

## 2018 Annual Report to the Community London Public Library

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When London Public Library embarked on a new Strategic Plan several years ago, an important guiding principle was our new Purpose: LPL strengthens people and neighbourhoods by creating connections that enrich lives, inspire discovery, foster creativity, and expand possibilities. Through our extensive community consultation period, what we heard most was how much you value the connections made through your Library.

2018 was a year in which we celebrated new places and spaces, new collections and learning experiences, new partners and donors, and much needed new services and resources. It was a year in which our Strategic Plan “Library Space is Community Place” was truly brought to fruition. We connected with our community in a deep and meaningful way, building new relationships and strengthening those that have endured.

As we build upon these connections, we look forward to hearing your stories and feedback. Your connection to your Library is the most important connection of all.

Susanna Hubbard Krimmer, CEO and Chief Librarian

Stuart Clark, Chair (2018, London Public Library Board)

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London Public Library’s CEO and Chief Librarian, Susanna Hubbard Krimmer, was recognized by the Ontario Public Library Association with an OPLA Lifetime Achievement Award at the Ontario Library Association’s annual conference in February of 2018. Susanna has supported creative new approaches to service at London Public Library that have been a model for other library systems. Her participation in the ongoing education of librarians and library staff has also earned her the respect of her peers. Susanna says, “I am humbled by and grateful for this special recognition by my professional peers.

I have been fortunate to have worked with passionate, creative, smart, hardworking people throughout my career. This award also celebrates them and their contributions and accomplishments.”

**2018 Library Board Members**

Stuart Clark (Chair, 2018)  
Michelle Boyce  
Scott Courtice  
Vicki Douvalis  
Mariam Hamou (Chair, 2019)  
Bassam Lazar  
Councillor Tanya Park  
Councillor Phil Squire  
Donna Vachon

**2018 Operating Revenue**

Source	Revenue (\$)
City of London	21,510,081
Provincial Grants	598,829
Federal Grants	98,494
Fines	243,031
Fees, Rentals & Sundry	525,815
Other	66,376
Total Operating Revenue	23,042,626

**2017 Operating Expenditures**

Source	Expenditure (\$)
Human Resources	14,803,537
Collections*	905,930
Facility Services*	1,916,858
Utilities	883,716
Technology*	257,164
Purchased Services*	662,935
Facilities Repairs & Maintenance*	405,067
General	93,619
Program Services	69,030
Equipment*	13,276
Total Operating Expenditures	20,011,132

\*Expenditures are shown before amortization of tangible capital assets. See Library website for the 2018 London Public Library Board Audited Financial Statements prepared according to PSAB sections 1200 Financial Statement Presentation and 3150 Tangible Capital Assets. The audited statements show amortization of \$3,501,969 for capital assets such as buildings, computers, collections, library shelving, furniture, equipment and vehicles.

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## **2018: A SNAPSHOT**

145,000 active library card users  
345,567 uses of our public computers  
69,948 teen books borrowed  
837,010 children's books borrowed  
5,337 people served by visiting library services  
22,371 New library card registrants  
2,518,192 visits to our locations  
871,299 reference questions answered  
190,411 people attended a program  
13,727 Programs  
3,390,506 physical items borrowed 527,624 digital items borrowed  
1,024,649 uses of our wireless connection  
4,043,059 Website visits

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### **Supporting Creativity and Career Goals**

The Labs at Central Library opened with a launch event on September 29, 2018, welcoming Londoners to vital new spaces that are providing our community with access to technology, including a recording studio, professional media equipment, 3D printing and sewing machines, as well as revitalized spaces for creating, learning and meeting. Supported by donors to the Library's Infinite Possibilities campaign, The Labs are a response to our community's request for inspiring public spaces that support current needs for digital tools, lifelong learning opportunities and connecting with others.

The professional equipment and software in The Studio and Media Lab ensures that tools for producing and editing photos, videos and audio recordings for portfolios, school projects and other needs are available to everyone, helping our community to move forward with career or small business goals. Access to a 3D printers opens up opportunities for innovators to create prototypes and affordable solutions for simple to complex projects.

The Labs offer popular introductory sessions, including micro workshops on specific equipment, and staff travel to different branch locations with the 3D printer for demonstrations that generate a great deal of interest in the community. [www.lpl.ca/thelabs](http://www.lpl.ca/thelabs)

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### **Ensuring Full Participation in Our Digital World**

When we launched our new initiative making WiFi hotspots available in June, one of the very first borrowers was Courtney, a Fanshawe student looking forward to having temporary Internet access at home. Courtney couldn't travel home often because she was working on weekends to support her studies and pay her living expenses and her budget couldn't accommodate the cost of a phone or Internet service. She really missed talking to her family and being able to borrow a WiFi hotspot from the Library provided her with the opportunity to be in touch with them from her home.

Many in our community are not able to afford the Internet at home and must rely on access in public spaces like the Library to perform the online services and tasks that are essential in our lives today. The Library plays a significant role in reducing barriers to full participation in our digital world and providing WiFi hotspots for Londoners to borrow is another way that we are leveling the playing field for all members of our community.

The Library continues to support access to technology and digital resources for all Londoners by providing public computers and free wireless service for laptops and mobile devices at all of our 16 locations. We also remain a key player in supporting digital literacy as one of few places offering free classes that teach adults basic computer skills, from how to use a mouse and keyboard to using a mobile device or social media.

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We added exciting new digital services to our online collections in 2018, giving our community more of what they want to read, watch and listen to, including

Kanopy - Makes it easy to stream thoughtful and entertaining classic films, world cinema, documentaries and popular movies for adults and children with your Library card.

Flipster - Offers a diverse selection of magazines, including many popular Canadian titles.

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Excited crowds filled the beautiful new Bostwick Branch Library, on opening day, September 11, 2018, joining us for a ribbon cutting celebration for our newest Branch Library in the new Bostwick Community Centre, YMCA & Library. This thriving community destination serves the growing southwest area of London, providing the benefits of combined resources, programming and services that a facility partnership between London Public Library, the City of London and YMCA of Western Ontario can bring to a neighbourhood.

This multipurpose facility was designed by MJMA architects, with local firm a+LINK, to allow for generous community gathering space, a shared teaching kitchen, an accessible playground and maximum use of natural daylight and other energy efficient features. It sits on land that was once a family apple orchard. Members of the family attended the Bostwick Branch Library's ribbon cutting celebration and are proud to see a centre for community now thriving on this land.

Since opening its doors, attendance at the new Bostwick Branch Library has surpassed all expectations, confirming that a community facility such as Bostwick adds value to lives and becomes a central and integral part of a community where families and individuals come for programs, recreation and social connections.

100,000 people visited the Bostwick Branch Library from September 11 to December 31, 2018

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### **Library Donors: Making an Impact**

In 2018, the Friends of the London Public Library moved their annual Book Sale to a new downtown location in Centennial Hall and this proved to be a big hit with shoppers. Funds raised by the Friends through their annual Book Sale and the Friends Book Store at Central Library support much needed programs and services at the Library. Thanks to the Friend's generous pledge of \$250,000 to the Library's Infinite Possibilities capital campaign, the Library Commons on the main floor of Central Library was unveiled in 2018. This centre for community cultural events attracted enthusiastic audiences for community discussions and programs as well as events on the big screen such as the World Cup and the Winter Olympics.

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An avid Library user, Londoner Doug Cairns was moved to donate an AED to London Public Library after two City of London sanitation workers, Chris Lynch and John Sweitzer, saved his life in March 2018. His gift, which is installed at Central Library, includes a plaque honouring Chris and John. Inspired by Doug's story, London Public Library installed AEDs at all library locations.

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“ It is hoped that this medicine wheel instills in the viewer a sense of peace and belonging to start or continue a healing process ”-Brenda Collins

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### **A Sense of Belonging**

Métis artist Brenda Collins welcomed members of our community to join in creating a Medicine Wheel mosaic at Central Library in June as she shared the Indigenous teachings of her maternal family. Indigenous and non-Indigenous participants of all ages came to be part of this collaborative project and learning experience that created a beautiful piece of community art for the Central Library. We were honoured to have elders Mary Lou and Dan Smoke lead the community and our staff in a tobacco ceremony and a water ceremony as we installed the Medicine Wheel in the Library Commons at the Central Library in November.

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### **Bringing our City Together Over A Shared Story**

In 2018, our One Book One London citywide reading initiative created a forum for people in our community to lead discussions and raise awareness around the issues of race, immigrant experiences and poverty explored in the novel, *Brother*, by David Chariandy. Londoners came to listen and be part of conversations inspired by this powerful novel, hearing stories of lived experience and learning about ways to move forward together. Our final event brought author David Chariandy to the Wolf Performance Hall for a reading and conversation while earlier in the day he met with community members who shared their personal response to the novel. One Book One London is generously supported by Library donors.

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### **Your Library On the Go**

Londoners lead busy lives and in 2018 we made it more convenient to quickly borrow high quality book sets, board games and learning resources. Expanding on our already popular Book Club in a Bag sets for adults and Grab and Go picture book bags for busy parents, in 2018 we added new in-demand, professionally-selected "To Go" collections to make borrowing easier for our community.

### **Newcomer Family Games**

For families and children learning English, games are a fun way to practice conversation skills and improve vocabulary. Newcomer Family Games are available to borrow at Beacock and Jalna branches and were provided by our Library Settlement partners, LUSO Community Services and South London Neighbourhood Resource Centre, with funding from Immigration, Refugees and Citizenship.

### **English To Go**

Our new English To Go service makes it convenient and easy for newcomers to stop in and pick up a complete English learning package in one bag. Each bag contains a dictionary, grammar book, ESL course book and language CDs appropriate to one of four learning levels.

### **Games to Go**

Just in time for March Break, we launched Games to Go, an amazing collection of board games available for Londoners to borrow and play at home. We recognized that families were choosing board games as a way to turn off the screens and spend time together and that playing games is a fun way for kids to develop literacy and numeracy skills. The games were made available thanks to a generous donation from Project Play, seen in this photo along with Library staff and volunteers as the games were readied for borrowing.

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### **Revitalizing Busy Neighbourhood Hubs**

Revitalizations of our Byron and Masonville branch libraries in 2018 made much needed improvements to these busy and well-loved locations. We updated an aging heating and cooling system and refreshed the interiors with new flooring, paint, furniture and shelving, making our collections more accessible and providing better space for studying, plugging in and meeting together. It is important that our library spaces reflect the needs of the community today. These Branch revitalizations have been extremely well received, with appreciation for and positive feedback about the improvements to your vital, neighbourhood hubs.

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### **Engaging Our Community**

#### World Cup Headquarters

Excited soccer fans of every age and from every corner of the city turned Central Library into FIFA World Cup headquarters in June and July. Fans gathered around the big screen in the new Library Commons to cheer on their favourite national teams, making new friends in the process. Earlier in the year, CBC coverage of the PyeongChang 2018 Olympic Winter Games brought the city together in the Library Commons to cheer on Canada.