It goes without saying that 2020 was an extraordinary year. The impact of the COVID-19 pandemic was felt on a global scale as well as deeply within our own communities. In response to this crisis, the Edmonton Public Library (EPL), like so many of us, had to learn new ways to navigate through the uncertainty while keeping the health and safety of our staff and customers a top priority. While we all kept our distance from one another and were unable to meet in person, our need for connection encouraged us to find new ways to stay in touch. EPL responded to this unprecedented time by demonstrating agility; foregoing “business as usual” and resetting for the ever-changing occasion.

To support our community, EPL explored innovative ways to increase access to digital resources, maintain availability of physical materials, and provide services to our customers while ensuring all health and safety restrictions were met. As more Edmontonians depended on EPL for services and resources, we worked with our vendors and partners to extend borrowing limits and expand the amount of available titles leading to a 34% increase in eContent usage and over 5 million digital resources borrowed. Due to health restrictions, we launched Library Takeout, our contactless curbside pickup service, Library Express Checkout, our in-person holds pickup service with Hits-to-Go items, and Personal Picks Pack, where customers receive curated items based on their interests. All these initiatives enabled customers to borrow physical materials from our locations. Our dedicated staff found new ways to reach our customers by creating engaging and diverse video content for them to enjoy from the comfort of their own homes. Virtual classes and events included, a celebration of Pride month, Cree language classes, a “How to Festival”, eBook tutorials, storytimes and so much more, resulting in over 1 million video views.

It was critical that EPL continue to support our most vulnerable community members by providing our outreach social worker services. During the summer, we launched EPL on the Square in partnership with the City of Edmonton, offering internet access and use of laptops which were very popular. Our community librarians engaged with over 1,300 clients through a range of activities. EPL also donated over 16,000 magazines and books to Boyle Street Community Services and The Mustard Seed. epl2go Literacy Vans travelled to far-reaching neighbourhoods and engaged in over 400 library pop-ups, classes and events. The EPL Board of Trustees unanimously agreed to discontinue late fees on materials, removing a significant barrier to library access.

After an almost four year construction journey, the Milner Library revitalization project came to a stunning conclusion with the grand opening of our Stanley A. Milner Library. Our largest capital project to date, the revitalized Milner Library surpassed our original fundraising goal of $10 million and we raised over $18 million dollars thanks to the generosity of our supporters. Serving as the central library for EPL and the cornerstone of our community for Edmonton’s downtown, the reimagined Milner Library proudly resumes its role in the heart of the city as a place to learn, create, play and simply be.
With approximately half a million attendees to our classes and events annually, EPL is a significant facilitator of learning and knowledge exchange for Edmontonians. As our locations were temporarily closed through much of 2020, EPL evolved and expanded its services online, including virtual delivery of our early literacy and digital literacy classes with the launch of EPL from Home.

We supported parents who opted for their children to learn at-home, teachers who searched for free online resources to supplement their virtual classes, new Canadians who looked for ways to practise their English and many more customers who needed our help. EPL championed opportunities for all Edmontonians to learn about a variety of topics, using various formats, at every stage in their lives.

EPL from Home videos were viewed over 1.1 million times. The series made learning accessible to customers by providing fun and educational videos online and on demand. From enjoying early literacy storytime classes, to designing Rube Goldberg machines, to diving deeper into important topics, such as understanding lived experiences from the LGBTQ2 community, learning a new skill or enhancing knowledge and understanding was just a click away.

As the seasons changed, so did our programs. Our popular Summer Starts at EPL encouraged young readers to engage in summer reading, with almost 1,000 children completing 16,183 hours of reading time. Similarly, our first virtual Young Readers Choice Awards reached over 10,000 students across 130 schools. For the young at heart, 749 adults participated in our first ever virtual Summer Reads ’20 summer reading program for adults.

A total of 10,642 customers attended 582 live online classes and events in 2020. Customers took Cree language classes in partnership with the Canadian Native Friendship Centre, participated in engaging conversations in digital book clubs, enjoyed baking bread and holiday cookies, bottled kombucha and digitally detoxed through our Life Skills series. Through our City of Learners initiative, we launched the Dialogue and EPL Explores series, created to encourage conversations about difficult topics such as the opioid crisis, homelessness, anti-black racism and more. As part of this initiative we also hosted our first virtual How To Festival featuring 17 sessions with local experts and over 720 attendees.

Worldwide, people demanded change and raised awareness around the Black Lives Matter movement. EPL joined the conversation and encouraged the ongoing education around Black history and culture through programs and resources. The EPL Board implemented a Diversity and Inclusion Policy that outlines our principles for creating and preserving a diverse and inclusive environment for all Edmontonians. It also provides a framework for how EPL understands and supports diversity and inclusion and responds to staff and community needs.

EPL expanded Indigenous programming and content which included a video series on Indigenous culture (Indigenous 101), educational workshops in partnership with BearPaw Media and Education, as well as a variety of online and in-person Orange Shirt Day classes and events. Furthermore, in collaboration with 19 other Alberta public libraries, Indigenous communities and the provincial government, Voices of the Land, a new digital storytelling platform was developed. We were also honoured to welcome Elder Jo-Ann Saddleback as our Elder in Residence, who with Elder Jerry Saddleback, helped shape, inform and provide blessings for our Stanley A. Milner Library opening and name for our new Indigenous gathering space—PÎYÊSÎW WÂSKÂHIKAN (Thunderbird House).

Prior to the pandemic, EPL hosted a sold out Forward Thinking Speaker Series event with Mayor Don Iveson who was joined by young leaders to discuss what a city of two million would look like and what it would take to build the Edmonton of tomorrow.
Best Place To Create

EPL continued to cultivate creativity by implementing new ways for Edmontonians to experiment, explore and incubate ideas through new resources and technology that are not easily accessible. With our Milner Library revitalization, we opened a significantly larger Makerspace that has leading-edge and emerging technologies, an expansive Gamerspace with both retro and current gaming systems, and a dedicated Children’s Makerspace with hands-on STEAM (science, technology, engineering, arts and math) activities such as coding, robotics and digital creation.

The 10,000 square foot Makerspace located inside our Milner Library contains a dazzling variety of maker services. From cutting an album in our recording studios, to bringing a design to life using the sewing machines or engraving a digital design onto wood using the CNC machine, there’s no shortage of tools and equipment available to bring any project to life. To support staff with the new tools and technology available in the Makerspace and to further develop digital literacy skills, EPL implemented a peer-led training model. Makerspace staff attended seven sessions with topics including Tinkercad Codeblocks, Scratch Coding, Adobe Illustrator for Laser Cutting, VCarve (CNC woodcarving software) and more.

EPL is currently home to the largest digital exhibit in a public library—The Wall, a two-storey interactive simulation wall made up of 278 screens and powered by 12 computers. The Wall facilitates state of the art interactive learning such as the Dino Zoo, a virtual playground of hyper-realistic dinosaurs informed by artificial intelligence; and the Virtual Reef, an immersive, simulated underwater experience that explores the wonders of the Great Barrier Reef. Paving the way for this technology was the interactive 65” digital touch table located at our Mill Woods Branch. The digital touch table was made possible thanks to TELUS, which also provided us with the opportunity to revamp our EPL Mobile app for iOS devices in 2020.

In our second and final year in Google’s IT Certificate Program, we delivered 140 online classes resulting in 47 graduates earning professional certifications, with many participants already finding employment through the program. EPL’s Google IT Certificate Program was also distinguished with the highest program completion rates in Canada. We continued to find new ways to promote library resources and services to our customers through our award-winning podcast, Overdue Finds, which was downloaded over 13,000 times in 2020.
Best Place To Be

Though our EPL locations were temporarily closed through much of the year, we took the opportunity to restore, repair and beautify our spaces so they would be ready to welcome our customers once it was safe to do so. Over 350 repair projects were completed at EPL branches across the city. To mitigate the spread of the virus and to ensure the safety of our spaces, we implemented diligent cleaning protocols at all service points.

We continued to evolve and update our physical spaces for consistent high-quality experiences. In the north part of our city, we officially opened our Abbottsfield—Penny McKee Branch in the newly renovated Riverview Crossing Mall. The contemporary 10,000 square foot branch includes our permanent art collection featuring one-of-a-kind Indigenous art, a reservable gaming space, an expanded children's area, its very own makerspace and more.

As part of the beautification of our spaces, we were thrilled to launch Capital City Art, a new initiative that supports and celebrates local visual artists by showcasing their work within our locations, online via our website or through future workshops and classes. We sought out local artistic talent for our Gallery at Milner for other Edmontonians to discover their amazing work. We also worked with curators on updating EPL’s permanent art collection. New works were installed in our Milner Library including commissioned work by local artist Ricardo Copado that joyously welcomes children and families into the Shelley Milner Children’s Library and the stunning artwork by Peter von Tiesenhausen made of 3,000 pounds of steel that spans 28 by 28 feet on the library’s third floor wall. We were also pleased to expand our art collection with the amazing work of Indigenous artists Jerry Saddleback, Dawn Marie Marchand, Lisa Shepherd and Kristi Bridgeman. In keeping with the history of our space, the Edmonton Arts Council conservation team worked on restoring a beautiful Norman Yates mural — originally commissioned as part of the opening of the 1967 Centennial Library. The newly restored work is now proudly installed on the second floor of our Milner Library.

280,787
EDMONTONIANS
used their
LIBRARY CARD

7.6
million
in-person &
virtual visits
to EPL

164,278
MATERIALS BORROWED
using Library Takeout &
Library Express Checkout

Over
247,000
QUESTIONS
ANSWERED
Best Place To Work

Local state of emergency. Provincial-wide lockdowns. Rapidly changing health measures. This past year was exceptionally challenging not only for EPL but for the entire world. In March and December we temporarily closed all 21 locations in alignment with the City of Edmonton and later direction from the Government of Alberta to protect public health during the COVID-19 pandemic. The closures resulted in a drastic reduction in our services, and we made the incredibly difficult decision to initiate temporary staff layoffs and suspend our volunteer program. Prior to this, EPL volunteers generously donated 1,307 hours of their time, which is integral to the successful execution of several EPL services. Our EPL volunteers and staff are essential to our community and we are grateful for their contributions.

Supporting staff while also balancing organizational needs, our economic reality and fiduciary responsibility as a publicly-funded organization were of significant importance during the closures. We worked closely with Civic Service Union 52 (CSU 52) to reduce the impact of the temporary layoffs and assist with additional financial stability. Experiencing anxiety during a time of so much uncertainty was expected. To support our staff, EPL implemented LifeWorks, an enhanced employee and family assistance program that offers free short-term counselling for staff and their families. We also strived to ensure staff had mental health resources, information, and tools to support themselves, their families and colleagues.

We continued to cultivate a culture of open feedback and communication and hosted 21 virtual town hall sessions with the Executive Team to provide updates and hear staff questions and concerns on a regular basis.

EPL maintained its investment in career development and job enrichment with over 1,800 hours of staff training and 22 courses offered in 2020. At the beginning of the year, we welcomed Dr. James Turk, Distinguished Visiting Scholar and Director of Ryerson’s Centre for Free Expression as our Leader in Residence to discuss democracy, public libraries, and intellectual freedom.

EPL explored innovative ways to continue the delivery of our core operations and services to our community while adhering to all health and safety restrictions. These initiatives enabled us to slowly recall staff throughout the system as public health mandates evolved and customer demand increased.
Imagine Milner

Originally known as the Centennial Library, our Stanley A. Milner Library has come a long way since its construction in 1967. Renamed in 1996 in honour of longtime EPL champion Stanley A. Milner, our downtown branch has housed everything from an artwork rental service to a theatre and even a petting zoo in the children’s library.

After serving millions of customers for over four decades, EPL received approval from City Council on the Milner Library revitalization project in 2014. With a focus on improving services while ensuring we continued to meet the growing and changing needs of our community, we asked Edmontonians in 2015 what they wanted to see in their renewed downtown library.

From conception to construction, we received invaluable feedback from both staff and customers as to what a revitalized downtown library should look like. People wanted a destination, a place to create and spend time with friends, to borrow and read library materials, to collaborate, learn and incubate new ideas. Armed with this information, we set out to transform our beloved building, and to revolutionize and challenge the traditional view of a public library.

As noted, thanks to the tremendous support and generosity of our major donors, individuals, organizations, and Provincial and Federal grants, we were able to raise over $18 million. We officially opened our largest capital project to date on September 17, 2020 to a physically-distanced group of 100 attendees for our Grand Opening Ceremony, including Elders Jerry and Jo-Ann Saddleback, our Board of Trustees including Chair, Dr. Fern Snart, members of City Council and Mayor Don Iveson. After the ceremony, over 1,400 customers visited the new revitalized Milner Library on our opening day. Due to the pandemic, the capacity restrictions meant we were unable to have the large-scale event we originally imagined. Prior to the grand opening event, customers were invited to our Virtual Open House where we shared over 30 live and recorded videos on Facebook and YouTube highlighting all the new and exciting areas of the revitalized library and garnering almost 70,000 views.

Inside the new Milner Library 648 new windows usher in an abundance of natural light, illuminating a world of endless opportunities. From the state of the art, two-storey simulation wall; to the addition of the Robert Tegler Trust Foundation Outreach Services space aimed at supporting our vulnerable customers; to PÎYÊSÎW WÂSKÂHIKAN (Thunderbird House), our first ventilated space purposefully built for Indigenous ceremony and gatherings; to the 10,000 square foot Makerspace housing sewing machines, 3D printers, laser cutting and woodworking machines; to the tripled size expansion of the Shelley Milner Children’s Library; to our Gamerspace dedicated to all things gaming including old-fashioned arcade games and so much more to explore. We are proud to be the cornerstone of Edmonton’s downtown community, as a space to inspire, support and welcome generations of Edmontonians for years to come.
What happens when an entire city is asked to stay home and keep their distance from one another? Edmontonians leaned on their local library for support, guidance, and access to free online classes and resources. Whether they were furthering their professional development, engaging with members of the community, learning how to bake, getting crafty or watching an award-winning film, Edmontonians used our online resources more than ever.

EPL continues to bring the Library into the homes of Edmontonians by transforming classes and events, working with partners to increase access to digital content and reimagining how customers access their library items.

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

**EPL CONTINUED TO SUPPORT CUSTOMERS WHILE LOCATIONS REMAINED CLOSED.**

- Over 1 million video views of virtual classes and events
- Over 70,000 people attended in-person events and classes
- 12,251 streams and downloads of Capital City Records music
- 69% increase in databases accessed
- 15% increase from 2019

**OVER 5 million eRESOURCES BORROWED.**

- 15,165 NEW CUSTOMERS signed up online for a library card
- 110% increase IN eVIDEOS checked out
- 37% increase IN eBOOKS
- 10,932 downloads of new EPL MOBILE APP for iOS devices
- 164,278 MATERIALS BORROWED through Library Takeout & Library Express Checkout
- 7.6 million in-person & virtual visits to EPL
- 1,322 customers attended programs offered at EPL on the Square
- Over 247,000 QUESTIONS ANSWERED
- Over 1 million video views of virtual classes and events
- Over 70,000 people attended in-person events and classes
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**HOW EDMONTONIANS USED OUR SERVICES DURING A GLOBAL PANDEMIC.**

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Gratitude Report

This past year gave us much to be thankful for. We are grateful for the continued support and the generous donations from our customers, our staff, as well as former and current Library Trustees. Thanks to your generosity, we received $1.6 million in gifts, supporting EPL’s work to continue helping our communities. Every gift to the Library matters.

Special thanks to the City of Edmonton, the Government of Alberta and the Government of Canada for supporting the revitalization of the Stanley A. Milner Library and investing in lifelong learning and opportunities for Edmontonians.

THANK YOU!

$100,000 - $499,999
Estate of Gyda Tait
Estate of Robert Tegler
Jean and Garnet Ireland Fund
Jim and Sharon Brown
The Muttart Foundation

$10,000 - $99,999
Anonymous Donors
Edmonton Community Foundation
Edmonton Public Library Shelley Milner Fund
Estate of Donna Osterhout
Friends of EPL
Ruth Elizabeth Hyndman Foundation
Stanley A. Milner
Sylvia Simka Fund
Tim and Sharon Grant
Voices of the Land Provincial Grant

$5,000 - $9,999
Bette Woodhead
Charles Lummer
Chartered Professional Accountants of Alberta
Jeju Varghese and Carmen Velasquez
St. David’s Welsh Society of Edmonton
Stanley A. Milner Library Fund

$1,000 - $4,999
Alberta Association for Multicultural Education
Annette Ahner
Anton du Toit and Michael Lewis
ATB Financial

The Benevity Community Impact Fund
Wallace Currie

Aqueduct Foundation
Barbara Harris
Barry Biglow
Bernard Lianos
Bill Kelly
Blair and Crystal Willie
Brenda Banks
Brant McDougan
Bruno Mercier
Catherine Vosin
Cenovus Energy Inc.
Crescent Hill Fund
Dave and Laurie McInnes
Dennis Mah
Dr. Andrew and Nancy Whistance-Smith
Dylan Brennaals
Electro Equinology Fund
Families Living Well Society
Geoffrey Watt
Jacob Ahner
Janet and Ted Roberts

Kenna Hounsaren
Jessica McPhee
Kathy Adria and Dr. Marco Adria
Kenneth King
Landi Eason
Larry and Janet Anderson
Learning Resources
Endowment Fund
Laura Morin
Leon and Vonnie Zupan
Loretta Orskey
Mike Johanson
ORiOS: GOA Conditional Grant
Indigenous Services
Patricia Hartnagel
Peter Graham
Roper Fund
Rosalie Russnak
Scott Watson
Shiyroz and Nazif Mudi
Siegelfried and Linda Koward
Susan Ekholtm
The Praetz Family Foundation
Tim Ostreicher and Pilar Martinez
United Way Alberta Capital Region
Xiangg Zhao

$500 - $999
Aletea Joy Bourne Gilsdorf
READ2KIDS Memorial Fund
Alexandra Bell
Amit Sanaswan
Amy Congdon-Sibley
Angela Mao
Barbara Redmond-Ellis
Becky Choi
Br Drury
Byron and Marianne Kratochvil
Cameron Barr
Carol Moore
Caroline Land
Cecelia Clarke
Celestine Montgomery
Christine Ford
Daman Hollow
Dan Worley
Daniel Altan
Dawn Fargey
De Reiser
Deborah Rhodes
Don Hemakumara
Donald Thompson
Donate A Car Canada
Donna Leslie
Donna Osterhout
Dorothy Holmes
Dr. Verta Kabezems
Dulf Forrest
Duna Bammforth
Frances Cruden
Fred and Mary Paranchych
Gerard Massie
Helena Oko

Hiing Hiing Jou
Professional Corporation
James Bain
James John and Tina Thomas
Jane Lee
Jennifer Hueb
John Beamish
John Mitchell
Julie Cuartero
Kim and Donna Fong
Kimberly Precht
Linda Chow
Mabel Knight
Marc Bisson
Mary Jane Bilsland
Mary Pattullo
Nancy Fleming
Natalie Pratch
Orest Semchisen
Paula Slivk
Peter and Alison Fair
Peter and Christine Drozek
Richard Thorney
Robert Turner
Robin Chudek
Robina Sobey
Roger Delbaere and Lynette Husum
Salwa and Dwayne Tarrabin-Samycia
Sandra Brown
Sara Chappall
Sarah Brown

$250 - $499
Adam Wolves Gordon
Alexander Romanek
Allen and Ruth Benbow
Alyson Kwik
Amin Kassam
Amit Kooshal
Anchor Fund
Andrea Gruenler
Ashley Schofield
Barbara Pearce
Barbara Gauf
Barbara Osterhout
Barbara and Hank Fast
Bayodele Oluto
Becky Payne
Bertha Spence
Brian Reid
Brian Stearns
Brian and Mary-Kay Brook
Byron Shikaze

$100,000 - $499,999
St. David’s Welsh Society
St. David’s Welsh Society of Edmonton
Jeju Varghese and Carmen Velasquez
St. David’s Welsh Society

$250 - $499
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Alexander Romanek
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Becky Choi
Br Drury
Byron and Marianne Kratochvil
Cameron Barr
Carol Moore
Caroline Land
Cecelia Clarke
Celestine Montgomery
Christine Ford
Daman Hollow
Dan Worley
Daniel Altan
Dawn Fargey
De Reiser
Deborah Rhodes
Don Hemakumara
Donald Thompson
Donate A Car Canada
Donna Leslie
Donna Osterhout
Dorothy Holmes
Dr. Verta Kabezems
Dulf Forrest
Duna Bammforth
Frances Cruden
Fred and Mary Paranchych
Gerard Massie
Helena Oko

Hiing Hiing Jou
Professional Corporation
James Bain
James John and Tina Thomas
Jane Lee
Jennifer Hueb
John Beamish
John Mitchell
Julie Cuartero
Kim and Donna Fong
Kimberly Precht
Linda Chow
Mabel Knight
Marc Bisson
Mary Jane Bilsland
Mary Pattullo
Nancy Fleming
Natalie Pratch
Orest Semchisen
Paula Slivk
Peter and Alison Fair
Peter and Christine Drozek
Richard Thorney
Robert Turner
Robin Chudek
Robina Sobey
Roger Delbaere and Lynette Husum
Salwa and Dwayne Tarrabin-Samycia
Sandra Brown
Sara Chappall
Sarah Brown
Catherine McPhalen and
Bernard Lemire
Cathy Holowachuk
Catrin Owen
Charitable Impact
Christalene Lay
Christine Lutsiak
Cliff Cameron
Culley Schweger Bell
David Munroe
David Miller
David and Carol Duggan
David and Colleen Judge
David and Karen Bain
Don Der
Donna Broemeling
Donna Bennet
Donna Gordon
Dr. Edwin Bolster
Dr. G. R. Spooner
Dr. Mark Ballermann
Drew Delbaere
Ed Thumath
Edmond and Orla Ryan
Elena Nicoladis
Ernest Ingles and
Mary-Jo Romanuk
Estelle Cheung
Eusebius Chouinard
Farhad and Aida Peearani
Francis Price
Frederick and Margaret
Van de Putte
Gerry Todd
Greg and Sonya Mowbrey
Hannah Whitaker
Holly Amason
Ian Hardman
Isabel and Craig Henderson
Janis Blakely
Jason Chartrand
Jason Keuling
Jessica Kresta
Joanne Giers
Joan and Angela Kupper
John Buchan
Joyce Strobl
Katherine Schock
Katherine Gibson
Kenneth Abernathy
Klaus Strenzke
Larry and Deanna Nemirsyk
Laura McDonnell
Laurie Russell
Lisa Gill
Lisa Ostafichuk
Lisa Workman
Lori Blahay
Margaret McInlay
Marion Klipour
Mary Anne Yuklwil
Mary K Williams
Merle Harris
Michael and Betty Gibbins
Mona Finley
Mona Bacon
Nancy Kushko
Nancy Clark
Natalie Moores
Natalie Pillay
Nina Wilkie
Nina Z Imokaye
Patricia Watson
Patrick Leech
Peter Lema
Philippe Sartleve
Phyllis Smith
Rick Woodward
Ricky Knul
Robin Mitchelson
Robin Tarnowski
Roger Forcade
Roger Mackench
Ron and Sheila Gooding
Sandra Mak
Sandra Martin
Sandra Foy
Scott Johnson
Sherman Chan
Shirley Ellis
Slavik Family Fund
Stephanie Proudfoot
Steven Bromling
Tamika Wildcat
Tim Tsounis and
Hollie Bjeland
Timothy Hartogel
Vanessa Garcia
Victoria Armstrong
Wendy Sykes
William and Denyse
Jopling

GIFTS IN KIND
Darrin Hagen
Mercier and Mercier
National Bank Financial
Nancy Kushko
Pamirna Pipeline
Corporation
Richard Wasylyshyn

GIFTS IN MEMORY OF:
Alta Banke
Annie Oraikul
Beatrice Tobias
Bill Rutledge
Burke Barker
Charles Vydra
Colin Ryan
Connie Boehm
David Ettinger
David Garr
David Gair
Don Seamish
Donna Ostehout
Donna Savard
Florence Cunningham
G.P. Paterson
Heesoon Na
Inge Vermeulen
Iris Stout
James Wong
Joe Lombardi
Jolie Whetzel
Judy Grose
Judy Mansell
Jul Chi Chen
K.C. Thomas
Keith and Kim Wong
King Kung Tang
Maureen Modien
Michael Cooke
Nancy Lue
Pat Horby
Peggy Skett
Rakia Khruhshed
Rune Backstrom

GIFTS IN HONOUR OF:
#WeAreAllTreatyPeople
Alice Reinhart
Alice Willison
Alison Faid
All the Librarians
Allen Vander Well
Benjamin Brown
Benjamin Pang
Bill and Lanna Kelly
Bill Marshall
Caitlyn Duong
Canadian Service Members
Carol Schwindt
Castle Downs Library Staff
Christine Kyrankides
Christopher and
Amanda-Lynn Fahman
Clark Bennett O’Hara
Discover Program
Elise Roberts
Hannah McKenna
Heather Kelly
Ilia Day
Ruth Patrouch
Ruth Willard
Shirley Cossey
Skye Susit
Susan Brewster
Tal Ming Yeung
Wai-Ying Ngan
Wendy Pitre
## Collections And Services

### 2020 % CHANGE 2019

<table>
<thead>
<tr>
<th>Service</th>
<th>2020</th>
<th>% CHANGE</th>
<th>2019</th>
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<tbody>
<tr>
<td>In-person Visits</td>
<td>1,931,321</td>
<td>-67%</td>
<td>5,788,099</td>
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<tr>
<td>Virtual Visits</td>
<td>5,659,693</td>
<td>-13%</td>
<td>6,468,664</td>
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<td><strong>TOTAL VISITS</strong></td>
<td><strong>7,591,014</strong></td>
<td><strong>-38%</strong></td>
<td><strong>12,256,763</strong></td>
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<td>Adult</td>
<td>1,405,633</td>
<td>-55%</td>
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<td>Juvenile</td>
<td>1,171,582</td>
<td>-56%</td>
<td>2,657,828</td>
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<td>Renewals</td>
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<td>Total Physical Circulation</td>
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<td>eBooks</td>
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<td>eNewspapers &amp; Magazines</td>
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<td>eAudiobooks</td>
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<td>eVideos</td>
<td>316,977</td>
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<tr>
<td>eMusic</td>
<td>130,852</td>
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<td>eLearning Programs</td>
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<td>Databases</td>
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<td>69%</td>
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<tr>
<td>Total eUsage</td>
<td>5,421,243</td>
<td>34%</td>
<td>4,038,468</td>
</tr>
<tr>
<td><strong>TOTAL ITEMS BORROWED</strong></td>
<td><strong>8,799,157</strong></td>
<td><strong>-23%</strong></td>
<td><strong>11,483,531</strong></td>
</tr>
<tr>
<td>In-house Computer Usage (hours)</td>
<td>224,616</td>
<td>-73%</td>
<td>839,593</td>
</tr>
<tr>
<td>Questions Answered</td>
<td>247,137</td>
<td>-61%</td>
<td>638,136</td>
</tr>
</tbody>
</table>

### % CHANGE

<table>
<thead>
<tr>
<th>Service</th>
<th>2020 % CHANGE</th>
<th>2019 % CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-Person Classes &amp; Events Presented</td>
<td>-79%</td>
<td>24,259</td>
</tr>
<tr>
<td>In-Person Classes and Events Attendance</td>
<td>-85%</td>
<td>480,677</td>
</tr>
<tr>
<td>Online Live Classes and Events Presented</td>
<td>-55%</td>
<td>NA</td>
</tr>
<tr>
<td>Views of Online Live Classes and Events</td>
<td>-56%</td>
<td>NA</td>
</tr>
<tr>
<td>Online Recorded Classes and Events</td>
<td>-52%</td>
<td>NA</td>
</tr>
<tr>
<td>Views of Online Recorded Classes and Events</td>
<td>-55%</td>
<td>NA</td>
</tr>
<tr>
<td>Physical Items Purchased</td>
<td>-5%</td>
<td>243,392</td>
</tr>
<tr>
<td>Physical Collections</td>
<td>-9%</td>
<td>1,107,312</td>
</tr>
<tr>
<td>Digital Collections</td>
<td>14%</td>
<td>5,261,286</td>
</tr>
<tr>
<td>Outreach Service Encounters with Clients</td>
<td>-61%</td>
<td>894</td>
</tr>
<tr>
<td><strong>TOTAL PHYSICAL &amp; DIGITAL COLLECTIONS</strong></td>
<td><strong>11%</strong></td>
<td><strong>5,748,076</strong></td>
</tr>
<tr>
<td>New Memberships</td>
<td>-50%</td>
<td>28,048</td>
</tr>
<tr>
<td><strong>ACTIVE MEMBERSHIPS</strong></td>
<td><strong>-4%</strong></td>
<td><strong>292,528</strong></td>
</tr>
<tr>
<td>Number of Branches</td>
<td>21</td>
<td>0</td>
</tr>
</tbody>
</table>

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**Collections And Services Continued**

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**Annual Report 2020**

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Edmonton Public Library

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**Annual Report 2020**

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Edmonton Public Library
### Statement of Revenue and Expenditures

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grants</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City of Edmonton</td>
<td>44,661,550</td>
<td>48,392,673</td>
</tr>
<tr>
<td>Provincial Government</td>
<td>5,195,514</td>
<td>5,258,275</td>
</tr>
<tr>
<td>Federal Government</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Funding for Capital Projects&lt;sup&gt;1&lt;/sup&gt;</td>
<td>14,979,376</td>
<td>12,210,709</td>
</tr>
<tr>
<td>Fines and charges</td>
<td>201,617</td>
<td>748,353</td>
</tr>
<tr>
<td>Other&lt;sup&gt;2&lt;/sup&gt;</td>
<td>1,423,231</td>
<td>1,848,258</td>
</tr>
<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td><strong>66,461,287</strong></td>
<td><strong>68,458,268</strong></td>
</tr>
<tr>
<td>Salaries, wages and benefits</td>
<td>31,757,899</td>
<td>38,202,909</td>
</tr>
<tr>
<td>Books and library materials&lt;sup&gt;3&lt;/sup&gt;</td>
<td>9,220,312</td>
<td>9,333,547</td>
</tr>
<tr>
<td>Vehicles, Machinery and Equipment</td>
<td>8,678,150</td>
<td>5,652,381</td>
</tr>
<tr>
<td>Building operations</td>
<td>2,852,597</td>
<td>3,141,641</td>
</tr>
<tr>
<td>Utilities and other</td>
<td>3,433,638</td>
<td>3,588,251</td>
</tr>
<tr>
<td>Material goods and supplies</td>
<td>2,516,601</td>
<td>1,964,833</td>
</tr>
<tr>
<td>Services</td>
<td>1,967,602</td>
<td>1,947,922</td>
</tr>
<tr>
<td><strong>TOTAL EXPENDITURES</strong></td>
<td><strong>60,426,899</strong></td>
<td><strong>63,701,448</strong></td>
</tr>
<tr>
<td>Revenue in Excess of Expenditures&lt;sup&gt;4&lt;/sup&gt;</td>
<td>6,034,388</td>
<td>4,756,820</td>
</tr>
</tbody>
</table>

**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. Includes salaries, wages and benefits for Collection, Management and Access staff.
4. Funding is earmarked for future year commitments on EPL projects.