



Report
to the
Community

2008



London
Public Library



Left to right: Library CEO and Chief Librarian Susanna Hubbard Krimmer; Carmen Sprovieri, 2009 President, Friends of the London Public Library; Councillor David Winninger, Library Board Chair; Friends' 2008 President Suzanne O'Neill, Friends' Treasurer Mike Queale; Friends' Book Sale Coordinator and Vice-President Don Menard. In 2008, Friends donated \$80,000.

From imagination to action

London Public Library (LPL) is an essential part of the lives of Londoners. It is the community hub that makes a difference by **enriching** lives and empowering individuals, families and neighbourhoods.

We **enable** people to access information, ideas, and expressions of **creativity** and thought and to engage in **learning**, culture, leisure and recreation.

High usage, with over **3 million in-person and 3.2 million virtual visits** in 2008, speaks to the Library's relevance and value to people in our community.

We asked you to imagine what London Public Library could be. Your responses shaped our vision, mission and service model. As a result LPL has **shifted** away from the traditional library service model, to one that is more **dynamic, flexible, and responsive**. We have moved to a system that works in **partnership** with the people it serves, finding ways to include community stakeholders in the planning and delivery of Library services.

The LPL Strategic Plan: Imagine! is all about creating **sustained value** for the citizens of London.

In the following pages you will see examples of the **successful results** of our efforts to further fulfill our vision of a community hub, welcoming to all.

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, volunteers and partners who take **pride** in providing relevant, accessible, high quality services. We also thank the Friends of the London Public Library and our donors whose support **enhances** our excellent Library services.

David Winninger, Chair
Susanna Hubbard Krimmer, Chief Librarian & CEO

For the statistically inclined

5,371 kids joined the **LPL TD Summer Reading Club**. 19,057 books were read and 8,113 book reports were written.

Over **3,000 one-on-one reading sessions** were held using staff and volunteer resources.

Londoners love their Library! Library uses in 2008 numbered **34.4 per Londoner**.

229 teens signed up to face the Extreme Reading Challenge and together read **678,807** pages, **14% more** than last year.

811,790 holds were placed.

Over **650 class visits** were held in the Library, with over **21,000 students** attending.

86,484 volumes were bought for, or donated to, Library collections in 2008.

Total Library collections number **968,600** items.

Family Literacy Day drew **22 community partners** and approximately 200 children and their families on January 31.

Staff catalogued an average of **1,600 titles each month** during 2008.

32,736 titles were withdrawn from the collection over the year - look for them at the annual Friends of the Library Book Sale!

Circulation (including items renewed) totalled **3,754,444**.

There were **3,059,060** in-person visits to Library locations and **3,220,486** visits to the Library's **website, our virtual branch**.

As part of the Library's **Inter-Library Loan** program, LPL borrowed 1,850 items from other libraries for Londoners and loaned 3,960 items.

Visiting Library Service, which provides Library services to Londoners unable to visit or use regular Library facilities made **6,084 deliveries** in 2008.

3,256 co-sponsored program sessions were offered in partnership with community organizations or individuals. Attendance was **66,487**.

Online information databases, many of which are available from home, were accessed **152,609** times.

Materials used in the Library numbered **757,510** items.

In 2008, Library staff answered **1,148,043** reference questions by phone, e-mail or in person, **up 2.1%** from 2007.

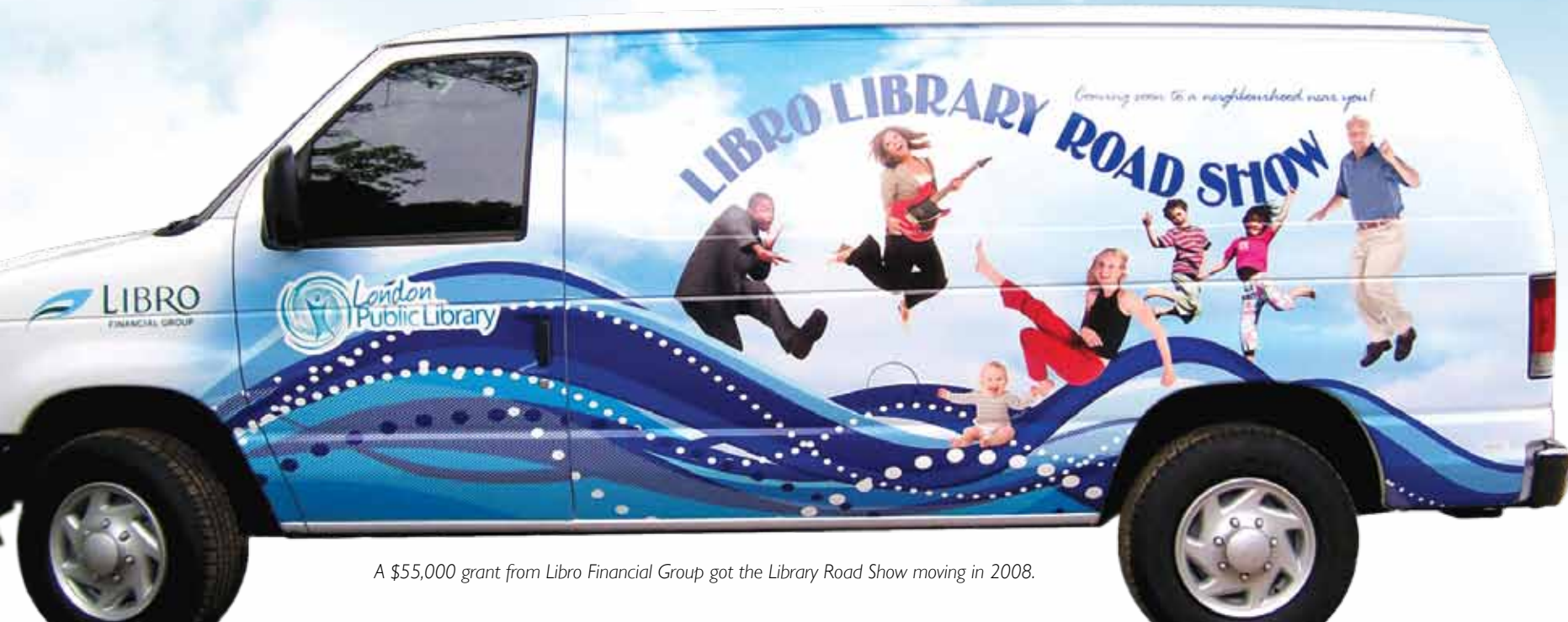
Library staff planned or participated in **234 community events held outside the Library**.

In 2008, the **Libro Library Road Show** made **61 stops** and visited with **5,093** people. The Road Show also enabled 538 children to play the TD Summer Reading Club game.

LPL wireless internet was accessed **34,731** times.

There were **18,530,279** page visits to the Library's website.

People used **e-books 9,440 times** and **e-audio books 15,918 times**.



A \$55,000 grant from Libro Financial Group got the Library Road Show moving in 2008.

On the road...

The Library serves Londoners not only within its buildings and on the Internet, but also by actively connecting, consulting and collaborating with community members of all ages.

Community **engagement** leads to community development and the Library is playing an active role in that development.

The Carson Branch Library Action Group was established in 2008 to **strengthen** existing partnerships and to identify and create new ones.

The Libro Library Road Show was piloted in 2008 to take Library services out into the community and to bring **awareness** of the Library to regular patrons and to people who have no experience with the Library system.

Access Magazine was redesigned into a colourful new format. 15,000 print magazines are picked up each season and the electronic version receives an average of 2,000 hits each month on the Library website. The **glossy** magazine section, devoted to **feature** stories, news and service information, is wrapped around a newsprint section listing upcoming Library programs by location.





Councillor Joni Baechler gets a taste of another kind of public service as she takes a shift on Celebrity Checkout Day at Masonville Branch during Ontario Public Library Week 2008.

Service: in many ways from many locations

Whether by phone, e-mail, online or in person, **customer service** is a **high priority** at London Public Library. But it doesn't begin and end when people approach us. We're also going out of our way to ask the community

questions about Library programs and services, and to continuously seek feedback in order to improve. And improve we have, as you can see in "**by the numbers**". (see pages 4 & 5)

In 2008, The City of London, London Public Library and YMCA announced a partnership to build a multi-use facility consisting of a Branch Library, swimming

pool, gymnasium, exercise facilities, offices and meeting rooms. The facility is being constructed on 8.8 acres of City land on the north side of Sunningdale Road, just east of Adelaide Street. The Library has completed its functional plan for the Branch Library section, a **community-focused, community-based** vision, **flexible** enough to respond to an ever-changing environment.





Lifelong learning

London Public Library prides itself in its provision of literacy and learning for Londoners of every age. From the earliest introduction to literacy in Books for Babies programs, through supportive summer and year-round reading programs for the school-age years, into captivating adolescent programs and collections (eg. graphic novels), through to adult leisure and information collections and programs, London Public Library is an invaluable link in creating a productive and enriched community.

In 2008, the R.E.A.D. (Reading Enjoyment and Development) program which provides one-on-one reading help once a week to children ages 7 to 12 was expanded to include Pond Mills, Beacock, and the Spriet Family Children's Library, in addition to Crouch, Jalna, Sherwood and East London Branches. The expansion was made possible by funding from the Friends of the Library, as was Summer R.E.A.D. , held at 15 locations, which served 226 children. Another Friends' donation provided Rosetta Stone software for ESL (English as a Second Language) support and learning support for other languages.

From LOUD (London Ontario Underground Dimenions) live rock concerts to karaoke and summer reading challenges (229 teens together read 678,807 pages in July and August), to a chance to Read Away Fines, more Library programs than ever were planned for teens, by teens, through the Library's Teen Advisory Committees.

In all, 12,130 Library information, leisure and literacy programs were offered in 2008 with an attendance of 175,193.

Creative City: Creative Library

In mid-2006, Library staff came together to explore avenues to support London in its creative city endeavours.

One project was the establishment of a **Writer-in-Residence**. The other was born when a collective of local artists, coordinated by **Kevin Bice**, was embarking on a project to celebrate, through their art, the Thames River as it flows through the City of London. Library staff worked with the artists and other community partners to develop a **calendar** of events, activities and displays

to **celebrate** the River through various themes such as the environment, the arts, recreation, ecology, history, literature and sports. The **River Project** artists welcomed the Library's involvement.

The River Project culminated in **exhibits** at the McIntosh Gallery, May 15-June 22 and at Woodstock Art Gallery, Nov. 15-Jan. 10, 2009 and the publication of the **commemorative River Project book**. Nearly 500 copies of the River Project book were sold out

at the Library by June 4. The Library produced River **notecards** - six designs, including historical and copyright-free photographs from the London Room, two works by the River Project artists and images produced by LPL's March Break artists.

“Everyone I have talked to mentions the wonderful support that the libraries have given to this project...”

Maurice Stubbs & Iris Waddell, River artists

“Go With the Flow” was adopted as the theme of March Break programs and some of the results are depicted here in murals showing the Thames in each season as imagined by young London artists.



Operating Expenditures

■ Human Resources	\$12,852,711
■ Collections & Lending Services	2,091,896
■ Facility Services	1,400,860
■ Utilities	716,062
■ Technology	680,858
■ Purchased Services	592,886
■ Furniture & Equipment	123,919
■ General	92,920
■ Program Services	81,510



Operating Revenue

■ City of London	\$16,342,015
■ Provincial Grant	639,433
■ Federal Grant	535,605
■ Fines	504,807
■ Fee, Rentals & Sundry	362,303
■ Other	55,865

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



The Library's small but mighty IT team (just 8 members!) not only supports the operation of the entire collection management system - including circulation, the catalogue and the member database - but also more than 700 public and staff workstations in LPL's 16 locations.

www.londonpubliclibrary.ca

Our virtual branch, open and accessible 24/7, is chock full of information. Staff found ways to make the information more accessible and the website more user friendly.

- Chat live with expert staff from libraries across Ontario and get help finding answers to your questions through [askON](#).
- The Library now subscribes to 45 online information databases, electronic collections of magazine, newspaper, academic journal and reference book articles that you may search by subject or by word.

These articles are an excellent source of information for personal and academic research and are not available on the "regular" Internet.

A Library card in good standing is required for access.

Here's what else you can do online at www.londonpubliclibrary.ca

- Look for books, CDs & DVDs
- Place holds to be picked up at the location of your choice
- Renew items before they're due
- Keep a list of all items you've borrowed (My Reading History)

- Write book reviews and read others' (My Review)
- Create special lists to keep track of favourite reads (My Lists)
- Assign star ratings to items (My Ratings)
- Look up Library programs and events and register online
- Find out about our new books by subscribing to a Library e-newsletter or reading a book review blog
- Discover more great reads with our Staff Picks and online database products like [NoveList](#)
- Download free audiobooks to your iPod, MP3 player and/or computer

Dave Carley, Writer-in-Residence

I have just completed one of the **most rewarding “gigs” of my career** – an extended residency at the London Public Library’s Central Branch. (October, 08- April, 09) It was an incredibly useful period of time for me.

I established a **playwrights group**, which met on Monday evenings in spaces around the Library. It was a great success and I have every hope that the writers will continue to meet; they found the experience rewarding and the **collegiality encouraging** and **artistically stimulating**. The group had a regular attendance of ten, with a few “swing” members. Many of them are now getting productions and production interest from theatres and I was very gratified to have been able to steer a few of them in fruitful directions....Our special events were another highlight and I think my favourite was our **‘Library Shorts’** which consisted of ten short site-specific plays set on the third floor of the Library. A huge audience trooped from play to play – all of which were written by the members of the playwrights group.

In general, the **Library is an astonishing facility**. I hope Londoners realize what a gem it is – how could they not? I was amazed and impressed by the sheer number of programs run out of the Library, by the diversity of the clientele, and by the support the community itself gives the Library.

If there is a marker of a civilized society, it is the modern public Library and I don’t think London’s has an equal.



Writer-in-Residence Dave Carley and guest Marcia Johnson read from their plays at the first event of Carley’s residency.

People gave the Library \$369,012.70 and immeasurably more in volunteer time...

Monetary donations include the ongoing annual support of Friends of the London Public Library, **bequests** to the Library, gifts in kind, memorial and honour donations and regular cash donations, in addition to the **Imagine** and Book for Every Child® campaign donations and contributions to other Library Funds.

London Public Library hosted its first annual event, **Books2Eat**, in 2008, an exciting and innovative community event and Library fund raiser for literacy. Many mini fund-raising events occur at neighbourhood branches. Sherwood, Jalna and Pond Mills Branches sell lollipops, Landon profits from Christmas tree sales, Bag It (the sale of gently used purses) takes place at East London Branch, while other locations hold silent auctions and yard sales.



Whether it's helping out with a fund-raising event, as Darrin Laidman did for the very popular Books2Eat event, translating Library information into various world languages, serving as a **member of the Library Board**, or volunteering through the formalized Friends of the London Public Library organization which runs the Library Store and the Annual Book Sale each October, the Library is **hugely indebted** to its many volunteers.

Not including Friends of the Library volunteers, 492 people donated **1,200 volunteer hours** to the Library during 2008.





Ontario Public Library Week

Since 1985, public libraries across Ontario have been celebrating Ontario Public Library Week as a **focus** for promoting public library services in Ontario.

The theme of the 2008 celebration in London was “**Discover the World** through your Library.”

Every day saw a new event, and each **reflected** a particular Library service, activity or collection.

You sold books. You bought **books**. You heard heart-wrenching stories of **AIDS orphans** and their courageous grandmothers living in Africa.

You laughed out loud at the dialogue of Dave Carley’s play *Writing with our Feet*, read by Carley, our **Writer-in-Residence** and Toronto playwright Marcia Johnson.

You **wrote your own stories** about the place the Library plays in your life. You learned about finance, legal issues, marketing and daily operations from small business experts.

You got a **Library card**, or renewed your old one.

showcasing the community hub |

You met some **celebrities** in the check out line - Mustangs football players, *The London Free Press* editor Paul Berton, columnists Ian Gillespie and Meredith Clarke, and LPL Board member Jan Lubell, to name a few. You checked out an item that helped you **discover your world**, and were surprised to find you had won some great **prizes** just for that!

You went to Open Houses all over. You ate cake! You took advantage of the Central Library’s re-opening on **Sundays**.

You are the hundreds of people who participated in 2008’s Ontario Public Library Week, October 19-25. You found the events were all free, all welcoming, all informative and all fun. Just like **YOUR** Library.



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.

Library information: 519-661-4600; www.londonpubliclibrary.ca



London Public Library Board (2009)

The Board meets on Thursday evenings once a month in the Central Library Board Room (unless otherwise noted). The public session begins at 5:30 pm.

Chair: Councillor David Winninger

Vice-Chair: Jan Lubell

Members: Controller Gina Barber

Councillor Nancy Branscombe

Jerry Colwell

Gloria Leckie

Svetlana MacDonald

Josh Morgan

Joanne Tilley