner Library began its move to a temporary home at Enterprise Square, which opened in January 2017.

Prior to the move we spent time finalizing the detailed design, which includes a children’s library more than three times the previous space, a much larger makerspace, new spaces for creative activities, a high-tech theatre, a ventilated space for Indigenous ceremonies, a multi-storey interactive digital display wall and much more.

Edmontonians left their mark on the Milner Library before we closed its doors. Over 4,000 guests bid a colourful and fun farewell at our Graffiti Open House, leaving behind artwork that amazed, quotes that inspired, and memories that showed the impact and importance of the 50-year-old library.
On an average day in 2016, there were...

- 24,837 physical items borrowed
- 2,640 computer hours logged
- 7,469 questions answered by EPL staff
- 30,083 online visits
- 16,746 visits to EPL branches
- 1,393 people attending library programs
- epl.ca
- 3,341 Wi-Fi sessions
- 8,777 e-resources used
Testimonials

“This library saves lives.”
– Mayor Don Iveson

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, dad to Quincy

The library is important because it gives us the resources to expose our children to many types of books and movies. It gives my family an opportunity to get out of the house without needing to spend money or drive all across the city.
– Jessica Pinder, mom to Luke

At EPL, the staff saw me and wanted to help. You’re not alone or left behind. I wouldn’t be here if it weren’t for the services of the Stanley A. Milner Library.
– Robert Gregoire, outreach client
Donate to the Edmonton Public Library in 2016

$1,000,000+
Stanley A. Milner
The Muttart Foundation

$500,000-$499,999
Edmonton Community Foundation

$25,000 - $499,999
Alberta Historical Resources Foundation
Edmonton Public Library
Shelley Milner Fund (Edmonton Community Foundation)

$10,000 - $24,999
Alberta Real Estate Foundation
100.3 The Bear
Community Fund for Canada’s 150th (Edmonton Community Foundation)
CVS Midwest Tape
FIRMA – Foreign Exchange Corporation
Library Services Centre
Macleab Enterprises
Sylvia Syska Fund (Edmonton Community Foundation)
The Violet Chocolate Co.

$5,000 - $9,999
ATB Financial
Brookfield Residential
Civic Service Union 52
Esther Ondrack
Jaima, Sheldon and Jacqueline Geller
Lorraine Webb
National Bank Financial/Merier & Mercier
Stanley A. Milner Library Fund (Edmonton Community Foundation)
Wallace Currie

$1,000 - $4,999
1340040 Alberta Ltd.
Alberta Association for Multicultural Education
Alberta Blue Cross
Allan & Frances Olson
Allwest Commercial Furnishings
Anchor Fund (Edmonton Community Foundation)
Andromeda Investments Ltd.
Ann Campbell
Athabasca University Faculty of Business
Audreys Books Ltd.
Barry Biglow
Bennett Jones LLP
Brian Heidecker & Donna Bagdan
Cameron Development Corporation
Cecile Mactaggart
Celeste Montgomery
Clarke Builders/Architecture
Tkalcic Bengert
Clint Kilkenny
Conroy Ross Partners Limited
Councillor Andrew Knack
CVS Midwest Tape
D.B. Denis Professional Corporation
David Matthews
Donna Fong
EllisDon
Erin Toreson
Fern Snart & Gerry Kendal
Garry & Joyce Rathgeber
Jana Holden
John & Ann Dea
Joshua Sillito
Kayla Shrootor
Landi Eason
Landmark Group of Companies Inc.
Larry & Janet Anderson
Learning Access Endowment Fund (Edmonton Community Foundation)
Linda Cook
Linda Garvin
Loretta Orlecky
MacEwan School of Business
Marcel & Constance Weinmeier
Mary (Bette) Woodhead
Maxwell Ward
Mayor Don Iveson & Sarah Chan
Melcor Developments Ltd.
Michael & Jillian Dal Bello
Minsos Stewart Masson
Muriel Hole
Nazarat Durand
Peter & Alison Faid
Pilar Martinez & Tim Oestreicher
RBC Foundation
REACH Edmonton Council
for Safe Communities
Rick Leech
Royal Bank of Canada
Susan Brewer
The Benevity Community Impact Fund
Tina Thomas & James John
Victor Budzinski
Viki Molnar
William Kelly
Zainul & Ashif Mawji

$500 - $999
Alberta School Employer Benefit Plan
Aletha Joy Bourne Gilsdorf
READ2KIDS Memorial Fund (Edmonton Community Foundation)
Alexander & Michelle Williams
Alexandra Bell
Alistair & Virginia MacDonald
Armand & Pearl Nielsen
Arti Koshal
Azim & Shenaz Jeraj
Barbara Pearce & Kent McPhee
Barbara Redmond-Ellehoj
Barry Schloss
Blair & Crystal Willie
Blanchett Neon
Buff Waxspot
Butler Family Foundation
Byron Kratochvil
Carl & Ellen Amrhein
Carmen Lomow
Carmen Velasquez & Jeju Verghese
Catherine McPhalen & Bernard Lemire
Crescent Hill Fund (Edmonton Community Foundation)

Howard & Joan Welch
Hsing Jou Professional Corporation
Hugh McPhail
Jao Kupper
Jason & Delta Paradis
Jason Chartand
Jason Troock & Jeana King
Jeff Robinson
John & Susan Hokanson
Kathy Bonazew
Kathy Wright
Kimberly Prechth
Leanne McGeachy
Loan Gowers
Lorne Rubis
Marne Edwards
Martin Garber-Conrad
Mary-Jo Romanuk
Maureen MacKay
Michael Lewis & Anton du Toit
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Nicholas Spillios
Peter & Christine Dirksen
Robert Swart
Rosalie Russnak
Sandra Foy
Sandy Koe
Sarah Brown
Sentry Investments
Shamas Nanji
Sharon Day
Siegfried Kowan
Steve & Margo Till-Rogers
Surasa Tiyasuwan
Timur & Susanne Oezels
Venta Kabzems

$250 - $499
Adhikar Gokul
Alexa Hochachka
Alexis Hillyard
Alida Van Heerden
Alistair & Virginia MacDonald
Aman Kekhit
Andrea Anderson
Andrea Gruneir
Anne Carr-Wiggin
Anne Hoekstra
Arti Mittal
Barry & Sue Skilton
Basilian Fathers
Donor List

Bonnieca Islam
Bruce Phillips
Cameron Barr
Carol Belanger
Caroline Land
Carolyn Kent
Carpet Superstore
Cathy Holowachuk
Chacko & Mary Thomas
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Dana Ariss
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Edmond McDonough
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Elaine Warick
Elena Foley
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Liam Thomas
Linnie Chamberlin
Lisa Majeau Gordon
Lucas Provencer
Madeleine Mercier
Margaret Harris
Marie Dafoe
Marilyn Gray
Mary Jane Bilisland
Melissa Sulaiman
Michael Dawe
Michael Gibbins
Michael Harvey
Mike Staal
Nancy Aust
Nathaniel Smith
Nimrit Nijjar
Norman Gee
Oana Caluseriu
Orest Semchishen
Patricia Hartnagel
Patricia Seale
Paul Holubitsky
Peter Nelson
Philippe Sarlieve
Phyllis Smith
Ralph & Gay Young
Ralph Bullis
Rita Boucher
Rod & Heleen McLeod
Rodney Eidem
Roger MacEachern
Russ Dahms
Salima Ebrahim & Christian Idicula
Sandra Bhutani
Sandra K Brown
Sara Salmon Schiff
Scott Wylie
Sherman Chan
Soleil Surette
Sukhman Minhas
Tanya Christiansen
Thomas Fath
Tim & Sharon Grant
Toni Samek
Valerie McNiven
Vic Godbout
Vickii Williams
Virginia Cievette
Wharfedale Realty
William & Janice Grace
William Bell
Yvonne Footz
Zaheer Lakhani

Gift In Kind

Alberta Blue Cross
Alberta Craft Council
Alley Kat Brewing Company
Allwest Commercial Furnishings
Amy van Keeken
Argyll Velodrome Association
Arti’s Designer Boutique
Aspen Crossing
Barb Heathen
Big Rig Craft Distillery
Bottom Line Productions
Brian Heidecker & Donna Bagdan
Canadian Rocky Mountain Resorts
Catalyst Theatre
Century Hospitality Group
Charter
Chateau Lacombe
Citadel Theatre
City Centre Mall
City of Edmonton, Community Services Department
Crowley’s Jewellers & Goldsmiths
Cured
Custom Fit
Delta Edmonton-Centre Suite Hotel
Dianna Bonder
Edmonton Eskimo Football Club
Edmonton Journal
Edmonton Oilers
Edmonton Opera
Edmonton Radial Railway Society
Elevate Activewear
Elexis Schloss
Escape City
Everything Wine and More
Evolution Presentation Technologies
Fairmont Hotel Macdonald
Fairmont Jasper Park Lodge
FC Edmonton Soccer
Festival Place
Fringe Theatre Adventure
Givergy
Good Earth Coffeehouse & Bakery
Hannah Whittaker
The Honourable Lois E. Mitchell
Hole’s Greenhouses & Gardens Ltd.
It’s a Dog’s Life
J² Studios Photography
Launchpad Trampoline Park
Lola’s Boutique Inc.
Lexus of Edmonton
Melanie Madeline Photography & Films
Mercedes Benz Heritage Valley
Michener Allen Auctioneering Ltd.
Mikes Bikes and Beans
Moksha Yoga
Northern Light Theatre
Northgate Chevrolet Buick GMC
Packrat Louie Kitchen & Bar
Prestige Limousine
Rapid Fire Theatre
RE/MAX
River Cree Resort and Casino
River Valley Adventure Co.
Ruth’s Chris Steak House
Sawmill Banquet & Catering Centre
Sawridge Inn and Conference Centre
Snow Valley Ski Club
Spark – the Branding Shop
Stanley A. Milner
Steven LePoole
TELUS
The Hexagon Board Game Café
The Honourable A. Anne McLellan
The Marc
Thomas Culture
Travel Gurus
Umbra
Vertically Inclined Rock Gym
Vines – Riverbend Wine
Merchants
Violet Chocolate Company
West End Gallery Ltd
Whimsical Cake Studio
Winspear Centre/ Edmonton Symphony Orchestra
Workshop Eatery
Workshop West Playwrights Theatre
Yukon Jack (100.3 The Bear)
## Statement of Revenue and Expenditures

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Edmonton</td>
<td>$42,359,514</td>
<td>$40,240,685</td>
</tr>
<tr>
<td>Provincial Government</td>
<td>$5,067,223</td>
<td>$5,045,369</td>
</tr>
<tr>
<td>Funding for Library Capital Projects(^1)</td>
<td>$9,904,734</td>
<td>$12,711,014</td>
</tr>
<tr>
<td>Fines and Charges</td>
<td>$888,361</td>
<td>$955,586</td>
</tr>
<tr>
<td>Other(^2)</td>
<td>$1,839,323</td>
<td>$1,766,470</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$60,059,155</strong></td>
<td><strong>$60,719,124</strong></td>
</tr>
<tr>
<td>Salaries, Wages and Benefits</td>
<td>$37,228,134</td>
<td>$35,381,965</td>
</tr>
<tr>
<td>Books and Library Materials</td>
<td>$9,166,826</td>
<td>$9,182,689</td>
</tr>
<tr>
<td>Vehicles, Machinery and Equipment</td>
<td>$1,730,300</td>
<td>$4,582,711</td>
</tr>
<tr>
<td>Building Operations</td>
<td>$3,674,430</td>
<td>$3,231,333</td>
</tr>
<tr>
<td>Utilities and Other</td>
<td>$3,104,821</td>
<td>$3,105,240</td>
</tr>
<tr>
<td>Material Goods and Supplies</td>
<td>$2,082,876</td>
<td>$2,076,539</td>
</tr>
<tr>
<td>Services</td>
<td>$2,202,240</td>
<td>$1,822,621</td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td><strong>$59,189,627</strong></td>
<td><strong>$59,383,098</strong></td>
</tr>
<tr>
<td><strong>Revenue in Excess of Expenditures(^3)</strong></td>
<td><strong>$869,528</strong></td>
<td><strong>$1,336,026</strong></td>
</tr>
</tbody>
</table>

### Notes

1. Includes capital funding from grants and contributions.
2. Includes room rentals, leases, interest earned, donations, photocopying, and proceeds from sale of capital assets.
3. Funding is earmarked for future year commitments on EPL projects.
### Collections and Services

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>% Change</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In-person Visits</strong></td>
<td>5,911,285</td>
<td>2%</td>
<td>5,792,615</td>
</tr>
<tr>
<td><strong>Virtual Visits</strong></td>
<td>11,010,510</td>
<td>23%</td>
<td>8,980,915</td>
</tr>
<tr>
<td><strong>Total Visits</strong></td>
<td>16,921,795</td>
<td>15%</td>
<td>14,773,530</td>
</tr>
<tr>
<td><strong>Adult</strong></td>
<td>4,014,418</td>
<td>-1%</td>
<td>4,060,167</td>
</tr>
<tr>
<td><strong>Juvenile</strong></td>
<td>2,901,415</td>
<td>-3%</td>
<td>2,978,603</td>
</tr>
<tr>
<td><strong>Renewals</strong></td>
<td>1,851,601</td>
<td>-6%</td>
<td>1,980,148</td>
</tr>
<tr>
<td><strong>eBooks</strong></td>
<td>922,487</td>
<td>22%</td>
<td>757,545</td>
</tr>
<tr>
<td><strong>eNewspapers and Magazines</strong></td>
<td>457,056</td>
<td>-2%</td>
<td>467,310</td>
</tr>
<tr>
<td><strong>eAudiobooks</strong></td>
<td>258,454</td>
<td>44%</td>
<td>179,933</td>
</tr>
<tr>
<td><strong>eMovies and TV</strong></td>
<td>56,091</td>
<td>10%</td>
<td>50,864</td>
</tr>
<tr>
<td><strong>eMusic – Single Song</strong></td>
<td>620,322</td>
<td>-5%</td>
<td>656,170</td>
</tr>
<tr>
<td><strong>eMusic - Album</strong></td>
<td>35,370</td>
<td>4%</td>
<td>34,000</td>
</tr>
<tr>
<td><strong>eGames - Downloads</strong></td>
<td>7,109</td>
<td>na</td>
<td></td>
</tr>
<tr>
<td><strong>eLearning - Programs</strong></td>
<td>704,881</td>
<td>89%</td>
<td>372,487</td>
</tr>
<tr>
<td><strong>Databases</strong></td>
<td>150,755</td>
<td>-13%</td>
<td>173,270</td>
</tr>
<tr>
<td><strong>eUsage</strong></td>
<td>3,212,525</td>
<td>19%</td>
<td>2,691,579</td>
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<tr>
<td><strong>Total Items Borrowed</strong></td>
<td>11,979,959</td>
<td>2%</td>
<td>11,710,497</td>
</tr>
<tr>
<td><strong>In-house Collections Use</strong></td>
<td>1,779,150</td>
<td>20%</td>
<td>1,481,900</td>
</tr>
<tr>
<td><strong>Public Internet Use</strong></td>
<td>1,513,317</td>
<td>8%</td>
<td>1,396,700</td>
</tr>
<tr>
<td><strong>Questions Answered</strong></td>
<td>2,636,567</td>
<td>14%</td>
<td>2,314,525</td>
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<tr>
<td><strong>Programs Presented</strong></td>
<td>20,183</td>
<td>18%</td>
<td>17,052</td>
</tr>
<tr>
<td><strong>Program Attendance</strong></td>
<td>491,572</td>
<td>15%</td>
<td>428,243</td>
</tr>
<tr>
<td><strong>Physical Items Purchased</strong></td>
<td>291,598</td>
<td>9%</td>
<td>267,429</td>
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<tr>
<td><strong>Physical Collections</strong></td>
<td>1,137,271</td>
<td>-29%</td>
<td>1,600,064</td>
</tr>
<tr>
<td><strong>Digital Collections</strong></td>
<td>12,792,498</td>
<td>2%</td>
<td>12,550,953</td>
</tr>
<tr>
<td><strong>Total Physical and Digital Collections</strong></td>
<td>13,929,769</td>
<td>-2%</td>
<td>14,151,017</td>
</tr>
<tr>
<td><strong>New Memberships</strong></td>
<td>64,821</td>
<td>-16%</td>
<td>76,985</td>
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<tr>
<td><strong>Total Memberships</strong></td>
<td>265,605</td>
<td>0%</td>
<td>266,679</td>
</tr>
<tr>
<td><strong>Number of Branches</strong></td>
<td>20</td>
<td>5%</td>
<td>19</td>
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</tbody>
</table>

**Notes**

1. All eresources: increase slightly as there are some usage numbers that arrive after the annual report/KPI deadline
2. Database usage omitted last year - unsure why, including it as is part of total borrowing report in KPIs
3. Programs: adjusted 2015 numbers to include LTV to make them comparable to 2016, which includes LTV programs