



Great Libraries Shape Great Cities

Make Edmonton  
even better.

Support EPL.

[epl.ca/election2017](http://epl.ca/election2017)

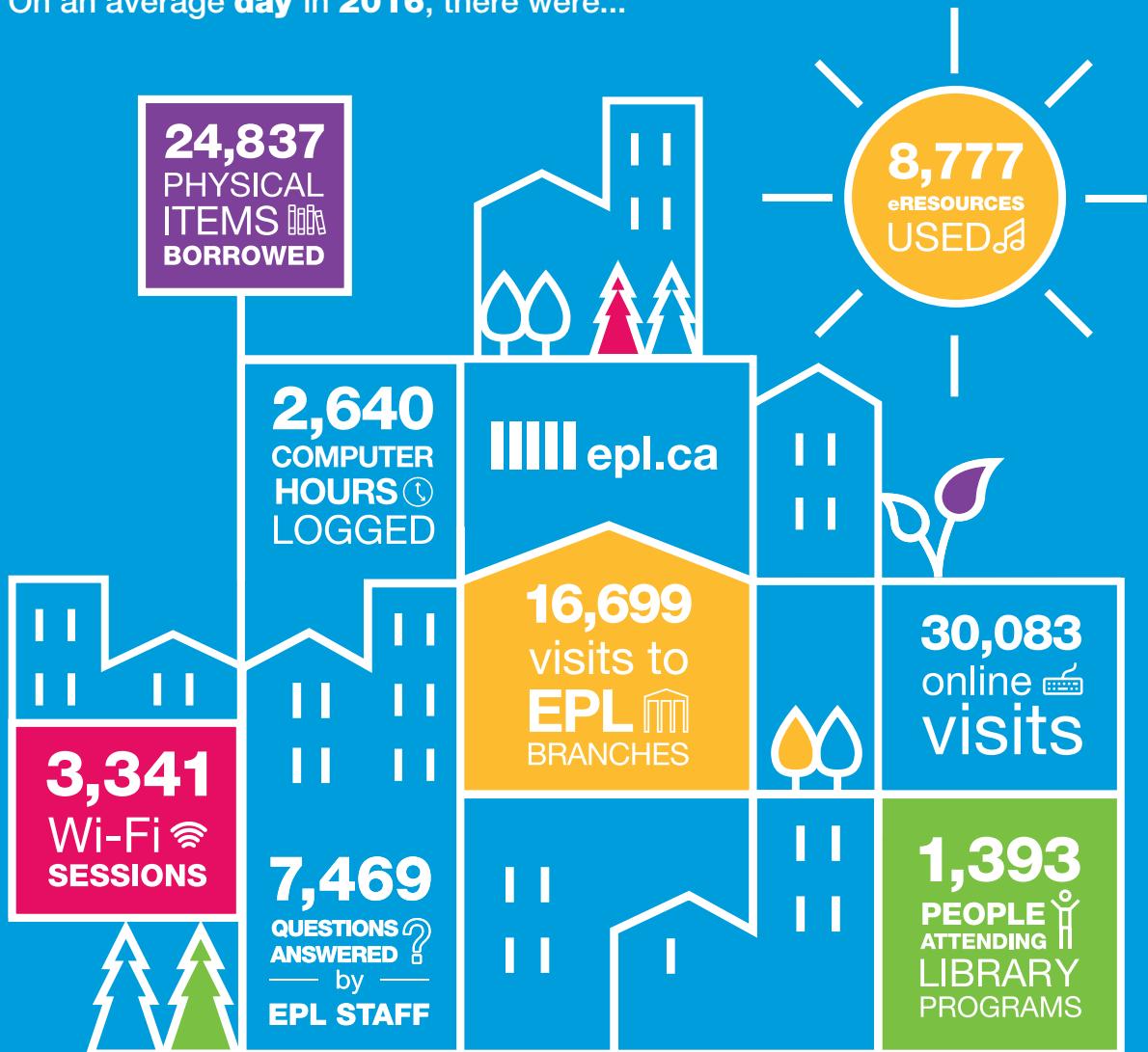
# A Day in the Life of EPL

EPL continues to be one of Edmonton's most used and best loved services.

## Why?

EPL provides an open, inviting, safe, fun and inclusive public space where everyone is welcome to learn, create, discover and grow. Great libraries shape great cities and Edmonton has great libraries.

On an average day in 2016, there were...



# Join EPL for a Lunch and Learn

There are hundreds of great reasons why our customers value the services EPL provides, and why they use and love us. Let us help you get to know your public library a little better!

From September 20-29, EPL will host information luncheons around the city so candidates can visit our branches and learn about the great ways we are impacting the communities you want to serve.

Dates and locations are listed below. All luncheons take place from noon to 1:30 p.m. The luncheons will be divided into two sections: 1-hour lunch (includes presentation and Q&A) and half-hour library tour (optional). Please choose the option that works best for you.

We hope to see you there!



Pilar Martinez  
CEO, Edmonton Public Library

Date	Library	Address
<b>Wednesday, September 20</b>	Mill Woods	2610 Hewes Way
<b>Thursday, September 21</b>	Lois Hole	17650 69 Avenue
<b>Monday, September 25</b>	Enterprise Square	10212 Jasper Avenue
<b>Tuesday, September 26</b>	Jasper Place	9010 156 Street
<b>Wednesday, September 27</b>	Abbottsfield	3410 118 Avenue
<b>Friday, September 29</b>	Enterprise Square	10212 Jasper Avenue

Please RSVP by **Thursday, September 19** to Lisette Lalchan at [llalchan@epl.ca](mailto:llalchan@epl.ca).

# EPL is Vital to the Community



*“EPL is not just a meeting place for kids and parents; it’s a place to play, learn, make friends and practice skills.”*

- Kristy Xu, mom to Alicia



*“For many, the library seems the opposite of loneliness. A place to connect and feel a part of something bigger than ourselves.”*

-EPL Customer



*“The library can be a meeting point for individuals, interest groups and communities to share ideas.”*

-EPL Customer



*“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





*“EPL is the heartbeat and anchor of Edmonton...as the living room of our city, as a beacon for everyone to connect, as a showcase for what Edmonton is and can be.”*

—EPL Customer



*“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



*“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



*“With the Makerspace you can come in, learn something new and create with complete freedom - without having to worry about tools or cost.”*

—EPL Customer

# EPL's Tremendous Impact

Check out the amazing ways EPL contributes to our great city.

Libraries are instrumental to the economic, social and cultural foundation of a vibrant society. Every day, thousands of Edmontonians directly benefit from a wide variety of library services.

## EPL is vital to the community.

EPL provides unrivaled value and unmatched access to a world of learning in our community, and is a hub of vibrant activity.

In 2016

265,605  
EDMONTONIANS  
**used their**

**LIBRARY  
CARD**

**16.9  
million  
IN-PERSON  
and  
VIRTUAL  
visits**

 12 million  
items  
borrowed

## Libraries are important in the current economy.

In a period of economic challenges, growth and an increasing population, EPL ensures all Edmontonians have easy access to critical resources needed to learn – computers, study space, internet access and educational programs. All necessary to ensure economic prosperity.

In 2016



20,183  
FREE programs  
ATTENDED  
491,572 — TIMES —

EDMONTONIANS  
DOWNLOADED  
OVER  
3.2 MILLION  
eRESOURCES

### Libraries both shape and save lives by providing an essential service.

EPL provides a foundation for Edmonton's long-term economic success and is a key component to a comprehensive solution to the social issues of large urban centres. EPL's Outreach Program helps empower at-risk Edmontonians through social support and access to addictions counselling, medical support and housing. We are a safe, inclusive place where everyone is welcome.

### Libraries drive innovation.

EPL has made digital literacy and hands-on experiences with technology a core focus. The EPL Makerspace – one of the first and largest public library makerspaces in North America – houses a variety of technologies otherwise not readily accessible. An Espresso Book Machine, 3D Printers, high-performance computers with design software, PC gaming and two sound recording booths are available (one at the Enterprise Square location and one at Whitemud Crossing). Digital literacy tools such as Lego Robotics, Snap Circuits, iPad kits, laptop kits along with classes for customers have also been added to all 20 EPL branches.

# EPL's Tremendous Impact

In 2016



**EPL prepares parents and caregivers for a lifetime of learning.**

EPL provides access to early literacy tools and resources to stimulate babies' brains and help create powerful experiences that are essential for their happy and healthy development. Providing the foundation for early literacy sets the course for a child's future, and largely determines how well children will do in school, their physical and mental health, behaviour, relationships and general well-being.

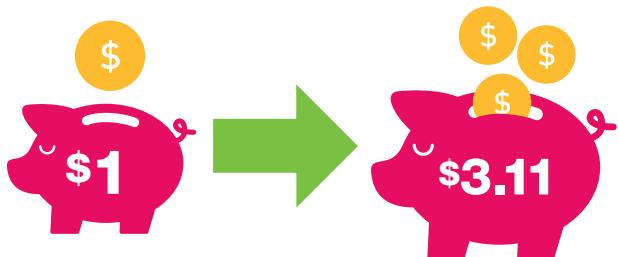
**Newcomers find refuge at EPL.**

EPL is the central hub for information and resources for newcomers to establish new roots—from Settlement Practitioners to help answer questions about moving and settling to Canada, to Community Librarians conducting outreach at local social service organizations and events. EPL's services also include English language conversational circles, multi-lingual programs, resources in over 20 languages and so much more.

## EPL is committed to responding to the Truth and Reconciliation Commission's (TRC) Calls to Action.

In 2016, EPL's Exploring Reconciliation series offered the opportunity to participate in book clubs, hear Indigenous community leaders speak, watch film screenings and much more. We also continue to acknowledge both National Metis Week and the anniversary of the Truth and Reconciliation Report and Calls to Action. In 2017, EPL introduced a new Elder in Residence program, and continues to support Indigenous writers, storytellers and communities.

**EPL is a smart investment saving Edmontonians \$131.5 million each year.**



Every dollar invested in EPL generates \$3.11 of value.

Or the equivalent of  
\$212 per resident.



OF SERVICES USED EVERY WEEK BY EDMONTONIANS



PER ACTIVE MEMBERSHIP



PER CAPITA

# EPL Leads the Way

## Setting the Course

EPL is helping to set a high standard for library services nationally and internationally.

<b>2016</b>	Mayor Don Iveson first winner outside the U.S. of the Urban Libraries Council Urban Leader Award.
<b>2015</b>	First library in North America to win two Presidential Citations for Innovative International Library Projects from the American Library Association - outreach services and digital literacy.
<b>2014</b>	First Canadian library to win Library of the Year.
<b>2011</b>	First library in Canada to hire an outreach worker.
<b>2011</b>	First library in Canada to offer Freading – free downloads of over 10,000 book titles.
<b>2010</b>	First urban library in Canada with an iPhone app.
<b>2010</b>	First library in Canada to offer Freegal Music – free downloads of music from Sony BMG Canada.
<b>2010</b>	First library in Canada to offer both a lending machine and return chute off-site.
<b>2009</b>	First urban library in Canada to hire 17 community librarians to implement a community-led service philosophy framework.
<b>2007</b>	First major public library in Canada to implement RFID technology system-wide.
<b>2007</b>	First library in Alberta to hire an Indigenous Services Librarian.
<b>2007</b>	First library in Alberta to receive Senior Friendly™ designation from the Alberta Council on Aging.
<b>1979</b>	First public library in Canada to use a fully integrated, computerized circulation system.
<b>1962</b>	First library in Canada open 7 days/week (September – June).
<b>1941</b>	First public library in North America to offer a “bookmobile” service, using a converted streetcar.

## Smart Use of Public Funds

How EPL stacks up against other Canadian public libraries*	EPL	National average
<b>Items Borrowed/Citizen</b> EPL circulates 9% more material per citizen than the national average.	12.3	11.21
<b>Total Visits/Citizen</b> EPL has 17% more total visits (in-person + web) than the average Canadian library.	16.83	14.17
<b>Cost/Use</b> It costs EPL 3% less than the average Canadian library to deliver library services to our customers.	1.83	1.88
<b>Questions/Citizen</b> EPL staff answer 25% more questions per citizen than other Canadian libraries.	0.9	0.7
<b>Public Computer Sessions/Citizen</b> EPL has 7% more computer sessions per citizen than other Canadian libraries.	1.4	1.3

EPL is efficient with the use of public funds by consistently evaluating, experimenting and improving how we deliver services. EPL looks for ways to expand our revenue sources to support sustainability through various fundraising projects, a reliance on technology and deployment of staff resources to better meet emergent needs.

\*The above data is as of 2015. Data for 2016 is not yet available.

## Make a great city even better. Be an EPL champion.

As Edmonton continues to grow, EPL's role as an educational resource, open and accessible meeting place, and catalyst for transforming communities is even more important. The tremendous impact EPL has on Edmonton is made possible with the support of City Council.



EDMONTON PUBLIC LIBRARY



epl.ca