



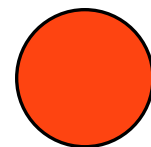
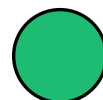
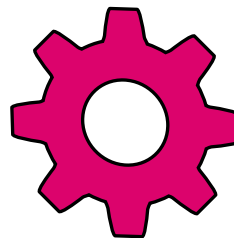
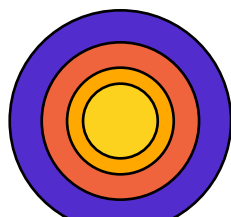
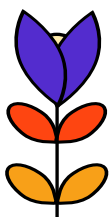
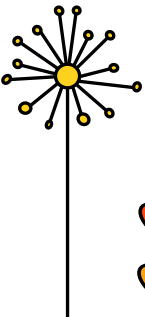
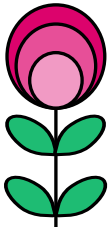
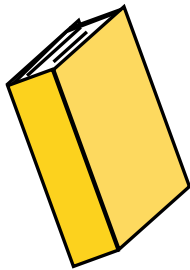
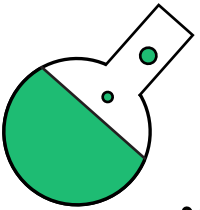
BURLINGTON
Public Library

2023



ANNUAL REPORT

In 2023, community members returned to BPL with renewed enthusiasm. You borrowed in record-breaking numbers, attended programs, and found help and support through community-based services in the library.



2023 IN REVIEW

1,000,000 BOOKS BORROWED

BPL members borrowed 1,000,000 physical books in 2023! This is the first time that we have surpassed this milestone—and we couldn't have done it without Burlington book lovers like you.

Your Library's Impact

Together, we saved
\$22,976,214
by borrowing physical books and items from the library in 2023.

A FULL SCHEDULE OF PROGRAMS AND EVENTS

Your Library was a popular destination for more than 80,000 learners of all ages in 2023—our first full year of programs and events since the pandemic. You attended more than twice as many programs at our branches compared to 2022.

Families shared songs, rhymes, and smiles at 1,500 storytimes, hundreds of students hit the books (and played with pups) during exam time, and folks got creative in our MakerSpace do-it-yourself design studio. Readers also flocked to our two annual literary celebrations—Burlington Lyrics & Poetry Festival and Burlington Literary Festival—to meet authors, attend workshops, and get inspired!

94%
of BPL Customer Satisfaction Survey respondents said the library has a positive impact on their life.

NEW AND IMPROVED OFFERINGS

Choosing a great book to read can be overwhelming! So, we launched our *Handpicked for You* service, where you get a thoughtfully curated bundle of books or a booklist based your interests and preferences. Just in time for summer vacation we added jigsaw puzzles to the Library. In addition, local gardeners were delighted when BPL's Seed Library reopened in spring 2023 after a three-year pandemic break.



DISCOVER LOCAL HISTORY

We upped your access to local history in 2023 with our new Burlington Digital Archive. This online archive houses the digitized local history collections of the Library, Burlington Historical Society, and the City of Burlington. Researchers, students, and history enthusiasts can easily view and download images, maps, records, and more.



SPECIALIZED KITS FOR COMFORT AND SUPPORT

We want everyone to enjoy an inclusive and welcoming experience when visiting the library. Neuro-diverse visitors can now use a sensory kit while inside our branches, created in collaboration with Autism Canada. Also in 2023, we refreshed our cognitive care kit collection in partnership with the Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton. The updated kits encourage social engagement and success with daily activities for people living with early-, mid-, and late-stage dementia.



IMPROVING LIBRARY SPACES

New Reading Garden

On June 9th, Burlington Public Library officially opened the new reading garden—a 150th anniversary celebration project—at Central Branch. It's a beautiful spot for you to read and relax under the shade of the garden's striking tricolour beech tree.



New Appleby Branch Relocation

Construction of the new New Appleby Branch is underway! We gathered nearly 6,000 comments during various community consultations in 2023 to guide planning for services, resources, and programs at the new branch. It is scheduled to open in fall 2025 in the City of Burlington's future Robert Bateman Community Centre at 5151 New Street. A heartfelt thank you to everyone who shared feedback and suggestions!

A Library Where Everyone Belongs

Everyone in our community should have access to information, resources, and support, free from judgement and discrimination. In 2023, BPL developed an equity, diversity, and inclusion plan to guide us, support our mission, and inform our collections, book recommendations, branch displays, programs, and events.

"You are, in my opinion, an 'essential social service' in our community"

IT'S NICE TO BE RECOGNIZED

Along with the treasured compliments we hear every day from our valued customers, we are deeply grateful when the community formally recognizes the Library's good work.



In 2023, BPL was named as a finalist for the 2023 Burlington Chamber of Commerce Business Excellence Awards as an outstanding not-for-profit and won their Heritage Award in recognition of the Library's long-standing role in preserving and celebrating Burlington's history. Our organization was also designated one of Canada's 'Best Workplaces for Giving Back' by Great Places to Work.



"Where else can you go to enjoy free time in peace and quiet while educating yourself, exercising your brain, and learning skills?"



Your Library's Impact

BPL created over
\$56,681,235
in economic impact—nearly five
times the yearly amount the City of
Burlington contributes to BPL's
annual operating budget on
behalf of each resident.

For each
Burlington
resident, BPL
provided **\$303** in
economic value
in 2023.

BY THE NUMBERS

REVENUE

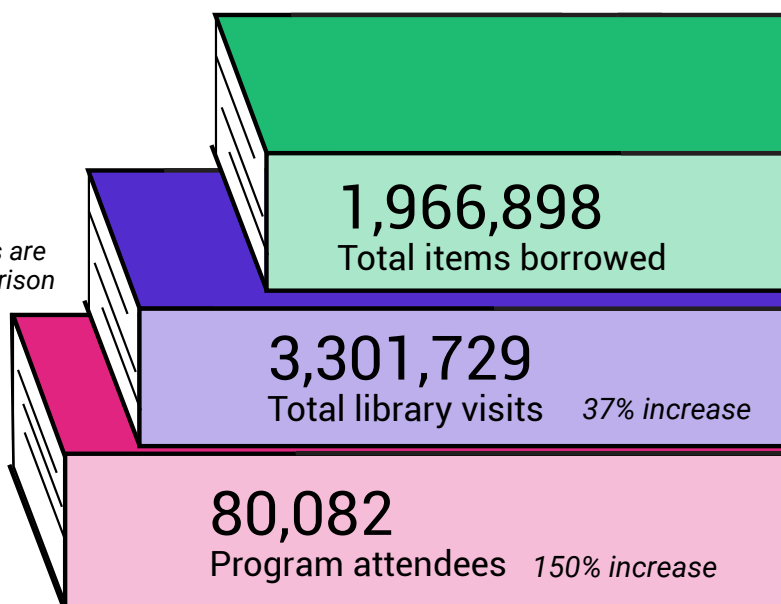
Municipal contribution: \$12,263,195
Provincial grant: \$229,403
Internally generated: \$362,774

Burlington Public Library is a
registered charitable organization
that gratefully accepts donations.
Visit bpl.on.ca/about/donations
for more information.

EXPENDITURES

Employee costs: \$9,099,715
Amortization: \$1,138,201
Building costs: \$1,370,237
Operating costs: \$398,816
Automated systems: \$466,983
Digital materials & processing: \$639,016
Annual deficit: (\$257,596)

*Increases are
in comparison
to 2022*



2,293,474

Online visits

378,908

Digital materials borrowed

286,360

Digital resource downloads

9,286

New BPL members

661,966

Wi-Fi sessions 23% increase