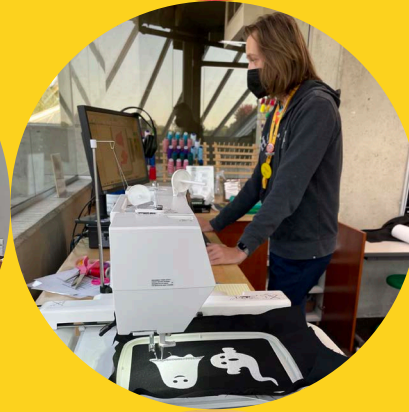




BURLINGTON  
**Public Library**



# 2022 ANNUAL REPORT



## MORE LIBRARY, MORE OFTEN

Customers asked and we answered. With Board support, we have expanded our open hours by nearly 20 percent since 2018, making the library accessible to more people with diverse needs and schedules. Some branches, including New Appleby and Aldershot, have seen a 60 percent increase in open hours! This has significantly increased access to our collection, programs, and spaces. And we were able to achieve these increased hours without increasing our staffing budget. A win-win!



## NEW NEW APPLEBY

We have a new facility project in the works! The sale of Robert Bateman High School was confirmed in fall 2022, bringing us one step closer to a new location for our current New Appleby Branch. This move will provide substantially more space and improved service for a rapidly growing area. We are working with City of Burlington, Brock University, and Halton District School Board as inaugural partners on this multi-phase project. This build will create a vibrant community hub for learning and recreation. Our Board shared their input on a vision for the space, and we are excited to see it come to life!

## KEEPING TECHNOLOGY CURRENT

Public libraries play a critical role in bridging the digital divide in our increasingly online world. Our “Connection for All” project—funded by a \$19,650 federal Canada Healthy Communities Initiative grant—paved the way for practical solutions to equitable technology access. We purchased Chromebooks and Wi-Fi hotspots that customers can borrow, and installed two privacy booths for people seeking a quiet spot to video chat. These “quiet pods” are a hit with customers in our new era of hybrid work. Plus, BPL’s public Wi-Fi became an entirely uninterrupted service in 2022, providing round-the-clock access inside and outside our walls.



## MAKERSPACE MOVE

The success of Central Branch’s busy second floor MakerSpace signalled the need to find a new home. While the Library was reopening in stages during the pandemic, we began renovation work to create an expanded MakerSpace on the third floor. This bigger, brighter space is a do-it-yourself fabrication studio where you can bring your creative projects to life using our large-format and specialized equipment. Along with the exciting new studio for makers, the refreshed and spacious third floor offers a bonus—a beautiful mixed-use area for quiet study, reading, and meetups. This vibrant venue is also the new home for our large-scale events like author talks.



## CUSTOMER SATISFACTION SURVEYS

The COVID pandemic was a life-altering event in many ways. It showed us it is vital to have an open line of communication with our community. To stay relevant in these evolving times, we introduced an annual customer satisfaction survey to help us better understand what you want from your public library. And you responded with enthusiasm—by the thousands! Your meaningful feedback and suggestions are already helping to shape our decisions and make improvements to service. Survey results and progress updates are shared regularly through The CEO’s Corner in the News & Reviews section of our website.

## A NEW HUB FOR LIBRARY NEWS

The Library is a busy place—in the branches, behind the scenes, and online—so we created a new section on our website to make it easy for you to stay in the library loop. News & Reviews is a hub where you can read need-to-know library news, discover special events, check out featured booklists and curated collections, get an insider’s look at how the library works, and lots more.

## BORROWING IS BACK

Burlington readers are the best! Despite disrupted routines during the pandemic, you kept your library habit. In 2022, library members borrowed over 1.8 million items—that’s one percent more than our pre-Covid borrowing total in 2019! Along with an increase in loans overall, the popularity of digital books remained high in 2022. You borrowed 58% more digital books than you did in 2019, checking out more than 350,000 titles.

## NOW LIVE & IN PERSON

In May 2022, we hosted our first onsite storytime since 2020. It was tough to tell who was more excited—the eager kids and caregivers, or the library staff! We went from zero onsite programs in 2021 to offering more than 1,300 in-person classes and events in 2022.

Along with a full calendar of regular programs, we built on the success of the inaugural Burlington Literary Festival, and introduced another month-long literary event, Burlington Lyrics & Poetry Festival. And here’s more good news—while we have rebalanced our offerings to focus on high-demand, in-person programs, hybrid programs are here to stay at BPL! In 2022, over 2,000 customers attended 136 programs on Zoom—from storytimes and computer classes to author talks and writing workshops.



## BPL’S BIG BIRTHDAY YEAR

We marked our 150<sup>th</sup> birthday with a year-long community celebration. We launched an all-ages bookmark contest that challenged you to imagine BPL in 2172. Our late summer 150<sup>th</sup> Birthday Celebration welcomed residents, former staff, and local dignitaries to a lawn party with live music, games, crafts, a community art project, and birthday cupcakes. Construction and landscaping started in the fall at Central Branch on a public Reading Garden that will be a lasting legacy for our community. And in November, our grand finale for this exceptional year was a roaring party in the stacks—Library After Dark—a licensed and ticketed dance featuring the band Born in the Eighties.



## A LIBRARY FOR EVERYONE

Making the library accessible is an ongoing priority for Burlington Public Library. It matters deeply to us if you find it difficult to use the library or feel unwelcome or uncomfortable. Our Manager of Equity, Diversity, and Inclusion—a new position established in 2022—leads our growing accessibility and inclusion initiatives. With support from a \$77,962 federal Enabling Accessibility Fund grant, we installed automatic door openers in program rooms, meeting rooms, and washrooms. And a generous gift from our friends at Brant Arts Mobility outfitted every branch with at least one rollator to help visitors who need mobility support. We are constantly working towards improved accessibility and inclusion with support and input from our community.

# BY THE NUMBERS



Burlington Public Library created over **\$54 million** in total economic impact in 2022. That's **\$290** in economic value for each Burlington resident. In total, we nearly **quadrupled** the City of Burlington's investment in our operations.

## REVENUE

Municipal contribution: \$12,105,027  
 Provincial grant: \$229,403  
 Internally generated: \$310,161

Burlington Public Library is a registered charitable organization that gratefully accepts donations. Visit [bpl.on.ca/about/donations](http://bpl.on.ca/about/donations) for more information.

## EXPENDITURES

Employee costs: \$8,057,708  
 Amortization: \$1,249,031  
 Building costs: \$919,914  
 Operating costs: \$364,076  
 Automated systems: \$447,576  
 Digital materials & processing: \$671,156  
 Annual surplus: \$935,130

