

Report to the Community 2009

Londoners used their Library more than ever!

16 number of libraries
3,207,984 physical visits to the library
3,780,880 virtual visits to www.londonpubliclibrary.ca
951,030 number of items in the library's collection
28 languages available in the collection
4,032,752 number of items borrowed
893,433 number of holds (requests for popular materials)
1,258,000 questions asked
45,942 uses of public wireless Internet
627,303 uses of public computers
13,275 library programs
179,210 program attendees
959 children's storytime sessions
15,624 children attended storytimes
19,746 new cards issued

"It's worth noting that the library's circulation increased in the single year from 2008 to 2009 by 7.4%, and holds increased by just over 10% in that period. Contrary to rumour, Londoners are reading!"
Beth Whitney, Co-ordinator, Collections Management, London Public Library

Message.

Board Chair and CEO & Chief Librarian

In 2009 Londoners used their library more than ever! London Public Library (LPL) is an essential part of the lives of people in our city and this past year Londoners showed how much they love their library through their high use and positive feedback.

We continued to see phenomenal usage of all services across the system, experiencing our busiest year ever. In 2009 there were more than 3,207,000 in-person library visits and another 3,780,000 virtual visits. Londoners also used the collections more than ever, borrowing over 4,032,000 items; and staff answered over 1,258,000 reference questions helping people in their quest for information and answers to questions on a broad array of topics.

London Public Library is proud of the many ways in which we provide high quality library service and the results we have achieved. You will find some of the highlights of our accomplishments in this community report to you.

On behalf of the Library Board, we would like to acknowledge the work and dedication of the people who bring it all together: our staff and volunteers who take pride in providing relevant, accessible, high quality services.

LPL's success is also a result of the many partnerships and collaborative endeavours that keep the library connected to the community and our many stakeholders.

Thanks are due to the City of London for its ongoing support, thus ensuring that Londoners have the quality library services they want and deserve.

We particularly thank the Friends of the London Public Library and our donors whose ongoing support

and assistance helps ensure that London Public Library can provide value-added library services, meeting special needs in our community.

And, of course, we want to thank all of you who use London Public Library; and we invite those who have not to join us in experiencing what all the excitement is about.

Jan Lubell, 2010 Chair, London Public Library Board and Susanna Hubbard Krimmer, CEO & Chief Librarian

2009 London Public Library Board.

Chair: Councillor David Winner

Vice-Chair: Jan Lubell

Members: Controller Gina Barber, Councillor Nancy Branscombe, Jerry Colwell, Gloria Leckie, Svetlana MacDonald, Josh Morgan, Joanne Tilley

Celebrate the Reader!

To kick off Ontario Public Library Week, London Public Library staff were out on the streets to catch you reading!

Books, newspapers, cell phones, we celebrated all the reading you do. On the street, in the park, at our local coffee shop - you were reading and we rewarded you with a magnetic bookmark.

Contemporary London Authors' Collection.

London Public Library welcomed submissions to the newly created Contemporary London Authors' collection available on the 3rd floor of Central Library. Local authors are invited to contribute a copy of their recently published fiction, poetry or play for inclusion in our Contemporary London Authors' collection. Items in the collection are easily found in the London Public Library catalogue by keyword searching "Contemporary London" in the Classic Catalogue. To access our submission form please go to: www.londonpubliclibrary.ca/contemporarylondonauthors.

It was a "Wonderful" Year.

2008/09 London Reads.

On April 23, 2009, International World Book and Copyright Day, the University of Western Ontario announced William Neil Scott's *Wonderfull* as the winner of London Reads 2008/09.

"Winning London Reads means a lot more than I expected it to, to be honest, because throughout the length of the contest I thought my prospects looked very slim. I'm absolutely floored by the response that this novel has received, and I feel very lucky and grateful for all the people who have taken the time to read it and pass it along."

William Neil Scott, author of *Wonderfull*

Reading Rocks!

Special family literacy events called Reading Rocks! began in 2009. Built around fun and engaging themes, these free events for children and their families are held at branches across the city and feature interactive and hands-on activities which celebrate and encourage reading together. There are games, crafts, books, food and prizes! Thanks to EDPRO Energy Group Inc. for their generous five year commitment to literacy that has made Reading Rocks! possible.

In Search of Clues.

Children at London Public Library had a great time in the summer as they participated in Agent 009: TD Summer Reading Club. Designed to foster a love of reading, to encourage children to read throughout the summer, and to act as a reading bridge between school years in a fun way, the year's program was a sleuth's dream. A total of 5,446 children participated, and they read over 22,000 books and wrote over 10,000 book reports!

Special attention was given to taking the program out into the community to reach children who might not be able to get to the library. Through many of our community partners and the Libro Library Road Show, 340 children participated off-site on a regular basis.

Family Literacy Day

On January 31st, Central Library hosted the 2nd annual FUN-tastic Community Celebration of Family Literacy Day! Over 400 children and their families from around the city joined the library and its many community partners to celebrate all the ways that literacy can be a fun and easy part of everyday life. With crafts, activities, music, cookie decorating, science experiments, puppets and live theatre, there was something for everyone.

Children's Librarian of the Year!

We are delighted to share with you that LPL's own Linda Ludke won the 2009 Ontario Public Library Association Children's Librarian of the Year award.

Linda is an inspiration in all areas of her work, particularly her adaptive storytimes with Thames Valley Children's Centre, Arabic/English storytimes with Families First and the Libraries For All initiative. That's not to mention her daily work with children, teens, parents, teachers and LPL staff.

Linda has over 400 published reviews and has written articles for professional journals. She has also been a guest lecturer at conferences, at the Faculty of Information and Media Studies and at the Faculty of Education, both at the University of Western Ontario.

Discover London's History.

A magnificent digitization project began in the Ivey Family London Room in November, thanks to a generous donation from Friends of the London Public Library. London Room staff identified hundreds of copyright-free photographs to digitize during the first phase of this exciting project. Images were scanned, descriptive information accompanying the images was entered, and this completed data was loaded into Knowledge Ontario's Our Ontario database. LPL's collection, London Public Library Image Gallery, is available to view from our website. www.londonpubliclibrary.ca/localhistory.

Staying in Touch.

LPL continued to embrace social media, providing a network of relevant online information and the opportunity to become a fan, leave comments, start conversations and share thoughts and ideas. In 2009 we joined Twitter to complement our interactive social spaces on our website, facebook, flickr, myspace and YouTube pages.

Traveling Laptops.

For library branches without a computer lab wanting to offer their patrons computer courses, traveling labs were created to provide more learning opportunities.

Filling the Gap.

How do I save a document or photo?

How do I get an email account?

I need to fill out a form on the Internet.

Where do I start?

Considering that these were the questions answered most frequently by our volunteer computer coaches, the introduction of five basic computer courses was very appropriate. The five computer courses are: Computer Basics, Intro to Email, Intro to NovelList, Intro to Audio and eBooks, and Your Library. A listing of all computer courses and branches that offer them are located on our website under programs and charted on page ten of Access magazine.

Not your Average Bookmobile.

During the summer an 18-wheeled bookmobile with a front cab that can sleep three exited Hwy 401 to visit our Westmount Branch Library. OverDrive, our provider of downloadable books, owns this wonderful touring digital bookmobile that the public and many library staff had an opportunity to visit.

“I just got back from a visit to the Digital Bookmobile parked at Westmount. If you get the opportunity to make the trip, it is well worth the visit! The set-up was fantastic and extremely interactive. This was a great introduction to the world of eBooks and digital catalogues. One feature that I really appreciated about the OverDrive truck was a section that showcased different gadgets, from iPods to the Sony e-reader, and their compatibility with MP3 files, etc.”

Brie, Branch Library Assistant, London Public Library

Community Tagging.

By adding key terms as tags to content in Catalogue Plus, individuals and groups can play a role in the discovery process in the library catalogue. The tags become search terms that people can use to find materials. Tags also offer a way to enrich the catalogue with everyday terms and language, e.g. chicklit, hip hop, steampunk, thus connecting more people to more information resulting in improved access and search-ability in Catalogue Plus.

“I have been an LPL patron since 1972, and a friend and a volunteer. My three children have also been great library users, and are now in the Toronto and Mississauga library systems. So we compare systems. I know our LPL system is superior to any other library system I know and I congratulate you. When I mentioned this to our local library staff, they said what a great IT and library staff we had, and that I should write and tell you so. The website just keeps getting better and the services and programs just keep getting better. Thank you.”

Marilyn, Westmount Branch Library patron

On the Road to the Western Fair.

The weather could not have been better to participate at the Western Fair. The Libro Library Road Show was in the family area in the North Park of the Western Fairgrounds, near Kiddyland with a number of other family friendly attractions. Tattoos were handed out, library cards were renewed, program information was shared and chocolate covered bacon was sampled by the staff.

We Dig our New Branch.

It started with a hole in the ground in June 2009, dug by: YMCA CEO Shaun Elliott, Library CEO Susanna Hubbard Krimmer, Library Board Chair David Winninger, Mayor Anne Marie DeCicco-Best, Councillor Joni Baechler, YMCA Board Chair Sheila LeClair and London West MP Ed Holder.

In partnership with the City of London and YMCA of Western Ontario, the spectacular North London Community Centre, YMCA and Library will open its doors in late 2010.

Some young Londoners got a sneak preview of what life might be like at the new North London Community Centre, YMCA and Library when they participated in Read and Roll programs offered throughout London and led by YMCA instructors and library staff.

Child and Youth Network.

London Public Library is a proud member of the Child and Youth Network (CYN) comprised of over 130 agencies and individuals committed to the vision of "Happy, healthy children and youth today; caring, creative, responsible adults tomorrow." The library plays a key role as part of the CYN by collaborating and contributing to its ambitious, long-term plan to make London the best place to live and raise a family.

New to Canada?

Look for LSP/PEB. In 2009 London Public Library began providing settlement services at four locations through the Library Settlement Partnership (LSP/PEB) with LUSO Community Services with Centre for Lifelong Learning, London Cross Cultural Learner Centre, South London Neighbourhood Resource Centre, and funder, Citizenship and Immigration Canada.

What is a Library Settlement Worker? LSP staff provide information and referral services for any question a newcomer might have including language learning, housing, schools and education, health care and legal services.

For further details please visit one of our four LSP locations on the 2nd floor of the Central Library and at Beacock, Jalna and Sherwood Branches.

Compliments and Questions.

"However, things really seemed to take a turn for the better for her when she started going to the introduction to meditation sessions that were offered as a program at the Central Library... that program at the library was a real blessing for her. She feels much more settled in London now and is a much happier person, thanks in no small part to the staff of the library who organized that program.

I just wanted to share this little story because I thought it was such a nice illustration of the many benefits of public library programs and services that don't show up in the statistics. My compliments to your staff."

Stephen, London Public Library supporter

An "Ask a Librarian" Email from The Canadian Encyclopedia, Edmonton, Alberta regarding the Civic Holiday.

"...when trying to trace its origins in Ontario, we found a reference of London the Little having an annual picnic in August. We are wondering if it is known if this annual picnic was a public holiday for citizens of London back in the early 1860s and if so, if it is known how far back the picnic was held?"

A segment of LPL's reply;

"I have found several London Free Press newspaper articles in our scrapbooks referring to the Civic Holiday. It appears that London began to hold annual picnics in 1856. There was an article that appeared in the London Free Press on August 5, 1961 entitled "Londoners' Campaigns Led to Establishment of the Civic Holiday" written by L.N. Bronson. It includes the following: ..."

Donations to the Library Totaled over \$332,000!

Imagine Annual Giving Campaign

The LPL 2009 Imagine Annual Giving Campaign received a net total of \$48,325.04.

Friends of the Library.

Special thanks goes to Friends of the London Public Library. Their tireless work to fundraise and advocate on behalf of the library continues to consistently make them the library's major donor. In 2009 they donated an amazing \$126,466.50. Thank you to the Friends for the many volunteer hours they donate to the library. They are an integral part of LPL's success.

Books2Eat Fun-raiser!

Books2Eat is LPL's tasty fun and fundraising event held in support of literacy initiatives. This delicious event, thanks to the twelve culinary artists who created delectable, edible books for guests to sample, raised \$3,445.00.

Read more about London Public Library's support from our generous library donors in our 2009 Bells & Whistles donor newsletter. www.londonpubliclibrary.ca/donate.

Applaud our Volunteers.

Thank you to the 541 volunteers who dedicated 10,851 volunteer hours in 2009 to London Public Library. Our volunteers spoke a total of 52 different languages! The Library was able to match more than 200 English learners with a volunteer mentor in our One-on-One English Conversation program. Also, 128 children were matched with a volunteer R.E.A.D. mentor.

Community Collection.

London Public Library is grateful to its many donors who contributed to the enhancement of the library's collection in 2009. Some of the organizations making contributions: Canadian Embroiderer's Guild, Child Abuse Prevention Council, London Association of Volunteer Administration, McIlwraith Field Naturalists, and Project Management Institute of South Western Ontario.

Above and Below the Thames.

London Public Library received, in 2009, the donation of the sculpture "Above and Below the Thames," by London artist Ron Milton. It is a half-scale replica of a one-man racing scull, which has been installed on the 3rd floor of Central Library where both the sports and arts collections are housed.

Operating Expenditures.

Human Resources: \$13,306,139

Collections & Lending Services: \$ 403,900

Facility Services: \$ 1,432,973

Utilities: \$769,086
Technology: \$301,236
Purchased Services: \$597,998
Furniture & Equipment: \$20,192
General: \$251,691
Program Services: \$83,260
Amortization of tangible capital assets: \$3,728,155

Operating Revenue.

City of London: \$16,914,896
Provincial Grant: \$612,469
Employment Resource Centres: \$ 715,809
Fines: \$525,194
Fees, Rentals & Sundry: \$388,033
Other: \$14,973

The majority of library funding is provided by London taxpayers. Thank you for giving the library the opportunity to enrich every Londoner's life!

2009 Patron Picks: what you wanted most.

Top 3 Nonfiction

Always Looking Up: the Adventures of an Incurable Optimist by Michael J. Fox
Outliers: the Story of Success by Malcolm Gladwell
The End of Overeating: Taking Control of the Insatiable North American Appetite by David A. Kessler

Top 3 Fiction

Finger Lickin' Fifteen by Janet Evanovich
The Book of Negroes by Lawrence Hill
My Sister's Keeper: a novel by Jodi Picoult

Top 3 Teen Titles

Twilight Series by Stephenie Meyer
House of Night Series by P.C. Cast
Hunger Games Series by Suzanne Collins

Blockbuster Kids' Books

Diary of a Wimpy Kid by Jeff Kinney
Percy Jackson Series by Rick Riordan

Top 3 Downloadable Audiobooks

Twilight, New Moon, The Host...all by Stephenie Meyer!

Top 3 eBooks

101 Internet Businesses You Can Start From Home by Susan Sweeney

1,000 Best Quick and Easy Organizing Secrets by Jamie Novak
Dreams From My Father by Barack Obama

Top 3 DVDs

Slumdog Millionaire
Julie and Julia
The Curious Case of Benjamin Button

Top 3 TV on DVD

True Blood (First Season)
Dexter (First Season)
Mad Men (Second Season)

Popular Music

The Fame by Lady Gaga
Much Dance 2009
Fearless by Taylor Swift

Soundtracks

Twilight
Hannah Montana: The Movie
Mamma Mia!

Classical/Jazz/New Age:

Quiet Nights by Diana Krall
And Winter Came by Enya
A Midwinter's Dream by Loreena McKennitt

Top 4 information databases

Novelist
Career Cruising
London Free Press
Ancestry Library

"A woman from Ottawa who is visiting a friend, came up to the Welcome Desk and wanted to share how much she enjoys coming to the Library. How welcoming, friendly, and inviting we are. And, it is one of the first places she likes to come to when she's in London."

Daniel, Telefact, London Public Library

London Public Library's 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.

London Public Library's 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.

Get in Touch!

Library information:

- Phone 519-661-4600
- TTY 519-432-8835
- Fax 519-663-9013
- 251 Dundas St. London, ON, N6A 6H9

Meeting room rental information

- Central Library 519-661-5120
- Branches - call location for rates & availability

The library is on the social web where you're welcome to become a fan, leave comments, start conversations and share your thoughts and ideas. Find links to the library at:
www.londonpubliclibrary.ca.