2011 annual report to the community

London Public Library

ESSENTIAL

and evolving

London Public Library
Message from the Board

As London Public Library continues to evolve, by being responsive and relevant to our community, the more essential we have become. By fostering literacy and life-long learning, providing support for newcomers and job-seekers, helping transition to a knowledge-based economy, reducing the digital divide and by connecting people to their community, we commit our passion for service, hard work and resources to continuing to be essential to the lives of individuals and the community of London.

In January of 2011, we celebrated the opening of a new community hub - the Stoney Creek YMCA, Community Centre & Library. The image on our cover, of young library users delightedly exploring their new home, captures the spirit of the event and reflects the feeling of the thousands of Londoners to whom our spaces, our services, our resources, and our staff are essential.

As you look through the images and figures in this report, you will learn more about what we worked so very hard to provide to Londoners in 2011: a Library system that is extremely well-used, highly valued by the community, operated with excellence and fiscally responsible.

We couldn’t achieve this without the great support of many, including our dedicated board and staff, our many community partners, the Friends of the London Public Library and our generous donors, and, of course, the taxpayers to whom we dedicate this report.

Josh Morgan
2011 Chair, London Public Library

Susanna Hubbard Krimmer
CEO & Chief Librarian

2011: Busier than ever

3.2 million in-person visits ↑ 10%
1.31 million reference questions asked ↑ 17%
4.25 million items borrowed ↑ 20%
192,000 program participants ↑ 24%
972,000 holds placed on materials ↑ 31%
567,000 uses of our computers ↑ 38%
4.5 million visits to our website ↑ 150%
Operating Revenue

City of London ................................................................. $18,323,133
Provincial Grants ................................................................. 598,829
Employment Resource Centres ................................. 768,423
Fines ................................................................................. 503,291
Fees, Rentals & Sundry .................................................. 413,183
Other ........................................................................... 71,048

Operating Expenditures

Human Resources ............................................................... $14,282,100
Collections* ................................................................. 2,083,365
Facility Services* ......................................................... 1,475,024
Utilities ........................................................................... 811,212
Technology* ................................................................. 612,809
Purchased Services* .................................................... 622,262
Furniture & Equipment* ............................................... 47,144
Facilities Repairs & Maintenance ............................... 529,133
General ...................................................................... 256,450
Program Services .......................................................... 64,738

* Expenditures are shown before amortization of tangible capital assets. See Library website for the 2011 LPL Audited Financial Statements prepared according to PSAB sections 1200 Financial Statement Presentation and 3150 Tangible Capital Assets. The audited statements show amortization of $3,560,248 for capital assets such as buildings, computers, collections, library shelving, furniture, equipment and motor vehicles.

Measuring our efficiency

Ontario municipalities, through the Ontario Municipal Benchmarking Initiative (OMBI), measure this with a figure called “cost per use”.

According to the most recent OMBI report, London Public Library had the greatest number of in-person library uses per capita and the lowest cost per use of Ontario municipalities. London Public Library’s cost per use has continued to drop each year and is significantly lower than that of other municipalities in Ontario.

In 2010 (OMBI’s most recent reporting year), London Public Library had an average cost per use of $1.19. 2011 figures will be released by OMBI in November 2012 and we expect them to be similar. We believe this is an excellent return on investment for Londoners.

Ontario’s Public Library Act

The Public Libraries Act (PLA) is key legislation that helps ensure free, equitable access to public library service in Ontario.

“We have an extraordinary library system. The best I’ve used in all my 64 years.”
We were honoured to receive a City of London 2011 Race Relations Recognition Award honouring our Volunteer Program and its initiatives to foster and build positive race relations.

“I came to Canada 9 years ago and the library was one of the most wonderful things I loved about my new country. I’m still in love with it.”

In the summer, 5,752 children participated in the TD Summer Reading Club, visiting our libraries 20,358 times.

“As I am on a limited income the library is my life line for books, DVDs, computers and programs.”

In 2011, we welcomed 19,227 new library card users to our system.
“LPL is one of the best things about London. It makes our lives better, fuller and richer. Thank you.”

New in 2011, our Gadget Clinics, Technology Fair for Seniors and volunteer Computer Coach programs were overwhelmingly popular with Londoners looking for basic help using technology.

We were leading partners in the coordination of the All Our Sisters Nation Forum, the first Canadian forum addressing security of housing, homelessness and safe communities for women living in Canada.

“There is no other institution that provides service so uniformly to all patrons regardless of their circumstances.”

More than 17,000 children and adults attended storytime sessions at our locations.

Our new mobile site and improved catalogue made our online services easier to use and more relevant.

m.lpl.ca (mobile website)
www.londonpubliclibrary.ca
On weekdays, an average of 545 young people visited a library location after school.

“The staff are extremely important people! I feel like a valued human being when I’m in the Library. Thank you for all the learning, and for your friendliness, humour, and marvellous expertise.”

“The London Public Library is a great system. I love all the small branches and how they integrate into the cultures of the communities they are in.”

The Stoney Creek YMCA, Community Centre & Library was packed with people and also managed to achieve a 44 per cent energy cost savings in its first year. Built to achieve LEED® Gold certification, the building is a partnership between the YMCA of Western Ontario, the City of London and London Public Library.

As part of the Old East Village Community Association’s Greening the Common project, funded through the Urban League of London, community and library volunteers and ReForest London staff planted trees and shrubs at Carson Library.

The London Public Library is a great system. I love all the small branches and how they integrate into the cultures of the communities they are in.”
“We visit the library at least once a week and as seniors with limited incomes could not buy all those books. We would be lost without their services.”

Hundreds of photos, postcards, posters and maps of local places and people were added to our digital Image Gallery making London’s history more accessible and easily shared while protecting the Ivey Family London Room collection for future generations.

479 children benefitted from weekly one-on-one support to improve literacy skills over the summer and throughout the school year.
Board 2011
Josh Morgan (Chair), Gloria Leckie (Vice Chair), Councillor Nancy Branscombe, Councillor Matt Brown, Jerry Colwell, Scott Courtice, Jan Lubell, Tamara Nugent, Joe Swan, Donna Vachon

Board Meetings
The public is always welcome to attend London Public Library Board meetings which take place on Thursday evenings once a month in the Board Room at Central Library. Find meeting dates, agendas and reports on our website.

Vision
London Public Library is the Community Hub that strengthens individuals, families and neighbourhoods by connecting them to people and to relevant information, collections, programs and resources.

Mission
We are passionate about making a difference in our community, one person at a time, by enriching lives and empowering people through relevant, accessible, high quality library services.

www.londonpubliclibrary.ca
519-661-4600