



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



HOURS

EPL

--- IS THE ---



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.

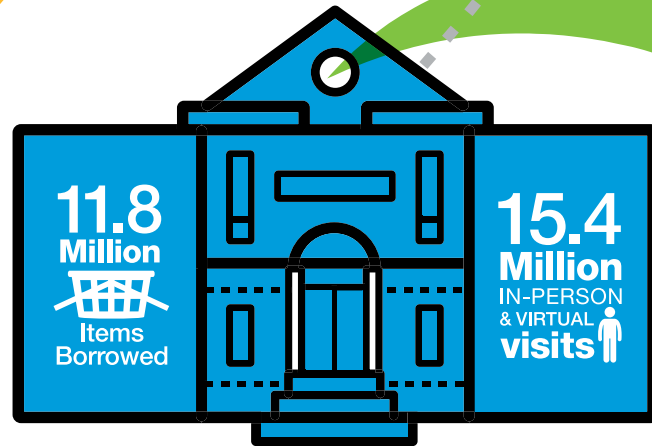
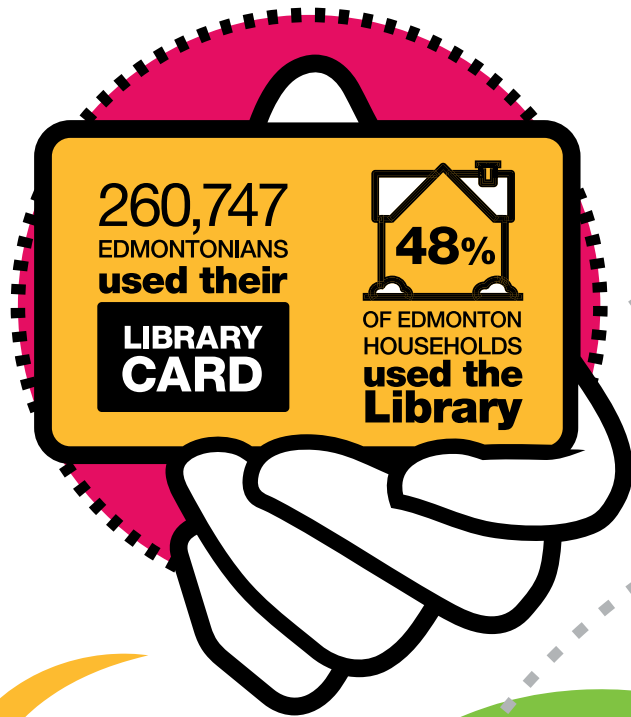


EPL is a place where Eleanor and I feel at home – to attend programs, read books, find refuge, make friends and be part of our community. Every day we learn together and have fun at the library. I know that our experiences at EPL will have a positive impact on Eleanor when she starts school.

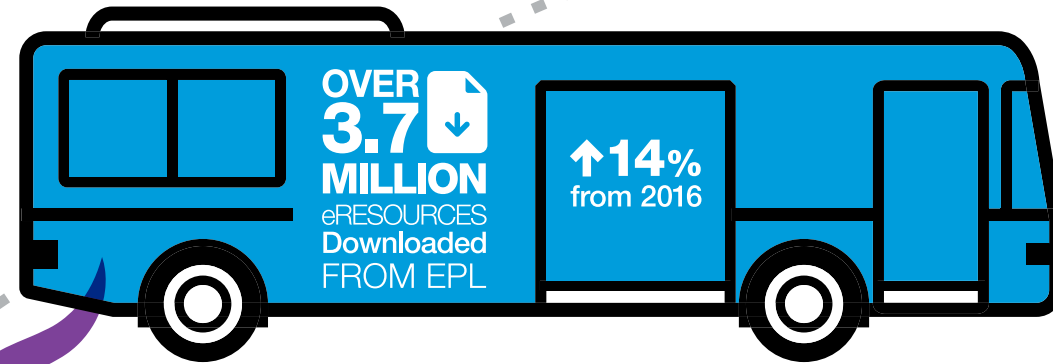
Jacqueline Ohm

# What does a FREE library card get you?

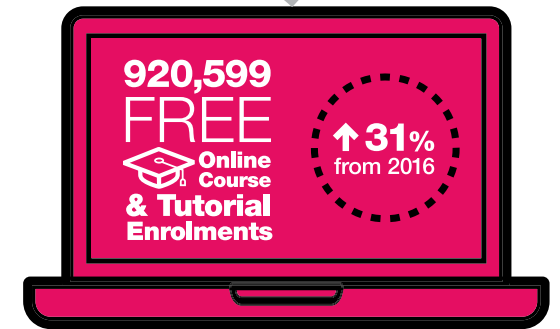
Every day, thousands of Edmontonians directly benefit from a wide variety of library services. Here is a taste of what you and other customers enjoyed last year.



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](http://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

Brian Heidecker & Donna Bagdan

City of Edmonton Sustainable  
Development

Clark Builders

David & Joan Lynch

Edmonton Community Foundation

Edmonton Public Library Shelley  
Milner Fund

John & Ann Dea

Louise Severin, Linda Pratch &  
Darren Pratch

Maclab Enterprises

Mehta & Zeschuk Family

Sylvia Syska Fund

The Ruth Elizabeth Hyndman  
Foundation

### \$5,000 - \$9,999

Cable Family Community  
Endowment Fund

Eberlein Family Charitable  
Foundation in Memory of  
Ellen Eberlein

Library Services Centre

Mercier & Mercier National  
Bank Financial

Muriel Hole

Patricia Hartnagel

Stanley A. Milner Library Fund

TELUS Corporation

The Alberta Foundation for the Arts

Union 52 Benevolent Society

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

Adam Barnes

Alana Oldfield

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Allwest Commercial Furnishings

Andrew Knack

Ann Campbell

Barry Biglow

BioWare

Brent McDonough

Brookfield Residential

Butler Family Foundation

Capital Power

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Cecile Mactaggart

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Edmonton Eskimo Football Club

Edmonton Northlands

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Joan & Howard Welch

John & Maggie Mitchell

Kay Mulcaster

Kent Coulter

Kim & Donna Fong

Kim Wheaton

Landi Eason

Larry & Janet Anderson Learning  
Resources Endowment Fund





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

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 Linda Garvin  
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 Marco and Kathy Adria  
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 Michael Lewis & Anton du Toit  
 Nazir Mulji  
 Peter & Christine Dirksen  
 Pilar Martinez & Tim Oestreicher  
 Qube Charitable Foundation  
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 Roper Fund  
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 Sandy & Jan McEwan  
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 Stephen & Lynn Mandel  
 Susan Brewster  
 Susan Lapointe  
 Suzanne Ulvstal  
 TELUS Community Affairs  
 Teresa McKinnon  
 The Benevity Community Impact Fund  
 Tina Thomas & James John  
 Trish McIsaac  
 Viki Molnar  
 Wallace Currie  
 Wendy Cassady  
 William Kelly

**\$500 - \$999**

Aaida & Farhad Peerani  
 Adam Kemezis  
 Alberta School Employee Benefit Plan  
 Aletha Joy Bourne Gilsdorf  
 READ2KIDS Memorial Fund

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 Al-Terra Engineering Ltd.  
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 Andrea Trendel  
 Andrew & Nancy Whistance-Smith  
 Anita Lunden  
 Ann Hoekstra  
 Anna Alfonso  
 Anne Macdonald & John Felliott  
 Anonymous (x2)  
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 Barry Schloss  
 Brenda Giourmetakis  
 Bryan & Gina Jackson  
 Cameron Barr  
 Carmen Lomow  
 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  
 Delores James  
 Dianne & Irving Kipnes Foundation  
 Donna Chisholm  
 Donna Ramsbottom  
 Edward Tokarczyk  
 Emmy Stuebing

Fidelda & James Muldowney  
 Frances Harley Urtasun  
 Fred Lynch  
 G. Rick Spooner  
 Glenn and Joanne Griener  
 Gloria Hunchak  
 Grant Winton  
 Heather McIntyre  
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 Jan Zeeuwen  
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 Jessica Knoch  
 Jessica McPhee  
 Jessica Rogers  
 Jayan & Jessica Nagendran  
 Jocelyn Bahrey  
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 Leanne McGeachy  
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 Maria Smith  
 Mark and Michelle Ross  
 Mark Ballermann  
 Marne Edwards  
 Mary Turner  
 Nashir & Najma Karmali  
 Olivia Young  
 Orest Semchishen  
 Paul & Win Greenwood

**\$500 - \$999 continued**

Petar Dundjerski  
Peter Graham  
Po Kee Cheung  
R.L. Collins-Nakai  
Ralph & Gail Young  
Richard Knack  
Robert & Joline Vretenar  
Dr. Rodney Eidem  
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Sandra K Brown  
Sandra Locke  
Sandy Foy  
Sandy Koe  
Dr. Sherrill Johnson  
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Steve Till-Rogers  
Steven & Cindy Slupsky  
Surasa Tiyasuwan  
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  
Allen Hasselgren  
Allyson Jeffs  
Andrew & Jean Holland  
Andrew Nisbet

Angela Saxby  
Anonymous (x5)  
Ashwani Singh  
ATCO  
Barbara Eberlein  
Barbara Winterhalt  
Bertha Spence  
Bette Woodhead  
Bill Moore-Kilgannon  
Bob McPherson  
Brian Link  
Brian Stearns  
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Carol Suddards  
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Catrin Owen  
Cecelia Clarke  
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Christine Lutsiak  
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Donna Ludvigsen

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Frances Cruden  
Frank & Eva Borsato  
Fred Paranchych  
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  
James & Mona Bacon  
James & Nancy Fleming  
James Bain  
James Crowell  
Jan Fox  
Jenn Brown  
Jennifer Addison  
Jennifer Huntley  
John Galanka  
John Mah

John McKenzie  
Judy Hilker  
Julia Boberg  
Juliette Sacks  
Kaetlyn Corbould  
Karenn Chan  
Karla Palichuk  
Katherine Gibson  
Katherine Schock  
Kathleen Knack  
Kathleen Pine  
Lakevold Advisory Team  
Laurie Weir  
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Lili Liu  
Linda Medland Davis  
Linda Thorne  
Lisa Gill  
Lisa Lemieux  
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Lisa Randall  
Lisa Workman  
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Nicole Auser  
Nicole Bedard  
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Ray Suchow  
Raymond Matthais  
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Roberta Bearhead  
Rod & Heleen McLeod  
Roger MacEachern  
Ron & Sheila Gooding  
Ronald Clifford Cameron  
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Sara Wright  
Scott Janis  
Sharon Day  
Sharon Matthais  
Sharon Reedyk  
Shaune & Sandra Smith  
Sherman Chan  
Shirley Tran  
Stephen & Linda Holmes  
Stephen Goyette  
Steven & Barbara Sabo  
Steven Ponich  
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](mailto: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 <sup>1</sup>	10,373,035	9,904,734
Fines and Charges	815,078	888,361
Other <sup>2</sup>	1,706,648	1,902,587
<b>Total Revenue</b>	<b>62,396,337</b>	<b>60,122,419</b>
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
<b>Total Expenditures</b>	<b>58,094,683</b>	<b>59,252,891</b>
Revenue in Excess of Expenditures <sup>3</sup>	4,301,654	869,528

### Notes

<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> 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
<b>Total Visits</b>	<b>15,433,910</b>	<b>-4%</b>	<b>16,100,964</b>
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
<b>Total Items Borrowed</b>	<b>11,835,487</b>	<b>-2%</b>	<b>12,039,752</b>
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
<b>Total Physical &amp; Digital Collections</b>	<b>14,236,714</b>	<b>2%</b>	<b>13,929,769</b>
New Memberships	56,075	-13%	64,821
<b>Total Memberships</b>	<b>260,747</b>	<b>-2%</b>	<b>265,605</b>
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