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.

Pilar Martinez
Chief Executive Officer, EPL

Dr. Fern Snart
Chair, EPL Board of Trustees
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 Bo’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.
BES T 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 Abbottsfield-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, Abbottsfield-Penny McKee, Highlands and Woodcroft branches.

We understand the importance of bringing library services to customers wherever they are. Our ePLgo 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.
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 though 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
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.
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.

- **292,528** Edmontonians used their library card each year.

- **EPL SAVES** Edmontonians $131.5 million each year.

- **839,593** computer hours logged at EPL.

- **11.4 million** items borrowed.

- **8 million** eResources downloaded.

- **14.2 million** in-person & virtual visits to EPL.

- **1$ INVESTMENT** in EPL returns $3.11.

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

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

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

$100,000 - $499,999
Allan and Frances Olson
Edmonton Civic Employees Charitable Assistance Foundation
Edmonton Community Foundation
Jim and Sharon Brown
Muttart Foundation
Robert Tegler Trust

$10,000 - $99,999
Eberlein Family Charitable Foundation
Edmonton Public Library Sheldon Milner Fund
Firma Foreign Exchange
Friends of the Edmonton Public Library
Grant Erickson and Donna Ludvigsen
Imperial Oil
Mehta and Zeschuk Family
Mercier & Mercier
National Bank Financial
Newell Family Foundation
Pembina Pipeline Corporation
Ruth Elizabeth Hyndman Foundation
Sylvia Syska Fund
The Estate of Ken and Lorraine Webb
The South Alberta Light Horse Regiment Foundation
Tim and Sharon Grant

$5,000 - $9,999
100.3 The Bear
Alberta Blue Cross
Andrew Knack
Ashil and Zainul Mawji
Bette Woodhead
Civic Service Union 52
Dianne & Irving Kipnes Foundation
Gerry Kendal and Dr. Fern Snart
Harold and Linda Banister
Jean & Garnet Ireland Fund
John Yamamoto

$1,000 - $4,999
Agnes Mitchell
Aletta Joy Bourne
Gilsdorf READ2KIDS Memorial Fund
Allwest Commercial Furnishings Ltd.
Al-Terra Engineering Ltd.
Andreksen Family Fund
Andrew Buhr and Carina Friesen
Anna Alfonso
Armand and Pearl Nielsen
Barry Biglow
Barry Schloss and Maureen Hemingway
Brenda Banks
Brent McDonough
Canterbury Manor Residents Association
Carl Armein and Ellen Calabrese-Amrhein

Larry & Janet Anderson
Learning Resources Endowment Fund
St. David’s Welsh Society of Edmonton
Stanley A. Milner Library Fund
Women’s Initiative Edmonton

Chandos
Construction Ltd.
Charmaine Milner
Chris and Jill LaBrosseire
City of Edmonton
Clark Builders
Crescent Hill Fund
Crystal and Blair Willis
Dave and Janet Hancock
Dave and Laurie McNees
David Aplin Group
Delbaere Husum Family Fund
Dennis Mah
Devika and Doug Short
Donna Bagdan and Brian Heidecker
Dr. Eric and Elexis Schloss
Dr. Ruth Collins-Nakai
Edmonton Eskimo Football Club
Edmonton EXPO Centre
Electro Equinology Fund
Esther Ondrack
Heather McIntyre
Isaac Physiotherapy
James John and Tina Thomas
Jane Cavanagh
Janet and Ted Roberts
Jason and Kenna Hounscare
Jennifer Addison
Jessica McPhee
John and Ann Dea
Kathy Adria and Dr. Marco Adria
Kim and Donna Fong

Kozak-Van Brabant Fund
KPMG
Landi Easton
Leanne McGeachy
Leon and Vonnie Zupan
Level Up
Physical Therapy
Linda Cook
Loretta Ortecy
Lynette and Owsain Martin
MacLab Development Group
Mary-Lou Pocklington
Patricia Hartnagel
Patrick Leech
Peter and Alison Faid
Peter and Christine Dirsken
Peter Graham
Pratch Family Foundation
Robert and Jennifer Barretson
Robert and Joline Vetrenar
Robert Opara
Robin Chudek
Roper Fund
Rosalie Russnak
Salim Merali
Shauna Miller
Sheila Bertram
Sherick Management Ltd.
Shyroz and Nazir Mull
Simon Doucette
Sina Zere
Sirilak Carter

Stephen and Lynn Mandel
Sue Broderick
Suncor
Susan Brewster
Susan Ekhom
Sylvia Galbraith
Tim Oestreich and Pilar Martinez
Wallace and Karen Might
Williams
Williams Engineering Canada

$500 - $999
Alan Parish
Alexandra Bell
Allen and Myrna Snart
Amy Grendus
Anastasia Lim
Andrew and Nancy Whistance-Smith
Anna Oswald
Arlyce Kouri
Artis Miller
Aron Sequeira
Barbara Redmond-Elloho
Bob Wyatt
BookoBrunch Inc.
Calvin Chisholm
Cameron Barr
Carmen Lomow
Carolin Land
Cecily Mills
Christine Barr
Cori Chisholm
Damian Hollow
David Narcisco

David Stratton
Dawn Fargey
De Reiser
Dianne Westwood and Richard Nutbrown
Don and Kae Neufeld
Don Iveson and Sarah Chan
Donna Leslie
Douglas Stollery
Emmy Stuebing
Erlin and Brent Agerbak
Erum Afsar
Farhad and Aaida Peerani
Frank van Veen
Freda Lo and Scott Ridell
Frederick Lynch
G. Spooner
Gareth Simpson
Geoffrey Watt
Gerard Massie
Ghalib Ahmed
Gina Blank
Hau Chow
Heather Hobbbs and Randy Peterson
Holly Arrowson
Ian McConnan
Ieva Kimonte
James Bain
Jamie Fong and Lynette Mueller
Jane Lee
Janice Scott
Jasmin Matias
Jason Chantrand
Jeff Brinker

Edmonton Public Library
ANNUAL REPORT 2019
ANNUAL REPORT 2019
Edmonton Public Library
Jeju Varghese and Carmen Velasquez
Jenn Brown
Jennifer Purves
Jerry Smith
Jessica Buckwold
Joan Hertz
John Buchan
John Ferguson
Khairun and Shiraz Kanji
Kimberly Precht
L. Javed Sommers
Lefay Woon
Leva Kimonte
Linda Chow
Linda Connell
Lorraine Woolland and Mitchell Davidson
Mabel Knight
Madeleine Mercier
Marilyn Cox
Mario Nascimento
Marion Kilgour
Mark Boyce
Mark Hurley
Marne Edwards
Martin Garber-Conrad
Mary Jane Bilsland
Maureen Mackay
Mike Saunders
Ming Franks
Monica Parker
Na’amat Canada - Edmonton
Charlotte and Nicholas Spillios
Orest Sencshinen
Owen Mehaney
Pamela and Robert Barrett
Patricia Rempel
Paul and Agnes Fung
Peter and Rineke Knorren
Richard Thornley
Rob and Sonia Lali
Robert and Kristyna Fedosejevs
Rod and Heleen McLeod
Sandra Brown
Sandra Marin
Sandra Woitas
Sandy Koe
Sari Haas
Sari Salmon Schiff
Sharon Day
Sherrill Johnson
Shirley Dawson
Shirley Ellis
Sophia Blumin
Steven and Barbara Sabo
Surasa Tyasuvan
Tami Magnes
TELUS
Terrence and Michele Veerman
Tom Redi
Trina Griep
Vanta Kabzems
William MacDonald
Zaheer Lakhani
Allison D'Silva
Amane Bekhit
Andrew Halberstadt
Anteneh Bekele
Anton du Toit and Michael Lewis
ATCO EPIC
Aurell Royer
Avery Guthrie
Barb Osterhout
Barbara Eberlein
Barbara Gauf
Basilian Fathers
Bertha Spence
Beverly Simpson Headon
Bill Marshall
Brian Steams
Bruce Hertz
Byron and Marianne Krotochvil
Byron Shikaze
Carla Harrison
Carol Li
Carol Suddards
Catherine Molyneux
Catherine Voisin
Cathy Holowachuk
Catrin Owen
Chris Baptiste
Chris Cameron
Chris Kavanagh and Hannah Whittaker
Christy Hodgins
Christa Teskey
Christalene Lay
Christine Lutsiak
Cliff Cameron
Colleen Andriats
Colleen McKenna
Culey Schweger Bell
Cynthia Dent
Daniel Dube
David Judge
David Munroe
Diane Zinyk
Dianne Joly
Dianne Reip
Donald Cameron
Donna Broemeling
Doug McEwen
Dr. G. Schaarschmidt
Dr. R. G. Williams
Professional Corporation
Dulce Forrest
Edmonton Institution for Women
Edna Chan
Elisabeth Stuart
EllisDon Construction Services Incorporated
Erin Hughes
Erna Bowen
Fei Wong
Francis Price
Frederick and Margaret Van De Pitte
Gail Bassett
Ghislain Bergeron
Gilbert da Silva
Grazyna Rozyczki
Greg and Sonya Mowbray
Gretchen Brundin
Henry Neri
Ian O’Donnell
Iris Campbell

$250-$499
Alan Leung and Family
Allen and Ruth Benbow
Allison Baker

Edmonton Public Library ANNUAL REPORT 2019
GIFTS IN KIND

ALCANNA
BioWare
Blessy Matthew
Chateau Lacombe Hotel
City Centre Mall
Dr. Eric and
Exelixis 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
Londonerry Mall
McLennan Ross LLP
Nella Mazzuca
and Family
OE/B Kelly Ramsey
RE/MAX
Sumpituros Lollies
The Brick Warehouse LP
The Violet
Chocolate Company
Union Bank Inn

University of Alberta
Westin Hotels

Renu Khular
Richard Hulbert
Rita Turner
Roch and
Audrey Valeriote
Ruth Kelly
Ruth Patrouch
Sara Nielsen
Shirley Cossey
Sumruduri Ranaweera
Sybil Jamieson
Tai-Ming Yeung
Toyo Turner
Vera Mae Chisholm
Vi Anderson
Zohra Zaheer Ali
Maureen Engel

GIFTS WERE MADE IN MEMORY OF THE FOLLOWING PEOPLE:
Abdel Jabbar and
Susan Rammo
Alison Scott
Annabelle Bourgois
Annie Oraikul
Barbara Marín
Brenda Baron
Bruce Benoit
Daniel Mellec
David Angus McCullagh
Elsa D’souza
Elise 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
Kathleen Mekechuk
Kathleen Pine
Kathleen Knack
Katherine Gibson
Katherine Schock
Kimball Davies
Kathleen Knack
Kathleen Pino
Kawidu Ratnayaka
Keith Stefanick
Laura McDonnell
Laurie Collins
Laurie Litwinson
Leanne Drury
Melaness
Leanne Woon
Lisa Ostafichuk
Lisa Randall
Lisa Workman
Lori-Ann Muenzer
Lorraine Bray
Lucio Gelmini
Lynda O’Carroll
Manulife
Margo and
Steve Till-Rogers
Mariam Albright
Mark Ballermann
Mary Jane Skyes
Mathew Babey
Maxwell Ward
Meghan DeRoo
McConnnan
Melo Harris
Michael and
Betty Gibbins
Michael Harvey
Michael Stratford
Miranda Koshelek
Monica Bacon
Monika Wichman
Nadia Giannakopoulos
Nancy and
James Fleming
Nancy Clark
Nancy Moors
Nidhi Hegde
Nnamelu Okoye
Norman and
Gail Giffen
Norman Gee
Pat W olanick
Petur D undjerski
Philippe Sarlieve
Pradeep Kulkarni
REACH Edmonton
Council
Rhoda Friedman
Richard Crucikshank
Richard Lai
Rod Eideh
Roger MacEachern
Sandra Forster
Sandra Mak
Sara Norquay
Sarah Brown
Scott Ironmonger
Sheena Sereda
Shelagh Haas
Sherman Chan
Shirley Mitchell
Sonia Varela
Stephanie McCabe
Suzanne Regalbuto
Sylvia Becker
Tami Welmore
Teresa Alves
Terra Millions
Terence Kulasa
Theresa Lotz
Thomas Gryba
Tiina Payson
Tim Kulak
Timothy Hartnagel
Toombs Inc.
Two Wire Electric
University of Alberta
Valerie Meier
Virginia Armstrong
Virginia Durksen
Virginia Toogood
Wendy Magill Sykes
William and
Denyse Jopling

... Plus 2,967 additional gifts!

GIFTS WERE MADE TO HONOUR THE FOLLOWING PEOPLE:
Aklilu and Ghetnet 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
Fred Moosa
Gerry Kendal and
Dr. Fern Smart
Gabriella
COLLECTIONS AND SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>2019</th>
<th>% Change</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-person Visits</td>
<td>5,788,099</td>
<td>5%</td>
<td>5,513,403</td>
</tr>
<tr>
<td>Virtual Visits</td>
<td>8,446,892</td>
<td>3%</td>
<td>8,211,347</td>
</tr>
<tr>
<td><strong>Total Visits</strong></td>
<td><strong>14,234,991</strong></td>
<td><strong>4%</strong></td>
<td><strong>13,724,750</strong></td>
</tr>
<tr>
<td>Adult</td>
<td>3,115,060</td>
<td>-6%</td>
<td>3,299,951</td>
</tr>
<tr>
<td>Juvenile</td>
<td>2,653,965</td>
<td>-5%</td>
<td>2,787,753</td>
</tr>
<tr>
<td>Renewals</td>
<td>1,665,721</td>
<td>-2%</td>
<td>1,694,860</td>
</tr>
<tr>
<td><strong>Total Physical Circulation</strong></td>
<td><strong>7,434,746</strong></td>
<td><strong>-4%</strong></td>
<td><strong>7,782,564</strong></td>
</tr>
<tr>
<td>eBooks</td>
<td>1,308,854</td>
<td>11%</td>
<td>1,181,285</td>
</tr>
<tr>
<td>eNewspapers &amp; Magazines</td>
<td>765,465</td>
<td>12%</td>
<td>684,556</td>
</tr>
<tr>
<td>eAudiobooks</td>
<td>597,476</td>
<td>28%</td>
<td>467,853</td>
</tr>
<tr>
<td>eMovies &amp; TV</td>
<td>170,710</td>
<td>139%</td>
<td>71,482</td>
</tr>
<tr>
<td>eMusic</td>
<td>143,706</td>
<td>-25%</td>
<td>192,441</td>
</tr>
<tr>
<td>eLearning Programs</td>
<td>758,454</td>
<td>4%</td>
<td>727,224</td>
</tr>
<tr>
<td>Databases</td>
<td>314,181</td>
<td>93%</td>
<td>162,383</td>
</tr>
<tr>
<td><strong>Total eUsage</strong></td>
<td><strong>4,058,846</strong></td>
<td><strong>16%</strong></td>
<td><strong>3,489,170</strong></td>
</tr>
<tr>
<td><strong>Total Items Borrowed</strong></td>
<td><strong>11,493,592</strong></td>
<td><strong>2%</strong></td>
<td><strong>11,271,734</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service</th>
<th>2019</th>
<th>% Change</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-house Collection Use</td>
<td>990,600</td>
<td>8%</td>
<td>917,200</td>
</tr>
<tr>
<td>In-house Computer Usage (hours)</td>
<td>839,593</td>
<td>1%</td>
<td>827,530</td>
</tr>
<tr>
<td>Questions Answered</td>
<td>3,610,800</td>
<td>28%</td>
<td>2,823,800</td>
</tr>
<tr>
<td>Classes &amp; Events Presented</td>
<td>22,387</td>
<td>2%</td>
<td>22,226</td>
</tr>
<tr>
<td>Classes &amp; Events Attendance</td>
<td>483,329</td>
<td>-3%</td>
<td>497,839</td>
</tr>
<tr>
<td>Physical Items Purchased</td>
<td>219,120</td>
<td>-4%</td>
<td>229,087</td>
</tr>
<tr>
<td>Physical Collections</td>
<td>1,130,725</td>
<td>0%</td>
<td>1,153,793</td>
</tr>
<tr>
<td>Digital Collections</td>
<td>4,617,351</td>
<td>5%</td>
<td>4,386,928</td>
</tr>
<tr>
<td><strong>Total Physical &amp; Digital Collections</strong></td>
<td><strong>5,748,076</strong></td>
<td><strong>4%</strong></td>
<td><strong>5,522,721</strong></td>
</tr>
<tr>
<td>New Memberships</td>
<td>80,100</td>
<td>6%</td>
<td>56,753</td>
</tr>
<tr>
<td><strong>Active Memberships</strong></td>
<td><strong>292,528</strong></td>
<td><strong>6%</strong></td>
<td><strong>275,272</strong></td>
</tr>
<tr>
<td>Number of Branches</td>
<td>21</td>
<td>0%</td>
<td>21</td>
</tr>
</tbody>
</table>

STATEMENT OF REVENUE AND EXPENDITURES

<table>
<thead>
<tr>
<th>Source</th>
<th>2019</th>
<th>% Change</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Edmonton</td>
<td>48,392,673</td>
<td></td>
<td>48,019,405</td>
</tr>
<tr>
<td>Provincial Government</td>
<td>5,258,275</td>
<td></td>
<td>5,231,296</td>
</tr>
<tr>
<td>Federal Government</td>
<td>-</td>
<td></td>
<td>60,044</td>
</tr>
<tr>
<td>Funding for Library Capital Projects¹</td>
<td>12,210,709</td>
<td></td>
<td>12,322,995</td>
</tr>
<tr>
<td>Fines and Charges</td>
<td>748,353</td>
<td></td>
<td>778,362</td>
</tr>
<tr>
<td>Other ²</td>
<td>1,848,298</td>
<td></td>
<td>1,760,165</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>68,458,268</strong></td>
<td></td>
<td><strong>68,172,267</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expense</th>
<th>2019</th>
<th>% Change</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, Wages and Benefits</td>
<td>38,202,909</td>
<td></td>
<td>38,471,769</td>
</tr>
<tr>
<td>Books and Library Materials</td>
<td>9,333,547</td>
<td></td>
<td>9,288,105</td>
</tr>
<tr>
<td>Vehicles, Machinery and Equipment</td>
<td>5,652,381</td>
<td></td>
<td>4,548,594</td>
</tr>
<tr>
<td>Building Operations</td>
<td>3,141,841</td>
<td></td>
<td>4,215,020</td>
</tr>
<tr>
<td>Utilities and Other</td>
<td>3,458,215</td>
<td></td>
<td>3,296,275</td>
</tr>
<tr>
<td>Material Goods and Supplies</td>
<td>1,964,833</td>
<td></td>
<td>2,057,720</td>
</tr>
<tr>
<td>Services</td>
<td>1,947,922</td>
<td></td>
<td>1,976,366</td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td><strong>63,701,448</strong></td>
<td></td>
<td><strong>63,853,848</strong></td>
</tr>
</tbody>
</table>

| Revenue in Excess of Expenditures³ | 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.