



# Reset. **REVITALIZE.**

**ANNUAL  
REPORT  
2020**

**||||| epl.ca**



Celebrating the virtual grand opening of the new Abbottsfeld – Penny McKee Branch.  
L to R: Trustees Rosalie Russnak and Sandra Marin, Chair Dr. Fern Snart, EPL CEO Pilar Martinez, Councillor Tony Caterina

## 2020 Board of Trustees

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**DR. FERN SNART**  
Chair, EPL Board of Trustees



**PILAR MARTINEZ**  
Chief Executive Officer, EPL

# Message From The Board Chair And Chief Executive Officer

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.

*Fern Snart*

*Pilar Martinez*





## Best Place To Learn

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.



**OVER 1 MILLION  
VIDEO VIEWS**  
of our recorded  
EPL from Home  
virtual classes  
and events

**OVER 10,000  
CUSTOMERS**  
attended our  
online live  
classes and  
events



**8.8  
Million**  
**ITEMS**  
**BORROWED**



in eContent usage

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.



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.

**5,659,693**  
VISITS TO  
**EPL.CA**



**224,616**  
**HOURS**  
of public  
computer use



  
**PODCAST**  
**downloads**  
**13,400+**

  
**1,182**  
**SOUND**  
**BOOTH**  
**sessions**







## 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



1,892



**EPL STAFF  
TRAINING  
SESSIONS**



21

**VIRTUAL  
Staff Town  
Hall Sessions**



**AWARD  
WELCOME BABY  
won the OCLC  
Community  
Engagement  
Award**

## 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 PĪYĒSĪW WĀSKĀHIKAN (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.

69,841

VISITS TO  
Milner  
Library  
VIRTUAL OPEN  
HOUSE

OVER  
5,500

in-person visits  
DURING GRAND  
OPENING WEEKEND

170

PEOPLE

attended 20  
MAKERSPACE  
in-person classes  
and events

Over  
18

MILLION

dollars raised



# Reset. REVITALIZE.

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](http://epl.ca/signup).

## HOW EDMONTONIANS USED OUR SERVICES DURING A GLOBAL PANDEMIC.




**15,165**  
**NEW CUSTOMERS**  
signed up online  
for a library card



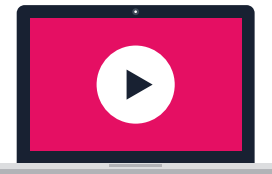
Over **70,000** people  
attended in-person events  
and classes

**OVER 5 million** eRESOURCES  
BORROWED.

**110% increase**  
  
**IN eVIDEOS**  
checked out

**37% increase**  
**IN eBOOKS**  


Over  
**1 million**



**video views of  
virtual classes  
and events**



**69% increase**  
in databases  
accessed

**12,251**  
**streams and  
downloads**  
of Capital City  
Records music



**15% increase**  
from 2019



**10,932**  
downloads of new  
**EPL MOBILE APP**  
for iOS devices



**36% increase**  
in eNewspapers  
& Magazines

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



**1,322**  
**customers**  
attended programs offered  
at EPL on the Square

**7.6**  
**million**  
in-person &  
virtual visits  
to EPL

Over **247,000**  
**QUESTIONS**  
**ANSWERED**



**164,278**  
**MATERIALS BORROWED**  
through Library Takeout &  
Library Express Checkout



# Gratitude Report

♥ Current and Past EPL Staff  
♥ Current and Past EPL Trustees

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 Syska 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

The Benevity Community Impact Fund  
Wallace Currie

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

Alberta Association for Multicultural Education  
Annette Ahner  
Anton du Toit and Michael Lewis ♥  
ATB Financial



Aqueduct Foundation  
Barbara Harris  
Barry Biglow  
Bernard Llanos  
Bill Kelly  
Blair and Crystal Willie  
Brenda Banks ♥  
Brent McDonough ♥  
Bruno Mercier  
Catherine Voisin  
Cenovus Energy Inc.  
Crescent Hill Fund  
Dave and Laurie Mcinnes  
Dennis Mah  
Dr. Andrew and Nancy Whistance-Smith  
Dylan Brenneis  
Electro Equinology Fund  
Families Living Well Society  
Geoffrey Watt ♥  
Jacob Ahner  
Janet and Ted Roberts

Kenna Houncaren ♥  
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 Orlecky  
Mike Johanson  
OROS: GOA Conditional  
Grant Indigenous Services  
Parastoo Dinyari  
Patricia Hartnagel  
Peter Graham  
Roper Fund  
Rosalie Russnak ♥  
Scott Watson  
Shyroz and Nazir Mulji ♥  
Siegfried and Linda Kowand  
Susan Ekholm  
The Pratch Family Foundation ♥  
Tim Oestreicher and Pilar Martinez ♥  
United Way Alberta Capital Region  
Xingang Zhao

### \$500 - \$999

Aletha Joy Bourne Gilsdorf  
READ2KIDS Memorial Fund

Alexandra Bell  
Amit Sansanwal  
Amy Congdon-Sibley  
Angela Mao  
Barbara Redmond-Ellehoj  
Becky Choi  
Bri Drury ♥  
Byron and Marianne Kratochvil  
Cameron Barr  
Carol Moore  
Caroline Land ♥  
Cecelia Clarke  
Celestine Montgomery  
Christine Ford  
Damian Hollow  
Dan Worley  
Daniel Alfano ♥  
Dawn Fargey ♥  
De Reiser  
Deborah Rhodes ♥  
Don Hemakumara  
Donald Thompson  
Donate A Car Canada  
Donna Leslie ♥  
Dot Bietz  
Dr. Sherrill Johnson ♥  
Dr. Venta Kabzems  
Dulce Forrest ♥  
Fiona Bamforth  
Frances Cruden  
Fred and Mary Paranchych  
Gerard Masse  
Helena Oko

Hsing Hsing Jou  
Professional Corporation  
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James John and Tina Thomas ♥  
Jane Lee  
Jennifer Huebl  
John Beamish  
John Mitchell  
Julie Cuartero  
Kim and Donna Fong ♥  
Kimberly Precht  
Linda Chow  
Mabel Knight  
Marc Bisson  
Mary Jane Bilsland ♥  
Mary Pattullo  
Mary Machum  
Nancy Fleming  
Orest Semchishen  
Paula Siwik  
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Peter and Christine Direksen  
Richard Thornley ♥  
Robert Turner  
Robin Chudek ♥  
Robina Sobey  
Roger Delbaere and Lynette Husum  
Salwa and Dwayne Tarrabain-Samycia  
Sandra Brown  
Sara Chappell  
Sarah Brown

Sari Haas  
Shirley Mitchell  
Susanne Frolek  
Teresa-Lee Cooke  
Tess Grynoch  
Thomas Beck  
Valdis Gislason  
Victor and Jeanette Budzinski  
Wanda Stephens  
William MacDonald

### \$250 - \$499

Adam Wolfe Gordon  
Alexander Romanek  
Allen and Ruth Benbow  
Alyson Kwok  
Amin Kassam  
Amit Koshal  
Anchor Fund  
Andrea Gruneir  
Ashley Schofield  
Barbara Pearce  
Barbara Gauf  
Barbara Osterhout  
Barbara and Hank Fast  
Bayodele Olotu  
Becky Payne  
Bertha Spence  
Brian Reid  
Brian Stearns  
Brian and Mary-Kay Brook  
Byron Shikaze



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 Romaniuk  
Estella Cheung  
Eusebius Chouinard  
Farhad and Aaida Peerani ♥  
Francis Price  
Frederick and Margaret Van de Pitte  
Gerry Todd

Greg and Sonya Mowbrey  
Hannah Whittaker ♥  
Holly Arnason ♥  
Ian Hardman  
Isabel and Craig Henderson  
Janis Blakely  
Jason Chartrand  
Jason Keuling  
Jessica Kresta  
Joanne Griener ♥  
Joao and Angela Kupper  
John Buchan  
Joyce Strobl  
Katherine Schock  
Katherine Gibson ♥  
Kenneth Abernathy  
Klaus Strenzke  
Larry and Deanna Nemirsky  
Laura McDonnell  
Laurie Russell  
Lisa Gill  
Lisa Ostafichuk  
Lisa Workman  
Lori Blahey ♥  
Margaret McNally  
Margaret MacKinlay  
Marion Kilgour  
Mary Anne Yurkiw  
Mary K Williams  
Merle Harris  
Michael and Betty Gibbins  
Moir Finley  
Mona Bacon ♥

Nancy Kushko  
Nancy Clark  
Natalie Moores  
Nb Giffen  
Nnamelugo Okoye  
Pamela Chow  
Patricia Watson  
Patrick Leech  
Peter Lema  
Philippe Sarlieve  
Phyllis Smith  
Rick Woodward  
Ricky Knull  
Robin Mitchelson  
Robin Tarnowetzki  
Roger Forcade

Roger MacEachern  
Ron and Sheila Gooding  
Sandra Mak  
Sandra Marin ♥  
Sandra Foy  
Scott Johnson  
Sherman Chan  
Shirley Ellis  
Slavik Family Fund  
Stephany Proudfoot  
Steven Bromling  
Tamika Wildcat  
Tim Tsounis and Holli Bjerland ♥  
Timothy Hartnagel  
Vanessa Garcia

Victoria Armstrong  
Wendy Sykes  
William and Denyse Jopling  
  
**GIFTS IN KIND**  
Darrin Hagen  
Mercier and Mercier National Bank Financial  
Nancy Kushko  
Pembina Pipeline Corporation  
Richard Wasylynchuk

**GIFTS IN MEMORY OF:**  
Alta Bento  
Annie Ooraikul

Beatrice Tobias  
Bill Rutledge  
Burke Barker  
Charles Vydra  
Colin Ryan  
Connie Boehm  
David Ettinger  
David Gair  
Diane Waddell  
Don Sexsmith  
Donna Osterhout  
Donna Savard  
Florence Cunningham  
G.J Paterson  
Heesoon Na  
Inge Vermeulen  
Iris Stout  
James Wong  
Joe Lombardi  
Jolie Whetzel  
Judy Grose  
Judy Mansell  
Jui Chi Chen  
K.C Thomas  
Keith and Kim Wong  
King King Tam  
Maureen Modien  
Michael Cooke  
Nancy Lue  
Pat Horbay  
Peggy Skett  
Rakia Khrushed  
Rune Backstorm

Ruth Patrouch  
Ruth Willard  
Shirley Cossey  
Skye Susut  
Susan Brewster  
Tai Ming Yeung  
Wai-Ying Ngan  
Wendy Pipek  
  
**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 Schwindndt  
Castle Downs Library Staff  
Christine Kyriakides  
Christopher and Amanda-Lynn Fahlman  
Clark Bennett O'Hara  
Discover Program  
Elsie Roberts  
Halina McKenna  
Heather Kelly  
Ila Day

Jacqueline Schfield  
Jenny Stumpf  
Joli Cervenat  
Joyce Henderson  
Jui Chiu Chen  
Ken and Sue Reap  
Kendis Carter  
Kerri Charest  
Kevin Betker  
Laura Rollans  
Liam Brown  
Liz Grieve  
Lola Huras  
Lucas Barr  
Lucyna Schowalter  
M.Rossiter  
Mair Owen  
Mary Jane Bilisland ♥  
Mary Murray  
Mary-Lynn Coleman  
Meaghan Rondeau  
Michelle Lummer  
Nico Rollans  
Owen Barr  
Patrick Rollans  
Patti Hartnagel  
Richard and Betty Grynoch  
SACE and everyone who has trauma  
Sandra Goldberg  
Shari Paziuk  
Students  
Vinod Agarwal



The Wall at the Milner Library



## Collections And Services

	2020	% CHANGE	2019
In-person Visits	1,931,321	-67%	5,788,099
Virtual Visits	5,659,693	-13%	6,468,664
<b>TOTAL VISITS</b>	<b>7,591,014</b>	<b>-38%</b>	<b>12,256,763</b>
Adult	1,405,633	-55%	3,121,462
Juvenile	1,171,582	-56%	2,657,828
Renewals	800,699	-52%	1,665,773
Total Physical Circulation	3,377,914	-55%	7,445,063
eBooks	1,793,942	37%	1,308,854
eNewspapers & Magazines	1,041,131	36%	765,465
eAudiobooks	760,082	27%	597,476
eVideos	316,977	110%	150,762
eMusic	130,852	-9%	143,706
eLearning Programs	847,139	12%	757,992
Databases	531,120	69%	314,213
Total eUsage	5,421,243	34%	4,038,468
<b>TOTAL ITEMS BORROWED</b>	<b>8,799,157</b>	<b>-23%</b>	<b>11,483,531</b>
In-house Computer Usage (hours)	224,616	-73%	839,593
Questions Answered	247,137	-61%	638,136

## Collections And Services Continued

	2020	% CHANGE	2019
In-Person Classes & Events Presented	5,183	-79%	24,259
In-Person Classes and Events Attendance	70,238	-85%	480,677
Online Live Classes and Events Presented	582	NA	—
Views of Online Live Classes and Events	10,642	NA	—
Online Recorded Classes and Events	642	NA	—
Views of Online Recorded Classes and Events	1,070,005	NA	—
Physical Items Purchased	243,392	-27%	332,753
Physical Collections	1,107,312	-2%	1,130,725
Digital Collections	5,261,286	14%	4,617,351
Outreach Service Encounters with Clients	894	-61%	2,301
<b>TOTAL PHYSICAL &amp; DIGITAL COLLECTIONS</b>	<b>6,368,598</b>	<b>11%</b>	<b>5,748,076</b>
New Memberships	28,648	-50%	57,052
<b>ACTIVE MEMBERSHIPS</b>	<b>280,787</b>	<b>-4%</b>	<b>292,528</b>
Number of Branches	21	0	21



# Statement Of Revenue And Expenditures

	2020	2019
City of Edmonton	44,661,550	48,392,673
Provincial Government	5,195,514	5,258,275
Federal Government	-	-
Funding for Capital Projects <sup>1</sup>	14,979,376	12,210,709
Fines and charges	201,617	748,353
Other <sup>2</sup>	1,423,231	1,848,258
<b>TOTAL REVENUE</b>	<b>66,461,287</b>	<b>68,458,268</b>
Salaries, wages and benefits	31,757,999	38,202,909
Books and library materials <sup>3</sup>	9,220,312	9,333,547
Vehicles, Machinery and Equipment	8,678,150	5,652,381
Building operations	2,852,597	3,141,641
Utilities and other	3,433,638	3,458,215
Material goods and supplies	2,516,601	1,964,833
Services	1,967,602	1,947,922
<b>TOTAL EXPENDITURES</b>	<b>60,426,899</b>	<b>63,701,448</b>
Revenue in Excess of Expenditures <sup>4</sup>	6,034,388	4,756,820

## Notes - Statement of Revenue and Expenditures

<sup>1</sup> Includes capital funding from grants and contributions.

<sup>2</sup> Includes room rentals, leases, interest earned, donations, photocopying and proceeds from sale of capital assets.

<sup>3</sup> Includes salaries, wages and benefits for Collection, Management and Access staff.

<sup>4</sup> Funding is earmarked for future year commitments on EPL projects.







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