

EPL is the best place to **LEARN**

Classes & Events



22,637 Classes and Events Offered (+2%)



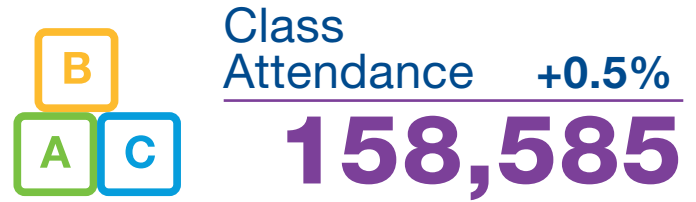
Digital Literacy



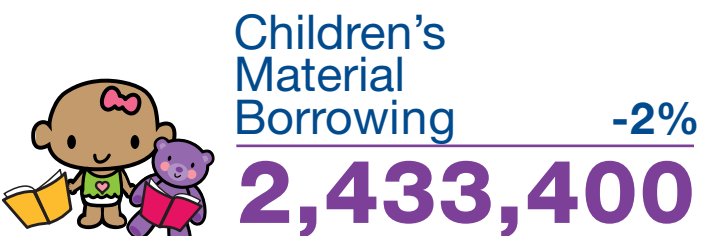
1,672 Classes and Events Offered (+42%)



Early Literacy



6,735 Classes and Events Offered (+0.3%)



*Print materials only

EPL is the best place to **BE**

Memberships



New Memberships **+6%**
60,100



Active Memberships **+6%**
292,528

*Active in the last 12 months

Digital



Computer Hours Used **+1%**
839,593



Wireless Sessions **+23%**
2,449,024

203.8 Terrabytes of Data Used* (+30%)

*Equivalent to streaming about 34,000 HD movies on netflix.

Outreach Services



Interactions **+5%**
2,301

Visits



Total Visits **+4%**
14,234,991



In Person Visits **+5%**
5,788,099

15,858 Average Daily Visits (+5%)



Website Visits **+3%**
8,446,892



App Sessions **+16%**
2,151,239

Settlement Services



Clients **-15%**
1,926

Top 5 Countries of Origin: Eritrea, India, China, Nigeria and Ethiopia

EPL is the best place to **WORK**

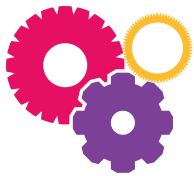
Learning and Development



Staff Course Attendance **-26%**

1,860

EPL is the best place to **CREATE**



Makerspace
Classes and Events
Attendance **-1%**

2,048

178 Classes and Events Offered (-11%)



3D Printed Objects **+63%**

4,655



Sound Booth Sessions **+4%**

5,836

FOUNDATIONAL

Borrowing



Total
Borrowing **+2%**

11,493,592

Physical
Borrowing **-4%**
7,434,746

eResource
Usage **+16%**
4,058,846

Fundraising*



Total Received and Committed

\$10,516,113

Net Goal

\$10,000,000



315 volunteers
contributed
3,589 hours to
raising \$155,164
in donations.

Cash Received

\$9,385,955

epl2go Literacy Vans



Classes
& Events
Attendance **-12%**

21,813

1,251 Classes and Events Offered (-8%)

*Does not include contributions from EPL reserves or government funding.

FOUNDATIONAL

IT Services



Unplanned Service Outages -13%
102

Community Led-Services



Organization Interactions +35%
1,184

Volunteer Services



Service Hours +2%
7,603



Number of Volunteers -2%
842