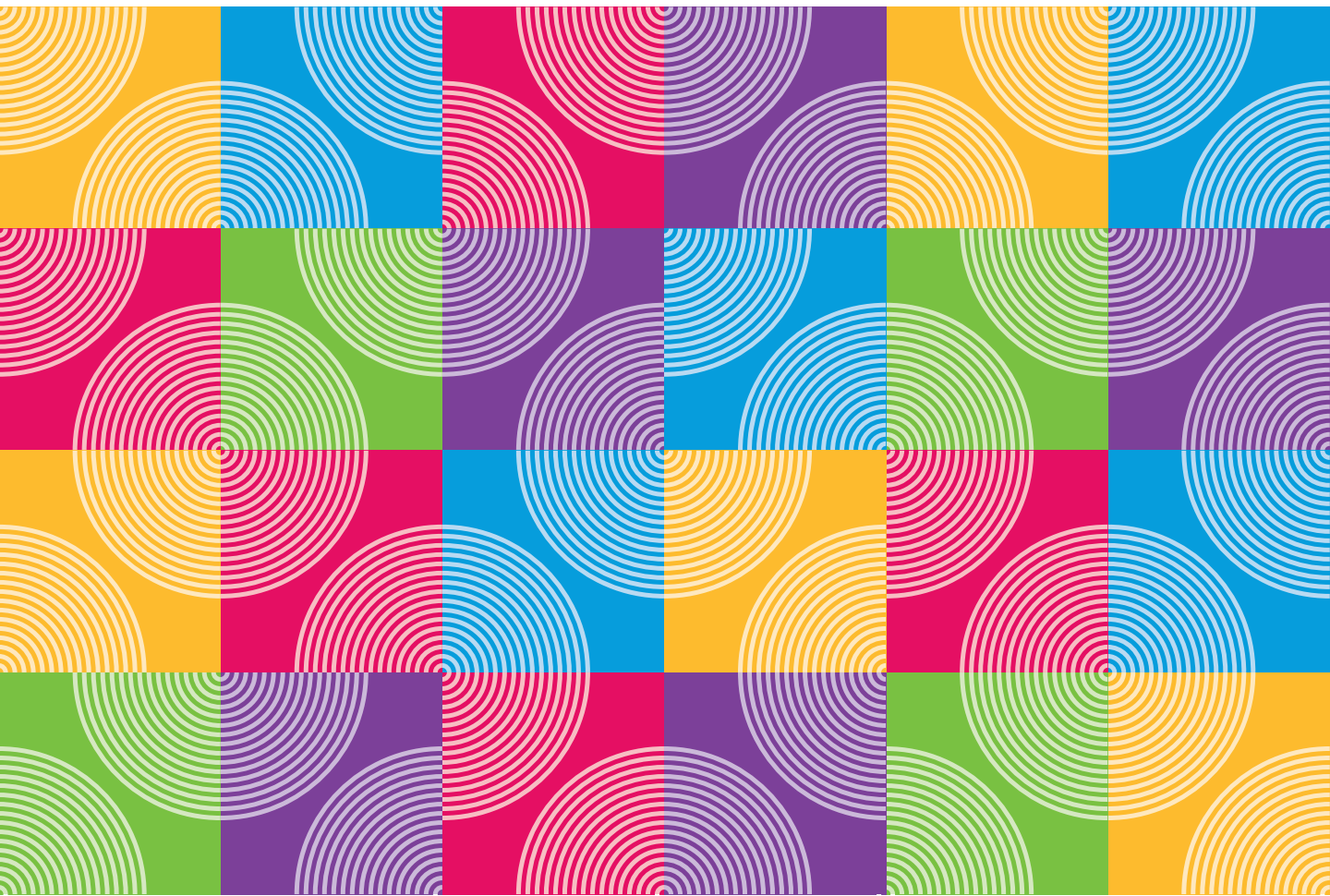


STAY CURIOUS

ANNUAL REPORT 2019





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MESSAGE FROM THE BOARD CHAIR AND CHIEF EXECUTIVE OFFICER

The year 2019 has been transformative for the Edmonton Public Library (EPL) as we continue to innovate, collaborate and evolve—reimagining the modern library to best serve the growing and changing needs of Edmontonians. It was the start of EPL's 2019-2023 Strategic Plan, a five-year blueprint to help EPL be the best place in Edmonton to learn, create, be and work.

We delivered exceptional customer experiences through our classes and events and increased our focus on early and digital literacy. As a new approach to our adult services, we launched Life Skills classes—a series dedicated to developing specific characteristics and capabilities that enhance Edmontonians' chances of success and well-being in life. As one of the first pilot partners in Google's IT Certificate Program, we helped over 40 students graduate from the program and saw the first student in the program across Canada land an IT job.

We increased our memberships by 6% thanks in large part to partnerships with organizations like Northlands who offered Edmontonians free access to K-Days and FarmFair International. In addition, we launched a new website, refreshed our branches with new furniture and equipment, expanded our early literacy program, Welcome Baby, to the Stollery Children's Hospital Neonatal Intensive Care Unit (NICU), and became the first public library in North America to create a vinyl album, Riversides, which garnered us an Urban Libraries Council Honourable Mention.

Each year brings its own challenges, and this year was no exception. Edmontonians engaged with us more than ever and shared their thoughts and opinions about our decisions. Whether it was about the exterior of our Stanley A. Milner Library, the decision to host specific speakers, or advocating for our fundamental value of intellectual freedom and what it means for public libraries, there was certainly no shortage of open dialogue between citizens and their public library.

While it's not always easy to engage in difficult conversations, it is essential to engage respectfully and openly about our differences in opinions. We firmly believe that a democratic society is strengthened by engaging with complex, difficult and even controversial ideas, rather than suppressing opinions through censorship. We continue to help build a city where everyone can access the tools, ideas and experiences needed to thrive and stay curious in a constantly changing world.



BEST PLACE TO LEARN

As the foundation for digital and early literacy in Edmonton, EPL continues to provide opportunities for all Edmontonians to learn about a variety of topics at every stage of their lives. A total of 483,329 customers attended 22,637 classes and events in 2019. This includes everything from STEAM-based classes for school-aged kids to digital date nights at our Makerspace and over 200 customers learning a life-enriching skill through our new Life Skills classes.

Almost 3,000 people attended five Forward Thinking Speaker Series events in 2019, which included:

- Bestselling author and Assistant Professor at University of Southern California Annenberg School of Communications, Dr. Safiya Noble: How Search Engines Reinforce Racism
- A panel discussion about domestic violence moderated by Councillor Bev Esslinger with representatives from Aboriginal Counselling Services Association of Alberta, the City of Edmonton, and the Women's Centre for Social Justice: It's Time: A Conversation about Domestic Violence in Edmonton
- Author and activist, Anthony Ray Hinton, who was wrongly convicted of two murders in 1985 and on death row for 28 years: The Sun Does Shine
- Former professional wrestler with World Wrestling Entertainment and co-founder of the Concussion Legacy Foundation Dr. Chris Nowinski: Solving the Concussion Crisis
- Author and former FBI agent John Douglas: The Mindhunter's Journey

EPL proudly hosted a family-friendly storytime with local Drag Queens for Pride Month and welcomed 25 young writers to our annual Young Writers' Conference. Over 20,000 children registered for

Summer Starts at EPL, completing over 135,000 hours of reading. Similarly, over 800 adults participated in our second annual Summer Reads 19' summer reading program for adults. Also, more than 200 adults enjoyed our new Life Skills classes and events, with topics ranging from using digital tools to branding a business, how to digitally detox, tips for startup businesses, and even sessions on how to introduce mindfulness into daily life.

We welcomed two Digital Literacy and Making and Creating Interns, who piloted successful classes focused on digital literacy such as Ru Bot's Drag Race, a class teaching children how to code using robots and accessories, a Teddy Bear T-Shirt Design workshop where kids used a heat press to customize t-shirts, and a Dwayne the Rock-inspired Summer Starts at EPL 3D printing workshop.

Our partnership with Covenant Health enabled us to expand our early literacy program, Welcome Baby, to the Grey Nuns and Misericordia Hospitals' Neonatal Intensive Care Units (NICU) supporting and encouraging early brain development and providing crucial resources to parents.

EPL hosted five Exploring Reconciliation events which included a screening and discussion of the film Treaty Talk and an event with Plains Cree author and comedian, Dawn Dumont for the inaugural One eRead Canada program. We also hosted a lecture on Indigenous people working in the technology industry, and heard from the Amazing Race Canada winners, First Nations couple Anthony Johnson and James Makokis.

To celebrate the International Year of Indigenous Languages, EPL set up signs throughout the Library showcasing nêhiyawêwin (Cree) translations of various objects and places such as the water fountain, washrooms and doors. We also encouraged customers to learn an Indigenous language by checking out one of our many Indigenous language learning resources in our collection.





8.4
million
visits to
epl.ca

839,593
computer
hours logged
AT EPL

PODCAST
downloaded
20,400x

BEST PLACE TO CREATE

EPL continued to implement new ways for Edmontonians to create, make, play and experiment. As one of the founding pilot partners in Google's IT Certificate Program, we delivered 72 sessions with over 200 hours of instruction to more than 1,000 program attendees and achieved the highest completion rate as well as in-person and online attendance in Canada.

To prepare for the Stanley A. Milner Library reopening and expansion of our Makerspace, staff continued to develop and enhance their digital literacy skills for the new leading-edge technologies that will soon be available in our revitalized downtown library. In 2019, Makerspace staff received training for our new laser cutter as well as digital soldering workstations and developed introductory workshops that will be shared with the public when our Milner Library opens in 2020.

EPL offers resources and technologies that customers can't easily access. In 2019, we made some significant improvements to our Enterprise Square Branch Makerspace including: launching Autodesk Fusion 360, an intermediate 2.5D and 3D design software, an upgrade of our computer workstations with brand new hardware and updated software, two new iMac Pros and Microsoft Surface Studios, a refresh of our existing acoustic and electric guitars, amps and studio monitors as well as the addition of new musical instruments based on customer feedback.

We continued to find new ways to promote library resources and services to the public through our award-winning podcast, Overdue Finds. The show won a 2019 Canadian Podcast Award for Outstanding Branded Series and has been downloaded over 20,400 times.



BEST PLACE TO BE

EPL is committed to creating open and inviting public spaces in-person and online, where Edmontonians can read, create, explore and just be. Through our Stanley A. Milner Library renovation and with ongoing EPL library building projects, we are constantly reimagining and evolving our spaces to be welcoming and flexible.

The revitalization of our Stanley A. Milner Library has been going strong since January 2017, and we're months away from officially opening our doors and unveiling our bright, new and welcoming space to all of Edmonton. Our temporary 17,000 square foot location in Enterprise Square continued to connect customers with valuable, life-changing library services, resources, and the latest technology until the end of the year.

In the north of the city, construction began on our new Abbotsfield-Penny McKee Branch located in the newly renovated Riverview Crossing Mall. This new service point will offer an expanded children and teens' space and more opportunities for STEAM-based learning and digital creative projects.

Three outreach workers continued to provide support to our socially vulnerable individuals. In 2019, EPL social workers had 2,301 interactions with at-risk clients at our Enterprise Square, Abbotsfield-Penny McKee, Highlands and Woodcroft branches.

We understand the importance of bringing library services to customers wherever they are. Our epl2go Literacy Vans visited 34 neighbourhoods and delivered over 1,250 classes and events. Through our partnership with Northlands, we removed barriers and provided EPL customers free access to K-Days and FarmFair with their library cards.

We continue to evolve and update our physical and virtual spaces for consistent high-quality experiences. In 2019, we completed a comprehensive review of our service points and added new furniture and equipment valued at almost \$200,000 to create a welcoming experience and attractive ambiance. We redesigned our website with the goal of increasing user-accessibility and an enhanced experience on mobile devices. The new design allows for more ways to easily explore and discover our content, and the average session duration with this newly designed website increased by 3.8%. Demand for digital resources continues to grow, and as a result we have added new online resources. These resources will provide more opportunities for Edmontonians to easily and instantly access their favourite titles.

In 2019, Edmontonians checked out 11% more eBooks, 12% more digital newspapers and magazines, 28% more eAudiobooks and almost 140% more digital movies and TV shows, totalling over 11 million borrowed items. The demand for eContent is steadily increasing, even though our ability to access these digital resources is more difficult than ever.

Libraries have long been faced with excessively high prices and restrictive purchasing models for digital content, and this year public libraries across Canada banded together to urge major publishers to review their restrictive policies on eContent. Advocacy was undertaken through two campaigns: #eContentforAll and #eBooksforAll. Public libraries play a critical role in removing barriers to equitable access to information for the most vulnerable community members including youth, people with disabilities and those with limited financial means. EPL will continue to work with major publishers to strengthen access and develop fair pricing models that benefit everyone.



292,528
EDMONTONIANS
used their
**LIBRARY
CARD**

14.2
Million
IN-PERSON
& VIRTUAL
visits

11.4
million
ITEMS
borrowed

16%
INCREASE
in econtent
usage



BEST PLACE TO WORK

As lifelong learners ourselves, EPL staff strive to continually improve and innovate. EPL maintained its investment in career development and job enrichment with over 8,200 hours of staff training and 118 courses offered in 2019. We also created more opportunities and ways for staff to share feedback on how EPL can continue to grow and improve. EPL staff are essential to our success and contribute a vital role in achieving EPL's organizational goals.

We are committed to responding to feedback from our staff and customers in a timely and effective way. Customer inquiries and feedback enhance services and help us meet the needs of our community. To help staff continue to deliver exceptional customer experiences and streamline communication, we launched a new email customer service and feedback management system. Within the first 100 days of launching this new tool, EPL saw a 112% increase in questions answered, and an average response time of under one hour for 40% of questions. We also enhanced our online registration tool to allow caregivers with an existing library card to register their children online without having to visit a branch.

In 2018, we established the Leadership Promise, a commitment from all leaders at EPL to build stronger relationships through connecting, coaching and caring, and creating a culture of open feedback. This work continued in 2019, as Managers engaged staff in providing feedback and implementing actions to deliver exceptional customer experiences by clarifying expectations and openly sharing information.

Awards:

- Urban Libraries Council, Communicating the Library's Value, Honourable Mention - Riversides: The Capital City Record
- 2019 Canadian Podcast Award, Outstanding Branded Series Overdue Finds
- Wood Design and Building Awards, Award of Merit Capilano Branch

8,278
EPL
STAFF
TRAINING
HOURS

406
VOLUNTEERS
DONATED
7,620
hours

Over
3.6
Million
QUESTIONS
ANSWERED



IMAGINE MILNER

In 2005 we began discussions on what a revitalized downtown library would mean for Edmonton, and in 2014 the project was approved by the City of Edmonton. Construction began in 2016 and three years later, we are closer than ever to finally opening the doors to all that we've imagined for the heart of Edmonton's downtown.

With less than six months to go, we can see our downtown library taking shape—the scaffolding is down, the walls are painted, the lights are on and books are filling the shelves. We are confident that our “think tank” will continue to be a bold addition to Edmonton's vibrant downtown, defending free and equal access to information and ideas for all Edmontonians.

In May 2019, we invited our friends from the media for a sneak peek of our Milner Library. They had the unique opportunity to witness the enclosure of a 100-year time capsule, which contained library love letters and other pieces of library history submitted from our customers and staff.

Our annual EPL Gala was held in September 2019 and raised a record-breaking \$277,419 for the Stanley A. Milner Library revitalization project. Other fundraising efforts included raising over \$100,000 from our ever-popular EPL Books2Buy Sales, as well as over \$106,000 from our Forward Thinking Speaker Series events.

EPL has also received generous gifts from Stanley A. Milner, the Muttart Foundation, TD Canada Trust, the Robert Tegler Trust, the Edmonton Civic Employees Charitable Assistance Fund, Fran and Al Olson, Jim and Sharon Brown, and the Friends of EPL.

When the downtown library reopens in 2020, it will have a much larger children's library including an indoor play area, a 10,000 square foot makerspace, 28,000 square feet of community meeting space, and an additional 4,000 square feet of study and reading areas. It will also feature a high-tech theatre, a multi-story interactive simulation wall to facilitate hands-on, interactive learning, a teaching kitchen to learn about health, nutrition and food literacy, and an Indigenous gathering space that brings people together and celebrates Indigenous knowledge.

Thanks to the ongoing generosity of all our donors, customers, volunteers and staff, there is no doubt that the Stanley A. Milner Library will be a place that inspires learning, creativity and collaboration.

OVER

1.3 million
VISITS
— each year to —
the Milner Library

MAKERSPACE
5x 
LARGER THAN BEFORE

OVER **70**
PUBLIC
COMPUTERS

CHILDREN'S
library
3x 
LARGER

170,000+
 **physical**
items
IN THE COLLECTION



STAY CURIOUS with EPL

epl.ca/signup

Whether you're learning a new language, reading a book in your favourite format, streaming an award-winning movie or getting crafty, the Edmonton Public Library (EPL) offers a world of possibilities instantly available at your fingertips.

EPL continues to help build a city where everyone can access the tools, knowledge, ideas and experiences needed to thrive and continually stay curious in a constantly changing world.

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

HOW DID EDMONTONIANS USE EPL IN 2019?

You enjoyed digital content more than ever, and checked out 11% more eBooks, 12% more digital newspapers and magazines, 28% more eAudiobooks and almost 140% more digital movies and TV shows.



2,940
ATTENDEES AT

**FORWARD
THINKING
SPEAKER
SERIES
EVENTS**

22,637 FREE
CLASSES &
EVENTS ATTENDED
483,329 times



You heard from thought-provoking speakers such as John Douglas and Anthony Ray Hinton, who shared their ideas to help us build better communities.

over 4
million
eResources



You borrowed 28% more eAudiobooks.

\$1

INVESTMENT
IN EPL
RETURNS
\$3.11

14.2
million
IN-PERSON
& VIRTUAL
visits
to EPL

292,528
Edmontonians
used their
**LIBRARY
CARD**

EPL SAVES
Edmontonians
\$131.5
million
each year

839,593
COMPUTER
HOURS
LOGGED AT EPL

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

11.4
million
ITEMS
borrowed

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

Over 3.6
Million
QUESTIONS
ANSWERED



GRATITUDE REPORT

Thanks to generous donations from the public, our staff, as well as former and current Library Trustees, we received \$2.3 million in gifts, supporting EPL in becoming the best place to be, create, learn, and work. Every gift to the Library matters. Thank you!

♥ Current and Past EPL Staff
♥ Current and Past EPL Trustees

\$100,000 - \$499,999

- Allan and Frances Olson

Edmonton Civic Employees Charitable Assistance Fund

Edmonton Community Foundation

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Stanley A. Milner ♥

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- 100.3 The Bear

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Stanley A. Milner Library Fund

Wallace Currie

Women's Initiative Edmonton

\$1,000 - \$4,999

- Agnes Mitchell

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\$250-\$499

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Gail Bassett ♥
Ghislain Bergeron
Gilbert da Silva ♥
Grazyna Rozycki ♥
Greg and Sonya
Mowbrey
Gretchen Brundin
Henry Neri
Ian O'Donnell
Iris Campbell



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James Crossman ♥
Jan Fox
Jeannine Schmid
Joan Welch ♥
Joe Wasyluk
John McKenzie
Jordan and
Tamara Van Biert ♥
Joseph and Marta Collier
Joseph Patrouch
Judith Friedman
Julia Boberg
Karen Lynch ♥
Karen Mills
Karen Taylor
Karla Palichuk ♥
Katherine Gibson ♥
Katherine Schock
Kathleen Davies
Kathleen Knack ♥
Kathleen Pine ♥
Kawidu Ratnayaka
Keith Stefanick
Laura McDonnell
Laurie Collins
Laurie Litwinson
Leanne Drury
Melsness ♥
Leanne Woon
Lisa Ostafichuk
Lisa Randall
Lisa Workman
Lori-Ann Muenzer
Lorraine Bray
Lucio Gelmini
Lynda O'Carroll

Manulife
Margo and
Steve Till-Rogers ♥♥
Marian Albright
Mark Ballermann
Mary Jane Skyes
Mathew Babey
Maxwell Ward
Meghan DeRoo
McConnan
Merle Harris
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Betty Gibbins
Michael Harvey
Michael Stratford
Miranda Koshelek ♥
Mona Bacon ♥
Monika Wichman
Nadia Giannakopoulos
Nancy and
James Fleming
Nancy Clark
Natalie Moores
Nidhi Hegde
Nnamelugo Okoye
Norman and
Gail Giffen
Norman Gee ♥
Pat Wolanick
Petar Dundjerski
Philippe Sarlieve
Pradeep Kulkarni
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Richard Cruickshank
Richard Lai
Rod Eidem

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Sandra Forster
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Sarah Brown
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Tami Wetmore
Teresa Alves ♥
Terra Millions
Terrence Kulasa
Theresa Lotz
Thomas Gryba
Tiina Payson ♥
Tim Kulak
Timothy Hartnagel
Toombs Inc.
Two Wire Electric
University of Alberta
Valerie Meier
Victoria Armstrong
Virginia Durksen
Virginia Toogood
Wendy Magill Sykes
William and
Denyse Jopling

... Plus 2,967
additional gifts!

GIFTS IN KIND

ALCANNA
BioWare
Blessy Matthew
Chateau Lacombe Hotel
City Centre Mall
Dr. Eric and
Elexis Schloss
Edmonton EXPO Centre
Edmonton Inn and
Conference Centre
Edmonton
International Airport
Edmonton
Symphony Orchestra
Fairmont Jasper
Park Lodge
FMAV
Fringe Theatre
Adventures
Guy Milner
Happy Harbor Comics
Karen Chidiak ♥
Kathy Aleong
Keg n Cork
Liberty Security
Library Services Centre
Londonderry Mall
McLennan Ross LLP
Nella Mazzuca
and Family
OEB Kelly Ramsey
RE/MAX
Sumptuous Lollies
The Brick Warehouse LP
The Violet
Chocolate Company
Union Bank Inn

University of Alberta
Westin Hotels

GIFTS WERE MADE
IN MEMORY OF
THE FOLLOWING
PEOPLE:

Abdul Jabbar and
Susan Rammo
Alison Scott
Annabelle Bourgoin
Annie Ooraikul
Barbara Marin
Brenda Baron
Bruce Benoit
Daniel Mellec
David Angus McCullagh
Elsa D'souza
Elsie Roberts
Estelita Duenas
Esther Baram
Helen Cooper
Helen Hrynyk
Inge Vermeulen
Jacob Harder
John G. Barker
John Lesley Andrew
John Packer
Judith Mascarin
Kathleen Mary
Leslie and Frances
Lillian Mekechuk
Mary See
Matias and Chelito Serna
Mr. and Mrs. Atkins
Pat Horbay
Rakia Khrushed

Renu Khullar
Richard Hulbert
Rita Turner
Roch and
Audrey Valeriote
Ruth Kelly
Ruth Patrouch
Sara Nielsen
Shirley Cossey
Sumuduni Ranaweera
Sybil Jamieson
Tai-Ming Yeung
Toyo Turner
Vera Mae Chisholm
Vi Anderson
Zohra Zaherali Nathoo

GIFTS WERE
MADE TO HONOUR
THE FOLLOWING
PEOPLE:

Aklilu and Ghenet Zere
Amanda-Lynn,
Christopher, Alexandra,
Ethan and Jackson
Barlow Family
Celestine Montgomery
Cormac Simpkin Hansen
Darlene Fisher
Dr. Paul and
Win Greenwood
Edmund Kelly
Eva Hazlett
Evelyn Ross
Farida Moosa
Gerry Kendal and
Dr. Fern Snart ♥
Gabriella

Helene Myrta
Jenavive Phan
Judy Land
Julia Dytyniak and
Tyson Hallan
Kaitlin Labelle
Kirsten Peterson
Laura Rollans
Liam Brown and
Benjamin Brown
Lois Cox
Mair Elsbeth Owen
Marianna Nascimento
Marilyn and
Brian Hindmarch
Mary Jane Bilsland ♥
Maureen Engel

Michael Nahornick
Nicholas Rollans
Oliver Atkinson
Patricia Hartnagel
Patrick Benjamin Rollans
Patti Hartnagel
Riverbend Montessori
SACE and everyone
who has trauma.
Sid Carlson
Solomiya and
Hanna Kornatska
Stanley A. Milner ♥
Stuart Drozd
Swaran Singh Sehmbly
Tamsin Shute ♥



COLLECTIONS AND SERVICES

	2019	% Change	2018
In-person Visits	5,788,099	5%	5,513,403
Virtual Visits	8,446,892	3%	8,211,347
Total Visits	14,234,991	4%	13,724,750
Adult	3,115,060	-6%	3,299,951
Juvenile	2,653,965	-5%	2,787,753
Renewals	1,665,721	-2%	1,694,860
Total Physical Circulation	7,434,746	-4%	7,782,564
eBooks	1,308,854	11%	1,181,285
eNewspapers & Magazines	765,465	12%	684,556
eAudiobooks	597,476	28%	467,853
eMovies & TV	170,710	139%	71,482
eMusic	143,706	-25%	192,441
eLearning Programs	758,454	4%	727,224
Databases	314,181	93%	162,383
Total eUsage	4,058,846	16%	3,489,170
Total Items Borrowed	11,493,592	2%	11,271,734
In-house Collection Use	990,600	8%	917,200
In-house Computer Usage (hours)	839,593	1%	827,530
Questions Answered	3,610,800	28%	2,823,900
Classes & Events Presented	22,637	2%	22,226
Classes & Events Attendance	483,329	-3%	497,839
Physical Items Purchased	219,120	-4%	229,087
Physical Collections	1,130,725	0%	1,133,793
Digital Collections	4,617,351	5%	4,388,928
Total Physical & Digital Collections	5,748,076	4%	5,522,721
New Memberships	60,100	6%	56,753
Active Memberships	292,528	6%	275,272
Number of Branches	21	0%	21

STATEMENT OF REVENUE AND EXPENDITURES

	2019	2018
City of Edmonton	48,392,673	48,019,405
Provincial Government	5,258,275	5,231,296
Federal Government	-	60,044
Funding for Library Capital Projects ¹	12,210,709	12,322,995
Fines and Charges	748,353	778,362
Other ²	1,848,258	1,760,165
Total Revenue	68,458,268	68,172,267
Salaries, Wages and Benefits	38,202,909	38,471,769
Books and Library Materials	9,333,547	9,288,105
Vehicles, Machinery and Equipment	5,652,381	4,548,594
Building Operations	3,141,641	4,215,020
Utilities and Other	3,458,215	3,296,275
Material Goods and Supplies	1,964,833	2,057,720
Services	1,947,922	1,976,366
Total Expenditures	63,701,448	63,853,848
Revenue in Excess of Expenditures ³	4,756,820	4,318,419

Notes - Statement of Revenue and Expenditures

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.

**Edmonton Public Library
7 Sir Winston Churchill Square NW
Edmonton, AB T5J 2V4**

