



Annual Report 2017

IDEA CHAMPIONS





Message from the Board Chair and Chief Executive Officer

One of Edmonton's most used and best loved services, the Edmonton Public Library (EPL) continued to make a tremendous impact in 2017.

The revitalization of the Stanley A. Milner Library in the heart of downtown Edmonton began in January, sold out crowds attended six Forward Thinking Speaker Series events, and we expanded our Exploring Reconciliation Series by introducing an Elder in Residence program and developing a digital storytelling website. We also promoted library cards for all Kindergartners, began providing free access to Indigenous people on First Nations and Metis Settlements, and celebrated a complete fleet of four epl2go Literacy Vans.

Through our diverse library collections and programs, our goal is always to inspire you, make you think critically and encourage dynamic discussions. EPL is a fundamental space for these things to occur, and we relish providing opportunities for learning, engagement and possibility to every Edmontonian.

At EPL, we are knowledge seekers, expert navigators and community activators. Combined with our passion for sharing and your endless support, our organization can and will remain Idea Champions.

As Edmonton continues to grow, so does EPL's role and importance. Thank you for your ongoing commitment, as we look forward to 2018.

Spread the words.



Brian Heidecker
Chair, EPL Board of Trustees



Pilar Martinez
Chief Executive Officer, EPL

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Dr. Fern Snart

15.4
Million
IN-PERSON
& VIRTUAL
visits 

11.8
Million

Items
Borrowed

260,747
EDMONTONIANS
used their
**LIBRARY
CARD**


48%
OF EDMONTON
HOUSEHOLDS
used the
Library

TRANSFORM COMMUNITIES

The revitalization of EPL's Stanley A. Milner Library began in 2017, and customers have continued to access library services in downtown Edmonton at the 17,000 square foot temporary Enterprise Square location. Elsewhere in the city, we broke ground for our new Capilano Branch and made significant progress on our new Calder Branch.

Our award-winning Exploring Reconciliation Series offered Edmontonians the opportunity to develop a deeper understanding of reconciliation through the introduction of an Elder in Residence program, as well as the creation of digital storytelling website Voices of Amiskwacyi for the sharing of Indigenous stories.

We continued to remove barriers in 2017 by ensuring free library cards made their way into the hands of more Kindergarten students,

as well as providing free access to Indigenous people living on First Nations and Metis Settlements. Meanwhile, a total of 8,440 newborns received our Welcome Baby kits packed with early literacy tools. A full fleet of four epl2go Literacy Vans saw 27,123 attendees enjoy 1,149 classes and workshops delivered across Edmonton, as well.

Three outreach workers continued to provide social support to at-risk visitors to EPL last year, while community librarians held 798 meetings with community organizations and stakeholders. Settlement service practitioners also helped newcomers establish roots through 1,893 interactions – a 41% increase over 2016.





10 million visits to **epl.ca**

Free WiFi at all **20 EPL LOCATIONS**

3,985 DAILY WiFi SESSIONS

856,277 computer hours logged AT EPL

EVOLVE OUR DIGITAL ENVIRONMENT

EPL customers borrowed over 3.7 million electronic resources in 2017, which is a 14% increase over 2016 in the use of eBooks, eAudiobooks, and digital newspapers, magazines, movies, TV shows and songs.

Our eLearning enrolments increased by 31% as well. In total, there were 920,599 free online courses and tutorials taken through Lynda.com, Gale Courses, Rosetta Stone Language Learning and more.

We spread innovative technology to branches throughout Edmonton, including a sound booth at our Whitemud Crossing location. Partway through the year we also relocated and expanded our makerspace within

Enterprise Square, which resulted in a 200% increase in tours booked by schools and community groups, while tech workshops, gaming nights and other programs were also well attended.

Among other digital literacy programming, EPL helped Edmontonians tell stories about the people, places and events that have shaped our country; by the end of 2017 there were over 75 videos created to celebrate Canada's 150th birthday. Capital City Records also grew, with two submission periods, to include 138 albums from 126 artists. The local music collection has now reached totals of over 35,000 streams and 4,200 downloads.



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

6,318

EPL
STAFF
TRAINING
HOURS

EPL
--- IS THE ---
#1
PLACE
in Edmonton
--- FOR FREE ---
computer
use and training

21,361
FREE
programs
ATTENDED
506,246 times

ACT AS A CATALYST FOR LEARNING, DISCOVERY AND CREATING

Over 3,600 people attended six EPL Forward Thinking Speaker Series events in 2017:

- Truth and Reconciliation Commissioners Chief Wilton Littlechild and Dr. Marie Wilson, along with Honourary Witness Shelagh Rogers – *A Conversation About Reconciliation*
- Canadian author Joseph Boyden – *A Conversation with Joseph Boyden*
- Health journalist Andre Picard – “Hello, How Are You?": *Combatting Urban Isolation*
- Former Prime Minister the Rt. Honourable Kim Campbell and former Deputy Prime Minister Anne McLellan – *Women in Politics*
- Actor and social media guru George Takei – *80 Years of Wisdom: George Takei*
- International singing phenomenon Choir! Choir! Choir! – *Building Harmony with Choir! Choir! Choir!*

EPL proudly hosted a family-friendly storytime with drag queens during the 2017 Edmonton Pride Festival, featured 35 local writers and organizations at the first Capital City Press Book Festival, and registered over 16,500 kids for Summer Starts at EPL who completed over 12,600 hours of reading. We also worked with experts from the University of Alberta to offer 15 On the Edge Speaker Series events around a variety of topics, and supported two of the university’s Massive Open Online Courses: Indigenous Canada and Mountains 101.

Our staff are always learning, and 476 of us came together for “One Library, One Day” last September. Our second-ever Professional Development Day featured 24 interesting, fun and thought-provoking breakout sessions on everything from interactive technologies to the future of makerspaces and more – totaling 3,237 hours of training in one day.





We love and support EPL. Honestly, life without the library for my family is meaningless. I learned about stock trading and financial literacy using your resources.

Shirzad Azarmi



TRANSITION THE WAY WE DO BUSINESS

The transformed EPL Gala was held in September 2017 and welcomed 360 guests. Featuring a keynote by Canadian media icon Rex Murphy, our event raised over \$245,000 for the Stanley A. Milner Library revitalization. Other fundraising efforts included \$100,000 from 11 ever-popular EPL Books2Buy sales, as well as \$108,000 from our Forward Thinking Speaker Series events.

EPL also received gifts from the Robert Tegler Trust, TD Canada Trust, Anthology, the Mehta & Zeschuk Family, and the Stollery Charitable Foundation, as well as commitments from the provincial and federal governments. Thanks to these gifts, as well as generous donations from the public, our staff, and former and current library trustees, we had raised \$5.9 million as of December 31, 2017. This has us on track to reach our \$10 million community fundraising goal for the revitalization of the Milner Library by the end of 2019.

AWARDS:

- Minister's Award for Excellence in Public Library Service – Exploring Reconciliation Series
- Edmonton Urban Design Awards' Award of Excellence in Urban Architecture – Meadows Community Recreation Centre and Library
- Gold Leadership in Energy and Environmental Design (LEED) Certification – Mill Woods Branch
- Silver Leadership in Energy and Environmental Design (LEED) Certification – Highlands Branch
- Government Finance Officers Association Award – Canadian Award for Financial Reporting

420  VOLUNTEERS

DONATED
7,542
hours 

OVER+++
\$245,000
 Raised
at the
EPL GALA

EPL 
SAVES
EDMONTONIANS
\$131.5
MILLION
each year

3,500
HOURS



Spent Packing
& Moving EPL's
MILNER LIBRARY

EPL MOVED
162,000
items &
1,725
shelves
from
Milner



EPL has
RECYCLED
93% OF
CONSTRUCTION
waste from
MILNER



OVER

1.2 Million
VISITS
each year
to the
MILNER
LIBRARY

IMAGINE MILNER

The revitalization of EPL's Stanley A. Milner Library in Edmonton's downtown core began in January 2017. We took a look inside with a Women Building Futures tour in April just ahead of the building's 50th birthday, helped Make Something Edmonton adorn the surrounding fence with creative art in June and hosted a fundraising event amongst the construction in September.

Dramatic changes were witnessed through the first 12 months of the renovation and, at the one-year mark, the iconic building began to take shape. With over 1.2 million visits each year, the \$84.5 million transformation will result in an energy-efficient, innovative, community-centered public space better equipped to meet customers' growing and changing needs.

When it reopens in 2020, the new Milner Library will include a children's library three times the previous space, a 10,000 square foot makerspace, over 2,500 square feet of added community meeting space, and an additional 4,000 square feet of study and reading areas. The building will also feature a high-tech theatre, multi-storey interactive simulation wall, culinary learning space for health, nutrition and food literacies, a round meeting space to host Indigenous ceremonies and an abundance of natural light.



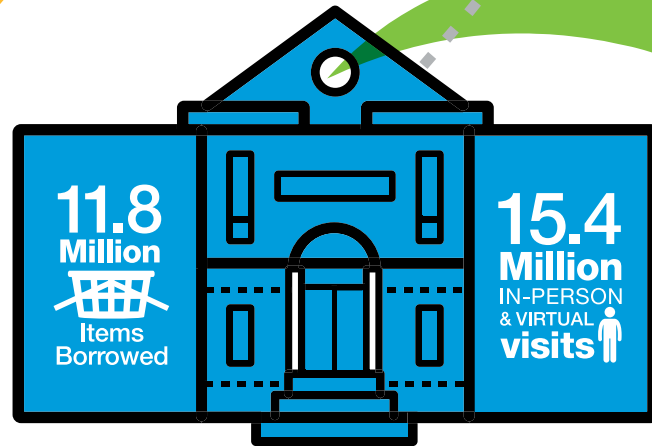
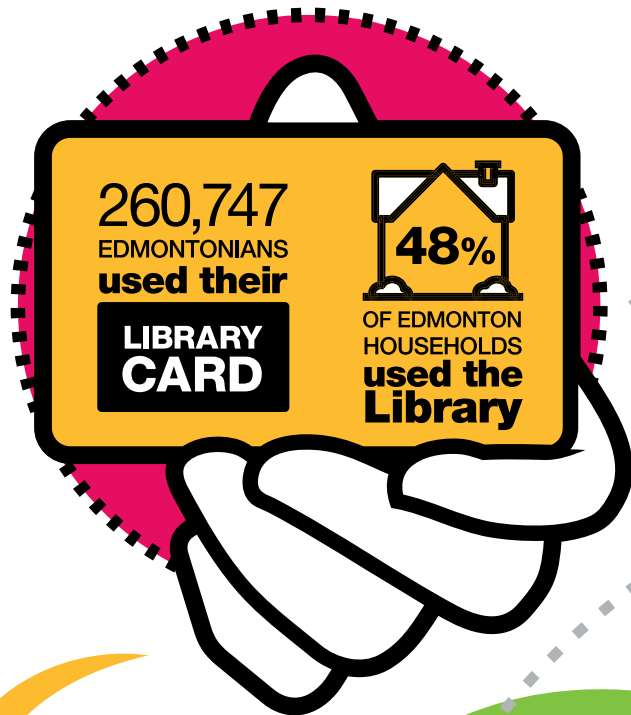
EPL is a place where Eleanor and I feel at home – to attend programs, read books, find refuge, make friends and be part of our community. Every day we learn together and have fun at the library. I know that our experiences at EPL will have a positive impact on Eleanor when she starts school.

Jacqueline Ohm

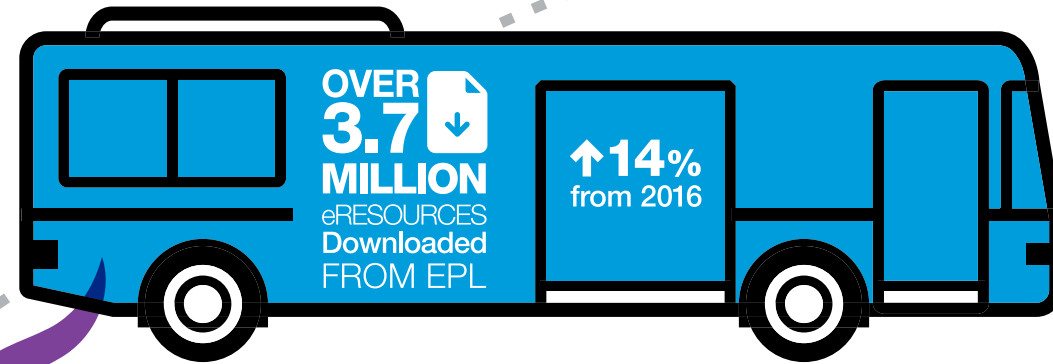


What does a FREE library card get you?

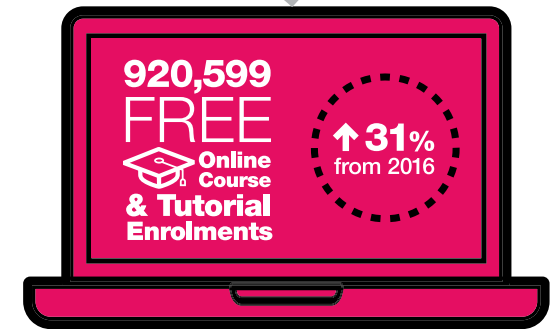
Every day, thousands of Edmontonians directly benefit from a wide variety of library services. Here is a taste of what you and other customers enjoyed last year.



You often stop by one of 21 EPL locations to pick up a recent bestselling book and the latest blockbuster movie.



On your commute, you listen to eAudiobooks, stream local music from Capital City Records and read digital magazines.



In your spare time, you perfect your business writing via Lynda.com, learn the lingo of your next travel destination via Rosetta Stone Language Learning and help your kids study using Brainfuse.



You support EPL's fundraising efforts for a new downtown branch by attending the EPL Gala and Forward Thinking Speaker Series events.



You bring your kids to Sing, Sign, Laugh and Learn or create with them in the Makerspace, as well as check out English Conversation Circles, book clubs and more.



It all starts with your **FREE** library card:

epl.ca/signup

GRATITUDE REPORT

The achievements of 2017, noted throughout this Annual Report, are not just EPL's to celebrate. They are yours, our donors. **Thank you!**

With your amazing support, we raised \$2,359,000 in gifts (plus numerous pledges) last year to support connecting, learning, creating and belonging in Edmonton. **Every gift to EPL matters.**

\$500,000+

Stanley A. Milner

\$100,000 - \$499,999

Anthology (Friends of EPL)
Edmonton Civic Employees
Charitable Assistance Fund
Edmonton Community Foundation
Government of Canada
Robert Tegler Trust
The Muttart Foundation
The Stollery Charitable Foundation

\$10,000 - \$99,999

100.3 The Bear
Bell Media
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Development
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Edmonton Public Library Shelley
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Foundation

\$5,000 - \$9,999

Cable Family Community
Endowment Fund
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Stanley A. Milner Library Fund
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The Alberta Foundation for the Arts
Union 52 Benevolent Society

\$1,000 - \$4,999

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BioWare
Brent McDonough
Brookfield Residential
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Capital Power
Catherine McPhalen
Cecile Mactaggart
Celestine Montgomery
CGI ISMC Inc.

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D.B. Denis Professional Corporation
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Delbaere Husum Family Fund
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Resources Endowment Fund





\$1,000 - \$4,999 continued

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\$500 - \$999

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 Andrea Trendel
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 Carmen Velasquez & Jeju Varghese
 Carol Wrigglesworth
 Caroline Land
 Cecilia Blasetti
 Celeste Zurbrigg
 Chris & Jill LaBossiere
 Christine Palmer
 Damian Hollow

“I am giving this gift in honour of my nephew’s first birthday to contribute to the literacy of him and his community.”

Donor, Kay R.

Della & Jay Paradis
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 Emmy Stuebing

Fidelda & James Muldowney
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 Mary Turner
 Nashir & Najma Karmali
 Olivia Young
 Orest Semchishen
 Paul & Win Greenwood

\$500 - \$999 continued

Petar Dundjerski
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Po Kee Cheung
R.L. Collins-Nakai
Ralph & Gail Young
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Robert & Joline Vretenar
Dr. Rodney Eidem
Rosalie Russnak
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Sandra Locke
Sandy Foy
Sandy Koe
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Steve Till-Rogers
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Theodore Rempel
Tim Wheaton
Tom & Ailsa Bray
TRAVELGURUS.CA
United Way of Alberta
Capital Region
Venta Kabzems
William Bell
William Kenny
William MacDonald
Zainul Mawji

\$250 - \$499

Adeel & Naushaba Qureshi
Alexandra Hochachka
Alexandra Teboul
Alison Baker
Alison McLaughlin
Allan & Bette Wachowich
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DeAnn Hunter
Dennis Picco
Derek Gardyne
Diane Davies
Diane McLellan
Diane Zinyk
Don Hickey
Donna Broemeling
Donna Ludvigsen

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Frederick & Margaret Van De Pitte
Gail Bassett
Garry & Sandra Bird
Gastone & Rose Monai
Gertrude Sjoberg

**“Thank you for helping to support
Edmonton’s most vulnerable.
It’s great to have a warm and
welcoming place - full of books! -
in a city with very cold streets.”**

Donor, Cameron B.

Glenna Russell
Gold Bar Investments Ltd.
Hannah Whittaker
Helen Whitson
Henry Neri
Hitomi Suzuta
Jacqueline Sebulsky
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James & Nancy Fleming
James Bain
James Crowell
Jan Fox
Jenn Brown
Jennifer Addison
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John Galanka
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John McKenzie
Judy Hilker
Julia Boberg
Juliette Sacks
Kaetlyn Corbould
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Karla Palichuk
Katherine Gibson
Katherine Schock
Kathleen Knack
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Laurie Weir
Leanne Dekker
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Linda Medland Davis
Linda Thorne
Lisa Gill
Lisa Lemieux
Lisa Ostafichuk
Lisa Randall
Lisa Workman
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Lucenia Ortiz
Lyle & Kari Rode
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Maureen Fromhart
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Michael Harvey
Michael Phair
Michelle Colter
Mike & Christine Saunders
Monica Parker

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Sydney Tordoff
Sylvia Becker
Teresa Davis
Terra Millions
Tiina Payson
Trina Kondro
Twila Thompson
United Way of Calgary and Area
Vickii Williams

Victoria Armstrong
Wade Poitras
Wesley Manson
Wynne Blades

Gifts In Kind

Anthology (Friends of EPL)
Chateau Lacombe Hotel
City Centre Mall
Crowley’s Jewellers & Goldsmiths
Edmonton Eskimo Football Club
Elexis Schloss
Evolution Presentation
Technologies
DKNY Donna Karan New York
Fairmont Hotel Macdonald
Fairmont Jasper Park Lodge
Famoso WEM
Fantasyland Hotel
Library Services Centre
Lexus of Edmonton
Nail Keeper
RAIN Salon Spa
Ruth’s Chris Steak House
Sawmill Banquet & Catering Centre
Southgate Centre
TELUS
The Honourable Lois E. Mitchell
The Violet Chocolate Co.
Travel Gurus
Trish McIsaac
West Edmonton Mall
Vines-Riverbend Wine Merchants
Zaika Bistro

**Plus 3,257
additional gifts!**

*Every effort has been made to
compile an accurate list of donors.
If you have an update for our
recognition, please contact us at
give@epl.ca or 780-442-9110.*

STATEMENT OF REVENUE AND EXPENDITURES

Unaudited

	2017	2016
City of Edmonton	44,365,056	42,359,514
Provincial Government	5,136,520	5,067,223
Funding for Library Capital Projects ¹	10,373,035	9,904,734
Fines and Charges	815,078	888,361
Other ²	1,706,648	1,902,587
Total Revenue	62,396,337	60,122,419
Salaries, Wages and Benefits	36,926,457	37,228,134
Books and Library Materials	9,500,709	9,166,826
Vehicles, Machinery and Equipment	1,134,438	1,730,300
Building Operations	3,245,430	3,674,430
Utilities and Other	3,471,596	3,168,085
Material Goods and Supplies	1,769,133	2,082,876
Services	2,046,920	2,202,240
Total Expenditures	58,094,683	59,252,891
Revenue in Excess of Expenditures ³	4,301,654	869,528

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

	2017	% Change	2016
In-person Visits	5,367,581	-9%	5,914,356
Virtual Visits	10,066,329	-1%	10,186,608
Total Visits	15,433,910	-4%	16,100,964
Adult	3,655,109	-9%	4,014,418
Juvenile	2,718,443	-6%	2,901,415
Renewals	1,733,045	-7%	1,859,579
eBooks	1,027,220	11%	922,545
eNewspapers & Magazines	543,752	7%	508,666
eAudiobooks	350,262	35%	258,530
eMovies & TV	58,341	4%	56,106
eMusic - Single song	622,052	0%	620,322
eMusic - Album	36,499	3%	35,430
eGames - Downloads	6,911	-3%	7,109
eLearning - Programs	920,599	31%	704,881
Databases	163,254	8%	150,751
eUsage	3,728,890	14%	3,264,340
Total Items Borrowed	11,835,487	-2%	12,039,752
In-house Collection Use	1,338,500	-25%	1,779,150
In-house Computer Usage (hours)	856,277	-5%	902,269
Questions Answered	2,640,050	0%	2,636,567
Programs Presented	21,361	0%	21,375
Program Attendance	506,246	5%	484,340
Physical Items Purchased	231,974	-20%	291,598
Physical Collections	1,111,715	-2%	1,137,271
Digital Collections	13,124,999	3%	12,792,498
Total Physical & Digital Collections	14,236,714	2%	13,929,769
New Memberships	56,075	-13%	64,821
Total Memberships	260,747	-2%	265,605
Number of Branches	20	0%	20

Note

The Stanley A. Milner Library closure and move to the much smaller Enterprise Square temporary location resulted in annual declines in visits and service use.



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