



BURLINGTON
Public
Library



2025 Annual Report



Survey says...

4600+ people completed our yearly survey. **96%** agree the library improves the well-being of the community as a whole and **95%** say it adds value to their own life.

More to Discover

In **2025**, the library expanded and improved its services to better serve the community. Library customers enjoyed a wider selection of digital books to borrow, collaborated in free meeting spaces, got creative with new maker spaces at two more branches, and celebrated a new library space at the Robert Bateman Community Centre!



Responding to Your Feedback

Top comments in our annual Customer Satisfaction Survey asked for more selection of books and shorter wait times, more programs on topics like maker services and tech support, and more quiet spaces to work and study. See how we've improved services this year in response to your feedback and stay tuned for more updates in 2026!

Maker Services Expand

Creative customers now have even more ways to make and explore with the opening of two new maker spaces: MakerStation at Alton Branch and MakerStudio at New Appleby Branch. From sewing and 3D printing to professional-quality digital recording and editing, BPL offers tools and equipment to help ideas come to life.

More Free Meeting Rooms

Customers asked for more places to study, meet, and work, and BPL responded. An online booking system now makes it easier to reserve free meeting spaces across the system, including three brand-new rooms at New Appleby Branch designed to support collaboration, learning, and community connection. In fall 2025, customers booked these spaces more than 2,300 times!

More to Borrow

Burlington readers now have access to more than 375,000 digital titles through OverDrive/Libby. Our More to Borrow partnership expanded to seven public library systems when Milton Public Library joined in 2025. BPL added new board games, puzzles, decodable Wonderbooks, and Envoy Connect players, and transitioned Community Access Passes to a first-come-first-served system, giving customers more options to discover and enjoy.



\$28.9M
saved by borrowing
from the library

2025 In Review

New Appleby Branch Opens

Southeast Burlington residents had plenty to celebrate in 2025. BPL opened the relocated New Appleby Branch in the Robert Bateman Community Centre on September 15. The new space is three times larger and features more items to borrow, plenty of seating, and free meeting rooms. Two digital media studios and a welcoming children's area were enhanced with interactive technology thanks to a generous donor bequest and the Kids Learning Fund campaign.

Twice as many people visited the branch compared to fall 2024 and they borrowed 14% more items!

Programs that Connect

More than 750 Burlington readers signed up for BPL's new year-long reading challenge for adults, which includes monthly meetups across Burlington. BPL also launched the new hands-on Tech Connect program—a direct response to requests for more technology support and volunteer opportunities. And we also added Stay and Play sessions to some of our storytime programs for caregivers to meet and chat.

In March, CBC Radio recorded a live episode of the IDEAS for a Better Canada series at Central Branch with journalist Nahlah Ayed. More than 120 attendees heard library leaders speak about intellectual freedom, the rise of censorship, and how accessing a wide range of perspectives can foster empathy and support democracy.

A New Strategic Plan for BPL

Your input helped set our direction for the next two years. Customers submitted more than 500 comments on BPL's new strategic plan. You told us what matters most—welcoming spaces, helpful staff, and a blend of print and digital books—and we listened. The plan launched in fall 2025. It focuses on connection: spaces that bring neighbours together, fresh reading recommendations, and initiatives that help address challenges such as polarization and isolation.

Local History Collection Grows

Local history enthusiasts gained two new online research tools in 2025: the Burlington Newspaper Index and the Burlington Post online. The Burlington Digital Archive, BPL's online local history database, also expanded with five new collections, thanks to items generously donated by civic leaders and community organizations.

A Great Place to Work

BPL earned Great Place to Work certification for the fourth year in a row, based on feedback from staff. The recognition highlights strong workplace culture, job satisfaction, and employee well-being. Our dedicated team makes it possible to deliver welcoming services and meaningful experiences for the Burlington community every day.

86,457
program &
outreach
attendees



By the Numbers

Financial Information

Municipal contribution: \$12,859,234
Provincial grant: \$229,403
Internally generated: \$366,285
Employee costs: \$9,639,277
Amortization: \$1,119,834
Building costs: \$1,750,614
Operating costs: \$350,232
Automated systems: \$551,714
Digital materials & processing: \$754,066
Annual deficit: (\$710,815)

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

In addition to generous bequests, in 2025 more than 300 library customers donated to BPL, contributing more than \$34,000 to enhance our spaces, collections, and services.

BPL created over
\$59,870,419
in economic value, or
\$320.25 per Burlington
resident

1,069,426
visits to
branches

8,870
new BPL
members

Customers
borrowed, streamed,
and accessed books
and resources
2,169,628
times in 2025

