

2017 ANNUAL REPORT TO THE COMMUNITY LONDON PUBLIC LIBRARY

In 2017, our community demonstrated through use and through feedback that their Library has a significant, positive impact on their everyday lives.

In this report, we reflect on our value to the community and celebrate the many accomplishments that were achieved as we continue work on our strategic plan, Library Space is Community Place. Through deepened relationships, investments in our spaces and resources and ongoing work at every level of the organization, London Public Library is a vibrant and dynamic community asset that is moving forward and that continues to be relevant and to make a difference in the lives of all Londoners.

Susanna Hubbard Krimmer, CEO and Chief Librarian

Scott Courtice, Chair (2017) London Public Library Board

2017 Library Board Members

Scott Courtice (Chair, 2017)

Stuart Clark (Chair, 2018)

Michelle Boyce

Vicki Douvalis

Mariam Hamou

Bassam Lazar

Councillor Tanya Park

Hannah Rasmussen

Councillor Phil Squire

Donna Vachon

2017 OPERATING REVENUE

Source	Revenue (\$)
City of London	20,914,080
Provincial Grants	653,910
Federal Grants	76,210
Fines	286,720
Fees, Rentals & Sundry	481,202
Other	34,260
<i>Total Operating Revenue</i>	<u>22,446,382</u>

2017 Operating Expenditures

Source	Expenditure (\$)
Human Resources	14,287,583
Collections*	900,781
Facility Services*	1,750,359
Utilities	930,293
Technology*	506,520
Purchased Services*	616,552
Facilities Repairs & Maintenance*	531,272
General	82,239
Program Services	70,504
Equipment*	9,292
<i>Total Operating Expenditures</i>	<u>19,685,395</u>

**Expenditures are shown before amortization of tangible capital assets. See Library website for the 2017 LPL Audited Financial Statements prepared according to PSAB sections 1200 Financial Statement Presentation and 3150 Tangible Capital Assets. The audited statements show amortization of \$3,279,580 for capital assets such as buildings, computers, collections, library shelving, furniture, equipment and vehicles.*

2017: A SNAPSHOT

399,828 people used a library computer
414 volunteers contributed more than 9600 hours
2,575,924 visits to our locations
140,734 Active Cardholders
188,958 people attended 14,140 programs
10,669 people attended 1,352 programs for newcomers
visits to Website 4,212,052
626,080 people used the library's wireless connection
Total annual circulation 3,520,499

TOOLS FOR LEARNING AND SUCCESS

Nick Sepi used London Public Library's Lynda.com service to teach himself computer programming skills. With these skills he developed Stencilsmith,

a game app he created for iPhone and iPad. He was amazed when he found out that he could access this powerful digital learning tool for free with his Library card. With a new baby, Nick couldn't spend the money or time needed to go back to college to learn app development skills. Instead, he used Lynda.com to learn at home after work. For Nick, having access to this powerful learning tool through the Library meant he could continue his education and pursue a new career path.

Lynda.com is a powerful tool for upgrading skills in today's job market, offering online courses taught by industry experts in business, software, technology, creative skills and more. London Public Library provides access to many useful professional online resources such as LearningExpress, Career Cruising, Grant Connect, O'Brien's Encyclopedia of Forms, Rosetta Stone, Mango Languages and My Canada, making them available to everyone in our community.

FULL PARTICIPATION IN OUR DIGITAL WORLD

The Library plays a crucial role in supporting digital literacy for everyone, including adult beginners ensuring full participation in the growing digital landscape. Our staff work with many Londoners who feel left behind in a constantly changing technological world. The Library's public computers are highly used and available in all locations. The Library is one of the few places providing free support for those wanting to get started or improve their skills. Our free Digital Essentials classes teach the basics, from how to use a mouse and keyboard to using your mobile device or social media. At many Library locations, volunteer Tech Tutors share their knowledge of technology and help those struggling to navigate new devices and the basics of using a computer and email.

EARLY LITERACY STARTS HERE

London Public Library is the starting point on the lifelong journey to full literacy. Even before their child is born, London parents seek out the resources available to them for free at neighbourhood London Public Library locations and continue to make the Library's staff, resources and programs a significant part of their lives. Partnerships with the Middlesex London Health Unit, EarlyOn Child and Family Centres and many other community organizations along with leadership and support roles with the Child and Youth Network ensure that London Public Library is able to continue to effectively meet the literacy and developmental needs of London's children, youth and families at the times and locations that work best for them.

ENGLISH LEARNING FOR NEWCOMERS

Newcomers discover London Public Library soon after they arrive in London, finding the resources, programs and study spaces they need to learn English, one of their first steps to finding work and becoming part of their new community. Through our partnerships with newcomer support organizations and schools, English classes, conversation groups and settlement services are available in neighbourhoods across London.

MARCH BREAK

123 structured programs

3697 children and teens took part

62 drop in interactive opportunities

SUMMER

Librarians made 380 visits to grade schools in May and June

5,268 children (ages 3-12 years) participated in the TD

Summer Reading Club, making 23,871 visits to library branches

563 tweens and teens participated in Get Caught Reading,

making 2,029 visits to library branches.

120 children received one-on-one weekly reading support during the school year as part of the R.E.A.D. program

227 Digital Essentials classes offered to adult beginners

837,369 reference transactions

17,031 E-learning courses taken by cardholders

SUPPORTING SOCIAL INCLUSION AND MENTAL WELLNESS

In June 2017, the Canadian Mental Health Association Middlesex and London Public Library opened the Welcome Centre at Central Library to provide access to mental health and addiction supports where our community gathers. This partnership brings Mental Health Workers to the familiar, busy Central Library, making them more available to individuals needing information about services, a referral to an agency, or help navigating the system.

Carolyn Petley, a Mental Health Worker, says being approachable and available in a safe, public space has been key to supporting people as they take the first steps in finding help for themselves or someone they know. CMHA staff work closely with Library staff to support a diverse range of needs, providing information about community counselling services, housing options, emergency shelters and free meals, reaching out to isolated or disengaged individuals and connecting them to support groups, or even helping with a mental health crisis on the spot. They make everyone feel welcome and have become an important contact point for many in our community.

The Welcome Centre has been successful in reducing barriers for those already experiencing life challenges and connecting them to appropriate services and agencies.

London Public Library offers programs, spaces, resources and a place to connect and belong, ensuring accessible support for social inclusion and mental wellness to everyone in our community.

- Yoga, meditation programs, St. John Ambulance Therapy Dogs
- Support groups
- Quiet space for reflection
- Communities of knitters, chess players, readers and more
- Volunteer opportunities
- Books, movies and other mental wellness resources

We participated in 143 events in the community, engaging with 19,566 people

On 1,497 occasions, specialized services were provided by community partners in LPL locations
Reducing the Impacts of Poverty

London Public Library plays a vital role in reducing the impacts of poverty for those in our community living on a low income. We know from the 2016 National Household Survey that 18.8 percent of Londoners and 24.7 percent of London children under the age of six are living in poverty. The Library's 16 neighbourhood locations provide technology, collections, programs and community spaces that make a real difference in the lives

of people trying to make ends meet. Library resources and services are essential to learning and attaining goals, the keys to enriching lives and providing opportunities for success regardless of financial circumstances.

CONNECT CARDS

Connect Cards can be obtained with a single piece of identification, reducing barriers for those in our community without a permanent address. The cards offer full access to the Library's internet computers, WiFi and digital resources as well as to three borrowed items at a time.

The Library is one of the few remaining public places where you are welcome to spend time without cost, registration or membership. Many Londoners visit our welcoming spaces seeking refuge from the weather,

access to computers and the internet, and a chance to be part of a community. During periods of extreme heat or cold, London Public Library's 16 neighbourhood locations act as official Cooling and Warming Centres.

London Public Library has long been proactive in engaging respectfully and meaningfully with those who may be vulnerable or at risk and finding effective ways to meet their needs. Our spaces, staff and partnerships help to reduce the impacts of poverty and homelessness in ways that are immediate, effective, easily accessed and available to all.

FINE-FREE CARDS FOR CHILDREN

In September 2017, London Public Library introduced fine-free cards for children 12 years of age and under and reduced fines for teens as a significant step to removing barriers to access for children and families. We want every child to have a Library Card and to be able to borrow the books, music, movies and information needed to engage and participate fully in the discovery and learning experiences that lead to achievements at school and in life. For families with limited means, the worry over accumulating late fees for overdue items can be a barrier to accessing essential resources and technology for literacy and later success.

Library resources, and services at the Library give everyone a chance to participate and to learn, free of charge:

- Community Justice Centre Services
- Housing Stability Bank
- Homework Clubs
- A Book for Every Child Initiative
- Community Income Tax Clinics
- Programs for every age and interest
- Books, music, movies, magazines, newspapers, audiobooks and more to borrow

STRENGTHENING RELATIONSHIPS

Meaningful conversations, relationships and collaboration with our local Indigenous community have led to dynamic and enlightening programming in Library spaces and new initiatives in providing services. In 2017, Library staff worked to ensure that residents of First Nations communities can easily obtain a London Public Library card and access resources of the LPL system. In addition, support was provided to library staff at Chippewa of the Thames First Nation as they set up their library collection and developed borrowing procedures.

Along with ensuring that Library collections reflect and include relevant and historically accurate and respectful materials, in 2017, the Library partnered to host exhibits at Central Library, focusing on the strength and resilience of First Nations Women and their families including Shades of our Sisters, which encouraged conversation around Missing and Murdered Indigenous Women.

Library staff also worked closely with the +Positive Voice program at Nokee Kwe to present exhibits and events in support of urban Indigenous women transitioning to employment or education and with the organizers of London's Orange Shirt Day event, an annual commemoration for residential school survivors.

In the fall of 2017, London Public Library closed for the day and staff from every location and department gathered to learn from members of our community about their perspectives on race, culture and tolerance in London. Staff spent time discussing what this means for the people we serve and work alongside and what we can do to continue to ensure that we are allies and that the Library is a welcoming place for all Londoners. The day included Indigenous drummers, artists and storytellers.

CONNECTING CHILDREN TO LIBRARY RESOURCES

For several years, Dana Kennedy, the coordinator of after school program for Indigenous families with Atlohsa Native Family Healing Services has included weekly visits to the Children's Library at Central as part of her program, introducing the children to a welcoming place where they can read, play and access computers with educational software. In 2017, the Library's Literacy Facilitator, Frances, and Dana began working together to include several of the children in the Library's R.E.A.D. program during the school year. Dana reports that the kids have a great time reading, enjoying creative activities and playing literacy games with their volunteer mentors and parents tell her it has helped their children with reading and self-confidence.

REVITALIZING OUR COMMUNITY SPACES

LPL's 16 locations are thriving spaces where Londoners spend many hours of their busy lives learning and being involved in their community. In 2017, London Public Library made significant investments in our highly valued and highly used spaces, ensuring that our Central Library and neighbourhood branches continue to be welcoming and relevant places for people of all ages, abilities and backgrounds. The Library is a place where all Londoners, regardless of circumstance, can find information, use resources, and join others for programs that provide opportunities to develop literacy skills, hear new ideas and voices, make social connections and experience art, music and literary events.

CENTRAL LIBRARY REVITALIZATION

The new Grand Staircase, a central feature of our Central Library Revitalization Project, opened in April of 2017 and major construction and infrastructure work was completed on budget and on schedule by June. Library collections and public computers were made more accessible and more opportunities to connect to technology and to meet together were provided. We transformed the main floor of Central Library, creating a dynamic, multi-purpose hub with the addition of a Mac Computer Lab, a new Reading Lounge with magazines and newspapers, more areas to plug in and connect to our WiFi, and the Library Commons, a flexible space, including a large projection screen, where our community can gather for events and programs. Other renovations completed included a new program room in the Children's Library, nine additional study rooms, updates to all public washrooms and the addition and renovation of rooms and spaces on our second floor to be developed into The Labs, supporting digital media creation, technology learning and collaborative creative endeavors. The response from the community was positive with the new features immediately put to good use.

RENEWING BRANCH LIBRARIES

Refurbishments to our Cherryhill and Landon branch libraries made much needed interior improvements to these busy locations and included create more space where people can study, plug in and work together, essential upgrades that reflect the needs of our community today. As part of our ongoing commitment to improving access for all, accessible service desks, with funding provided by the Enabling Accessibility Fund, from Employment and Social Development Canada, were installed at both branches. Landon Branch opened The Studio in its lower level, a creative space where the community shares in hands-on programming. Our community made it clear that they appreciate these investments in their neighbourhood hubs, which ensures that these well-loved branches remain vital, neighbourhood destinations where communities gather to learn, work and play.

INVESTING IN LONDON'S FUTURE

CBC London's new Digital Operations

Across the region, there was excitement in the air as CBC London launched its first broadcast from their new digital studio at Central Library on June 12, 2017. Our national public broadcaster has made London Public Library the home of its expanded digital operations in London and Southwestern Ontario as part of its commitment to strengthening its community presence and regional coverage. LPL entered into an agreement with CBC to use space in the downtown Central Library for its operations and programming. CBC loves that its studio looks out onto Dundas Street and into Central Library, providing Londoners with a great opportunity to connect to CBC and to connect CBC to London's vibrant downtown and Library. There is a great alignment in the work of a public broadcaster and a public library. From connecting our community to information, to celebrating our stories and our culture, CBC London and London Public Library are thrilled about the community benefits and possibilities that will result from this partnership.

A New Centre for Community

In 2017, planning for the new southwest multi-purpose facility (now the Bostwick Community Centre, YMCA & Library) was well underway as we worked with our facility partners, the City of London and YMCA of Western Ontario, to develop an exciting and inspiring community destination for a growing area of our city. Our partnership provides the opportunity to leverage our combined resources to create a facility that will serve many community needs, making a powerful impact in the lives of Londoners. Preparations for our move to the new facility continued through the year with the sale of the building that was home to Westmount Branch and establishing our temporary Pop Up branch at Westmount Shopping Centre, ensuring that Library services and programs continued to be available to our community during this transition.

Wolf Performance Hall

Wolf Performance Hall is a quality performance venue within the Central Library that attracts audiences to high profile events in downtown London. Thanks to the support of a Cultural Spaces Canada grant from the Department of Canadian Heritage, we invested in improvements to the lighting and sound systems in Wolf Performance Hall, a step that has allowed us to provide support to more professional artists, entertainers, presenters and cultural groups and to broaden our audiences and maximize the capacity of this Library and community asset. In 2017, Wolf Performance Hall and its expert staff supported the growing Forest City Film Festival, Beatlesfest, national CBC broadcasts, the Canadian Country Music Awards' Songwriters Series and many other exciting events. We continue to expand the possibilities for Wolf Performance Hall as a self-sustaining resource providing support for the London community.

CELEBRATING CANADA WITH OUR COMMUNITY

A Story that Brought the City Together

As part of London's Canada 150 celebrations, London Public Library launched a major new initiative to celebrate reading together as a community. One Book, One London celebrates Canadian writers and stories, fosters a love of reading and brings the community together through the journey of exploring one book. The chosen title for 2017, *Etta and Otto and Russell and James*, by Canadian author Emma Hooper was announced in February. Londoners joined in with enthusiasm! More than 2,000 Londoners borrowed the book from LPL over several months and over 500 people attended programs to discuss the book. Conversations inspired by the book took place throughout the city, in person and online. Author Emma Hooper visited London to read and performed original music for an audience of book lovers at the Wolf Performance Hall and also made time to visit with community groups like the book club at the London InterCommunity Health Centre, which is facilitated by London Public Library. The author was very moved that Londoners came together in a shared cultural experience around her first novel, bringing together a brilliant mosaic of interpretations and responses to her story.

Walk One Book

As part of the One Book One London initiative, Londoners had the opportunity to journey with the book's main character, Etta, as she walked across Canada on an interactive online walking map. London's Digital Echidna donated their time and expertise to create this city-wide walking challenge using the book's journey theme as backdrop.

Celebrating Canada 150

From sharing the wealth of historic photos from our Ivey Family London Room through digital slideshows at our library branches to sharing our True North Favourites (Canadian staff picks from our collections that included music, literary classics, travel guides and favourite children's books and TV shows), London Public Library fed our community's interest in culture and heritage throughout the year. Events included a special screening of Gord Downie's *The Secret Path* at Wolf Performance Hall as part of National Canadian Film Day and the Library's participation in London's multi-day SesquiFest.

A GIFT FROM THE FRIENDS OF THE LIBRARY

The Friends of the London Public Library made a significant contribution to the Library's Infinite Possibilities Campaign in 2017 with a pledged gift of \$250,000 that has been directed to the development of our new Library Commons on the main floor of the revitalized Central Library. The Library Commons is a space for inspiring creativity, learning new skills and welcoming our community for events and celebrations. The Friends have shown tremendous community leadership in supporting the Library for 25 years, raising more than 1.6 million dollars for valued-added Library programs and services, including children's literacy initiatives and specialized collections. With this important gift to the Library's creative spaces, they continue their legacy of generous support, helping us to build the Library for the future.

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