

ANNUAL REPORT to the **community** 2012

2012 Financial Information

OPERATING REVENUE

City of London	\$18,390,326
Provincial Grants	598,829
Employment Resource Centres	563,138
Fines	500,400
Fees, Rentals & Sundry	379,647
Other	24,280

OPERATING EXPENDITURES

Human Resources	\$14,385,451
Collections*	2,052,531
Facility Services*	1,517,598
Utilities	741,505
Technology*	525,048
Purchased Services*	574,450
Facilities Repairs & Maintenance	345,326
General	261,284
Program Services	64,698
Furniture & Equipment*	27,994

* Expenditures are shown before amortization of tangible capital assets. See Library website for the 2012 LPL Audited Financial Statements prepared according to PSAB sections 1200 Financial Statement Presentation and 3150 Tangible Capital Assets. The audited statements show amortization of \$3,570,166 for capital assets such as buildings, computers, collections, library shelving, furniture, equipment and motor vehicles.

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.

How much do Londoners use London Public Library?

London has seen an ongoing period of high use and increased demand for library services. We're sharing our 2012 statistics with you and will have some 2013 statistics available shortly.

Ontario municipalities measure and compare library use per capita.

- According to OMBI, London had average of 40.4 annual uses per capita in 2012.
- London had the highest number of uses and was well above the median of 29.4 uses among reporting libraries.

London Public Library Board 2012

Chair: Josh Morgan

Vice-Chair: Gloria Leckie

Members:

Councillor Nancy Branscombe

Councillor Matt Brown

Jerry Colwell

Scott Courtice

Jeff Gillies

German Gutierrez

Jan Lubell

Tamara Nugent

Donna Vachon

How efficiently is London's library service run?

Ontario municipalities measure efficiency with a figure called "cost per use". London's cost per use is low and has continued to drop. It is significantly lower than that of other municipalities in Ontario.

- According to the Ontario Municipal Benchmarking Initiative (OMBI), London Public Library had an total cost per use of \$1.48 in 2012.
- LPL's cost per use was the lowest and was well below the median of \$1.95 among reporting libraries.

Why don't you charge to borrow items or for certain services?

The Public Libraries Act (PLA) is key legislation that helps ensure free, equitable access to public library service in Ontario. Essentially, the PLA legislates that public libraries must not charge for the use of core library services, for library membership or for



www.londonpubliclibrary.ca

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UP 2012 CLOSE

A snapshot of how our community used their library in 2012:

3,087,785
visits to library branches



101,971
eBooks borrowed



1,441,427
reference questions answered



635,216
uses of library
public computers

In a 2012 survey, overall
public satisfaction with
library service was at

97.9%

96.3%

of people surveyed felt that
the Library gives good value
for taxpayer dollar spent



visits to
the library
website

4,701,683

1,027,610
holds placed

976,797
uses of library
information
databases

4,325,448
library items
borrowed



197,730
adults, youth
& children
attended
a program



481
Londoners volunteered
more than 10,000 hours



LIBRARY USE 2006–2012

