London Public Library
2014 annual report
to the community
Online newspapers from 90 countries and in 44 languages, storytimes in the pool, a blue and white bus brimming with high-tech and handmade creativity, were a few of the many ways that your Library reached out to Londoners in new and exciting ways in 2014. London Public Library has always made innovation a priority, whether it is through the services and programs we deliver, the resources we provide or the spaces where Londoners connect.

In 2014, we had the exciting task of mapping out the future of the Library - a future that builds on this innovation and ensures that your Library continues to remain relevant to you. The 2014-2017 Strategic Plan: Library Space is Community Place, reflects the ideas and priorities you shared with us through our extensive community engagement process. Through the development of the Plan, our Library Board and staff realized that our vision to be London’s “Community Hub” had been validated. Your input led us to articulate a new purpose statement that will guide the Library into the future: London Public Library strengthens people and neighbourhoods by creating connections that enrich lives, inspire discovery, foster creativity, and expand possibilities.

With this purpose in mind, we are launching a truly exciting and meaningful era of Library service. LPL’s new User First Philosophy of customer service will guide and shape all services, spaces, policies and processes, and the relationships we develop with every library user and community partner. What is important to you, is important to us! We will strive to create meaningful and exceptional experiences for our users, community partners, staff, volunteers and donors.

We had a successful year in 2014. Thanks are due to you, along with our knowledgeable staff, committed Library Board members, many community partners, dedicated volunteers and generous donors. We are grateful to the City of London and Province of Ontario for their ongoing support which ensures that Londoners have the range and quality of core library services they want and deserve. Special recognition is due to the Friends of the London Public Library for their ongoing friendship and support to value-added services and programs.

We are excited about 2015 as we continue to engage with our community in new and familiar ways to create the Library experiences that Londoners desire and need.
## 2014 Financial Information

### Operating Revenue

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of London</td>
<td>$19,022,746</td>
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<tr>
<td>Provincial Grants</td>
<td>598,829</td>
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<td>Federal Grants</td>
<td>115,909</td>
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<tr>
<td>Fines</td>
<td>423,731</td>
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<tr>
<td>Fees, Rentals &amp; Sundry</td>
<td>395,739</td>
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<tr>
<td>Other</td>
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### Operating Expenditures

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resources</td>
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</tr>
<tr>
<td>Collections*</td>
<td>1,982,385</td>
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<tr>
<td>Facility Services*</td>
<td>1,655,907</td>
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<tr>
<td>Utilities</td>
<td>915,537</td>
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<tr>
<td>Technology*</td>
<td>484,539</td>
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<tr>
<td>Purchased Services*</td>
<td>567,296</td>
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<tr>
<td>Facilities Repairs &amp; Maintenance*</td>
<td>323,935</td>
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<tr>
<td>General</td>
<td>75,264</td>
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<tr>
<td>Program Services</td>
<td>72,859</td>
</tr>
<tr>
<td>Furniture &amp; Equipment*</td>
<td>12,823</td>
</tr>
</tbody>
</table>

*Expenditures are shown before amortization of tangible capital assets. See Library website for the 2014 LPL Audited Financial Statements prepared according to PSAB sections 1200 Financial Statement Presentation and 3150 Tangible Capital Assets. The audited statements show amortization of $3,455,181 for capital assets such as buildings, computers, collections, library shelving, furniture, equipment and motor vehicles.
We welcomed a new London Public Library Board in 2014. London City Council announced appointments to Council’s civic bodies, including the London Public Library Board, with terms beginning in December 2014 and ending in November 2018.

**Library Board outgoing 2014**
- Gloria Leckie, Chair
- Councillor Nancy Branscombe
- Councillor Matt Brown
- Jerry Colwell
- Scott Courtice
- Jeff Gillies
- German Gutierrez
- Josh Morgan
- Donna Vachon

**Library Board incoming 2014**
- Gloria Leckie, Chair
- Stuart Clark
- Scott Courtice
- Vicki Douvalis
- Mariam Hamou
- Councillor Anna Hopkins
- Bassam Lazar
- Councillor Tanya Park
- Hannah Rasmussen
On June 6, 2014, London Public Library launched, with excitement, your 2014 – 2017 Strategic Plan: *Library Space is Community Place*.

Your new Strategic Plan is built upon a wide-reaching community and staff engagement process that gave us the opportunity to hear directly from over 7,500 Londoners and learn from significant in-depth research and analysis.

[London Public Library website link](http://londonpubliclibrary.ca/yourplan)

## Our Purpose

LPL strengthens people and neighbourhoods by creating connections that enrich lives, inspire discovery, foster creativity, and expand possibilities.

<table>
<thead>
<tr>
<th><strong>Library Space is Community Place</strong></th>
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</table>

| **Your Plan sets the compass for the next four years through these Strategic Priorities.** |
| **User First** |
| We will provide an even more personalized service experience. |

| **Spaces and Places** |
| We will provide exceptional and inspiring public places. |

| **Collections and Resources** |
| We will expand and improve access through a variety of formats and delivery platforms. |

| **Stewardship** |
| We will demonstrate LPL’s leadership, value and return on investment to the citizens of London. |

| **Current & Future Technology** |
| We will harness the potential of technology and mobilize our technological response. |

On April 17, 2014, your London Public Library Board approved a new Purpose Statement:
COLLECTIONS

Your Library offers a large variety of resources for Londoners to use, access and borrow. We continue to provide books, which are still in demand by readers and learners of all ages in our community. And we’re about so much more than books. Electronic formats and digital collections continue to be an important part of the services and resources your Library provides in our technological age.

Electronic Newspapers

We added PressReader to our digital collections in 2014, providing you with access to newspapers from across Canada and around the world. The service offers over 1,400 newspapers representing 90 countries and 44 languages, including 250 Canadian publications in English and French. Use of PressReader by Library users increased steadily, with over 2,500 items now being downloaded monthly. After English, the most popular language for newspapers being downloaded was Chinese. Next were Arabic, French and Spanish. Londoners are reading content in 36 different languages including Yiddish, Afrikaans and Icelandic. The service has expanded and now also offers over 1,000 magazines.

Electronic Magazines


A trend we saw in 2014 was an increase in the use of mobile devices, over computers, to access the Library’s databases and other online services.
TECHNOLOGY

There are still many people in our community who rely on the Library for access to computers and the Internet, essential tools for today’s world, whether for accessing government information and forms, finding legal or health information, using online job application forms or connecting with online communities.

ONLINE RESOURCES FOR ENGLISH AS A SECOND LANGUAGE & CITIZENSHIP

We added two new electronic databases to our digital collection in 2014 to meet the needs of new Canadians who are learning or upgrading English, or studying for their citizenship test.

*My Canada* is an English learning tool that teaches all about Canadian government, history, climate, science, culture and more. Great for preparing for the citizenship test while learning English.

*Road to IELTS* helps with preparation for the International English Language Testing System, an English proficiency test required by educational institutions and many employers.

PUBLIC COMPUTERS

To improve access to our public computer workstations we increased the session time to 120 minutes per day.

SCANNERS

In response to requests from the public, scanners became part of the technology equipment offered at the Library in 2014.

WIRELESS INTERNET USE

179,042 SESSIONS

DOWNLOADING eBOOKS

You continued to turn to us for help with downloading eBooks and Audiobooks to your devices. Library staff offer tutorial sessions, providing a step-by-step demonstration on downloading as well as an introduction to our digital catalogue and managing your account. Seventeen sessions, over one per month, were held at the Central Library last year.

SOCIAL MEDIA

46,573 MENTIONS

COMMENTS

SHARES

LIKES

Newcomers learning English rely on Library resources to help them become fluent. Rosetta Stone English, a program offered on a number of our computers, was used regularly for English lessons by 120 registered learners. The Library’s online Mango Languages program was used 597 times for ESL lessons. Total uses of Mango for all languages was 4,389.

Thanks for continuing to engage with us on social media in 2014 as we posted news, stories and information about our services and programs. Continue to look for us on Twitter, Facebook, YouTube and new platforms. We love being part of your online community!
FAMILY LITERACY

To see a child respond to words, reading and stories is to see doors open. Your Library supports families in providing their children with opportunities for learning that lead to future success. We offer programs and resources that start at the beginning, building the foundation for early learning, then continue through the years of a child’s growth and development. We have resources for every age and learning level.

Read Around the Block: Supporting Family Literacy in the Community
The Library, along with our community partners, brought family literacy events into neighbourhoods in the Argyle and Carling-Thames communities. East London and Beacock branch libraries received a funding grant from the Child and Youth Network’s Family Centre Community Literacy Fund for a series of family events that promote learning through hands-on activities like games, puzzles, stories and crafts, plus educational apps on our donor-funded iPads. Fifteen Read Around the Block events were held in 2014 at a variety of locations, including schools, the Carling-Thames Family Centre, a local apartment building, a housing co-op complex, the Books and Breakfast Summer Program at Lord Elgin Public School, the East Lions Artisan Centre, and Beacock and East London branch libraries. We think it’s important to support families in giving children a good start for future success.

Summer Reading Club
Reading over the summer helps children maintain their level of learning and prevents the summer brain drain while away from school. Offering children challenges and the chance to win prizes in our Summer Reading Club keeps children interested and makes reading and learning fun!
The Ontario Library Association’s Festival of Trees™ came to London on May 9, 2014. London Public Library, in collaboration with Thames Valley District School Board and London District Catholic School Board, was proud to host the region’s satellite celebration for 1,500 excited school-age children at the Western Fair District. The day included workshops, author readings and award presentations. Fourteen Canadian children’s authors were in attendance hosting workshops and holding autograph sessions. Four of the authors were presented with a special regional award. Each author was introduced by a student who had written a speech especially for them. Many thanks to Library donors for their support of this event. The Festival of Trees™ is part of the Forest of Reading® program, Canada’s largest literary event for young readers.

Ranger Kara at the Library

TVO Kid’s Ranger Kara made a stop at the Central Library as part of the Read with Ranger Kara Tour that visited seven cities across Ontario in 2014. She came to meet her fans, read to them and sign autographs. Like Ranger Kara, we’re always excited when kids get excited about reading. Attendance: 240 children with their families.

Maker Bus

MakerBus fun came to library locations across London from July 22 to August 14. Thanks to our sponsor, the Western Fair District, we were able to offer this program which had kids building, creating, tinkering, inventing and having fun while learning. The MakerBus team showed more than 490 people how to do lots of cool things like make a cell phone or tablet into a microscope, explore Makey Makey fun and create upcycled jewelry from corks, washers and pop tabs.
YOUR COMMUNITY PLACE

Your Library is a place to learn and study. A place to get together with others in your community. It can be a place get away and enjoy some down time. To explore new ideas with films and talks. Enjoy poetry, music and art. Find out about services in the community. Remember the past with local history talks. Share in great family experiences with your children. Your Library offers programs for all ages and interests. Thank you for visiting our 16 locations almost 3 million times last year.

BUILDING COMMUNITY AND CREATING ART

The walls came alive with new murals at Beacock and Crouch branches as a result of community art projects lead by artist Jeremy Jeresky in the summer of 2014. A grant from the Trillium Foundation of Ontario provided funding for Jeremy and his New School of Colour to offer art programming for youth and adults facing social and economic barriers. Because the Library is a space for everyone and our branches are recognized neighbourhood destinations, it was a natural fit for Beacock and Crouch to be at the centre of these community development projects. With Jeremy’s instruction and guidance, participants, mostly youth and children, spent several weeks planning the mural, preparing walls and painting while building skills, confidence and community. Working with our partner agencies and Jeremy, the Library was able to be a part of projects that saw people in the Beacock and Crouch library neighbourhoods come together to create art and make a lasting impression.

409 LIBRARY VOLUNTEERS CONTRIBUTED

9,823 HOURS

PROGRAM ATTENDANCE

13,912

ACTIVE LIBRARY USERS

148,085
Gary Barwin, poet, novelist, children’s author and music composer, started his position as Writer-in-Residence in September 2014.

**Writer-in-Residence**

We welcomed Gary Barwin as Writer-in-Residence at the Library in September 2014, a program we offered in partnership with Western University. Gary was available for appointments with writers at all levels, providing feedback on writing and discussing careers in the field.

He maintained office hours at both the Central Library and Western University and met with writers of all ages, from as young as ten years old to seniors. Gary held 119 appointments at the Library. As well, he offered workshops at different library locations on topics like humour writing, self-publishing and writing for seniors.

The Writer-in-Residence program was sponsored by the Canada Council for the Arts, the James A. and Marjorie Spenceley Fund, Western’s Faculty of Arts and Humanities, Western’s Department of English and Writing Studies, and London Public Library. Special acknowledgement goes to the Canada Council for the Arts for funding support.

Awesome Box for Teens

Creating on-the-spot programming for teens was the inspiration for the launch of the Awesome Box in 2014. Our Librarians wanted to offer activities for teens that worked with their busy, in-the-moment schedules. Awesome Boxes, which are kindly supported by Library donors, are filled with fun and interesting things to do and are available whenever teens are at the library. A box could contain art supplies, a game, a mini craft project, magnetic poetry and more. The Teen Annex areas of every library location have Awesome Boxes.

Ask for one when you come in!

Our pre-broadcast screening of Episode 1, Season 5 of Downton Abbey, shown in partnership with PBS affiliate station WQLN in Erie, PA, was a big hit with 350 people filling the Wolf Performance Hall.

Re-opening of Glanworth Branch

The Library, in partnership with FedDev Ontario through the Community Infrastructure Improvement Fund, and the community of Glanworth who worked tirelessly to raise funds, re-opened Glanworth Branch Library in June 2014 after completion of renovations needed to meet accessibility standards.

Federal, Provincial and local dignitaries attended the opening ceremony with the Glanworth community.

Federal, Provincial and local dignitaries attended the opening ceremony with the Glanworth community.
ACCESS FOR ALL

Your Library provides resources and services to everyone in our community, meeting the needs of so many in London, including collections in accessible formats, delivery to the homebound, access to computers and information services, English learning resources for newcomers, and a place for families to come for homework help, storytime or play time. We are free and located in 16 neighbourhoods throughout the city.

VISITING LIBRARY SERVICE

We make a difference in the lives of those who aren’t able to come to the Library themselves. We deliver print books, DVDs, magazines and audiobooks to close to 500 homebound members of our community. We provide different formats to meet the needs of those who are print-disabled. In 2014 the Library joined CELA, The Centre for Equitable Library Access, a national non-profit organization established by public libraries that provides collections for Canadians with print disabilities. CELA offers over 200,000 items that may be borrowed by those who are eligible, and that may be delivered through our Visiting Library Service. CELA offers a number of formats: audiobooks on disc, e-text that can be read with adaptive technologies, braille books and magazines, electronic braille materials and described movies. Also available through CELA is Bookshare, an accessible online library.

“My English was very poor when I moved here. I used to study every day for nine months. After I finish classes I went to the Central Library to study. They have books about ESL, and audio and video. They have books with CDs. You can listen to the CD and follow the book. I learned a lot from that. I used Rosetta Stone at the library. It’s a good method of learning. The library is very important and it’s free. I got a lot from the library. I learned the language and it was very helpful for starting in Canada.”

Mustafa, London Cab Driver

“To the wonderful person who chooses books for me. Reading helps to free me from my confines and to explore places in time, place and imagination. I’ll read anything you send. Thank you for your time and consideration.”

Colleen, user of Visiting Library Service
2014 DONORS

Our donors are essential to supporting London Public Library in enriching lives and expanding possibilities for everyone in our community. Your Library supports early literacy initiatives, technology training and continuous learning through innovative programming and enhanced collections and spaces, all made possible through your generosity. Thank you, London Public Library donors, for working with us in opening doors and providing opportunities for all. Your support matters more than ever.

$75,000–$99,999
FedDev Ontario

$50,000–$74,999.99
Friends of the London Public Library

$25,000.00–$49,999.99
Estate of Kathleen Joyce Vander Sal

$10,000.00–$24,999.99
City of London (W12A - Community Mitigative Measures Fund )
Anne Keam

$5,000.00–$9,999.99
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+1 anonymous donor

$1,000.00–$4,999.99
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Les Horwath
Paul Robinson Hovey
Gord Hume
Kathleen Husson
Susan Huston
Jim Hutchinson
Daphne Jarvis
Jeano
Marian Jenkins
Linda Jones
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Gay Reynolds
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Deborah & Thomas Rosehart
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Adele Roy
Rick Rumney
Jeff & Judy Ann Sadler
Sandra Safran
Robert & Peggy Sanderson
Johanna Scannel
Catherine Schaus
Peggy Schucht
Carolyn Scott
Darwin Semotiuk
B. Shennan
Ian & Elaine Simpson
Nicholas Skinner
Joseph Smith
William Sorensen
Carmen Sprovieri
Kathy Stark
James & Sharon Stewart
A SISTER REMEMBERS THROUGH GIVING

Sitting in the windowless room with mattresses lining the walls and a clutter of music recording equipment, an electric piano, mixing board and synthesizer, Nick tells me he has just recorded what he calls his MIDI extravaganza, a piece of music he’s titled Altair, after the brightest star in the constellation Aquila.

My brother had experienced brain injuries twice in his life, the first time nearly 30 years prior to this moment in his basement, when he fell from a conveyor belt onto a concrete floor at the local paper mill. His behaviour changed after his accident, but his deterioration has been a long, sad experience with brain injury and mental illness.

Nick started the music. It was awesome. It shook the walls and sounded like it should be the theme for a space movie. Nick said, “I got you with that one, huh,” as it became obvious that I loved the work.

Sadly, he ended up living on the street. I often wondered if he was safe and feared for him every time I heard a news report of a homeless person found frozen to death. Late one January night Nick took his life in a Toronto park where he wasn’t found until the next day.

As Nick’s sole heir I took some of my inheritance and started a charitable fund that I named the Altair Fund after that awesome piece of music he had created.

Every year, with the help of my husband and three sons, we give a donation from the fund to worthy causes in a variety of areas, including music and the arts, animals and the environment, mental health and addictions, children and education, and organizations that work with people living on the street.

“Nick once said to me, ‘The world can be found in books.’”  

Having each of us participate in choosing a charitable organization that receives grant money from the Altair Fund has involved our children in philanthropy, an activity that we value both as our civic duty and a great source of joy.

Nick once said to me, “the world can be found in books.” Giving to the London Public Library seemed like a natural fit. It was a way to help my adopted community and make a donation that matched our areas of focus. I think Nick would be pleased that we chose the Library as an Altair Fund grant recipient. By helping this wonderful charity you too can enhance access to books, films and music for all Londoners.

“... A PIECE OF MUSIC HE’S TITLED ALTAIR, AFTER THE BRIGHTEST STAR IN THE CONSTELLATION AQUILA.”

Every effort has been made to provide an accurate listing of our donors. We apologize for any errors or omissions that may have occurred.
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 YouTube channel: youtube.com/londonpubliclibrary.

**We’d love to hear your story!**

251 Dundas Street,  
London, ON N6A 6H9  
519-661-4600  
londonpubliclibrary.ca

“And when we go to the library we see our neighbours and we see the other children in our neighbourhood and it’s a space for all of us to come and meet and talk. So it’s really neat. It’s sort of like a community centre for us, and activities and Books for Babies, those things just really bring the community together.”

Duc

“at my library”, Access, Summer 2014