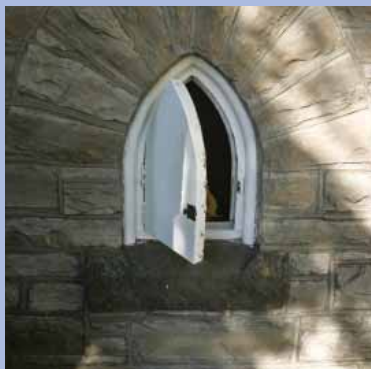




2008

Ottawa Public Library

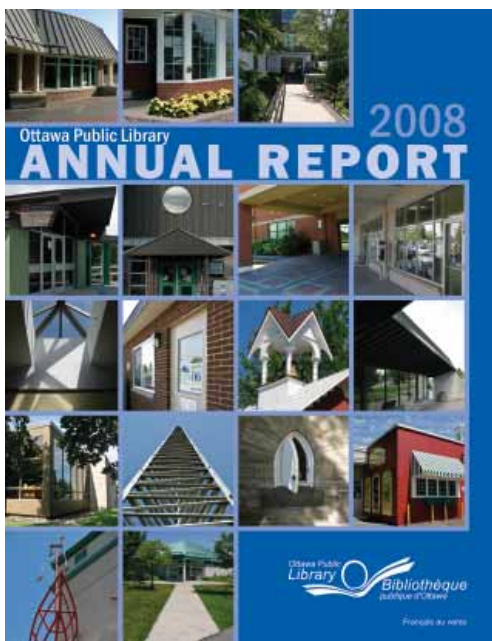
# ANNUAL REPORT



Ottawa Public Library  Bibliothèque publique d'Ottawa

Français au verso

Although most people think of books when they think of public libraries, books don't tell the whole library story. In reality, neither do CDs, DVDs, magazines or research databases, although we have lots of those resources as well. First and foremost, public libraries are about people. Every day thousands of people visit OPL branches and the OPL website looking to borrow from our collections, use our research tools or seek help from our knowledgeable staff. This annual report celebrates some of those wonderful people and how they view their public library.



Beaverbrook  
Blackburn Hamlet  
Carlingwood

Centennial  
Carp  
North Gloucester  
Elmvale Acres

Emerald Plaza  
Greely  
Vernon  
Hazeldean

Alta Vista  
Metcalf  
Munster Hamlet  
North Gower

Orléans  
Osgoode

## Ottawa Public Library

120 Metcalfe St.  
Ottawa, Ontario Canada  
K1P 5M2

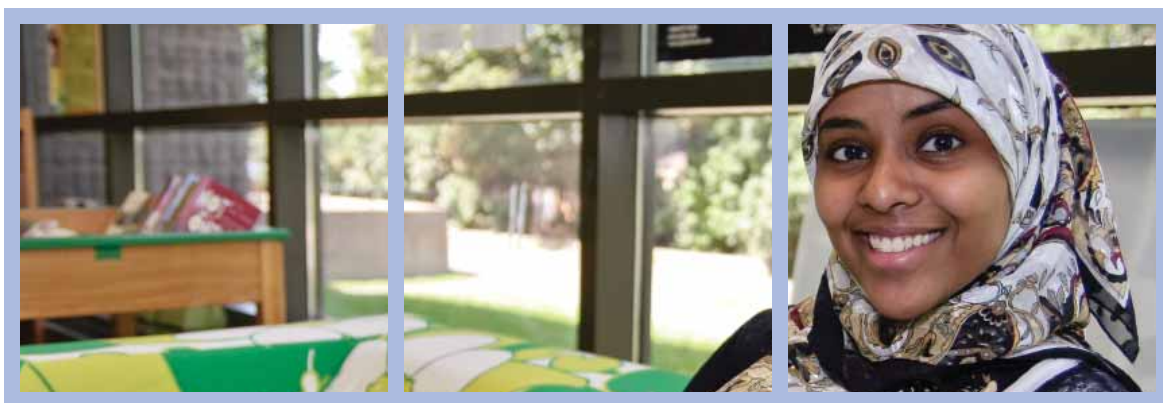
InfoService 613-580-2945

[www.BiblioOttawaLibrary.ca](http://www.BiblioOttawaLibrary.ca)

Ottawa Public Library branches on cover



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In October 2007, the Ottawa Public Library Board adopted its first five year comprehensive strategic plan since amalgamation. 2008 was the first year of implementation. Staff embraced the Board's strategic directions, identifying community needs and aligning programs to serve those communities better. Our mission statement is

**Building a strong Ottawa community by supporting literacy and life-long learning, fostering inspiration and enjoyment, and connecting people to each other and the world.**

## Message from the

# CHAIR OF THE OPL BOARD



The OPL is a meaningful, vital part of Ottawa life, upon which, many depend. The Library provides a key service to the public, benefitting citizens of every age and background. We offer on-site programs for preschoolers; thousands of academic resources for students; access to computers, printers and the Internet for those

who are without; programs and specialized resources for seniors; and community and health information for all. We are pleased to report that we have had great success in meeting the needs of Ottawa's residents. In 2008, the Harris-Decima citizen satisfaction survey once again put us in the top three City services with the third highest user satisfaction rating (78%), only behind the Fire Department and Police Services.

We have a responsibility to maintain the high standard we set for programs and services, while renewing our commitment to improve your public library in the coming years. In today's troubled economy, people will come to rely on the Library more than ever. We are committed to easing the burden for Ottawa citizens and helping make their lives as fulfilling as possible through our service offering.

In April 2008, the Board introduced the *OPL Strategic Priorities and Directions 2008–2011* to the community. The plan sets out five strategic directions:

- 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

As we move forward, the OPL will remain focused on these priorities, regularly re-evaluate the Plan to ensure that it remains dynamic and relevant, and that we continue to meet needs of our users.

The OPL continues to be a leader among Canada's library systems, and to have a strong voice in provincial, national and international issues. Last year, the Auditor General's Board governance and budget development audits confirmed that the Library Board provides excellent direction for the Library. The audit also outlined suggestions that will help us continue our success and improve processes. Moving into 2009, we will focus on the following: conduct a thorough review and update of financial policies to ensure that they are complete; develop forecasts for expenditures and revenues to establish a multi-year budgeting process; clarify the reporting and accountability relationship between the OPL Board and Council; develop and implement a more relevant performance measurement framework.

The OPL provides an essential service to the community. We are committed to making that service accessible, adaptable and responsive, and to ensuring that we meet the needs of all Ottawa citizens. As we continue to implement our Strategic Plan and build our innovative new Central Library, I look forward to continued growth, exciting developments and even greater success for our public library in the years to come.

Councillor Jan Harder, Chair

# 2008 BOARD MEMBERS



Paula Agulnik  
Michel Bellemare\*



Jim Bennett  
André Bergeron  
Bernard Clavel



Peggy Feltmate\*  
Diane Holmes\*  
Murray Maclean



Tony Manera  
Vicki Metcalfe  
Shad Qadri\*



Pamela Sweet  
Marianne Wilkinson\*

\* Member of Ottawa City Council

# Message from the CITY LIBRARIAN



What do MP Justin Trudeau, former Governor General of Canada Adrienne Clarkson, urbanist Richard Florida and U.S. President Barack Obama have in common? All four credit their local public libraries with having had a transformative impact on their lives and careers.

- Remodelling and renovating the Beaverbrook, Carlingwood, Rideau and Ruth E. Dickinson branches to make them more welcoming, comfortable and accessible and planning for additional renovations in 2009
- Installing new assistive technologies for citizens who are unable to use conventional print
- Upgrading staff training in customer service, equity and diversity, literacy, and First Aid
- Increasing outreach to Aboriginal and Inuit communities

Libraries touch our lives in more ways than we can count. They stimulate minds, inspire ideas and encourage creativity. They provide plentiful resources to enrich our lives, and they offer a quiet place to relax and enjoy a good book. Most importantly, they keep us connected—to our communities, to one another, and to our dreams.

The Ottawa Public Library's mission is to build a strong local community by supporting literacy and lifelong learning, providing accessible information and resources, and nurturing relationships among Ottawa citizens. Through this mission, the Library has become a physical and electronic gathering place that empowers people to transform their lives and the lives of those around them.

In the first year of our 2008-2011 Strategic Plan, the OPL continued to strengthen our capacity to help people make that transformation. In 2008, Ottawa residents used their public library system more than 25 million times. That includes borrowing more than 10 millions items, making almost 6 million electronic visits and 5 million physical visits, and attending nearly 10,000 programs.

To ensure that the OPL offers our customers the best programs and services possible, we made many improvements and expansions in 2008, including:

- Partnering with Citizenship and Immigration Canada to strengthen our Newcomer Services by offering additional settlement and integration materials
- Hiring a dedicated Teen Services librarian, and increasing the number of youth-friendly Teen Zones in 17 of our branches
- Launching a new Business Services strategy that supports entrepreneurs and small businesses

The OPL also took steps to make our voice heard, both across Canada and beyond. In 2008, I had the privilege of continuing in my role as a member of the International Federation of Library Associations (IFLA) National Advisory Committee, representing the Canadian Urban Libraries Council. Trustee Bernard Clavel, Chair of the OPL Governance Committee, also joined the IFLA 2008 National Advisory Committee, and OPL Division Manager Monique Désormeaux joined the Administrative Committee in planning the 2008 IFLA conference held in Quebec City last August.

Transformation—whether of a person or an institution—is never easy. It requires hard work and dedication from many people. As we move into our second year of the new Strategic Plan, the OPL is well positioned to meet our goals by 2011. But the Library would not be in this favourable position without commitment and perseverance.

I acknowledge and thank the OPL board, our volunteers, our Friends, the Foundation and Ottawa City Council for their many contributions. I also thank our colleagues in our sister libraries across the country and around the world for their collaboration and assistance. Most of all, I thank our staff for their time and devotion, and for the pride they take in delivering a core municipal service that is highly valued by our citizens.

A handwritten signature in blue ink that reads "Barbara Clubb". The signature is fluid and cursive.

Barbara Clubb, City Librarian

## 2008 SENIOR STAFF



**Elaine Condos,**  
Division Manager, Centralized and Information Services



**Monique E. Désormeaux,**  
Division Manager, Planning and Governance

**Barbara Herd,**  
Division Manager, Public and Support Services



**Danielle McDonald**  
Division Manager, Library Operations and Facilities  
(as of January 2009)



*"I am constantly amazed at the richness of what is offered through your site. Merging all the catalogues of the branch libraries not to mention the ability to search the university and selected government libraries is truly amazing. I feel so fortunate to have this resource and in my own home!"*

Carly, Manotick Branch user



## Providing

# RESPONSIVE SERVICE

Our services make a difference everyday in the lives of children, teens, families, newcomers, entrepreneurs and others. We are one of the community pillars in the support of life-long literacy and learning, and we are committed to doing the best job possible by nurturing relationships with and strengthening services to key groups.

## Focussing on ENTREPRENEURS

Recognizing the need to support our local economy, the Board identified the need to support small businesses and entrepreneurs by providing them with access to essential research databases and information that they could not access on their own.

- In 2008, OPL expanded its business services team by refocusing the work of two librarians to address the needs of local business people.
- OPL offers one-on-one business consultations at Main and Nepean Centrepointe. In 2008, over 187 personalized research consultations took place with local entrepreneurs. The consultations offered valuable information for every stage of business development, enabling participants to get their small businesses off the ground and to remain competitive.
- During Public Library Month in October, OPL offered a one-week series of lunchtime seminars designed to attract entrepreneurs and small-business owners. Guest speakers addressed topics ranging from how to develop a business plan and marketing your small business through expert advice on taxation and business accounting. The event attracted 132 participants and was made available as a podcast on the OPL website.



## Focussing on FRENCH LANGUAGE SERVICES

As the largest French-English bilingual library in North America, OPL strives to provide equitable French language services across the city.

- In 2008, OPL received a grant from Heritage Canada and the City of Ottawa's French Language Services Department to offer children's programming in French at eight library branches in the west end of the city. In addition, the teaching staff and students at the French public and French Catholic school boards benefited from library orientation visits from OPL staff. The funding allowed OPL to address a recognized need and has proven extremely popular with French speaking families residing in the west end.
- OPL joined 22 other Ontario libraries in providing *askON*, a virtual information and research service available through Internet chat. *askON* provides service in both English and French, ensuring that our French speaking users can access reference help in their language of choice for longer periods of time than OPL could provide on its own.

*"Le choix des livres pour enfants en français et pour les adultes est excellent. En plus, la bibliothèque est très jolie, dans un coin superbe! N'arrêtez pas ça! Merci"*  
Geneviève,  
Vanier Branch user

## Focussing on NEWCOMERS

The Library is a key resource for newcomers to the City. Ottawa is home to 178,545 foreign students and immigrants [Source: 2006 Census].

- With funding from Citizenship and Immigration Canada, OPL continues its partnership with five settlement agencies that help newcomers establish themselves in Canada. Settlement workers are available in nine library locations to assist their clients with any queries. Frequently these clients are referred to library programs and collections.
- As part of its programming, OPL offers conversation groups and tutorials for newcomers learning English and French. In 2008, OPL offered over 600 ESL and FSL conversation group sessions.
- Nearly 1,400 newcomers participated in homework help sessions offered by OPL in conjunction with its partner agencies and volunteers. Participants were in grades one through 12. Adult learners frequently requested homework support groups.
- OPL received a grant from Citizenship and Immigration Canada for \$138,000 to purchase library materials that support newcomers. The Ontario Ministry of Culture and the Friends of the Ottawa Public Library provided funding to translate the *Library Cardholder's Manual* into the 11 world languages most frequently spoken by newcomers to Ottawa. This contributes to OPL's role, as a welcoming place for newcomers in addition to ensuring essential information about library use is understood.



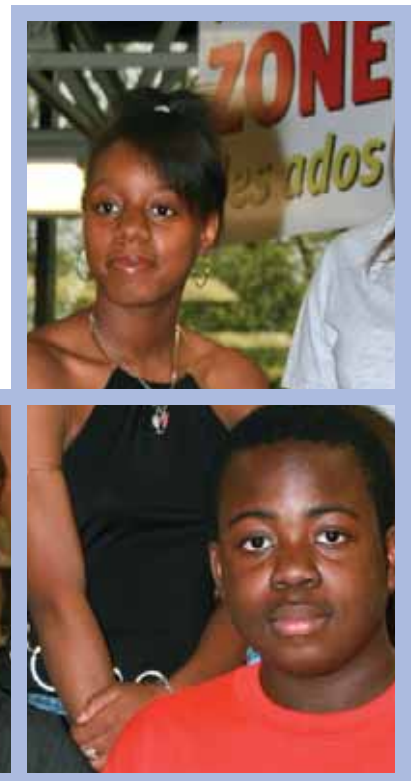
*"I want to comment on the high quality of your book talks. Our students can't wait to hear about authors and books."*

Janet, teacher,  
Rideau Branch user

## Focussing on TEENS

Services for teens have become increasingly important in the world of public libraries. In 2008, OPL revisited how it served teens in its library branches, resulting in some great service improvements.

- OPL hired our first system-wide teen librarian, who is responsible for rolling out teen services across the OPL system.
- OPL received a generous grant from Friends of the Ottawa Public Library Association (FOPLA) to create and refresh our Teen Zones, library spaces designed especially for teens to hang out in.
- OPL launched *Study Zone*, an area on our website dedicated to providing reliable research resources and homework help to teens.
- Urbandale Corporation provided funding for gaming kiosks at Main and St-Laurent. Research has shown that gaming in libraries attracts teens that otherwise might not visit the public library. Gaming is known to develop critical thinking skills and hand-eye coordination, plus the kiosks promote the library collection. This is a pilot project, which will be evaluated throughout 2009- 2010.



# Improving our SERVICE OFFERINGS

The Library strives to meet the needs of Ottawa's 898,150 diverse residents by using all of our available resources, whether by increasing operating efficiencies and or seeking out grants to improve our service offerings for library users.

## Focussing on ACCESS

One of the Board's strategic directions is to "stay open for our citizens", providing more and better hours of service. In 2008 OPL achieved an increase in hours at the Greely branch and significantly improved library services offered over the Internet.

- The Board approved an additional six service hours to open the Greely branch Monday and Wednesday mornings. Greely is the fastest growing village within the City of Ottawa and library circulation at the Greely increased over 38% from 2005 to 2007.
- OPL continues to improve its virtual service on the OPL website. In 2008 website usage increased 14% over 2007.
- OPL launched email notification to inform users of requested and overdue items. This popular service has attracted over 46,000 subscribers.
- Public wireless Internet access became available at all OPL branches throughout 2008.
- OPL continued to add new electronic products and databases, including interactive books for children (Tumble Books) and an interactive electronic language-learning tool (Mango).



## Focussing on ACCESSIBILITY

OPL is committed to reducing barriers to library use for clients with disabilities and low levels of literacy. In partnership with various community organizations, OPL offers services designed to improve access to the OPL collection.

- *Getting to Know the Library*, a project in collaboration with the Ottawa Community Coalition for Literacy (OCCL) was translated into American Sign Language, thanks to a special grant from the Ministry of Training, Universities and Colleges.
- OPL received a grant from the Friends of the OPL to install assistive technology in three more library branches: Carlingwood, Rideau and Stittsville. The workstation technology comprises Zoomtext, Kurzweil 1000, Kurzweil 3000, JAWS, Dragon NaturallySpeaking, a scanner, a large-print keyboard and a large trackball mouse. This technology will benefit the visually and hearing impaired as well as clients with low-levels of literacy and newcomers learning English and French.
- OPL continued to work with the City's accessibility office to develop an implementation plan for customer service standards relating to the provincial Accessibility for Ontarians with Disabilities Act (AODA).

*"I have been legally blind for over a year but despite that handicap I have been able, with the help of your very competent and attentive staff, to continue my love of reading and pursue my historical research."*

Richard, talking book user

## Becoming

# MORE EFFICIENT

The Mayor's Taskforce Report on e-Government described OPL as "the most advanced group in the city when it comes to exploiting information technology" [Taskforce report: June 2008], and our use of technology contributes to your public library becoming even more efficient. In 2008, the cost per use of library service at OPL was \$1.63, a decrease of 4.2% since 2007 and the lowest cost per use among other major urban Ontario libraries, including Toronto, Hamilton and London.

*"I am really enjoying the sharing and support I receive from the library staff. They have been key in introducing the programs to both the children and parents."*

Library Settlement Worker



## Improving SELF-SERVICE IN OUR BRANCHES

OPL introduced self-check units at Beaverbrook and planned for upgrades at Nepean Centrepointe, Orléans and Ruth E. Dickinson in early 2009. The new units allow users to renew materials as well as to check them out. Soon we will be introducing units that allow users to check materials in as well.



## Planning for FUTURE NEEDS

Planning for the new Central Library to replace the aging Main Library continued in 2008. Site investigation and analysis was completed and a recommended site approved by the Board. Development of the functional building program continued with the program 95% completed by the end of the year.

In addition, the Library began planning for the new west district library, which is required to meet the needs of the growing population in the west end of the city. We also began preparations to retrofit the Cumberland and Sunnyside branches.

## New MATERIALS DISTRIBUTION CENTRE APPROVED

City Council and the Ontario Municipal Infrastructure Investment and Initiatives program allocated \$38.6 million to the construction of a joint-facility for the City of Ottawa Municipal Archives and the Materials Handling Distribution Centre for OPL. The facility will be constructed on vacant land in close proximity to the Woodroffe transit station and Ben Franklin Place. The synergy gained by collocating facilities and by introducing automatic materials handling will provide OPL with savings to reinvest in the future.

*"I just discovered that the Ottawa Public Library System has ordered 15 copies of The Best Laid Plans to distribute among its 33 branches...here's a partial screen shot of the New Titles On Order List from the OPL website. Very, very cool."*

Terry Fallis, local author

# BUILDING COMMUNITY

For more than one hundred years, OPL has been an active partner in the community it serves. OPL prides itself on its contributions to making a difference in lives of Ottawa citizens and in Ottawa itself. Whether introducing a child to the wonderful world of words, connecting a loved one with family abroad via our Internet workstations or helping job seekers succeed in that next job interview - OPL is there.

## Birthday CELEBRATIONS

Many branches celebrated milestone birthdays in the community, including:

- Elmvale Acres: 45 years of service
- Emerald Plaza: 20 years of service
- Nepean Centrepont: 20 years of service
- Centennial: 40 years of service
- Rosemount: 90 years of service

## OPL Involvement in COMMUNITY INITIATIVES

OPL and **Centre 507**, a community agency dedicated to serving Ottawa's homeless population, collaborated to provide awareness and sensitivity training to library staff and to better define means by which the library can support this vulnerable community. Main Library was honoured by a visit from Dr. Philip Mangano, New York City's homelessness' guru. Dr. Mangano was in Ottawa to address the Mayor's Leadership Table on homelessness.

OPL is an active player in the City of Ottawa's **Neighbourhood Planning Initiative**. Working in collaboration with community partners, the library worked with representatives from the neighbourhoods of Hintonburg, West Wellington and Mechanicsville to create a vision for its future. OPL will be working in other such community exercises throughout 2009.

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

Left to Right:  
Councillor Christine Leadman,  
Joan Neville and  
OPL Chair, Councillor Jan Harder  
celebrate Rosemount's  
90<sup>th</sup> anniversary



*"I have been using the on-line Mango Languages available through the Library. Just wanted to say how impressed I have been with the site so far and that it is one of the better language resources I have used."*

OPL online user

## Celebrating READING

OPL proudly sponsored the fourth annual **ALSOcares Amazing Book Race** in support of adult and family literacy. Staff joined forces and signed up many teams for the event. Funds raised were directed to front-line services to over 150 low-income families.

OPL hosted *A Passion for Reading*, an Art Matters' public forum organized by the Right Honourable Michaëlle Jean, as part of the 2008 Governor General's Literary Awards. Authors Kerry Clare, Geneviève Côté, Miriam Cusson and Margaret Eaton delighted guests with their views on the importance of reading.

During Canadian Public Library Month last October, OPL launched the **Ottawa Fiction Authors Collection** in conjunction with the Canadian Authors' Association. Featuring primarily works of fiction in both English and French, this collection contains and promotes more than 1,300 titles by local authors in a special area of the Main library.

**Awesome Authors** is OPL's annual poetry and short story contest targeting youth ages nine to 17. Sponsored by the Friends of the Ottawa Public Library, winning selections are published in *pot-pourri*. This year, ten lucky winners were further recognized when they were invited to read from their works at the 2008 Ottawa International Writers Festival.

## Telling our STORY

Our dedication to service excellence is recognized by peers and by our community.

### OPL receives first annual OLA award

Marcia Aronson, Manager, Adult and Readers' Advisory Services was the recipient of the first annual Ontario Library Association award for Leadership in Adult Readers' Advisory Services.

### OPL shortlisted for Ministry award

OPL's *Sharing and Caring: a preschool approach to bullying* was shortlisted for the Ministry of Culture's 2008 Public Library Service Awards in the category of innovation. Developed in collaboration with multiple community partners, this toolkit teaches positive social skills to prevent bullying behaviours.

### Certificates of Appreciation – Centre 507

Two OPL staff were presented certificates of appreciation from Centre 507 in recognition of their support and openness towards the homeless.

The Right Honourable  
Michaëlle Jean,  
Governor General of Canada  
at 2008 *A Passion for Reading*

Sherrill Wark,  
FOPLA member Ashley Whitelocke,  
OPL Trustee Jim Bennett and  
City Librarian Barbara Clubb,  
cut ribbon at Ottawa Fiction  
Authors Collection



*"When I come to your Library,  
I feel like I am at home"*  
Gonul,  
Centennial Branch user

# FRIENDS OF THE OPL

The Friends of the Ottawa Public Library Association (FOPLA) is committed to supporting the OPL in its new strategic plan. Our fundraising and advocacy work is directed towards helping the Library meet its goals and promoting literacy within the community.

We support many initiatives and activities that increase awareness of the OPL and encourage people to give back to the system, including: a Library scholarship at the University of Ottawa; community bookstores; author readings; teen centres and programs; genealogy research and programs; assistive technologies; the Every Kid a Card Class Challenge; and youth writing and literacy contests. FOPLA continues to sponsor the annual Awesome Authors Youth Writing contest and, in 2008, published the second annual pot-pourri, a bilingual anthology of poems and short stories by the contest winners.

Our success makes clear how wide reaching an impact the Library has on the lives of Ottawa residents. As a grassroots organization, FOPLA relies on the support, generosity and enthusiasm of community volunteers—our Friends. Their belief in the importance of our library system is what makes FOPLA work.

In 2008, 316 friends donated 26,400 hours of service to support the OPL. We also raised approximately \$310,000 through the sale of used books in our 13 FOPLA volunteer-run stores located inside or adjacent to Library branches.

In addition to our fundraising successes, the Friends made great headway in our advocacy efforts last year. We represented the OPL at all local Councillor budget meetings, and were involved in advocacy to City Council regarding the 2009 budget. We also made presentations to the provincial and federal governments, promoting OPL interests and nurturing valuable contacts with local members of Parliament.

Our achievements did not go unnoticed. In recognition of FOPLA's significant contribution to the OPL, Mayor Larry O'Brien officially declared June 25, 2008 as Friends of the Ottawa Public Library Day. In addition, we were the proud recipients of four prestigious awards at the municipal, provincial, national and international levels including:

- A June Callwood Outstanding Achievement Award for Voluntarism in Ontario from Citizenship and Immigration Ontario

- The Brodart/FOCAL Community Service Award from the Friends of Canadian Libraries (including a cash gift of \$500 for the Library)
- A Baker & Taylor Award for outstanding achievement by a library Friends group, from the Friends of the USA Libraries Association (including a cash gift of \$1,000 for the Library)
- A Certificate of Appreciation from the City of Ottawa
- FOPLA was also recognized for contributing \$27,000 toward the OPL's microfilm readers during a special ceremony at the Stittsville branch on March 10, 2008. These funds will improve access to microfilm readers at our rural branches, and will provide support for genealogical/historical research.

On an individual note, we were delighted to see retired bookstore manager Dolores Dufresne receive the United Way Community Builder of the Year Award for her contribution to FOPLA. For the past five years, Ms. Dufresne served as coordinator of the Mammoth Book Sale and was a dedicated representative on the Nepean local committee.

This past year has been a tremendous one for the Friends. We made new contacts and strengthened existing relationships. We increased awareness of the Library, and contributed to OPL meeting its goals in the first year of its new strategic plan.

On behalf of FOPLA, I want to thank all our volunteers for their dedication and excellent work, and for their love of books, people and libraries. I also want to thank staff members Marie Petersen and April Duffy for their outstanding contributions, the Foundation for the progress that it has made in supporting our new Central Library, and, of course, the OPL for being a Friend.



Lori Nash, President

## Friends of the OPL BOARD OF DIRECTORS

Lori Nash – President  
 Andy Billingsley – Past President  
 Maurice Glaude – Vice President  
 Bruce Blackman – Treasurer  
 Charlene Elgee – Secretary  
 Shirley Felker – Ottawa  
 Cathy McDonald – Nepean  
 Bill Porter – Cumberland  
 Sue Guarda – Cumberland  
 Joan Dewis – Greenboro  
 Heather Murphy – Member at Large  
 Ashley Whitelocke – Member at Large  
 Georga Whitehall – Member at Large  
 Rhoda Diebel – Member at Large

Ex Officio  
 Barbara Clubb – City Librarian  
 Josephine Norton – OPL Liaison



Left to Right:  
 FOPLA President Lori Nash,  
 City of Ottawa Mayor Larry O'Brien,  
 OPL Chair, Councillor Jan Harder,  
 and Bill Porter at the declaration of  
 Friends of the Ottawa Public Library Day



# OPL FOUNDATION

The Ottawa Public Library Foundation was established in 2002 with the goal of generating new and additional revenue to help meet the Library's priority needs. For the past few years, one of the OPL's top priorities has been preparing to raise funds for the new Central Library. Generating support for a multi-million dollar project is never a small feat, but in today's economy, the challenge is even greater.

We have met that challenge by building the strongest team possible for our Foundation. In June, we hired Gerard Séguin as our new Chief Development Officer and tasked him with the job of building the Foundation's infrastructure. We also welcomed two new members to the Board: Hunter McGill, an international development policy consultant; and Philip Shaer, Vice Present, General Counsel and Corporate Secretary at MOSAID Technologies Inc. Both members bring a wealth of experience and knowledge, and share a strong passion for libraries.

In addition to improving ourselves internally, we have made significant strides to improve external relations. We strengthened our ties with Library staff and Board members, as well as with the Friends of the Ottawa Public Library Association. The Foundation also worked hard in 2008 to build our brand: we presented our thoughts in the budget discussion with City Council, made preparations to launch our first public awareness and giving campaign in 2009, and hosted several fundraising events.

The highlight of our fundraising year was our annual dinner, which took place November 20th at the Fairmont Château Laurier. Three hundred people attended the event, a lively discussion of the life and times of Sir John A. Macdonald. Popular historian Richard Gwyn and novelist Roy MacSkimming delighted the audience with tales about Macdonald, and celebrated historical writer Charlotte Gray moderated the conversation. The funds raised at the dinner were used to improve the Ottawa Room, which houses the local history collection at the Main Library.

With each year, the Foundation has seen a rise in gifts and donations, and last year was no exception. Moving into 2009, the Foundation will continue to focus on acquiring major gifts and donations, and developing a sustainable financial business model. We will continue to enhance and strengthen our Board by selecting members who are representative of our diverse community, and by hiring the best personnel. We will increase efforts to promote brand awareness of the Foundation by creating alliances with like-minded organizations and stakeholder groups; launching our public awareness campaign; holding a donor event in spring of 2009; and building on the success of the Sir John A. Macdonald literary event.

Having completed my first year as Foundation Chair, I am excited and optimistic about the future. As we move closer to 2010/11 and the launch of the new Central Library, I'm looking forward to giving back to the community and helping to build a legacy from which residents of all ages can benefit. Together, we are working to find new ways to capture the public's imagination and inspire them to give back to the Library system.

I look forward to making 2009 our best year yet.



Howard Whittaker, Chair

# OPL Foundation BOARD OF DIRECTORS

Howard Whittaker – Chair  
 Hunter McGill – Vice Chair  
 Bruce Brooks – Treasurer  
 Phillip Shaer – Secretary  
 Marc Binavince – Member at Large  
 John Dennison – Member at Large  
 Councillor Peggy Feltmate – Member at Large

**Ex Officio**

Barbara Clubb – City Librarian  
 Lori Nash – FOPLA Representative  
 Gerard Seguin – Chief Development Officer  
 Tony Westenbroek – OPL Liaison



Back row: Gerard Seguin, Anna Tjepkema, Richard Gwyn and Howard Whittaker  
 Front row: Charlotte Gray and Roy MacSkimming



OPL Chair, Councillor Jan Harder and Mrs. Lauren Harper at the OPL Foundation 2008 Gala



Novelist Roy MacSkimming, historian Richard Gwyn and historical writer Charlotte Gray participate in a conversation about Sir John A. Macdonald at the OPL Foundation Gala.

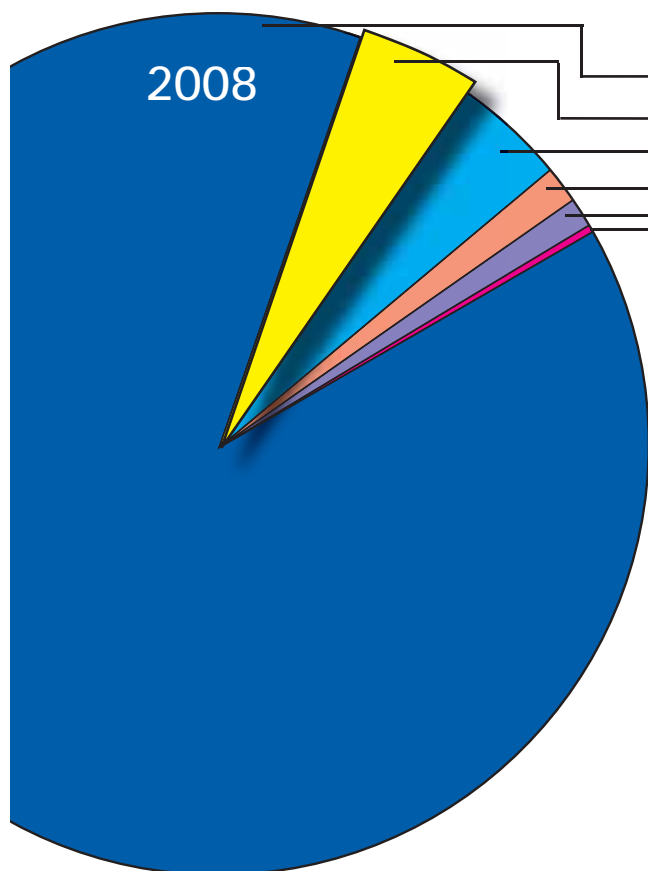


Speaker of the House of Commons, the Honourable Peter Milliken M.P. with Sir John A. Macdonald and his wife Isabella at the OPL Foundation 2008 Gala



# Financial statements

## 2008



Revenues (in dollars)	2008	2007
City of Ottawa	34,652,138	32,380,944
Fines and Other Fees	1,642,344	1,660,820
Province of Ontario	1,438,457	1,495,697
Rental Income	522,657	531,271
Other	689,838	389,482
Government of Canada	134,660	21,335
Interest Income	0	-4,000
Surplus (Deficit) of Revenue over Expenditures	181,629	-340,366
<b>Total Revenues</b>	<b>39,261,723</b>	<b>36,135,183</b>

Expenditures	2008	2007
Salaries and Benefits	27,201,588	25,880,026
Library Materials	4,501,714	4,318,425
Purchased Services	957,907	784,796
Materials and Supplies	413,825	533,945
Program Facility Costs *	3,453,661	3,154,991
Transfer of Capital Reserves	2,471,000	1,463,000
<b>Total Expenditures</b>	<b>39,261,723</b>	<b>36,135,183</b>

\* In previous years, Program Facility Costs were covered in the budget of Real Property and Asset Management of the City of Ottawa. Starting in 2007, Program Facility Costs were included in the Library's budget

## Keeping Track

Statistics	2008	2007
Population	898,150	888,882
Number of Library Visits	4,802,150	4,286,900
Items Borrowed	10,429,478	10,099,173
Items used in the Library	2,021,700	1,639,550
Electronic visits	5,783,839	5,054,551
Books and materials in the OPL collection	2,242,165	2,343,776
Electronic databases available for use in the Library	85	79
Electronic databases available from remote locations	77	67
Reference and information questions answered	663,750	602,950
Programs offered to children, teens, and adults	9,687	8,495
Number of people attending OPL programs	199,409	195,569
Number of public workstation sessions	947,499	874,500
Total uses	25,234,978	22,974,751

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