We Rock!
Library of the Year 2014
Edmonton Public Library Annual Report
Message from the Board Chair and Chief Executive Officer

Even after being named 2014 Library of the Year, the Edmonton Public Library is just getting started.

The prestigious recognition by Library Journal and Gale Cengage Learning in June 2014 only inspired us to propel our city’s public library system further ahead and continue to provide the absolute best for all of our customers.

We were also able to announce on EPL’s 101st birthday that library cards will remain free after first introducing free memberships for our centennial year, during which we saw a 40 per cent increase in library card users. Other celebrations included the opening of a bold new Highlands branch, and two new locations in City of Edmonton recreation centres in the Meadows and Clareview communities. We grew in other ways as well, extending the impact of our outreach workers to five other branches, expanding our Welcome Baby program into the community at Alberta Health Services public health centres and launching the first in a series of epl2go literacy vans.

New eBook and eMagazine databases became one click away, and a growing number of eLearning databases offer everything from web design and coding to K-12 online learning support. We focused on digital literacy, holding the grand opening of our EPL Makerspace, and asking the community how they envision a digital public space for hosting local music and recording music history. Our thirst for knowledge and desire to share brought about the 1st Annual International Open Data Day Hackathon, as well as the start of the Forward Thinking Speaker Series, which kicked things off with thought leaders George Kourounis, Sunny Grosso, Dr. Gabor Maté and Margaret Wheatley.

From humble beginnings above a meat and liquor store in 1913 to 18 branches throughout one of North America’s fastest-growing and most northern urban centres, EPL has grown from a place for books to a place for people. We’re proud of where we’ve come from and what we’ve accomplished. Our tradition of excellence and innovation will continue with a new Chief Executive Officer expected to be announced in June 2015.

As EPL embarks on our 102nd year, we want to reflect on how fortunate we are to have a city of library users and library lovers. We also have a supportive City Council and provincial government, a Board of Trustees with great vision and a knack for pushing the envelope, generous donors and volunteers, and hard-working staff.

It is because of all of you that EPL is looked upon as a leader and is what it is today—one of the very best. Thank you for your passion and commitment.

Spread the words.
2014 BOARD OF TRUSTEES

Mrs. Ellen Calabrese-Amrhein, Chair
Mr. John J. McDonald III, Vice-Chair
Mr. Jay Ball
Mrs. Kate Freeman
Councillor Ben Henderson

Mr. Michael Janz
Mrs. Miranda Jimmy
Dr. Sherrill Johnson
Mr. Nazir Mulji
Mr. Jeff Reynolds
TRANSFORMING COMMUNITIES
Mayor Don Iveson unveiled EPL’s Library Journal cover when the 2014 Library of the Year award was announced.

LIBRARY OF THE YEAR

You could call it the Academy Award, Nobel Prize or Stanley Cup of the library world. Whatever you call it, EPL won it! EPL is truly honoured to be 2014 Library of the Year, as named by Library Journal magazine and Gale Cengage Learning. It is the highest honour a public library can be awarded, and EPL is the first Canadian library to receive this international recognition. The award celebrates the library that most profoundly demonstrates service to the community, creativity and innovation in developing specific community programs or a dramatic increase in library usage, and leadership in creating programs that can be emulated by other libraries.

We celebrated in style with our customers when the honour was announced on June 11 in Churchill Square, complete with foam fingers, sunglasses and delicious cookies.
More Edmontonians than ever are accessing the library with their free memberships.

FREE LIBRARY CARDS

Another highlight of 2014 was the March announcement that library cards will remain free. It was a fitting way to celebrate our 101st birthday after a 40 per cent increase in memberships during our centennial year, and also introduce what will be EPL Day and Customer Appreciation Day moving forward.

Removing membership fees is yet another example of EPL leading the way, as the Calgary Public Library and other Alberta libraries were inspired to find ways to do the same.

“BORGES SAID THAT HE THOUGHT HEAVEN WOULD BE LIKE A LIBRARY. IN EDMONTON, WE DON’T REALIZE HOW CLOSE WE ARE TO PARADISE.”

—Jason Lee Norman, 2014 EPL Writer in Residence
EPL helps parents read, talk, sing, write and play with their babies.

PREPARING CHILDREN FOR A LIFETIME OF LEARNING

Thanks to the support of generous donors like you, we were able to bring our award-winning early literacy programs to even more Edmonton children. Our expanded Welcome Baby program launched at Alberta Health Services public health centres in 2014, provides early literacy resources – including a board book, early literacy tips for caregivers, reading recommendations and an invitation to get a library card – at the time of a child’s two-month immunization. The program reached over 10,300 babies in Edmonton – a major increase from approximately 3,000 we were previously touching by offering the program in the library alone. Operating for the full year in 2015, this program will reach over 90 per cent, or 12,000 Edmonton children and caregivers, ensuring every child in our city has the tools needed to learn, grow and thrive.

Baby Lapt ime is a popular EPL program.

The love of reading starts early.
The epl2go literacy van brings library programming and services to every corner of our growing city.

THAT’S HOW WE ROLL

We showed the city how we roll in July of 2014, officially launching the first in a series of epl2go literacy vans. Also funded through the support of EPL donors, the vans are a way to provide library services where and when our customers want them – from community centres to school playgrounds to housing complexes. The sleek library on wheels brings a variety of educational programs and technology opportunities to Edmontonians in underserviced areas of our city without easy access to our buildings, including young suburban families, new Canadians, seniors in residences and those with transportation barriers.

EXPANDING OUR OUTREACH

Although the provincial Safe Communities Innovation Fund expired in the spring of 2014, we not only remain committed to the outreach services provided for at-risk visitors to the Stanley A. Milner Library in the heart of downtown, but extended those services to five other branches where the greatest need was identified. Our team of three outreach workers now visit Abbottsfield, Highlands, Sprucewood, Strathcona and Woodcroft every week. Key support services provided include mental health, addictions treatment, income, employment, personal identification and housing. According to a Social Return on Investment report completed in November 2013, the program saves $3.56 million each year in costs such as ambulance and police services.
BORROWING BENEFITS
In an effort to achieve 90 per cent satisfaction with our interlibrary loans, key changes were made in 2014, including borrowing and lending DVDs and Blu-Rays without hold queues, reducing the maximum overdue fee for a lost item and allowing customers to use self-checkouts to borrow items. EPL’s innovative and award-winning ME Libraries launched provincewide in 2014. ME Libraries is a web-based technology that allows customers to use their library card to access the collections of all participating Alberta public libraries. This is an initiative of the Metro Edmonton Federation of Libraries and offers customers access to over 10 million items from 300-plus participating libraries.
PROGRAMMING FOR ALL

EPL successfully hosted 13,532 programs throughout 2014 and saw total attendance increase six per cent to 347,995. National Aboriginal Day celebrations were held at 12 of our branches, and we continued to be a place of choice for many citizens on Family Day and during Spring Break. The Summer Reading Club went digital, and 11,265 young readers signed up. Altogether, they logged 111,574 reading hours – a 28 per cent increase from 2013.
The Meadows Library, part of the Meadows Community Recreation Centre serving the city’s southeast, opened in November.

NEW LIBRARIES

The bold new Highlands Branch opened in July 2014 and was celebrated during a grand opening with the community in October. Both Meadows and Clareview, part of City of Edmonton recreation centres, opened late in the year to much fanfare. The fun will continue in 2015 when we open our redesigned Mill Woods branch. Calder and Capilano are in the midst of design work, and those neighbourhoods will be enjoying new buildings in the near future.

The Clareview Library, also part of a new city recreation centre, opened in northeast Edmonton in December.
From left: EPL CEO Linda Cook, EPL Board of Trustees Vice-Chair John McDonald III, Councillor Tony Caterina, MLA Brian Mason, MLA Matt Jeneroux and Highlands Community League President Susan Ruttan helped celebrate the grand opening of Highlands in October.

eplGO

As our city continues to grow, we are looking for fast and cost-effective ways to bring library services to new neighbourhoods currently without easy access to public library service. To meet this need, EPL is introducing the eplGO storefront library model. Plans are underway for a small-footprint location in Lewis Estates in 2015, and we are investigating future sites in the Pilot Sound-McConachie and Rutherford-Allard communities.
Evolving Our Digital Environment
Children can access a variety of educational computer programs at any EPL location.

**WHAT WILL YOU MAKE?**

The grand opening of our EPL Makerspace in February opened the doors for members of the public to make and create using a variety of technology, equipment, hardware and software that are not readily accessible, such as 3-D printers, an Espresso Book Machine, creative workstations (PCs and Macs), digital conversion hardware, gaming consoles, and a green screen with all the fixings and more. The digital public space is a hit, as more than 5,000 objects were created with the 3-D printers and over 2,000 books printed and bound on the Espresso Book Machine. Since the grand opening, we have seen the space grow to encompass a sound recording studio. Adjacent to the Makerspace is a new 1,000-square-foot program room, which provides space for a variety of learning opportunities, such as a 15-week intensive course on how to design a simple video game and publish it online. The free course, offered by the Edmonton Digital Arts College, filled up quickly and brought new users to the library.

The Oculus Rift virtual reality headset was added to the EPL Makerspace.

Makerspace assistants are on hand to help with the technology and equipment.
Participants dove into the City of Edmonton’s datasets during the 1st Annual International Open Data Day Hackathon in February.

**AT YOUR FINGERTIPS**

Our eCollection grew immensely in 2014, with the number of digital items in the collection increasing 69 per cent to a total of 9,325,000. We also offer our customers free access to 77 databases, as well as app development, web design and coding through the online database, Treehouse. A new learning support program called Brainfuse with tutors for kindergarten through Grade 12 is also new. Available are 30 top magazine titles, such as *Time, People, Sports Illustrated* and *Entertainment Weekly*, through a new digital service called *Flipster*.

**OPEN DATA**

Continuing our commitment to help develop a technology-savvy city, EPL hosted a hackathon with the City of Edmonton on February 22, bringing together more than 50 people interested in computer programming and app development. In celebration of International Open Data Day, they explored the more than 400 datasets available through the City’s open data catalogue. Many ideas and projects came out of the day-long event, including apps identifying the most popular dogs in Edmonton, the type and age of trees planted throughout the city, and measuring the energy produced from solar panels at NAIT to use as a way of evaluating the effectiveness of the way they are mounted. Participants’ feedback enticed EPL to increase programming and opportunities around open data, and host more hackathons.

The Espresso Book Machine allows customers to print and bind their own books.

The grand opening of the EPL Makerspace was held in February.
ACTING AS A CATALYST FOR LEARNING, DISCOVERY AND CREATING
ONE LIBRARY, ONE DAY

EPL staff are always learning, and we all came together to do just that at our first-ever Professional Development Day on October 29. Approximately 600 library staff gathered under one roof for the first time, taking in interesting, fun and thought-provoking workshops that will increase our ability to better serve Edmontonians. There were 22 session topics in total, including building community through competitive gaming, digital publishing trends, the vision for new and renewed building design that has informed the construction of EPL branches over the past five years, and more.

FORWARD THINKING

Our new Forward Thinking Speaker Series was a hit in 2014, with stormchaser George Kourounis kicking things off in September by thrilling Edmontonians with stories of journeys into a volcano and flaming gas crater, as well as being in the middle of Hurricane Katrina. Sunny Grosso was next in October, with tips on how to inspire passion and purpose in an organization, and create a positive and sustainable workplace culture. Dr. Gabor Maté stirred up thoughts about compassion, addiction and inclusion in November, and bestselling author Margaret Wheatley shared ideas and tools to help build stronger communities in December. Other notable speakers who paid us a visit included Amanda Lindhout, who shared her story of survival in Somalia during Freedom to Read Week, and Mark Frauenfelder, who enlightened us about the maker culture.
LEARNING WITHIN

EPL aims to inspire and empower action within our staff. Our Leaders in Residence series continued in 2014, starting with Sue Considine, executive director of the Fayetteville Free Library in New York, whose passion for libraries and their potential was contagious. Next, community activist Lewis Cardinal reflected on the history of the indigenous people in the Edmonton area, and discussed ways for EPL staff to work with and engage that community in our city. Sandra Woitas, with a passion for youth and love of learning, wrapped up our 2014 speakers with an inspiring talk about the importance of building better communities and creating effective organizations.

“I LOVE THE SMELL, THE FEEL, THE LOOK OF BOOKS. THEY HAVE SPARKED MY IMAGINATION, GIVEN ME HOPE AND ENTERTAINED ME SINCE I WAS A CHILD.”

—J’Lyn Nye, 630 CHED Radio Host
TRANSITIONING THE WAY WE DO BUSINESS
Volunteers take on many roles, including at our book sales.

VOLUNTEERS

Our strong and vibrant volunteer program continued to grow in 2014, with 422 volunteers contributing over 8,500 hours of their time to help make great things happen at EPL. Nearly 200 teens spent over 1,000 hours mentoring children in their love of reading, while other volunteers assembled and delivered over 10,000 Welcome Baby kits, delivered library materials to more than 200 homebound customers, and helped raise over $130,000 for library programs and services through our book sales.

Customers can choose from hundreds of books at our Books2Buy fundraisers.

Student volunteers hand out cake at Woodcroft during EPL’s 101 birthday celebration.
Our mascot, Lynx, enjoys mingling with customers at a variety of events and programs.

**ADVOCACY**

EPL is often featured in local news coverage, and was highlighted internationally thanks to *Library Journal* and the 2014 Library of the Year title. Other widespread coverage included a feature in the *Canadian Business Journal* on the award win and reasons behind it, as well as a television spot on CBC’s *The National* and an article by *Library Journal* about the expansion of the outreach program.

Along with being named Library of the Year in 2014, EPL received a number of awards. The Public Library Association Polaris Innovation in Technology John Iliff Award and the American Library Association Cutting Edge Service Award recognized EPL for the creation of the technology behind ME Libraries. The centennial marketing campaign won a number of Summit International Creative Awards as well as the IABC Edmonton Excellence Award, and the centennial timeline video brought home the Ad Club of Edmonton’s Distinction Award. EPL CEO Linda Cook was also recognized, receiving both the Canadian Library Association’s highest honour, the Outstanding Service to Librarianship Award, and the Library Association of Alberta President’s Award for her impact in the library field.
MAKE IT POSSIBLE

EPL is working to transform our community by improving literacy and making it easy for Edmontonians to learn, create and discover. Thanks to the generosity of our donors, sponsors and volunteers, we raised over $1 million in 2014 to invest in literacy and enhance our community.

GIFT OF LITERACY

Thanks to donor support, we expanded our Welcome Baby program and launched the first epl2go literacy van. Our Books2Eat Gala welcomed over 500 guests and reached new heights by raising a whopping $206,000. We also took the opportunity to honour Stephen Mandel for his support of EPL during his tenure as mayor with the inaugural EPL Champion Award, which will be named after him going forward.

We connected with the community through other initiatives including a Library Lovers’ Brunch at the Highlands Branch – raising over $2,000 for Welcome Baby for parents and families in that area. A major mail campaign raised over $100,000 for Welcome Baby. Additionally, our branches continued to welcome donations from customers and community members, which all added up to tremendous support for our literacy programs.

Thank you to the numerous individuals and groups who shared their support with EPL this year. Because of your generosity, thousands of Edmontonians will have access to the literacy resources they need.

Mayor Don Iveson and author Todd Babiak at the Books2Eat Gala.

Books2Eat Gala centrepieces showcased the Welcome Baby program and epl2go literacy vans.
REVITALIZING THE DOWNTOWN LIBRARY

EPL was delighted to receive a commitment for support from City Council to help transform the downtown Stanley A. Milner Library into a more collaborative, engaging and inviting space for all Edmontonians. However, that support will not fund the entire $62.5-million project. Over the next three years, we will raise $10 million from the community to help bring a revitalized downtown library into the heart of Edmonton’s city centre.
EPL 2014 DONORS AND GRANTS

$50,000+
Estate of Marilyn Anne Baker
Friends of the Edmonton Public Library

$25,000–$49,999
Edmonton Community Foundation
– Anniversary Grant
Edmonton Community Foundation
– Shelley Milner Fund

$10,000–$24,999
Cengage Learning
Edmonton Community Foundation
– Harnagel Family Fund

$5,000–$9,999
Edmonton Community Foundation
– Stanley A. Milner Library Fund
Edmonton Community Foundation
– Sylvia Syska Fund
Ruth Elizabeth Hyndman Foundation
Wallace Currie

$1,000–$4,999
Alberta Association for Multicultural Education
Bibiana Cujec Professional Corporation
Barry Biglow
Carl Amrhein & Ellen Calabrese-Amrhein
City Lumber Corporation
Linda Cook
D.B. Denis Professional Corporation
John & Ann Dea
Dub Architects
Alison & Peter Faid
Donna Shew Fong
Kim Gowin
Brian Heldecker & Donna Bagdan
Brent & Deborah Hesje
Brian Hesje
Jana Holden
Edmonton Community Foundation
– Joe & Nancy Thompson Family Fund
Edmonton Community Foundation
– Electro Equinology Fund
Edmonton Community Foundation
– Roper Fund
Edward Hsung
Don Iveson & Sarah Chan
William Kelly
Dianne & Irving Kipnes Foundation
Crispin Kontz
Chris & Jill LaBoissiere
Lakevold Advisory Team
Mr. & Mrs. Steven LePoole
Gregory & Alexis MacMillan
Mr. & Mrs. Stephen & Lynn Mandel
Carman & Averie McNary
Stanley A. Milner
Celestine Montgomery
Loretta Orlecky
M.J. Romanik Family
Dr. & Mrs. Eric & Lexies Schloss
Kowan Siegfried
Ashwani Singh
Frances Harley Urtasun
Carmen Velasquez & Jeju Varghese
Ralph & Gay Young

$500–$999
3M Canada
Alberta Traffic Supply Ltd.
Lachlan Bakker
Jay & Emily Bell
Alexandra Bell
Chris Benoit
Marc Bisson
Sarah Brown
Butler Family Foundation
Greg Cameron
Jason Chantrand
Prapat Chokka
Ryan Collins
William Dafoe
Dexcent Inc.
Peter & Christine Dirkse
Maria Drews
Edmonton Community Foundation
– Aletha Joy Bourne Gilsdorf
READ2KIDS Memorial Fund
Edmonton Community Foundation
– Jean & Garnet Ireland Fund
Dr. Rodney Eidem
Gord & Wanda Ewasiuk
Alan & Lena Gee
Sharon & Tim Grant
Joanne & Glenn Grier
Larry Haggar
Edward & Mavis Hahn
Hon. Dave Hancock MLA & Janet Hancock
Michael Harvey
Alexandra Hochachka
Laine Hooper
Incite Marketing
Anila Joy
Dr. Venta Kabzems
Melisa Keast
Fern Snart & Gerry Kendal
Mrs. M.F. Knight
Sandy Koe
Bernie Kollman
Mike Lewis & Anton du Toit
Carmen Lomow
D. Lorne & Leann Tyrrell
Joan & David Lynch
Pilar Martinez & Tim Oestreicher
Theresa McCallum
John & Joan McDonald III
Kimberly McLeod
Rod & Heleen McLeod
Dennis Modry
Gastone & Rose Monai
Jeffrey Narver
Douglas Oakley & Elizabeth McAfee
Della Paradis
Barbara Redmond-Eelaho
Robert & Elizabeth Reynolds
Robert Half Canada
Ameeta Singh
Steven & Cindy Slupsy
Zahra Somani
Ruth & Eldon Surette
Tina Thomas & James John
Judy Walker
Howard & Joan Welch
Boni & Greg Wengreniuk
Wild Card Advertising
Crystal & Blair Willie
Camilla Witt
Cory Woosnack
Atiyah Yahya
Flora Yan
$250–$499
Dr. Ghalib Ahmed
Halah Alhussaini
Tim Antoniuk & Susan Kasakoff
Carolyn & Khalid Aziz
Todd Babiak & Gina Loewen
James Bain
Douglas & Sharon Barbour
Keith Barry
Gerald Beasley & Patricia Ernsting
David & Linda Berezan
Mary Jane Bilsland
Susan Bly
Frank & Eva Borsato
Bill & Bernice Briggs
Donald Cameron
Judy Cheng
Estella Cheung
Meaghan Conroy
Richard Cook
Deborah Dancik
Tristan De Waard
Leanne Dekker
Do-it Sandblasting & Painting Ltd
Petal Dundjerski
Randi Dunlop
Edmonton Community Foundation – Crescent Hill Fund
Marne Edwards
Gregory & Karen Etizen
Daniel Engelman

Linda Garvin
Alan & Lena Gee
Dianna Gollop
Paul Greenwood
Daniel & Melissa Haight
Robert Hammond
Ben Henderson
Jen Hindle
Damian Hollow
Cathy Holowachuk
Kate Hurburt
John & Ratka Janjic
Miranda Jimmy
Dr. Sherrill Johnson
Lyle Jubenville
Shafraaz Kaba
King Edward Child Care Centre
David Law
Patrick Leech
Katherine Leung
Alistair MacDonald
Roger MacEachern
Brent McDonough
Alan & Pat McGeachy
Gordon McIntosh
Krystal McKay, CA
Chantelle McNichol
Mary McPhail
Donald Minato
Fahad Mughal
Fidelma & James Muldowney
Nazir Mulji
Ross Nairne
Simon O’Byrne
Penny Omell
Dustin Ostrowerka
AMP Electric Ltd
Kent McPhee & Barbara Pearce
Gregory Place & Alexis MacMillan
Robin Peterson
Adel & Shaba Qureshi
Lisa Randall
Leila Ranta
Donald Riep
Adam Rozenhart
Morgan Russell & Jasmin Matias
Corine Ryski
Saber Financial Services Inc.
Orest Semchishin
Ian Soles
Gordon & Barbara Stirling
Susanne Stushnoff & Kerry Francis
Travis Switzer
The Mensroom Hair Salon for Men
Tim & Evelyn Trofimuk
United Way of Calgary
Vanessa Welz
Tami Wetmore
Justin Wheeler & Heather MacKenzie
Helen Whitson

GIFTS IN KIND
Allwest Commercial Furnishings
Aurora Jet Partners
Body by Bennett
Bottom Line Productions
Century Hospitality Group
Gordon & Janet Clanachan
Crowley’s Jewellers & Goldsmiths
Shirley Ann Dunn
Edmonton International Airport Travel Agency
Fairmont Hotel MacDonald
Fairmont Jasper Park Lodge
Foot Notes Dance Studio
Hardware Grill & Tavern 1903
Image Words Media
Independent Jewellers
JDS Photography
Lexus of Edmonton
Long & McQuade
Evengeline MacDonald
Mayfield Dinner Theatre
Metterra Hotel on Whyte
Mojo Photo
Moksha Yoga
Mongolie Grill

Mousey Browns
National Oilwell Varco
Packers Plus
Photographic Portraits Ltd.
Prestige Limousine
Radisson Hotel Edmonton South
Remax
River City Credit Union
Ruth’s Chris Restaurant
Sawmill Banquet & Catering Centre
Scott Gallery
TELUS
The Garbage Man
The Marc
The University of Alberta Press
Vines-Riverbend Wine Merchants

SPONSORS
Acrodes
Blanchett Neon
Calder Bateman Communications
Cameron Developments
Clark Builders
Cygnus Sign Management Inc.
Downtown Business Association of Edmonton
National Oilwell Varco
Edmonton Economic Development Corporation
Edmonton Eskimos Football Club
Junior Achievement of Alberta
Library Services Centre
MacEwan University
McLennan Ross LLP
Melcor Developments Ltd.
Pita Pit Canada
Stantec Consulting Ltd.
Sterling Homes (Edmonton) Ltd.
Union 52 Benevolent Society
Yardstick Testing & Training Experts
# Statement of Revenue and Expenditures

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Edmonton</td>
<td>$38,227,480</td>
<td>$33,310,681</td>
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<tr>
<td>Provincial Government</td>
<td>$4,581,379</td>
<td>$4,646,603</td>
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<tr>
<td>Funding for Library Capital Projects*</td>
<td>$12,722,773</td>
<td>$10,943,815</td>
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<tr>
<td>Fines and Charges</td>
<td>$917,078</td>
<td>$1,031,153</td>
</tr>
<tr>
<td>Other**</td>
<td>$1,673,289</td>
<td>$1,150,204</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td>$58,121,999</td>
<td>$51,082,456</td>
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<tr>
<td>Salaries, Wages and Benefits</td>
<td>$33,102,464</td>
<td>$30,267,775</td>
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<tr>
<td>Books and Library Materials</td>
<td>$9,109,211</td>
<td>$11,177,597</td>
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<tr>
<td>Building Operations</td>
<td>$2,592,499</td>
<td>$2,303,566</td>
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<tr>
<td>Utilities and Other</td>
<td>$2,971,168</td>
<td>$2,897,382</td>
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<tr>
<td>Material Goods and Supplies</td>
<td>$1,989,404</td>
<td>$1,638,784</td>
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<tr>
<td>Vehicles, Machinery and Equipment</td>
<td>$5,596,804</td>
<td>$2,662,710</td>
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<tr>
<td>Services</td>
<td>$1,624,348</td>
<td>$1,555,397</td>
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<td><strong>Total Expenditures</strong></td>
<td>$56,985,898</td>
<td>$52,503,211</td>
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<tr>
<td>Revenue in Excess of Expenditures***</td>
<td>$1,136,101</td>
<td>($1,420,755)</td>
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</table>

* Includes capital funding from the City, grants and contributions.

** Includes rentals, concession, interest earned, donations and gain on disposal of capital assets.

*** 2014 surplus is earmarked for 2014 commitments to be completed in 2015. 2013 over-expenditure represents 2012 commitments expensed in 2013.
## COLLECTIONS AND SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>2014</th>
<th>% change</th>
<th>2013</th>
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</thead>
<tbody>
<tr>
<td>In Person</td>
<td>5,332,337</td>
<td>2%</td>
<td>5,218,136</td>
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<td>Virtual Visits</td>
<td>8,838,449</td>
<td>-2%</td>
<td>9,001,450</td>
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<td><strong>Total Visits to the Library</strong></td>
<td><strong>14,170,786</strong></td>
<td>0%</td>
<td><strong>14,219,586</strong></td>
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<tr>
<td>Adult</td>
<td>4,076,513</td>
<td>-7%</td>
<td>4,401,348</td>
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<tr>
<td>Juvenile</td>
<td>2,908,145</td>
<td>-4%</td>
<td>3,032,375</td>
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<td>Renewals</td>
<td>1,811,424</td>
<td>-18%</td>
<td>2,199,968</td>
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<tr>
<td>e-Books</td>
<td>635,598</td>
<td>50%</td>
<td>423,470</td>
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<td>eNewspapers &amp; Magazines</td>
<td>404,825</td>
<td>30%</td>
<td>311,617</td>
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<tr>
<td>eAudiobooks</td>
<td>122,794</td>
<td>56%</td>
<td>78,646</td>
</tr>
<tr>
<td>eMovies &amp; TV</td>
<td>36,654</td>
<td>231%</td>
<td>11,068</td>
</tr>
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<td>eMusic</td>
<td>407,364</td>
<td>134%</td>
<td>173,807</td>
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<td><strong>eUsage</strong></td>
<td><strong>1,607,235</strong></td>
<td>290%</td>
<td><strong>998,608</strong></td>
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<tr>
<td><strong>Total Items Borrowed</strong></td>
<td><strong>10,403,317</strong></td>
<td>-2%</td>
<td><strong>10,632,299</strong></td>
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<tr>
<td>In-house Collections Use</td>
<td>1,246,300</td>
<td>-7%</td>
<td>1,346,639</td>
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<td>Public Internet Use</td>
<td>1,180,000</td>
<td>6%</td>
<td>1,113,000</td>
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<tr>
<td>Questions Answered</td>
<td>2,536,000</td>
<td>2%</td>
<td>2,478,267</td>
</tr>
<tr>
<td>Programs Presented</td>
<td>13,532</td>
<td>-17%</td>
<td>15,799</td>
</tr>
<tr>
<td>Program Attendance</td>
<td>347,995</td>
<td>6%</td>
<td>327,118</td>
</tr>
<tr>
<td>Items Purchased</td>
<td>371,092</td>
<td>-14%</td>
<td>429,802</td>
</tr>
<tr>
<td>Physical Collections</td>
<td>1,674,660</td>
<td>-11%</td>
<td>1,883,006</td>
</tr>
<tr>
<td>Digital Collections</td>
<td>9,325,000</td>
<td>69%</td>
<td>5,518,195</td>
</tr>
<tr>
<td><strong>Total Physical and Digital Collection</strong></td>
<td><strong>16,695,913</strong></td>
<td>27%</td>
<td><strong>13,113,236</strong></td>
</tr>
<tr>
<td>New Memberships</td>
<td>70,059</td>
<td>13%</td>
<td>61,845</td>
</tr>
<tr>
<td><strong>Total Memberships</strong></td>
<td><strong>240,597</strong></td>
<td>6%</td>
<td><strong>228,000</strong></td>
</tr>
<tr>
<td>Number of Libraries</td>
<td>18</td>
<td></td>
<td>17</td>
</tr>
</tbody>
</table>
Spread the words.

Library of the Year 2014