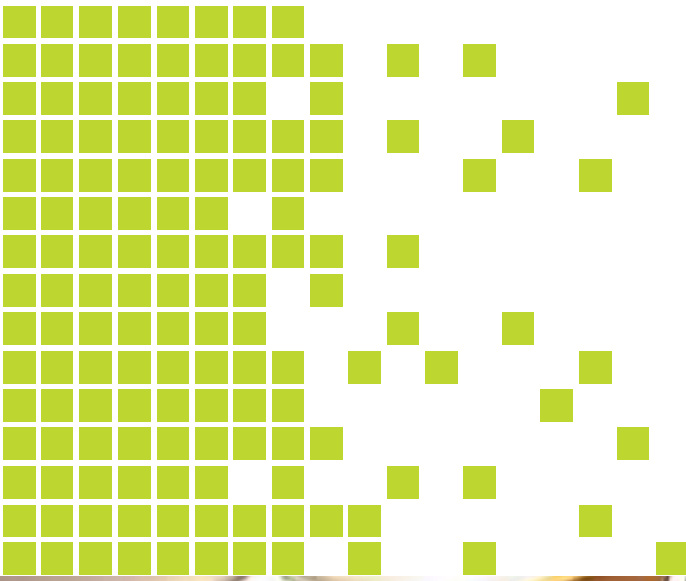


Ottawa Public Library 2009 Annual Report





The Ottawa Public Library (OPL) is an important centre of information, education and entertainment, as well as an essential means of promoting the importance of reading and literacy. But the people who use and enjoy the Library's contents, whether in person or online, are its heartbeat. In 2009, this was reflected in the 27.6 million times they used the Library, 10.6 million items they borrowed, and five million visits they made to OPL branches. This report celebrates OPL's abundance of service-enhancing projects and the people who bring the Library to life.



Ottawa Public Library

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Ottawa, Ontario
Canada
K1P 5M2

InfoService 613-580-2940
www.BiblioOttawaLibrary.ca

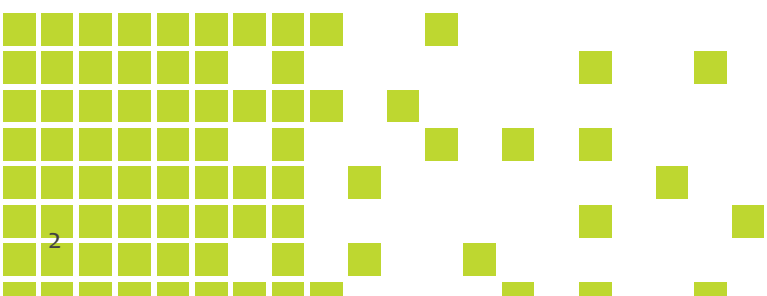


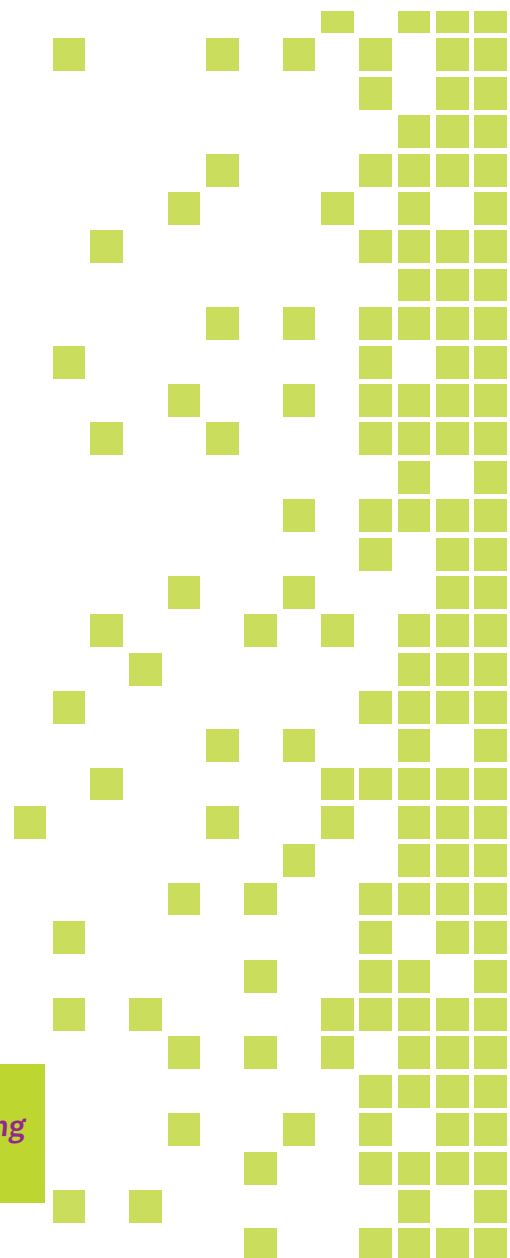
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The Ottawa Public Library exists to provide a physical and virtual setting that serves as a community gathering space where Ottawa residents enrich their lives through information, resources and ideas.

Our mission:

Building a stronger Ottawa community by supporting literacy and lifelong learning, fostering inspiration and enjoyment, and connecting people to each other and the world.





Message from the Chair of the OPL Board

The Ottawa Public Library (OPL) is an essential core resource that's committed to providing our community with the necessary building blocks for a healthy, prosperous and vibrant Ottawa. Supplying programs, services and spaces for people to discover, research, learn, relax and communicate, OPL provides key benefits for people of all ages and backgrounds. Just a few examples include:

- Facilities for newcomers to help them successfully settle and integrate into their new home
- The many available assistive services that make library resources accessible to people with disabilities
- Assistance to businesspersons and entrepreneurs to ensure that local businesses have the information they need to be successful and stay competitive
- Early literacy spaces and programs like the *Every Child Ready to Read* program to help Ottawa children and parents develop the six distinct pre-reading skills children need in order to learn to read

In 2009 OPL made some important strides to step into the role of community hub, working conscientiously toward building itself as both a physical and electronic gathering place. We developed plans to implement social networking in 2010; launched our new BiblioCommons catalogue with social networking features; began retrofits and renovations to four of our existing branches as well as planning for a new Greely branch; began construction of our new Central Archives and Materials Distribution Centre; and made significant advances in the creation of an innovative new Central Library.



This important work will continue in 2010 as we remain focused on the OPL Strategic Priorities and Directions 2008-2011, which sets out our five strategic pillars:

- Provide responsive services
- Create partnerships for accessible and efficient service
- Develop our places and spaces
- Build a new Central Library
- Be an accountable and innovative organization

Adhering closely to and evaluating each decision against these strategic priorities has led the OPL to fantastic success so far. In 2009 we worked really hard to achieve our efficiency target of \$618,000 and did so in conjunction with a Strategic Organizational Review and a workflow assessment.

These economic achievements happened while usage has continued to grow. According to The Ontario Municipal Benchmark Initiative (OMBI), which compares the OPL to similar-sized Ontario libraries like Toronto, Hamilton, Greater Sudbury, London, Windsor, Brant, Waterloo and Thunder Bay, OPL has the highest annual circulation of items per capita.

Of course, all of this success is not simply the result of careful planning and decision making. It is also the outcome of the hard work and dedication of our talented staff, our volunteers, and our Board of Directors, coupled with the essential support we receive from Ottawa City Council and the community. Thank you!



Councillor Jan Harder, Chair

2009

Board Members



Back Row

Paula Agulnik
Tony Manera
Bernard Clavel
Michel Bellemare*
Pamela Sweet - Vice Chair
Jim Bennett
Jan Harder* - Chair

Front Row

Peggy Feltmate*
Marianne Wilkinson*
Diane Holmes*
André Bergeron
Murray MacLean

Photo Inset

Shad Qadri*
Vicki Metcalfe

*Member of Ottawa City Council

Message from the City Librarian

“Home is where the heart is.”

This old adage rings true when you think about how much a mass of bricks and mortar can mean to people. Let's turn it around and think about what buildings mean without people to fill them with life. Our buildings are important houses of information, education and entertainment, but without people to use and enjoy what is contained within them, they are only repositories.

The Library is a place where thousands of newcomers come for help in learning how to build a new life in a new country. With funding from Citizenship and Immigration Canada and with the help of a dedicated team of Library Settlement Workers, OPL offers many services and programs for adults, teens and children. ESL and FSL conversation groups, programs to guide newcomers through getting a driver's licence or other important government documents, and explaining how the school system works comprise just a few of OPL's many program and service offerings.

Entrepreneurs are future community leaders and assisting them while they build and operate their businesses is a priority for OPL. OPL employs librarians who have specialized business information expertise. Special programs and partnerships with business organizations are value-added offerings at the library.

Technology is perhaps the most powerful tool that the library can use to get young people engaged in reading and learning. Gaming in branches gives librarians the chance to turn young people on to reading some of the classic stories that a lot of video games are based on.



Ensuring that the technology is in place to give persons with disabilities the same advantages as everyone else is a constant concern for OPL. Programs and services to meet the needs of this group are increasingly available at our branches. We are continually taking steps to ensure that people living with disabilities can use the tools that the library has in place for them, such as conducting a review to ensure equal access for all to our buildings.

OPL is hard at work to provide places and spaces for people to meet, learn and have fun. Thanks to almost \$5 million in federal, provincial and municipal government Infrastructure Stimulus Funding, the Alta Vista, Cumberland, Sunnyside and Vanier branches will receive extensive renovations, and a new library will be built in the community of Greely. Plans are also underway to build the new West District Library in the Kanata area to better serve west-end residents.

The site for a new Central Library has been selected and the land acquisition process is underway. Advance planning will ensure that this landmark place for the residents of Ottawa will be a welcoming and open space for all.

Home is where the heart is, and ensuring universal access to ideas and information, whether housed within bricks and mortar or available virtually, is at the heart of everything the Ottawa Public Library does.

I extend my sincere thanks to the OPL board, to our volunteers, to our Friends and to the Foundation for their hard work and devotion.

Thanks also to the Mayor and Ottawa City Council for continuing to recognize that the public library is a valued core service, a primary element of community building, and that it supports the City of Ottawa as a player in the global information economy.

I also thank our colleagues in our sister libraries across the county and around the world for their collaboration and assistance.

Most of all, I give my deepest thanks to our staff for their enthusiasm and dedication, and for the pride they take in delivering professional and efficient library services.



Barbara Clubb, City Librarian

2009

Senior Staff



Danielle McDonald
Division Manager
Library Operations and Facilities

Barbara Clubb
City Librarian

Monique E. Désormeaux
Division Manager
Planning and Governance

Barbara Herd
Division Manager
Public and Support Services

Elaine Condos
Division Manager
Centralized and Information Services

Serving the community

OPL is committed to promoting literacy and lifelong learning, and providing services that can make a difference in the lives of many including newcomers, teens, small business owners and entrepreneurs, persons with disabilities, families and others. By reaching out to and nurturing relationships with the key citizen groups that comprise Ottawa's growing population, OPL can provide the best possible service in response to their needs.

Serving newcomers

Ottawa is home to 178, 545 foreign students and immigrants [Source: 2006 Census]. In 2009 OPL maintained its ongoing commitment to nurture the rich and diverse cultural contribution made by newcomers to Canada by

- completing the Newcomers Services Centre at the Main Library with funding from Citizenship and Immigration Canada
- distributing more than 5,000 copies of the *Library Card Owner's Manual*, given to new users when they register for a card and available in English, French and 11 other languages
- extending the services of Library Settlement Workers to 10 branches in partnership with local settlement agencies



A celebration of the Library Settlement Partnerships program and the unveiling of a renovated Newcomer Services space at the Main Library.

Serving teens

OPL recognizes that gaming is a way for Library users of all ages, and especially teens, to communicate and socialize, and that the connections among gaming, reading, learning and motor skills development is very real. In 2009, OPL served gamers by

- establishing a gaming collection
- adding gaming consoles to ten more branches thanks to a donation from the Friends of the Ottawa Public Library (FOPLA)
- piloting two new gaming kiosks in the Teen Zones at the Main Library and St-Laurent branch with funding from Urbandale Corporation
- offering gaming programs at several branches

“Congratulations to the Ottawa Public Library for its excellent selection of books in French. I am always amazed to find everything I seek in French. Thank you for your good books and particularly for the French.”

An OPL user

Serving small business owners and entrepreneurs

The OPL Board acknowledges the essential role that small businesses and entrepreneurs play in the health of the local economy and is committed to offering ongoing support by

- creating a new business services kiosk at the Ruth E. Dickinson branch in partnership with OCRI, to provide information and consultation services for entrepreneurs
- continuing to dedicate the assistance of two business librarians at Nepean Centreponte and the Main Library to address the needs of local business people

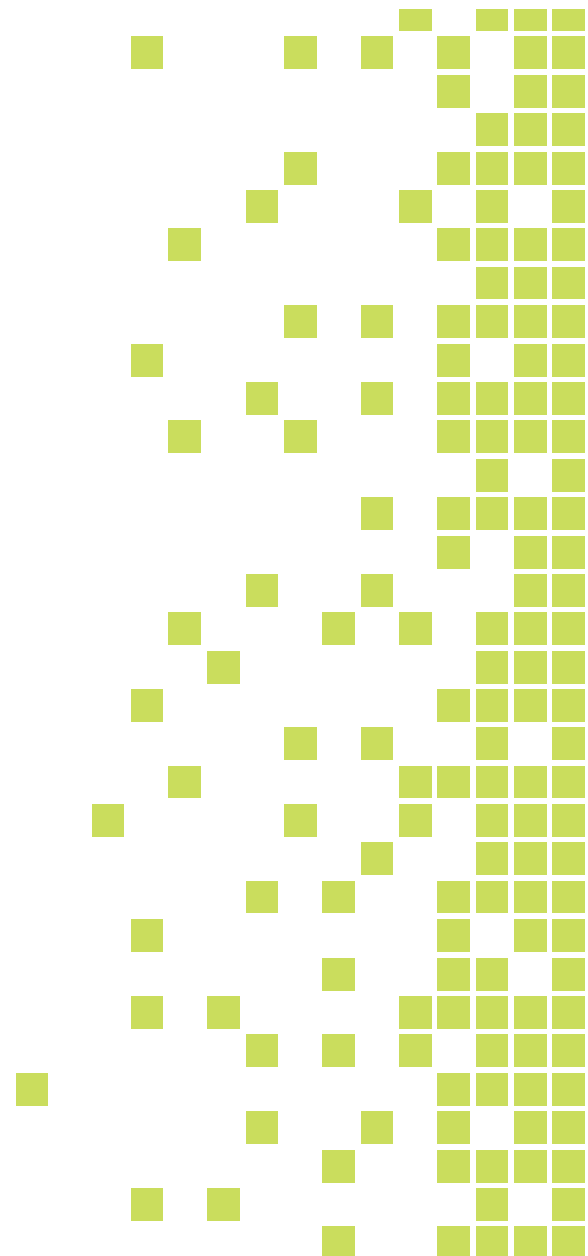
Serving persons with disabilities

Recognizing the essential need to increase accessibility, OPL reviewed all of its buildings to ensure that they meet the needs of library users with disabilities. In 2009, OPL

- implemented BrowseAloud software on all public desktops that speaks website content out loud to users as they move the cursor over text
- continued to implement its plan, developed with the City's accessibility office, to improve customer service standards as stipulated in the provincial *Accessibility for Ontarians with Disabilities Act (AODA)*. In 2009, OPL trained all staff, volunteers and OPL Board members through on-site and on-line workshops

Serving families

OPL reached out to expecting parents with *PreNatal Xpress*, a bilingual information package designed to help them give their children a healthy start in life, developed in partnership with Ottawa Public Health Nurses.





Connecting people

Information technology and social media play an important role at OPL in helping young people prepare for knowledge-based careers, entrepreneurs start and run businesses, job-seekers find the right job, and many others conduct research and pursue interests in a digital forum.

Upgrading the catalogue

In December 2009, OPL introduced a new, enhanced catalogue and account management system called BiblioCommons. The new catalogue makes it easier for users to search and request items, make multiple reading lists and comment on and rate their recent checkouts.

BiblioCommons also makes social networking readily available to all users and enables them to share their lists and comments with others. Users can also converse with each other through the BiblioCommons messaging feature.

Expanding the digital repertoire

In 2009, OPL expanded its digital media collection to include downloadable MP3 audio books (the format used by iPods and many other portable media players). This year, users downloaded 45,419 items—an increase of 90% over 2008. The increase is attributed to the addition of new downloadable content (music, e-books, and MP3 books) and the increased popularity of the service.

Increasing online connectivity

OPL expanded public wireless Internet access to the Bookmobile, to match the connectivity already available to users at all 33 OPL branches. In 2009, the OPL website hosted 6.3 million visits, an increase of 9.1% over 2008. In 2009, users initiated 54,544 wireless Internet sessions on OPL's wireless Internet network, an increase of 82% over 2008.

“I have been using the new online catalogue for a couple of weeks now, and I have to say it is a fantastic step forward for the OPL. I think the Library has to be the best service provided by the City of Ottawa, and I am quite pleased to see the continual improvements you are making to enhance the Library experience, and increase the ease of browsing and requesting materials. The new catalogue is a fantastic investment in the library. Thanks!”

An OPL user

Offering bilingual online events information and registration

In 2009, OPL implemented a new bilingual events database, which lists the many programs and events offered by OPL each season. As of fall 2009, adults and teens can register online.



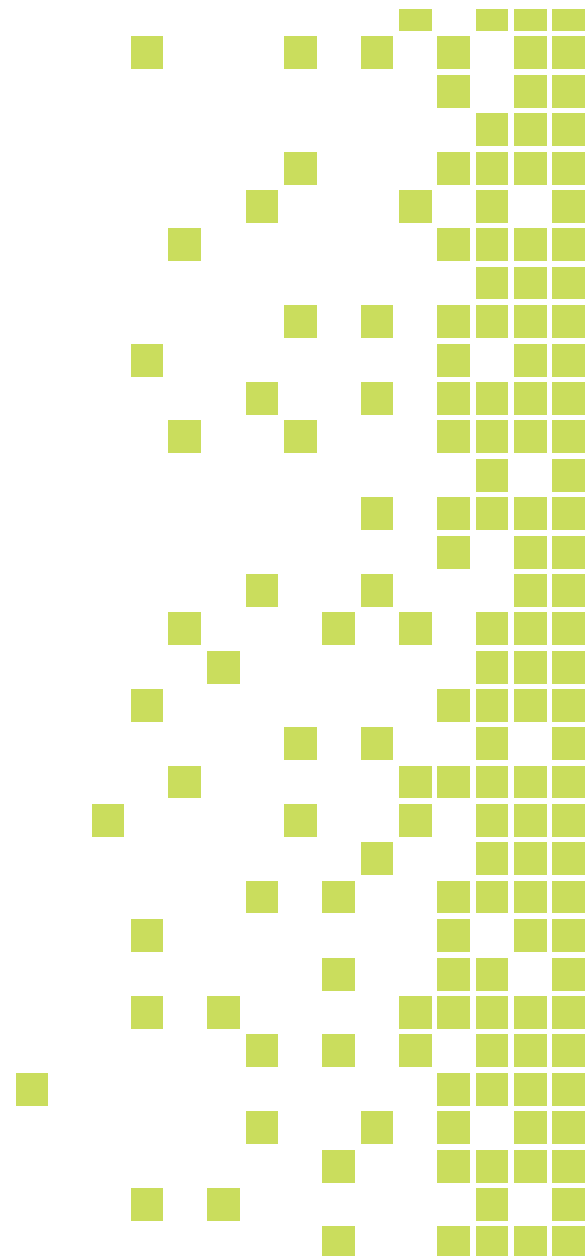
Redesigning the website

OPL began designing its planned new website in 2009, to be launched in early 2010. The new website will

- improve access to OPL resources
- include a powerful search function
- offer many self-service features
- provide intuitive navigation
- continue to supply all the rich content that users expect from the current OPL website

The new kids' website will be a place where children can

- join the kids' book club
- publish their own book reviews
- write "lost chapters" to their favourite books
- create their own word games and book quizzes





Working with our service partners

In 2009, OPL initiated and participated in many sponsorships, events, and partnerships aimed at developing literacy, and a lifelong passion for reading and the acquisition of knowledge aided by our service partners, staff and volunteers. OPL will continue to work on these and other community initiatives in 2010.

Celebrating our staff and volunteers

OPL's dedication to service excellence was recognized in 2009 by peers and our local community for the contributions they made to librarianship, their community and beyond.

- Yoannes Birou, a security guard at the Main Library, and Line Gravelle, Manager, Main Library, received certificates of appreciation from Centre 507 for their openness to Ottawa's marginalized population
- Marcia Aronson, Manager, Diversity and Accessibility Services, joined the CNIB Library Board
- Melody Andrews, a Homebound Services volunteer, received the 2009 Civic Appreciation Award for Community Activism (Youth)
- OPL Foundation established memorial funds to honour library pioneer Ruth E. Dickinson, volunteer Doug McNab and Rockcliffe Park librarian Barbara Mirsky
- Monique Désormeaux was appointed adjunct professor at the University of Ottawa School of Information Studies
- City Librarian, Barbara Clubb, received the Outstanding Service to Librarianship Award for 2009 from the Canadian Library Association (CLA) as well as the Allie Beth Martin Award from the Public Library Association (PLA), a division of the American Library Association (ALA)

“What a wonderful facility. I step in the door and am greeted by a cheery fire, welcomed by friendly staff and provided a real selection of fine reading material. I particularly appreciate the web-powered system that allows me to order any of the other library holdings and pick it up right here. Thank you.”

An OPL user

Supporting our staff

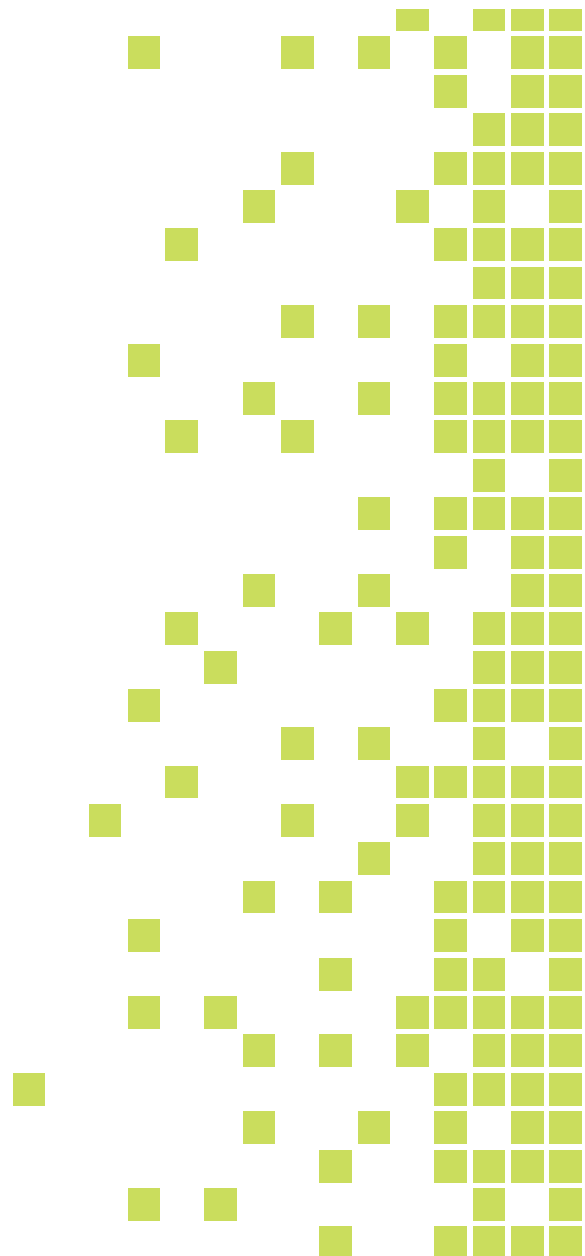
In the interest of our staff, OPL

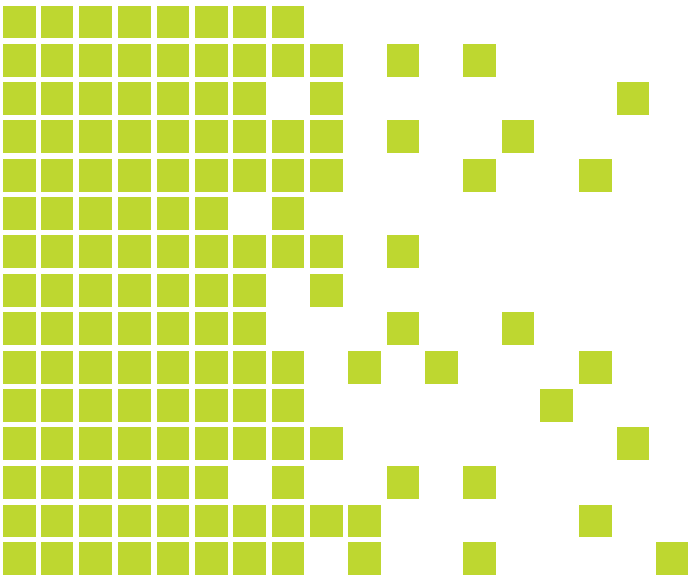
- negotiated a new three-year collective agreement with CUPE 503 Library Group
- developed an OPL Health Emergency Plan for the H1N1 pandemic

Recognizing the leadership of the OPL Board

OPL is proud of the exceptional leadership exhibited by the members of the OPL Board in 2009.

- OPL Board Chair, Councillor Jan Harder continued as President of the Canadian Library Trustees Association and as a member of the executive of the Canadian Library Association (CLA) in 2009
- Councillor Harder was also elected to a two-year term as a member of the governing council of the Urban Libraries Council (ULC). This is the first time that an OPL representative has been elected to the board of directors
- Councillor Harder and Trustee Pamela Sweet were re-elected for a two-year term as Chair and Vice-Chair respectively of the OPL Board
- Four new standing committees were established and detailed work plans for the Board and each committee were approved and implemented. Trustee Pamela Sweet served as Chair of Facilities Planning; Trustee Bernard Clavel served as Chair of Governance and Audit; Trustee André Bergeron served as Chair of Finance and Budget; and Trustee Jim Bennett served as Chair of Performance Measurement
- OPL Board Trustee, Jim Bennett, continued his term as a member of the board of the Federation of Ontario Public Libraries (FOPL) and was elected vice-chair in 2009; Trustee Peggy Feltmate served as liaison to the OPL Foundation Board; Trustee Bernard Clavel served as liaison to the Southern Ontario Library Service Trustee Council; Trustee André Bergeron served as liaison to the Ontario Library Boards Association



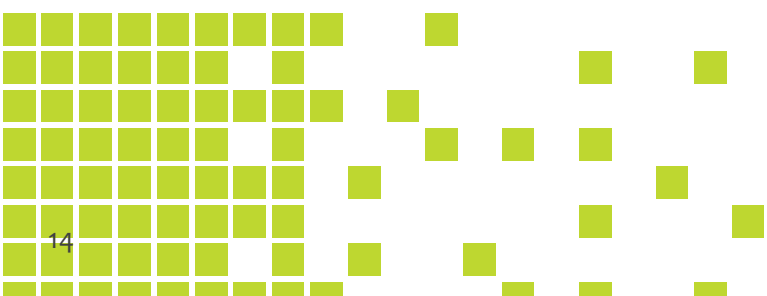


Promoting child literacy

OPL continues to partner with the City of Ottawa to sponsor *1-2-3 Read with Me*, an infant literacy program designed to promote reading readiness. Over the course of this long-running program, public health nurses and midwives have delivered more than 70,000 reusable cloth bags filled with information about literacy and libraries to new parents.

1-2-3 Read with Me is the first stage in the Library's *Every Child Ready to Read* program. From birth to Grade 1, OPL provides reading programs that help develop the six pre-reading skills that children must master before they can learn to read.

As part of its *Every Kid a Card* campaign, which promotes literacy as a key ingredient to success at school and in life, OPL again partnered with Child and Youth Friendly Ottawa in its *Tools for Schools* program in which Library branches served as drop-off points for donated school supplies for local youth.



Partnering with FOPLA and OPLF

OPL is grateful for the steadfast support of the Ottawa Public Library Foundation (OPLF) and the Friends of the Ottawa Public Library (FOPLA). In 2009

- OPLF began development of policies on Gift Acceptance, Donor Recognition, Sponsorship and Investment
- OPL joined with FOPLA and OPLF to develop the giving campaign, *I got it at the Library*, launched in fall 2009
- OPLF's premier literary fundraiser, *Explore the North*, raised funds for OPL's Early Literary Spaces
- FOPLA again sponsored *Awesome Authors*, an annual poetry and short story contest for youth ages nine to 17. More than 200 young authors participated in the contest and the winning selections were published in an anthology called *pot-pourri 2009*
- FOPLA and OPLF together with OPL raised more than \$750,000 to enhance and expand resources and services

Contributing to community initiatives

In 2009, OPL participated in and was recognized for its contributions to community initiatives to improve quality of life for the citizens of Ottawa.

- OPL won a *ChangeTheWorld* Youth Volunteer Challenge Grand Prize from Volunteer Ottawa
- OPL and Centre 507, a community agency dedicated to serving Ottawa's homeless population, continued their collaboration to provide awareness and sensitivity training to library staff and to better define means by which the Library can support this vulnerable community
- The Centennial Teen Advisory Group (TAG) received a \$2,500.00 United Way grant for a proposal entitled "Express Yourself @ the Library" under the Youth Action Project section at the Centennial Library
- OPL was runner-up for Crime Prevention Ottawa's annual Community Safety Awards in the City of Ottawa category for the Library's Teen Zones
- Ottawa Public Library staff contributed \$37,207 to the United Way. This was 8% over the Library's assigned target for 2009

"I use my library card more than my VISA."

An OPL user

Enhancing our places and spaces

A key strategic direction for OPL is the maintenance and improvement of its facilities to anticipate and meet the emerging needs of its users. Funding for these projects comes in part from the federal and provincial governments, as well as municipal capital spending budgets.

In 2009, OPL received \$4.725 million in Infrastructure Stimulus Funding from all three levels of government to renovate several of its facilities.



Artist's concept
of new Central
Archives and
OPL Materials
Distribution Centre

Breaking ground for the Central Archives and OPL Materials Distribution Centre

In October 2009, City of Ottawa officials and OPL broke ground for a new, shared Central Archives and OPL Materials Distribution Centre. The Ontario Municipal Infrastructure Investment and Initiatives program allocated \$20-million, and City council \$18.6-million, to the construction of the facility on vacant land close to the Baseline Transitway Station and Ben Franklin Place. The new facility, to open in December 2010, will enable OPL to more efficiently and effectively develop and manage its collection, and automate OPL materials distribution to branches throughout the system.

Finalizing plans for a new library branch in Greely

In fall 2009, the OPL finalized plans for the construction of a new library branch in Greely. Construction is slated to begin in summer 2010. The new 3,000-plus square foot facility, attached to the Greely Community Centre, will be three times the size of the present branch. It will be fully accessible, offer meeting space, additional room for children's programming and better parking facilities. Greely is the fastest growing village within the City of Ottawa—library circulation increased there by 41% from 2006 to 2009. And from 2007 to 2009, visits to the branch increased by 109%.



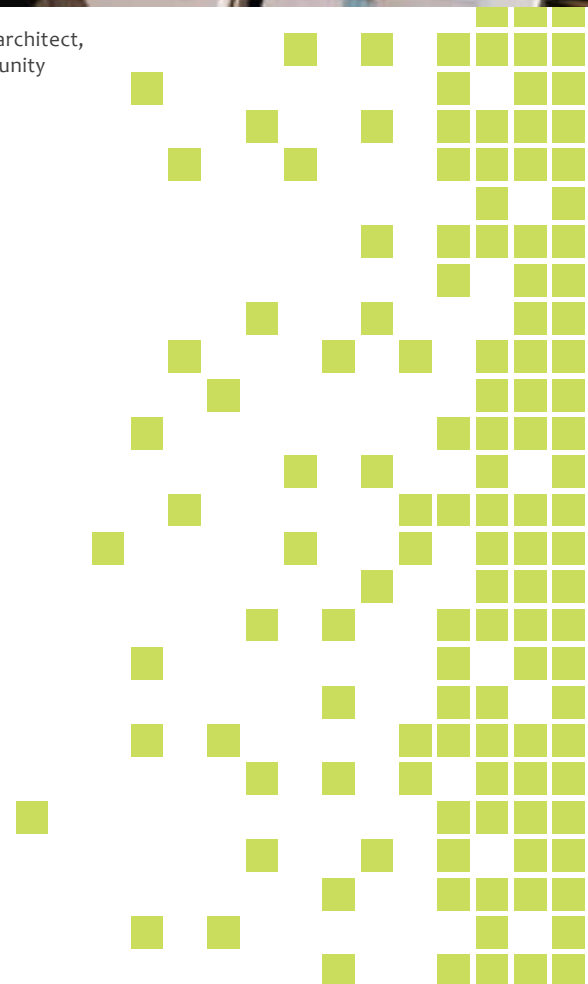
Louise Lalande, project architect, shares plans with community

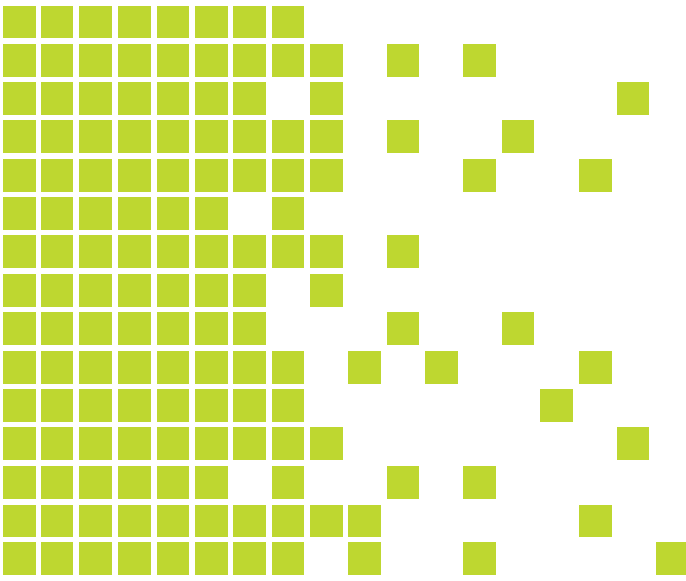
Planning for a new Central Library

OPL reached a major milestone in the development of Ottawa's new Central Library when Ottawa City Council approved a location and \$26-million for its purchase. The OPL Board is considering a downtown site with easy access to transit, pedestrian, and cycle routes. Plans call for a new multi-purpose facility to serve an estimated 10,000 visitors a day. In addition to being a downtown civic landmark, an expanded central library will be a major community gathering and learning place, serving as the foundation, nerve centre and technological hub of the entire OPL system.

Planning for a new West District Library

OPL continued planning for a new West District Library to meet the needs of the growing population in the west end of the city.





In 2009, the Ontario Municipal Benchmarking Initiative (OMBI) report indicated that the cost per use of Library service at OPL was \$1.63, a decrease of 4.7% since 2006. This is the lowest cost per use among major urban Ontario libraries, including Toronto, Hamilton and London.

Improving library facilities

In keeping with the commitment to improve its facilities, OPL

- initiated major renovations at four branches—Alta Vista, Cumberland (Phase 2), Sunnyside and Vanier
- reopened the Rideau branch following extensive upgrades. The refurbishment of a heritage building such as the Rideau branch is an example of OPL's commitment to maintaining valuable properties
- installed Teen Zones at the Hazeldean and Beaverbrook branches, bringing the total number of Teen Zones system-wide to 21
- improved the Main Library with the completion of a newcomers' centre, expanded computer training lab, expanded and renovated Ottawa Room, modernized elevators, new seats and carpeting, renovations to the parking garage, and the creation of wheelchair spaces in the Auditorium
- made minor updates to the Hazeldean and Vernon branches
- completed major renovations at the Ruth E. Dickinson and Nepean Centrepointe branches
- piloted the first library depot to provide basic library services during the renovation of the Sunnyside branch, which began in 2009 and required the branch to be closed for several months



The Rideau branch, a heritage building, was refurbished in 2009.

Acquiring the first library kiosk in Canada

In 2009, OPL purchased a kiosk, the first of its kind in Canada, to be installed at the Hunt Club-Riverside Community Centre in spring 2010. The kiosk will dispense books and DVDs to registered OPL cardholders, and provide library service to an under-served area of the City.

Running for health of the library

The *Diefenbooker Classic* is a charity run that promotes active living and raises funds for two West Carleton institutions: The Ottawa Public Library and the Diefenbunker, Canada's Cold War museum. In May 2009, more than 300 participants raised in excess of \$15,000. Funds given to OPL are earmarked for service enhancements at the Carp, Constance Bay, and Fitzroy Harbour branches.

Going Green

In 2009, OPL adopted the recommendations of the *Greening the Ottawa Public Library Report*, an environmentally conscious approach and action plan for OPL. In keeping with the report, OPL implemented a battery-recycling program at eight library branches across the city. Residents can drop off spent batteries for recycling at the Beaverbrook, Carlingwood, Carp, Cumberland, Greely, Main, Manotick and Rosemount branches.

The OPL Board received Waste Diversion Achievement awards from the City of Ottawa on behalf of four OPL branches in recognition of their outstanding recycling efforts. An audit of waste disposal conducted in the summer of 2009 revealed that the Blackburn Hamlet, Centennial, Metcalfe and Rosemount branches recycled as much as 92 per cent of the waste generated at the location.

Celebrating Anniversaries

Several OPL branches and Friends of the Ottawa Public Library (FOPLA) bookshops celebrated milestone anniversaries in 2009:

- in October, the historic Rideau branch celebrated 75 years of service and its grand reopening in October following extensive renovations. FOPLA generously provided funding for new furniture for the refurbished branch
- the Cumberland branch and the FOPLA bookshop at Cumberland together celebrated 10 years of service
- the FOPLA bookshop at the Main Library celebrated 25 years of service



Diefenbooker Classic participants pass through the Diefenbunker's blast tunnel.



Increasing efficiency

OPL is committed to making the most of its resources and exploiting information technology to reach maximum efficiency, enhance the library experience for users, and improve workflow.

Improvement productivity

In 2009, OPL achieved its \$618,000 productivity improvement target—a two-year target achieved in just one year—by implementing many efficiency improvements, including

- initiating a Strategic Organizational Review to strengthen capacity for innovation and continuous improvement, staff development and service excellence, facilities planning and development, and an improved approach to how our business is supported
- completing a Borrower Services Process Review to identify potential service improvements and ultimately provide a new service delivery model

Upgrading technology

The OPL Board approved a contract with SirsiDynix to upgrade the Integrated Library System (ILS) from Horizon to the more efficient Symphony system. The ILS is the backbone of all Library systems and provides an inventory and searchable catalogue of the Library's 2.2 million holdings, cataloguing, serials, circulation services and acquisition modules. The upgrade, to take place in spring 2010, will help streamline operations.

“I would like to express my sincere appreciation for the mobile service that is provided by the Ottawa Public Library. Simply put, “It is fantastic!” Being able to order my books and DVDs online and have them delivered into the community (Riverside South) where I live helps me out tremendously. As a senior citizen of Ottawa this service is extremely important to me. Not only to me, but my wife, my daughter and my 4 ½ year old granddaughter. This service spans the generations, is environmentally friendly, is extremely convenient, promotes literacy and is the right thing to do!”

An OPL user

Increasing self-service

OPL introduced self-checkout machines at the Cumberland and Orléans branches and increased the number of units at four branches—Nepean Centrepoint, Main, Carlingwood and Ruth E. Dickinson. The Express units allow users to check out materials themselves.



Express Checkout units at the Main Library.

Streamlining processes

Materials Delivery Services now moves 60 tonnes of materials every week, or four million items per year, among library branches. OPL as a whole circulates more than 10.6 million items a year. To ensure these materials continue to circulate efficiently, OPL

- improved the loan processes for non-fiction DVDs, music CDs and magazines
- piloted a DVD Express Collection, which improved customer service by reducing request lists and allowing more people to borrow more DVDs sooner
- transferred half of the museum passes, which OPL circulates to offer families free admission to local museums, into the Express Collection to provide faster access for users, and added two new passes – to the National Gallery of Canada and the Renfrew County Museum – to the collection, bringing the total number of OPL museum partners to 30
- extended its integrated library system (ILS) to the Bookmobile, making a user's library experience more consistent throughout the OPL system



Friends of the OPL

The Friends of the Ottawa Public Library Association (FOPLA) is eminently confident that our community appreciates the value of the Ottawa Public Library (OPL), as we see and experience the satisfaction and gratitude of the community every day.

We listen to the stories of library administration and staff with whom we work; we hear it from the patrons we meet while working at our many bookshops within library branches; and we recognize it in the improvements, programs and services we help fund.

In fact, FOPLA is so convinced that OPL is vital to our community that more than 320 of our 500-plus members volunteer their time—in excess of 3300 days annually—to raise more than \$300,000 in funds each year, to advocate for and support those materials and enhancements.

In 2009 FOPLA's accomplishments included:

- advocating to City Hall to help prevent further cuts to the library budget during the economic crunch
- supporting Ottawa's youngest budding authors by funding the Awesome Authors Youth Writing Contest and publishing the winning entries in a book called *pot-pourri 2009*
- supplying more than \$27,000 for a Newcomers' Services Centre to better help newcomers successfully settle and integrate into their new home
- providing more than \$25,000 in funds for furniture and equipment to update the design and public programming of the newly-renovated Rideau Branch
- providing almost \$80,000 in local branch wish list funding to provide enhancements to community branches

Our work came with rewards, both intrinsic and material. In 2009, FOPLA added several awards to its collection. In May, FOPLA learned it had won the 2009 Gabriele Schreiber (Random House of Canada) "Friends of the Year" Award, which came with \$750 in Random House merchandise for the Ottawa Public Library along with a plaque recognizing the achievement.

Later in the year, FOPLA won not one, but three Association of Library Trustees, Advocates, Friends and Foundations (ALTAFF) Best Friends Awards in the Newsletter, Membership Brochures and Special Project Publicity categories.

Our fundraising successes also deserve special recognition. Our annual Mammoth Used Book Sale did better than ever, grossing an incredible \$16,980 where most books were priced at just \$0.50 or \$1.

We were also able to open four new used bookshops to raise additional funds to support literacy programs and fund materials not covered in the regular library budget.

FOPLA held a special author event in partnership with University Library Circle of Friends and the Friends of the Ottawa Public Library Association (FOPLA). The literary

event, *Lives and Lessons of Lester Pearson*, featured local author, columnist and journalism professor Andrew Cohen who spoke about Lester B. Pearson, the title and subject of his newest book, the latest in Penguin Books' Extraordinary Canadians Series.

FOPLA also welcomed a new Board of Directors at its June 2009 annual general meeting. The new board came fresh with enthusiasm and set to work quickly with goals to both enhance and promote Ottawa Public Library services and programs as well as look internally to solidify the significant successes of the previous Board and maintain a "healthy" FOPLA. Our streamlined and attainable plan for 2010 to 2011 was articulated and work has steadily progressed in support of our goals.

I want to thank all our volunteers for their dedicated and tireless work in 2009. I cannot say enough to recognize the FOPLA volunteers who make all of these activities and enhancements possible. I also wish to thank staff members Marie Petersen and April Duffy for their continued commitment; OPL staff who are so supportive of our efforts; the OPL Foundation for our ongoing and mutually beneficial relationship; and, as always, the OPL for being a friend.

Cindy Streefkerk, President

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Awesome Authors Youth Writing Contest winners



OPL Foundation

2009 saw the Ottawa Public Library Foundation (OPLF) take several important steps forward.

In May, the British High Commissioner, His Excellency Anthony Carey, and his wife, Clare graciously hosted an evening for some of Ottawa's most prominent philanthropists, giving them a preview of the plans for developing our new Central Library. The feedback from our guests was very enthusiastic. The Foundation will continue to host these information events, which hold the key to cultivating relationships with prospective donors and supporters.

In that same month, the Foundation partnered with the Diefenbunker Museum to hold the annual Diefenbunker Run, which raised funds for west-end branches of the OPL, and for Canada's very own cold war museum. Alliances with other charities, and innovative collaborations with strategic partners will continue to be important to the Foundation's growth.

Our relationship with the Friends of the Ottawa Public Library Association (FOPLA) grew stronger yet. In Fall of 2009, the Foundation and FOPLA launched the "I Got It At the Library" campaign, a marketing initiative designed to encourage library-goers to support the OPL, by making a donation through the Foundation, and/or volunteering with the Friends. Banners, posters, bookmarks and brochures were distributed throughout all 33 branches, spreading the word about our two great organizations.

During this year, the Foundation welcomed four new Board members: Jane Beaumont, a consultant in library management; Doug McLarty, a chartered accountant with McLarty & Co; John Dennison, a senior advisor with the Citizenship and Immigration Canada; and JC Sulzenko, a noted children's author. Diversifying our Board membership, in order to better represent a cross section of our community, remains a priority.

Our Foundation staff grew by one, with the addition of Heather Maclachlan, a successful businesswoman-turned-fundraiser, who joined us to help manage our literary evening, and who is now focused on piloting major gift initiatives with the OPLF. Moving into 2010, the Foundation hopes to continue to invest in its infrastructure, adding much needed new talent, technology and resources.

The Foundation capped off the year in style, at our *Explore the North* literary evening, which attracted nearly 400 guests to the Canadian Museum of Civilization. The evening featured award-winning authors Elizabeth Hay (*Late Nights on Air*) and Ken McGoogan (*Race for the Polar Sea*) in conversation with moderator and author Charlotte Gray. Other entertainment included a tour of the museum's exhibit *Profit and Ambition: The Canadian Fur Trade*, Inuit throat singers, folk songs, a display of northern photographs and a silent auction and raffle. Proceeds from the event are being used to support OPL's Early Literacy Spaces initiative.

Finally, we recorded the largest gifts ever received by the Foundation, on behalf of the Ottawa Public Library, namely two bequests—one from the estate of Evelyne Laishley, the other from the estate of James Kowcz—**totalling more than \$1.1 million**. These funds have been endowed, and the interest from the principle will be used to support programs, services and collections at OPL.

Planned gifts—made through estates, insurance policies, stock, charitable annuities, and other vehicles—hold enormous potential for the Foundation. As we move forward, the Foundation will continue to promote this special type of giving, which quite often allows ordinary people to make extraordinary gifts.

On the horizon in 2010 looms news of the impending purchase of the land for the new Central Library. A capital campaign, organized by the Foundation in support of this new facility, won't be far behind. OPLF is already working quietly behind the scenes, assembling its team of fundraisers and strategic partners. The purchase of the land for the new Central Library will signal to the community that the OPL is ready to take the next steps in its evolution. Finding individuals and organizations who share our vision of the future will be our next great challenge.

To our donors, sponsors, friends, and partners, we owe an immense debt of gratitude. Thanks to all of you who helped to make 2009 a tremendous success. The year 2010 promises to be exciting, filled with opportunities and growth. We hope we can count on your continued support.

Howard Whittaker, Chair

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Explore the North literary evening
 (Charlotte Gray, Ken McGoogan, Elizabeth Hay)

Financial statements 2009



Revenues (in dollars)	2009	2008
City of Ottawa	35,980,949	34,652,138
Fines and Other Fees	1,706,305	1,642,344
Province of Ontario	1,500,042	1,438,457
Other	580,355	689,838
Rental Income	492,828	522,657
Government of Canada	210,751	134,660
Interest Income	9,000	0
Surplus (Deficit) of Revenue over Expenditures	(152,063)	181,629
Total Revenues	40,328,167	39,261,723

Expenditures	2009	2008
Salaries and Benefits	27,972,956	27,201,588
Library Materials	4,897,164	4,501,714
Purchased Services	886,231	957,907
Materials and Supplies	631,814	413,825
Program Facility Costs	3,383,002	3,453,661
Transfer of Capital Reserves	2,557,000	2,471,000
Total Expenditures	40,328,167	39,261,723

Tracking library statistics

Statistics	2009	2008
Population	908,390	898,150
Number of library visits	5,005,050	4,802,150
Items borrowed	10,692,133	10,429,478
Items used in the library	2,415,200	2,021,700
Electronic visits	6,309,886	5,783,839
Books and materials in the OPL collection	2,245,266	2,242,165
Electronic databases	84	85
Reference and information questions answered	637,000	663,750
Programs offered to children, teens, and adults	9,950	9,687
Number of people attending OPL programs	195,317	199,409
Number of public workstation sessions	937,294	947,499
Total uses	27,569,674	25,234,978

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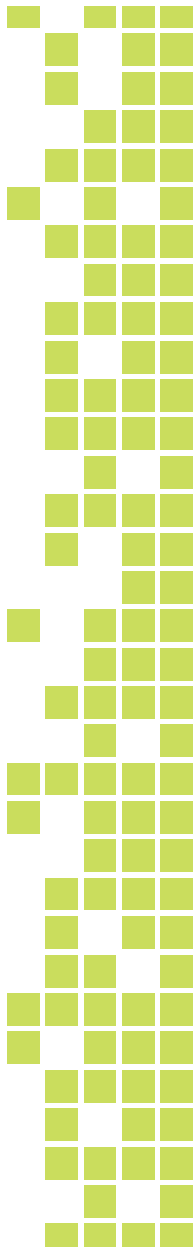
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