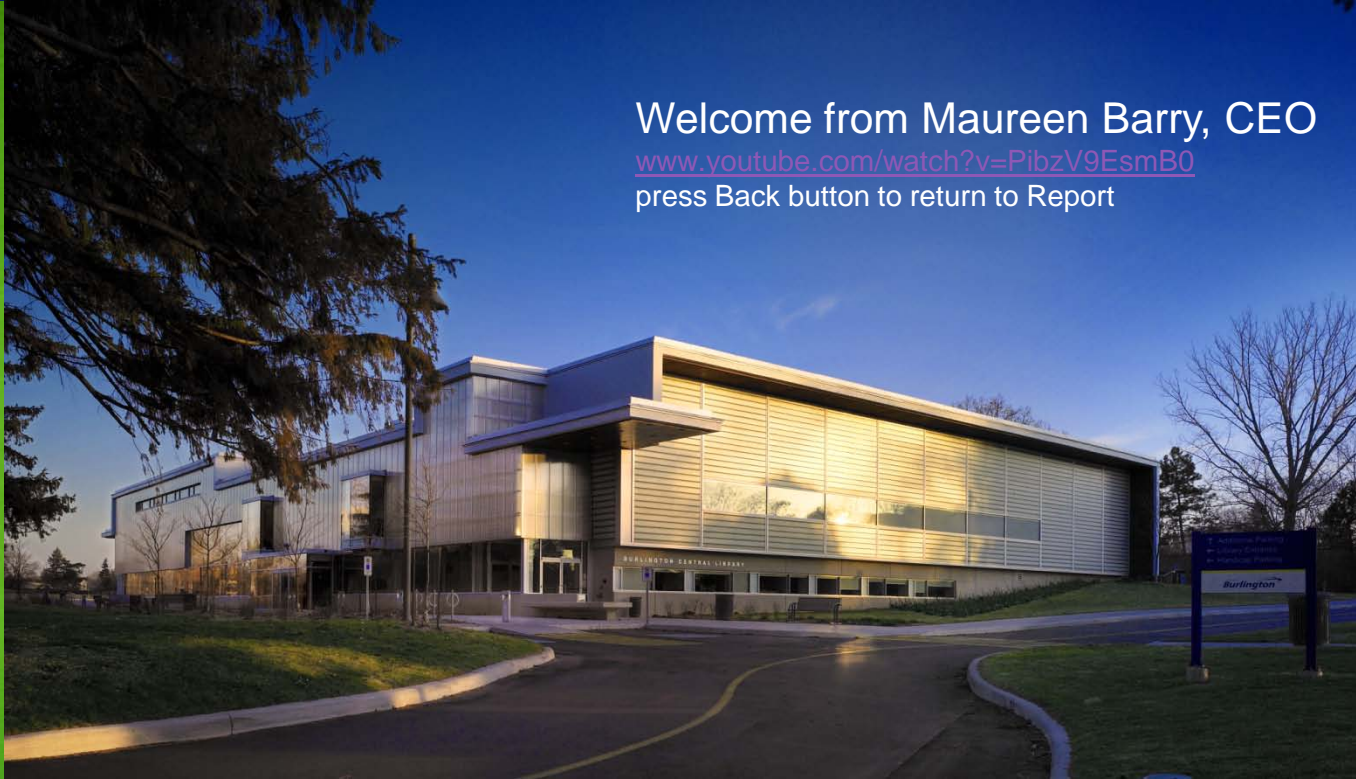


Annual Report 2009

Welcome from Maureen Barry, CEO

www.youtube.com/watch?v=PibzV9EsmB0

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beyond BARRIERS

Burlington Public Library is for everyone.

- Teens now find it easier to get a library card since our membership rules changed
- You can now browse our shelves, borrow downloadable books, and use online databases 24/7.



beyond BARRIERS

Burlington Public Library is for everyone.

- Our new accessibility policy makes sure that persons with disabilities have fair access to library collections and services.
- The Rainbow Collection is an invaluable resource for Burlington's LGBTQ residents.
- We added special software to manage public computers so that you don't have to wait long to use one.



beyond BARRIERS

More people used the library when household budgets took a hit in 2009. Here's how we helped you:

- Job seekers came to free seminars and a job fair.
- We launched a web page full of information for job seekers.
- People with low incomes came to the library for free tax help from the Canada Revenue Agency.



beyond BARRIERS

Fraud and identity theft crimes are on the rise—and so were our efforts to protect your privacy.

- We changed our borrowing guidelines to better protect your personal information.
- Your identity is now totally confidential on hold wrappers.
- It's now mandatory to have your library card with you when you borrow items, making it harder for someone to misuse your card.



beyond BUILDINGS

We boldly went to the streets and into your homes—
and won a provincial award along the way.

- Betty Blogger, our award-winning online course about Web 2.0, graduated 124 students from all over Ontario.
- The blogosphere grew by two when we launched Storylining book review and Halton Hamilton History.

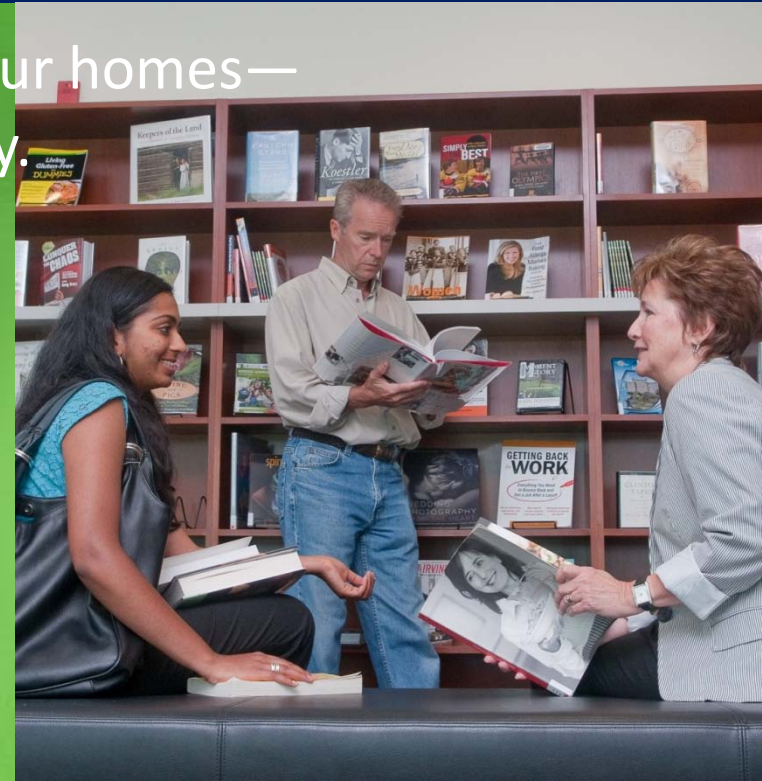


beyond BUILDINGS

We boldly went to the streets and into your homes—
and won a provincial award along the way.

- We partnered with Daily Web TV and the Burlington Post and took our great stories beyond our walls.
- BPL was on the go in 2009 - visiting classrooms and retirement residences, and connecting with you at lots of community events.

Tour Burlington Public Library with Daily Web TV
www.youtube.com/watch?v=MrjNFf_oYAI
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beyond BOOKS

Life is busy and convenience is important. Last year, using the library got easier:

- We introduced email due date reminders to help you avoid late fines.
- With just a few clicks, you can now download bestsellers and popular audiobooks.
- We extended our online open hours so you can browse our shelves, place holds, and check your library account any time.
- Every new library card now comes with a duplicate mini card so it's easier to have your library card with you.

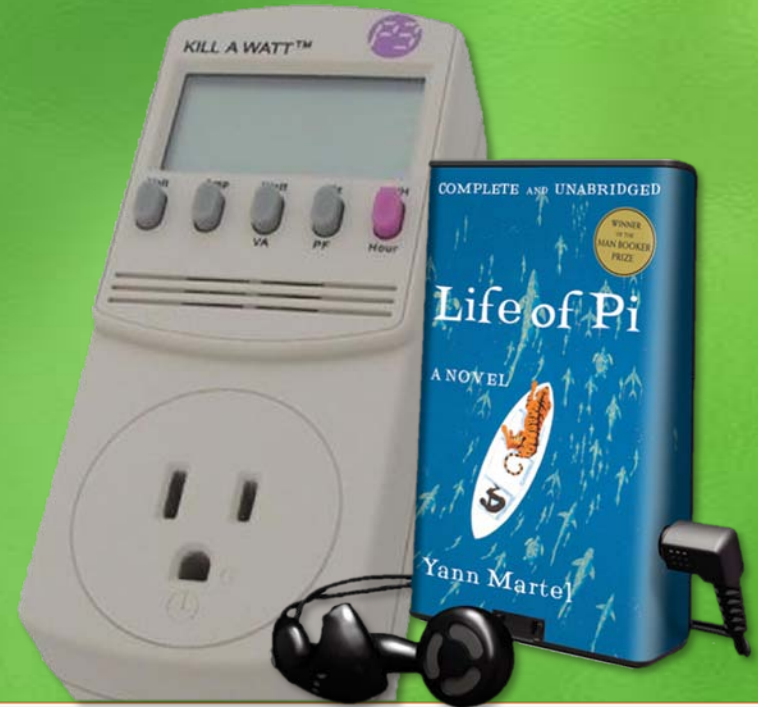


beyond BOOKS

The times are changing ...
new things to borrow in 2009:

- MP3 Playaway® digital audiobooks
- popular video games
- Pedometers

And - we said good-bye to videos and cassettes.



beyond BOOKS

More than just a trendy slogan, lifelong learning is action!

- I'll Show You How
- Halton Multicultural Council Partnership/Ron Ness Training Room
- Help for Seniors Expo
- Teen Volunteer Fair
- Take Flight & Write Teen Writing Contest
- Read for the Win Teen Summer Reading Club
- Exam Cram Study Hall
- Children's Book Camp
- Branch Libraries Establish "Mother Goose" Partnership / with ROCK/OEYC
- Calling New Parents / with Halton Region Health Dept



Programs at BPL for...

Children

www.youtube.com/watch?v=h6JETdX0zww
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Teens

www.youtube.com/watch?v=R4WzR8gj7DA&feature=channel
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Adults

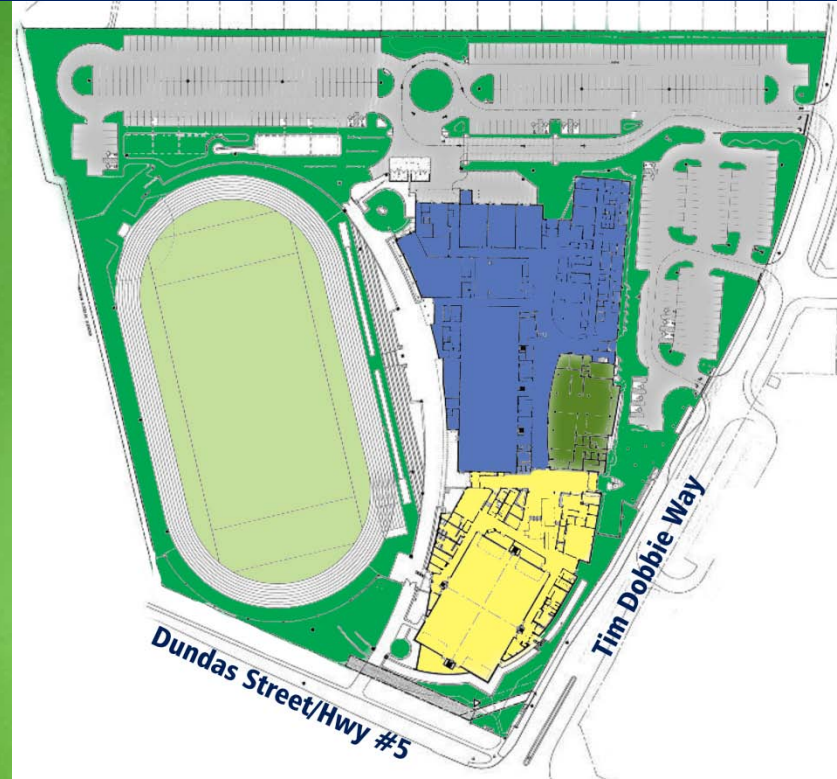
www.youtube.com/watch?v=hGMUJg9-KaA&feature=channel
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beyond BELIEF

Extraordinary – Progressive –
Inspiring – and brand new in North
East Burlington:

- It's a high school, a neighbourhood library, and a community centre—all under one roof.
- The fully integrated library branch and school library will share collections and resources to serve students and the public at the same time.
- Construction on the complex starts summer 2010 with anticipated completion by fall 2012.



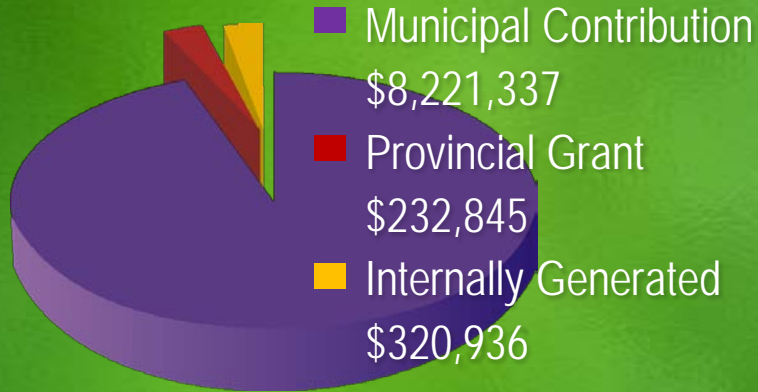
Statistics

	2009	2008
new members	8,695	7,184
in-person visits	934,568	900,672
website visits	539,247	487,915
information questions answered	95,851	97,065
uses of online databases	544,000	504,408
program attendance	42,807	34,049
holds placed	321,044	277,116
items borrowed	1,767,370	1,690,463
number of libraries	6	6
population of Burlington (2009)	170,000	167,400
library operating budget	\$8,812,096	\$8,405,630
Per capita City taxes contribution to support the library's annual operating budget	\$48.52	\$47.15



Financial

Revenue



Based on a population of 170,000, the City of Burlington contributed roughly \$48 per each Burlington resident to support the Library's annual operating budget in 2009.

Expenses



* Library collection materials are now capitalized and amortized (depreciated) along with other capital acquisitions. Purchases of collection materials in 2009 was \$1,040,391.

More Information

Burlington residents continue to value and use their library in growing numbers.

If you have any questions or comments, please contact Marketing Communications at 905.639.3611 ext 157

Return to www.bpl.on.ca

