

Building EPL

Edmonton Public Library
2016 Annual Report

ALL
THE
WORLD
IS A ~~STAGE~~
LIBRARY!



Message from the Board Chair and Chief Executive Officer

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.



Brian Heidecker
Chair, EPL Board of Trustees



Pilar Martinez
Chief Executive Officer, EPL

2016 Board of Trustees

Mrs. Ellen Calabrese-Amrhein, Chair
(until April 30, 2016)

Dr. Brian Heidecker, Chair
(effective May 1, 2016)

Mr. Jeff Reynolds, Vice-Chair
(until April 30, 2016)

Mr. Nazir Mulji, Vice-Chair
(effective May 1, 2016)

Mr. Jay Ball

Councillor Ben Henderson

Ms. Jennifer Huntley

Ms. Miranda Jimmy

Dr. Sherrill Johnson

Mrs. Zainul Mawji

Ms. Jill Scheyk

Dr. Fern Snart



Old MacDonald Had a Farm

Beethoven's 9th Symphony



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.

265,605
EDMONTONIANS
— used their —



16.9 million
IN-PERSON
— & —
VIRTUAL
visits



12 million



items borrowed



 **SOMEONE
BORROWED
from EPL**



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.

11
million
visits to
epl.ca



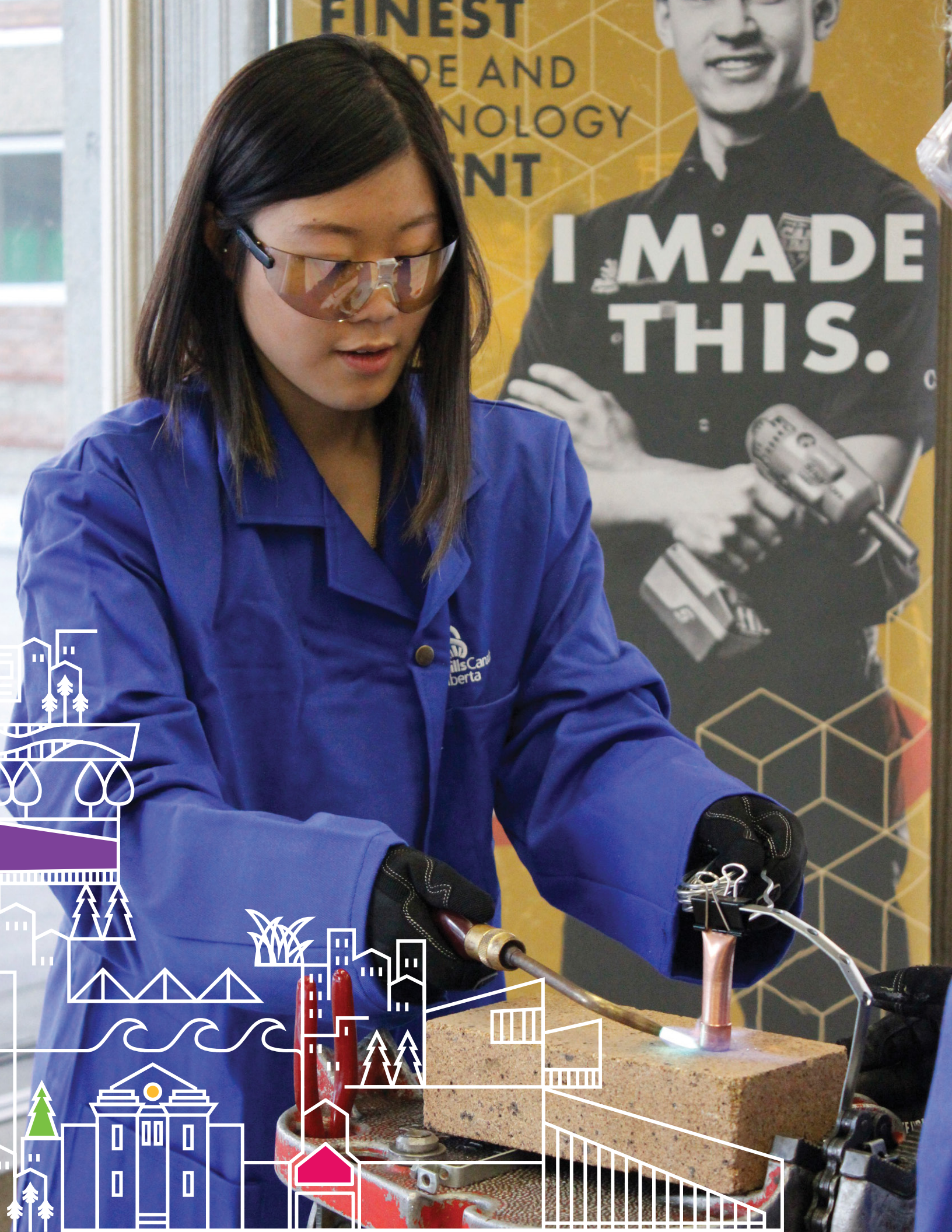
EPL 
SHARED
over **12.8**
million
DIGITAL
ITEMS 
with Edmontonians

Free
WiFi
at all **20**
EPL
LOCATIONS



3,341
DAILY
WiFi
SESSIONS





FINEST
... AND
... NOLOGY
... ENT

I MADE
THIS.

ills Cana
berta

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 Bucsic – 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.

4,659



HOURS

EPL

— IS THE —



PLACE
in Edmonton

— FOR FREE —



20,183
FREE
programs

ATTENDED
491,572 times



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

464 
VOLUNTEERS

DONATED
8,635
→ hours

OVER
\$3.8
MILLION
RAISED



to

SUPPORT

EPL



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.

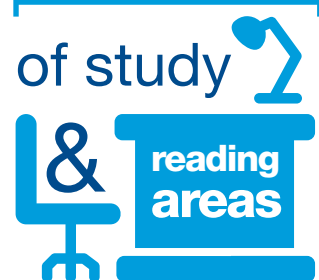
Edmontonians left their mark on the Milner Library before we closed its doors. Over 4,000 guests bid a colourful and fun farewell at our Graffiti Open House, leaving behind artwork that amazed, quotes that inspired, and memories that showed the impact and importance of the 50-year-old library.



**1.2 million
VISITS
each year**

to the **MILNER
LIBRARY**

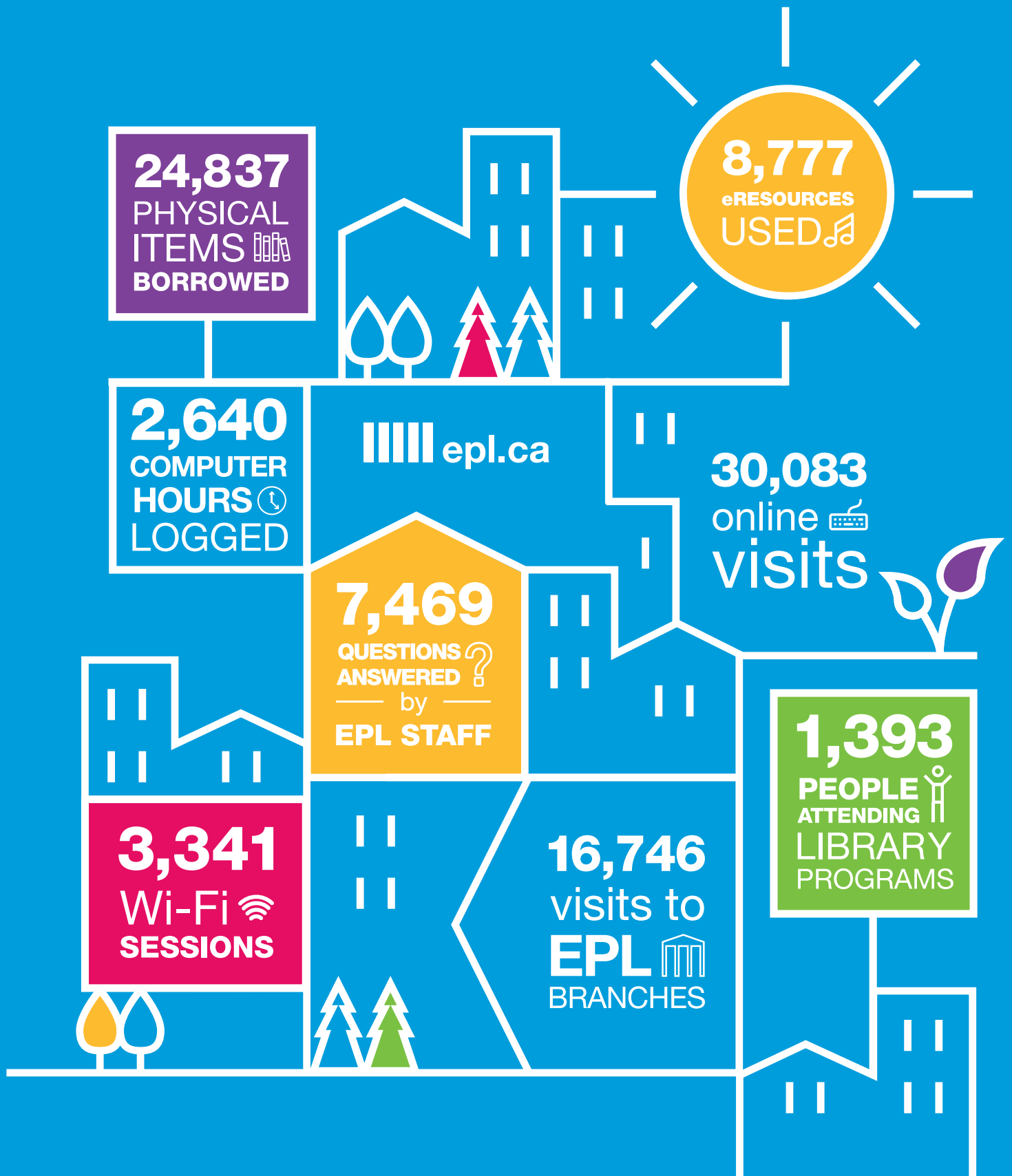
**ADDITIONAL
4,000 ft²**



**OVER 2,500
SQUARE FEET
of added**



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



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



Donor List

\$1,000,000+

Stanley A. Milner
The Muttart Foundation

\$50,000-\$499,999

Edmonton Community
Foundation

\$25,000 - \$49,999

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
Maclab 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/Mercier
& Mercier
Stanley A. Milner Library Fund
(Edmonton Community
Foundation)
Visser Farms (1999) Ltd.
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
Celestine Montgomery
Clarke Builders/Architecture
Tkalcic Bengert

Clint Kilkenney
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 Shoctor
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
Nazrat Durand
Peter & Alison Faid
Pilar Martinez & Tim Oestreicher
RBC Foundation

REACH Edmonton Council
for Safe Communities
Rick Leech
Royal Bank of Canada
Susan Brewster
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)
Christopher Benoit
Dave Armstrong
Denis Stafford
Dustin Ostrowerka
Edmonton Eskimo Football Club
Emmy Stuebing
Frank Van Veen & Yolanda Van
Wachem
Freda Lo & Scott Riddell
G. Rick Spooner
Glenn & Joanne Griener
Grant Winton
Heather McIntyre

Howard & Joan Welch
Hsing Jou Professional
Corporation
Hugh McPhail
Jao Kupper
Jason & Della Paradis
Jason Chartrand
Jason Troock & Jeana King
Jeff Robinson
John & Susan Hokanson
Kathy Bonazew
Kathy Wright
Kimberly Precht
Leanne McGeachy
Loan Gowers
Lorne Rubis
Marne Edwards
Martin Garber-Conrad
Mary-Jo Romaniuk
Maureen MacKay
Michael Lewis & Anton du Toit
Morgan Russell &
Jasmin Matthias
Nazir Mulji
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 Ozelsel
Venta Kabzems

\$250 - \$499

Adhikar Gokul
Alexandra Hochachka
Alexis Hillyard
Alida Van Heerden
Alistair & Virginia MacDonald
Amany Bekhit
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
 Claire Dallaire
 Dana Ariss
 Daniel Melenchuk
 Dave & Laurie McInnes
 David Law
 Deanna Gupta
 Devon Walker
 Don Hrabec
 Edmond McDonough
 Elaine Jones
 Elaine Warick
 Elena Faley
 Faye Hatch
 Ghalib Ahmed
 Gwen May
 Harvey Bonko
 Helen Whitson
 Isabel Henderson
 Ivan Rebeyka
 James & Mona Bacon
 James & Nancy Fleming
 James Murphy
 Janice Moore
 Jason Darrah
 Jeff Brinker
 Jeff Reynolds
 Jenna Williams
 Jessica & Jeremy Lehman
 Jessica McPhee
 Jill Gamez
 Jim Cunningham
 John & Ratka Janjic
 Juliette Sacks
 Karen Simonson
 Karla Palichuk
 Kathleen DeLong
 Kent Coulter
 Lesley Akst
 Liam Thomas
 Linnie Chamberlin
 Lisa Majeau Gordon
 Lucas Provencher
 Madeleine Mercier
 Margaret Harris
 Marie Dafoe

Marilyn Gray
 Mary Jane Bilsland
 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 Clevette
 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 Heather
 Big Rig Craft Distillery
 Bottom Line Productions
 Brian Heidecker &
 Donna Bagdan
 Canadian Rocky Mountain
 Resorts
 Catalyst Theatre
 Century Hospitality Group
 Chartier
 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

	2016	2015
City of Edmonton	\$42,359,514	\$40,240,685
Provincial Government	\$5,067,223	\$5,045,369
Funding for Library Capital Projects ¹	\$9,904,734	\$12,711,014
Fines and Charges	\$888,361	\$955,586
Other ²	\$1,839,323	\$1,766,470
Total Revenue	\$60,059,155	\$60,719,124
Salaries, Wages and Benefits	\$37,228,134	\$35,381,965
Books and Library Materials	\$9,166,826	\$9,182,689
Vehicles, Machinery and Equipment	\$1,730,300	\$4,582,711
Building Operations	\$3,674,430	\$3,231,333
Utilities and Other	\$3,104,821	\$3,105,240
Material Goods and Supplies	\$2,082,876	\$2,076,539
Services	\$2,202,240	\$1,822,621
Total Expenditures	\$59,189,627	\$59,383,098
Revenue in Excess of Expenditures³	\$869,528	\$1,336,026

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

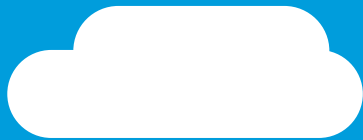
	2016	% Change	2015
In-person Visits	5,911,285	2%	5,792,615
Virtual Visits	11,010,510	23%	8,980,915
Total Visits	16,921,795	15%	14,773,530
Adult	4,014,418	-1%	4,060,167
Juvenile	2,901,415	-3%	2,978,603
Renewals	1,851,601	-6%	1,980,148
eBooks ¹	922,487	22%	757,545
eNewspapers and Magazines	457,056	-2%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

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



Edmonton Public Library
MNP Tower, 6th Floor
10235 101 Street NW
Edmonton, AB T5J 3G1

