An Inspirational Year
We’ve been working hard and seen great progress on our current Strategic Plan initiatives. Some of the accomplishments that we are most proud of are part of embedding our new User First Service Philosophy into all aspects of our delivery of customer and community service. This is reflected in initiatives that range from the removal of barriers to those more vulnerable in our community to providing a self-service, online option to our Inter-Library Loan users.

As we celebrated the 100th anniversary of the opening of our first branch library, the W.O. Carson Branch, we delighted in the community’s response to the refurbishment of our Jalna Branch, began to develop the plan for the new Southwest London Community Centre and launched the much-needed Central Library Revitalization Project.

In November, we issued A Perspective on the Economic Impact of London Public Library on the City of London (www.lpl.ca/econimpact2015) which provided an opportunity for conversation with our community and municipal leaders around the great value that our library system provides.

It has been a very busy year and we must take the time here to extend our deepest thanks to you, our community and to our Library Board, our staff team, our volunteers, our partners and our donors and supporters, including the Friends of the London Public Library.

In designing this report, we were inspired by the words of one of our patrons, James Shelley, who celebrates the diversity of people and ideas he encounters at the library. Just as James’s words have inspired us, we take inspiration from you, our community, to deliver excellent user first service and experiences and to strive for improvement each and every day.

We look forward to an even busier and more impactful year ahead, thanks to your support and inspiration.

Susanna Hubbard Krimmer, CEO and Chief Librarian

Gloria Leckie, Chair, Library Board

Library Board
- Gloria Leckie (Chair, 2015)
- Scott Courtice (Chair, 2016)
- Stuart Clark
- Vicki Douvalis
- Mariam Hamou
- Councillor Phil Squire
- Donna Vachon

2,737,988 Library visits.

3,869,642 items borrowed.

4,012,731 website visits.

An Investment In London's Future

<table>
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<th>Operating Revue</th>
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*Expenditures are shown before amortization of tangible capital assets. See Library website for the 2015 LPL Audited Financial Statements prepared according to PSAB sections 1200 Financial Statement Presentation and 3150 Tangible Capital Assets. The audited statements show amortization of $3,377,845 for capital assets such as buildings, computers, collections, library shelving, furniture, equipment, and motor vehicles.

Did you know the value of your library card? Mine is worth $35,000—a modest average of $25 a book, reading at least 35 books per year for the past 40 years!

$1 invested = $6.68 in value

98.6% satisfied/very satisfied with Library services

Your Voice

The Library is always gathering feedback through our website and at all of our branches. With your help, we made service changes in 2015 that put our users first:
• Connect Card-reduces barriers, opening London Public Library to people who cannot meet the standard identification requirements to get a Library card.
• London Room digitization project-creating a searchable index of local historical resource materials available in the London Room.
• Accessible service desks installed at Cherryhill and Jalna, creating a comfortable space to connect with all patrons.
• DVD QuickPicks-shorter loan periods to get top feature films to you more quickly!
• Hoopla-more digital content available on-the-go!
• Lynda.com-free, self-serve learning.
• 21 day loans for DVD TV series-more time to enjoy!
• First steps towards Southwest London Community Centre with the City of London and YMCA of Western Ontario.
• Announcing the Central Revitalization project that will build fresh, new, community spaces inside your Central Library.

Every book I read is a deposit into me ‘book account’.

$102 million in economic impact.

95.8% agree ‘Library services enhance my quality of life’.

452% return on investment.

An LPL card is the best value for entertainment, education, and exquisite enlightenment.

93.8% agree/strongly agree ‘using Library resources saves me money’

At Your Library: A Feeling of Belonging
Since London Public Library’s official opening in 1895, Libraries have been landmarks in our community and regular stops for families all over the city. With sixteen neighbourhood branches, a Library is never far away.

In 2015, many Londoners joined us in celebrating Library milestones:

• 100th Anniversary of Carson Branch, London’s first branch library
• 30th Anniversary of Sherwood Branch Library
• 10th Anniversary of The Library Store, run by the Friends of the London Public Library
• 20th Anniversary of Masonville Branch Library

In October, the people of North London came together to celebrate twenty years with Masonville Library as part of their community! To capture the moment in history, the Library asked patrons to write letters to their future selves. These letters were stamped and sealed with wax. When the letters are delivered, the recipients will think back with fond memories of their local Library; the connections made at Masonville extend beyond the Library walls.

Librarian Linda Bussiere waves to families as she rides her bicycle to work. “We are a community because we have created this place together.” The programs and services offered at Masonville have grown out of an interest from the community.
Volunteers maintain the lush gardens outside the Library. On Tuesday afternoons, Masonville makes Library spaces available for patrons to drop in, play a game, share knitting tips and patterns, and spend quality time as a community.

On a Wednesday evening in early spring, the parking lot is full, and bikes are locked to the metal frames outside. A family is walking out of the Library, arms filled with books, as an older couple walks in, holding their tablet computers. The white board at the entrance announces an ESL class for adult newcomers, a Tai Chi class, and an exhibition of local art.

A group of dedicated readers arrives at Masonville to meet with Masonville Mothers and Daughters, a book club that has been reading together for almost 8 years. Many of the families involved first visited Masonville for storytime, and grew up while reading with this book club. This group welcomes mothers and daughters in grades 6 through 10. It is especially important to nurture the love of reading as these young women transition from the children’s collection to teen books.

Members since 2008, Debora smiles and Sophie hugs a stack of her favourite books to her chest as they join the group. Debora can’t say enough about what the book club has meant to her family.

“This book club offers me a time to be with my daughter in an environment with no phones and distractions.”

Each meeting includes a book talk, led by librarian Linda, followed by an activity and a snack. The Library is often decorated with incredible art inspired by the different stories the group has shared. When it’s time to vote on the next book they will read; the discussion often gets heated when mothers and daughters vote for different titles!

Our meeting is interrupted briefly as someone pokes their head into the room, looking for the Colouring Corner, a drop-in program where participants can enjoy an evening of colouring with their own materials, or use the Library’s collection of pencil crayons and colouring books. The Colouring Corner is always busy!

As the book club meeting comes to a close, the group takes turns sharing and reminiscing over their favourite stories. While this may be the end of the chapter for this book club, a new chapter is beginning! The next twenty years will see Masonville evolve as a place of endless possibilities – for connections - for learning – for surprises - for building a place for the community to call its own.

**Read along with Mothers and Daughters**

*Escape from Mr. Lemoncello’s Library* by Chris Grabenstein

*From the Mixed-Up Files of Mrs. Basil E. Frandweiler* by E.L. Konigsburg

*The Penderwicks* by Jeanne Birdsall

*The Green Man* by Michael Bedard

*Raymie Nightingale* by Kate DiCamillo

**A Richness of Resources**

We connect people with information, services, and content in the format of their choice, for a personalized library experience.
- Participating
  - 2.7 million people visited their library
  - 223 expert staff
  - 14,000 programs and events
  - Volunteers

- Reading
  - 318,597 unique titles
  - 4% for teens
  - 31% for children
  - In 30+ languages
  - 65% for adults
  - 775 magazine titles on your device with Zino
  - Books
  - Magazines

- Listening
  - On CD
  - Downloadable
  - Audiobooks
  - Live concerts including London artists
  - Music CDs

- Learning
  - London Room archives
  - Languages
  - With Rosetta Stone
  - With Pressreader
  - International news

- Connecting
  - Assistive technology on dedicated computers
  - Meeting space
  - 16 branches
  - 424 public computers
  - Libro Library roadshow
  - Visiting Library

- Watching
  - Online content
  - InstantFlix
  - Hoopla
  - Documentaries
  - DVDs
  - Feature films
  - 4 million website visits

**Navigating a Digital World with Minecraft**
“A person who is literate in the ‘digital’ aspects of our technological world is able to move and shape their environment, and create new possibilities and solutions to the problems that surround them”. –UnLondon
With the help of UnLondon, we are expanding the Library’s community building efforts into the digital world, inviting kids into the Library to play Minecraft, a computer game where players use 3D building blocks to build and explore!

Schools and Libraries have seen tremendous success using Minecraft as a learning tool to encourage creative thinking, goal-setting, and teamwork. The kids don’t realize the education they’re receiving when they play the game, but it’s huge!

“We have kids who come in to play Minecraft who know nothing about it...and in ten minutes they’re teaching [us] things.” –Allison Pilon, LPL Librarian

We are thrilled to see Library staff, parents, and kids exploring these randomly generated worlds, working together to solve real problems in a controlled environment. Digital literacy empowers young people to use technology to transform their lives and, just maybe, build a whole new world.

**Asked and Answered**
Sometimes questions are complicated. With the right help, finding the answer can be simple:

**Book a Librarian!**
This new service launched in 2015, and our research experts offer one-on-one help using Library resources to answer your questions.

You asked over 1,000,000 reference questions!

Where can I learn about trends in the educational software market, as well as suppliers and competitors?

My father is an avid reader and is losing his sight. How can the library help keep him supplied with stories?

Can you help me find good books for my dyslexic child?

[www.lpl.ca/bookalibrarian](http://www.lpl.ca/bookalibrarian)

**Let’s Get Digital**
More than ever, Londoners are using our online platforms to access Library resources.

141% more reading news on PressDisplay

29% more listening to eAudiobooks

20% more database searches

**Thank you, Donors!**

- $75,000–$99,999
  - Friends of the London Public Library

- $10,000–$24,999
- Gordon MacDonald

- $5,000–$9,999
  - The Hueston Biduke Family
  - The Lawson Foundation

- $1,000–$4,999
  - Michael & Julie Boucher
  - Canadian Federation of University Women - London Club
  - Wayne Cranston
  - EllisDon Corporation
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  - Jones Packaging Inc.
  - Susanna Hubbard Krimmer
  - Lambeth Optimist Club Inc.
  - Nature London
  - Old South/Wortley Village Business Association
  - Optimist Club of Byron
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  - Altair Fund at Toronto Foundation
  - Western Fair District
  - +1 anonymous donor

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  - Tony & Joy Abbott
  - Barry Brown
  - Winifred Burke
  - Christmas In The Village
  - Bertha Garcia
  - Joyce Garnett
  - General Dynamics Land Systems - Canada
  - Noelle Grace
  - Ellen Hobin
  - William Kelly
  - London Central Lions Club
  - Lynette Lowry
  - Lindsay Sage
  - The Sisters of St. Joseph of the Diocese of London Foundation
  - Dinh Ngoc Tran
  - Westminster Township Historical Society
  - +2 anonymous donors

- $100–$499
  - Hilda Abel
  - Allan Anderson
  - James Anderson
  - Velda Andrew
  - Yvonne Archibald
  - Brenda Atkinson
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  - Kathryn Barber
  - Donald & Heather Barclay
  - Patricia Barrett
  - Frances Bauer
  - Margaret Beallor
  - Joan Beavers
o Jane Bigelow
o Beverley Biro
o Mardelle Bishop
o Sandra Boksman
o Jane Bondy
o Albert Boniface
o Patricia Bourne
o John Boyne
o Lisa Bozyk
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- Herald Krimmer
- Wilma Lambert
- Lambeth Hort
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- Donna Linnell
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- London East Lions Club
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- Doug MacLeod
- Anne Marie Madziak & Janice Marchant
- Richard Malton
- Marion Marchant
Eric Marshall
Lynn Marshall
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Roy & Ann McKenzie
Catherine McLachlin
Libby McMillan
Stephen Meserve
Virginia Miller
Viola Poletes
Woody Moore
Roslyn Moorhead
Louise Moorhouse
Kevin & Uta Moran
Louise Morley
Anne Morrison
Penny Mortley
Gwen Morton
M. A. Nisbet
Donna Nunn
Laura Lee O'Brien
Cliff & Mary Oliver
Optimist Club of East London
Friends at the Canadian Olympic Committee
Barbara Park
Robert Poisson
Nancy Poole
Peter & Lilly Potter
Di & Frank Pratt
Linda & Bill Ratcliffe
The Rees-Evans Family
Judith Reid
Betsy Reilly
Gay Reynolds
Karen Rice
Rona Hickson
Deborah & Thomas Rosehart
The Rotman Family Foundation
D. D. Russell
Jeff & Judy Ann Sadler
Gerson & Sandra Safran
Robert & Peggy Sanderson
Catherine Schaus
Nancy Schiefer
Carolyn Scott
Ian & Elaine Simpson
Nicholas Skinner
Art & Laurie Smith
Joseph Smith
Kathy Stark
Current & Past Staff of Beacock Branch Library
James & Sharon Stewart
Janet E. Stewart
Lisa Stilborn
Roy Stover
Carolyn Stuart
Paul & Connie Sullivan
Pat Sutton
Lynne Swanson
Frances Taylor
Bonnie Teevan
Beth Tellaeche
The Tenaquip Foundation
Don & Nanette Thierry
Lilian Thompson
Susan Traill
Don & Virginia Tremblay
Erica Tsujita
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United Way - London & Middlesex
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Audrey Walters
Ruth Walton
Nancy Ward
Lynn & Keith Watson
Bertie Watts
Glenn Weeks
Western University The Student Success Centre
Beth Whitney & Jim French
Kathy Whitworth
Ken Wigle
Ray & Janice Williams
Lynn Williams
David Winninger
Annette Wright
Liz Yong
Mair Zamir
+91 anonymous donors

With your help, we bring dreams and knowledge to our community.

**Remembering friend and fundraiser Barbara Shore**
By Victoria A. White
They used to call us the “library ladies,” but we considered ourselves more comrades-in-arms than the demure sippers of tea suggested by that moniker.
We dubbed ourselves Grace and Amy though, in homage to two strong women who were among the original founding members of the Glanworth Library. Grace Shore, Barb’s forebear, was Glanworth’s librarian from 1927 until 1952. It became a free public library in 1946 thanks to her efforts. My great-grandmother, Anne Glenn, was a voracious reader who supported the library and promoted the importance of reading. We called upon both of them for inspiration as we rallied the community behind our worthy cause — the preservation and renovation of the tiny 100-year-old Glanworth Branch Library. When the branch officially reopened on June 26, 2014, we secretly thanked them. Victorious as we were, however, Barb was valiantly battling her own personal health challenge. On March 14, 2015, our community lost Barb to cancer, just days after my mother’s passing, also from cancer. To lose both a mother and a best friend in the same week is a cruel reminder that life is precious, that we have to make the most of the time we are given, even if it means doing something we have never done before, no matter how daunting it seems or how uncharted the path. We have to make the most of the time we are given, even if it means doing something we have never done before. Barb certainly made the most of her time here on earth, and we made a good team, complementing each other’s particular strengths. Barb was outgoing and forthright. She could ask anybody for anything. I admired that. I was more at ease behind the scenes, writing the words we needed. Together with the diverse and valuable skillsets of the entire Glanworth Association team we did something amazing, and today there it stands for all to see — London’s smallest and oldest continually operating library, beautifully renovated and bearing its heritage plaque with pride. Barb should be here to enjoy the Library she helped to save, so these days when I drive by the quaint white frame structure on Glanworth Drive I experience a bittersweet pang of sorrow and gladness. I am reminded of those insanely busy days, our fundraising foibles, our missteps as well as our triumphs. I will cherish every memory, every lesson learned from that journey. Most of all, I will remember the laughter we all shared, and Barb had one of the best laughs — a big-hearted, generous laugh, just like the person she was. She left something quite tangible behind in her grit and determination to see us succeed, and at the end of the day it’s that legacy that will endure.

Barb Shore and Victoria White threw themselves behind efforts to raise funds for their Library from 2011 until the Library was renovated in 2014. Together with members of the Glanworth Community Association, they supported a community pledge drive, hosted a booksale, rallied local businesses, worked with Orchestra London on a fundraising concert, and sold winter touques and scarves and Barb’s famous homegrown sunflowers.

Thanks to all the wonderful Londoners who share their Library stories with us. You can find “at my library” stories in our Access magazine and on our social media channels.

We’d love to hear your story! www.lpl.ca/contact

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