

"Smart Search helps my business with research information and gives me access to current, comprehensive business tools and professionals to help."

Bob McNally of McNally Valuations.



"The downtown library is an excellent place to write: comfortable and hospitable atmosphere."

Gloria Sawaj, Governor General's Award winning writer



"Love to borrow CDs, videos, books, magazines and use the Internet."

Chester Bear and Raeesa Merali, North East Branches



"The library is a beacon of hope for all that is good in the world."

Inez Hovde, Sprucewood



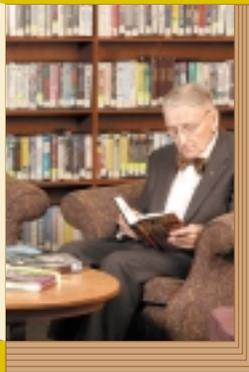
"I enjoy reading with my grandson in my neighbourhood library."

Lenora Murphy with Liam O'Gilvie at Abbottsfield.



"I've been a library member since I was seven. Librarians are always kind, efficient, and helpful."

Dr. Pat B. Rose, Strathcona



EDMONTON PUBLIC LIBRARY 2002 ANNUAL REPORT



Edmonton
Public Library

Councillors Allan Bolstad (left) and Ron Hayter (centre) with library customers at Castle Downs branch opening.



Summer Reading members presenting posters to speakers at Castle Down branch opening



Message from Chair of the Board and Director of Libraries

2002 at the Edmonton Public Library

Edmontonians were very happy with the library service they received in 2002, as visits to the Edmonton Public Library's 16 locations increased by 10 per cent to nearly 5 million compared to 2001, and circulation of materials reached almost 8 million, a 6 per cent increase.

We re-opened the Castle Downs branch and relocated the Southgate branch to Whitemud Crossing, much to the delight of our customers and staff. Library customers also visited the Library through cyberspace as our Web site visits reached close to 2.2 million, an increase of 633 per cent compared to two years ago.

The Library was a catalyst for the community, partnering with many groups to provide information and also artistic, literary, and cultural experiences to the community. Working with the City of Edmonton and others, the Library is spearheading the "Edmonton: A City Called Home" project to celebrate the City's centennial in 2004.

Renovations of the third and final phase of the Stanley A. Milner Library, an anchor member of the vital downtown Arts District, started late in the year, are expected to be completed in spring, 2003.

The outpouring of heartfelt support for the Library, from the hundreds of letters, phone calls, and emails received during budget deliberations, was incredible. Edmontonians really value the Library and its essential role in a literate and knowledge-based society.

In the accolades we received, many Edmontonians told us they were impressed with the friendly, knowledgeable, and dedicated staff. We couldn't agree more. Thank you to all the library staff for working so hard last year to deliver excellent library service. Thank you, Edmontonians, for your strong support. We look forward to the coming year, as we celebrate our 90th year of service.



Marco Adria



Linda C. Cook

Marco Adria, Chair
Board of Trustees

Linda C. Cook
Director of Libraries



At the official opening of the Whitemud Crossing branch (from left): Director Linda C. Cook, Councillor Bryan Anderson, the Hon. Lois E. Hole, Will Shakespeare, MLA Ian McClelland, Board Chair Marco Adria, Ralph Friederichsen and Bob Tuli of Ironwood Management.

2002 Annual Report Highlights

NEW

- Castle Downs branch celebrated its re-opening at the Lakeside Landing location on July 10. Dignitaries at the official ceremonies included the Hon. Lois Hole, Lieutenant Governor of Alberta; the Hon. Anne McLellan, Canada's Minister of Health; Thomas Lukaszuk, MLA for Castle Downs; Councillors Ron Hayter and Allan Bolstad.
- Will Shakespeare made a special appearance at the official opening of the new Whitemud Crossing branch on September 16, to celebrate the branch as a "haven for readers and learners". Other dignitaries included the Hon. Lois Hole; Ian McClelland, MLA for Edmonton Rutherford; Councillor Bryan Anderson; Ralph Friederichsen, President, and Bob Tuli, Vice President, of Ironwood Management Ltd.
- Featured in the KinderZone during Klondike Days (July 18 - 27), the Library partnered with Northlands Park to create an interactive play area filled with toys, books, story performances and frequent visits from Dewey, the Library's mascot. Hundreds of families enjoyed the program.
- Working with the City Archives, the Library unveiled "Pictures of Our Past" on the Library's Web site during Historic Edmonton Week in August, showing photographs and historical information on buildings, councillors, and mayors, as well as sports history in Edmonton.

2002 Board of Trustees

Dr. Marco L. Adria, Chair
 Ms. Dawn Fargey, Vice-Chair
 Ms. Rose-Marie Cassis, Past-Chair
 Dr. Sheila Bertram
 Ms. Ann Dea
 Mr. Jason Ding
 Ms. Alison Faid

Mr. Nashir Karmali
 Mr. Austin Mardon
 Mr. Douglas Meggison
 Councillor Michael Phair

New Trustee in 2003

Dr. Diana Davidson

- "Edmonton: A City Called Home" is a multimedia project that engages Edmontonians in the preparation of a new, comprehensive historical resource about the city's history and culture. Comprising two books, a collection of first person narratives and a book for children, plus the creation of a Web site, this is the City's education project to celebrate its centennial in 2004.

CELEBRATIONS

- On October 21, the province-wide fifth Annual Alberta Library Week promotion was launched in the 35-year-old Capilano branch, the first library in Edmonton to be located in a shopping mall. The Hon. Gene Zwozdesky, Minister of Alberta Community Development; Rahim Jaffer, Edmonton Strathcona MP; and Councillor Terry Cavanagh brought greetings. Hundreds of Edmontonians attended the open houses held in all 16 locations throughout the city.
- Smart Search, the Library's specialized fee-based research service, co-hosted the Edmonton Small Business Week Launch with the Edmonton Chamber of Commerce on October 21 at the Stanley A. Milner Library. The Hon. Mark Norris, Minister of Economic Development, was the keynote speaker. The launch and the After Business Mixer that followed were attended by 500 business people.
- "Read Up On It: The Magic of Books", an annual program to promote Canadian children's literature, was launched in the Library. It was the first time the launch had been held outside Ottawa. Joining Dr. Roch Carrier, National Librarian of Canada and renowned author, were Senator Tommy Banks, authors Kady MacDonald Denton, Laurent Chabin and Katherine Holubitsky. Les Bucherons provided lively entertainment.
- Canada Book Day was celebrated on April 23 with presentations from Gary McPherson (*With Every Breath I Take*), Monica Hughes (award-winning Edmonton author of more than 30 novels and recipient of the Order of Canada Award), Todd Babiak (*Choke Hold*), and Joyce Harries (*Girdles and Other Harnesses I Have Known*).
- The Library hosted a presentation of "Edmonton: In Our Own Voices" during READ IN Week (October 1 - 7) to give Edmontonians a glimpse of the "Edmonton: A City Called Home" project, featuring introductions by editor and researcher Linda Goyette and tales about Edmonton from storytellers, including renowned author and historian Tony Cashman.



Storytellers (from left) Alina Prata, Liliane Maisonneuve and Shirley Serviss in Edmonton: In Our Own Voices, a preview of the City centennial project Edmonton: A City Called Home.

WEB

- Edmontonians love the convenience of using the Library's Web catalogue via the Internet and did so 44,000 times per week from their computers at home, at school, in the office and at computers inside the Library's 16 locations. The increase was 633 per cent, compared to two years ago.
- A one-stop movie super page was created on the Library's Web site that serves as a portal to all the other great movie sites on the Internet. Visitors will find up-to-date information about movies and discussions on 90 pages of links to 1,800 sites deemed the best on the Web.
- The Library offered 46 licensed databases on the Web site, 27 of which can be accessed remotely from computers at home, at school or at the office.
- Supporters can make donations online directly from the Library's Web site via the Canadahelps.org site, a non-profit organization that provides free online donation services to Canadian charities.
- Staff learning and development is enhanced through placement of the Learning and Development menu on the Staff Web and development of an online registration system.

AWARDS

- Sprucewood branch was presented with a Golden Eddy Award on November 27 from Community Action Project (CAP) for "its excellent and important contribution to the families in our community". More than 200 people attended a support rally, including Councillors Michael Phair and Janice Melynychuk, students, teachers and principals of neighbourhood schools, library customers, trustees, and staff.
- Patricia Nelson, Manager of the Idylwylde branch, was the recipient of the Edmonton Community Network's first Penny McKee Award, in recognition of her volunteer work to provide training and support to increase Internet access in the community.
- Linda C. Cook, Director of Libraries, was the recipient of the 2002 Distinguished Alumni Award from the University of Alberta Library and Information Studies Alumni Association, to recognize her leadership and commitment to her profession and her contribution to the library community at the local, provincial, and national level.

AUTHORS

- The Stanley A. Milner Library hosted a reading and reception on December 8 to congratulate Edmonton writer, Gloria Sawai, for winning the prestigious Governor General's Award for her collection of short stories titled *A Song for Nettie Johnson*. She returned the honour by thanking the downtown library staff for welcoming her frequent visits and providing space to write her award-winning stories in the library.
- Authors who gave readings at the Library's various branches included David Bergen (*The Case of Lena S.*), Karen Dudley (*Macaws of Death*), Ian Waddell (*A Thirst to Die For*), Pierre Berton (*Cats I Have Known and Loved*), Robert Bateman (*Birds*), Terry Brooks (*Shannara* epic), Charlie Russell (*Grizzly Heart: Living Without Fear Among the Brown Bears of Kamchatka*).

KIDS

- Summer Reading Program, "Sailing the Seven Seas", was attended by about 12,500 children. Edmonton Trappers Baseball Club players lent their support by visiting 12 library branches during the summer to promote reading to children.
- Veteran Summer Reading Program members, 8-year-old Jordan Chow and 12-year-old Diana Hill, posed for the Library's promotional READ poster and the cover of the Library's magazine, *The Source*. The poster was framed and presented to dignitaries at the official re-opening of the Castle Downs branch.
- Dewey's Angels: Librarians in Leather (staff from seven branches) gave performances on the loading ramp at the back of the Strathcona branch during the Fringe Festival in August. The sagas of pirates and princesses, tales of dragons and knights, and antics of felines in stilettos (Puss in Boots) were enjoyed by more than 500 people.
- Library staff visited 205 schools and talked to 26,206 students about the Young Readers' Choice Awards, encouraging students to vote for their favourite books. Close to 13,000 students participated in Edmonton.
- The Card for Every Kid program has been offered to Grade 4 students and teachers for the past eight years, introducing the Library to students as the place to visit for information and recreation. More than 3,000 students from 98 schools took 127 tours of their neighbourhood libraries and 1,730 students received their own library cards for the first time during the 2001/2002 school year.



Senator Tommy Banks (left) and National Librarian Dr. Roch Carrier performing with Les Bucherons at the Read Up On It launch.



Volunteers at the Annual Book Sale held in the Library Parkade.



Robert Bateman at a reading of *Birds* in Whitemud Crossing branch.

- On December 21, Baturyn School became the first school in Edmonton to have a library card for every student in the school, from their neighbourhood Castle Downs branch.
- More than 800 children attended author readings. Canada Council for the Arts sponsored readings by Linda Bailey and Frieda Wishinsky. The Young Alberta Book Society's Chrysalis readings featured Joan Hinz, Loma Bennett, Nadine Mackenzie, Cora Taylor, Don Trembath, Carolyn Fisher, Marilyn Reynolds, Gwen Molnar, Shirlee Matheson, and Merle Harris. Ken Oppel gave a reading, courtesy of HarperCollins.

SUPPORT

- The Library received strong support from City Council, groups, and individuals through hundreds of letters, phone calls, and email messages to support library funding. Council agreed with citizens' concerns and returned \$224,000 to the Library's operating budget for 2003 and provided an additional \$200,000 for more books and other materials.
- The Bookstock campaign (February 1 to March 31) launch, held in the Londonderry Mall, in front of the branch, was attended by the Hon. Lois Hole, Councillor Michael Phair, Mark Siderson, Vice President of Albert's Family Restaurants, as well as Paul Mennier and Jennifer Martin of A-Channel, sponsors of the campaign. The Library raised about \$25,000 to enhance local library collections throughout the city.
- Ironwood Management Ltd., landlord of the Whitemud Crossing branch, provided \$1 million worth of turnkey operations, City Council provided \$1.25 million for refurbishment and relocation of the branch from Southgate Centre, and Alberta Government's Community Facility Enhancement Program provided \$125,000 for the opening of the Whitemud Crossing branch.
- "Edmonton: A City Called Home" project received generous support from the City of Edmonton, the Office of the Mayor, the Edmonton 2004 Education Committee, the Government of Alberta, the Clifford E. Lee Foundation, and the Friends of the Edmonton Public Library.
- The Ismaili Muslim Community in Edmonton marked Alberta Library Week by making a donation of books and a cheque for \$10,000 to support the final phase of the renovations of the Stanley A. Milner Library. The renovations project, already in progress, is planned for completion in early 2003.
- Three book sales, spring, Fringe and fall, were supported by 241 fundraising volunteers who donated 1,752 hours and

raised close to \$67,000. In addition to books weeded from library collections, members of the public donated unwanted books from their private collections. Revenue from book sales increased 92 per cent from 1999. An additional \$23,000 was raised from on-going book sales held in the branches.

- The Library was one of the organizers and beneficiaries of Edmonton's first "Raise a Reader" campaign to raise awareness about children's literacy. On October 3, a special edition of the *Edmonton Journal* was printed, with the newspaper donating all money raised from single copy sales to community literacy projects, including the Library.

PROGRAMS

- The Stanley A. Milner Library co-sponsored 300 programs with arts and community groups, attended by 23,797 people. These public programs included Global Visions Film Festival, the Comedy Arts Festival, Understanding Severe and Persistent Mental Illness, National Housing Day of Action and Eldercare in Alberta.
- The two art galleries in the Stanley A. Milner Library featured 18 exhibitions by emerging artists.
- The Library participated in 23 tradeshow and events, including Edmonton Teachers' Convention, Home and Garden Show, Technology for Success, International Literacy Week, and Teen Pregnancy Fair, promoting the Library to an estimated audience of 130,000.
- Towards continued collaboration, representatives of the Library Board and Civic Service Union 52, signed a Working Relationship Agreement, committing to conduct business in accordance with established corporate values.



Children reading at a branch library

QUICK FACTS

- 4,979,949 visits were made to the Library's 16 locations.
- 2,173,559 visits were made to the Library's Web site at www.epl.ca.
- 7,934,658 items were borrowed.
- 2,070,774 questions were answered.
- 145,346 people attended 4,256 public programs.
- 3,405,938 searches and 756,973 requests were made on the online catalogue.
- 88,546 adult and children's books, 98,326 paperbacks, 41,007 AV materials, 38,530 periodicals, and 2,789 government documents were added to the collections.
- 4,141 volunteer hours were donated to provide library access service to customers unable to use traditional library services.
- \$ 384,647 was raised through donations, grants, and gifts in kind, including the donations from the Bookstock campaign.

The Edmonton Public Library Statement of Revenue and Expense

For the year ended December 31, 2002 with comparative figures for 2001

	2002	2001
Revenue:		
Grants:		
City of Edmonton	\$19,590,000	\$18,560,000
Province of Alberta	2,612,585	2,612,584
Annual Registration Fees	716,739	683,435
Fines and Charges	693,630	671,850
Other	274,709	261,205
<i>Total Revenue</i>	<u>\$23,887,663</u>	<u>\$22,789,074</u>
Expenses:		
Salaries	15,097,038	14,259,623
Books and Library Materials	3,730,353	3,576,050
Supplies	1,652,501	1,929,748
Maintenance of Properties	1,829,139	1,754,982
Property Rentals	1,252,709	1,117,244
<i>Total Expenses</i>	<u>23,561,740</u>	<u>22,637,647</u>
Excess of Revenue Over Expenses	\$325,923	\$151,427

Collections and Services

	2002	2001
Visits to Library	4,979,949	4,517,142
Items Borrowed	7,934,658	7,496,508
Adult	5,115,439	4,844,200
Juvenile	2,819,219	2,652,308
In-House Collections Use	2,082,760	1,867,950
Public Internet Use	795,911	605,722
Questions Answered	2,070,774	1,802,016
Programs Presented	4,256	4,186
Program Attendance	145,346	139,661
Items Purchased	274,851	264,233
Magazine Subscriptions	1,300	1,300
Total Collection	1,507,870	1,570,169
Population of Edmonton*	666,104	666,104
Number of Libraries	16	16

* Federal Census 2001

