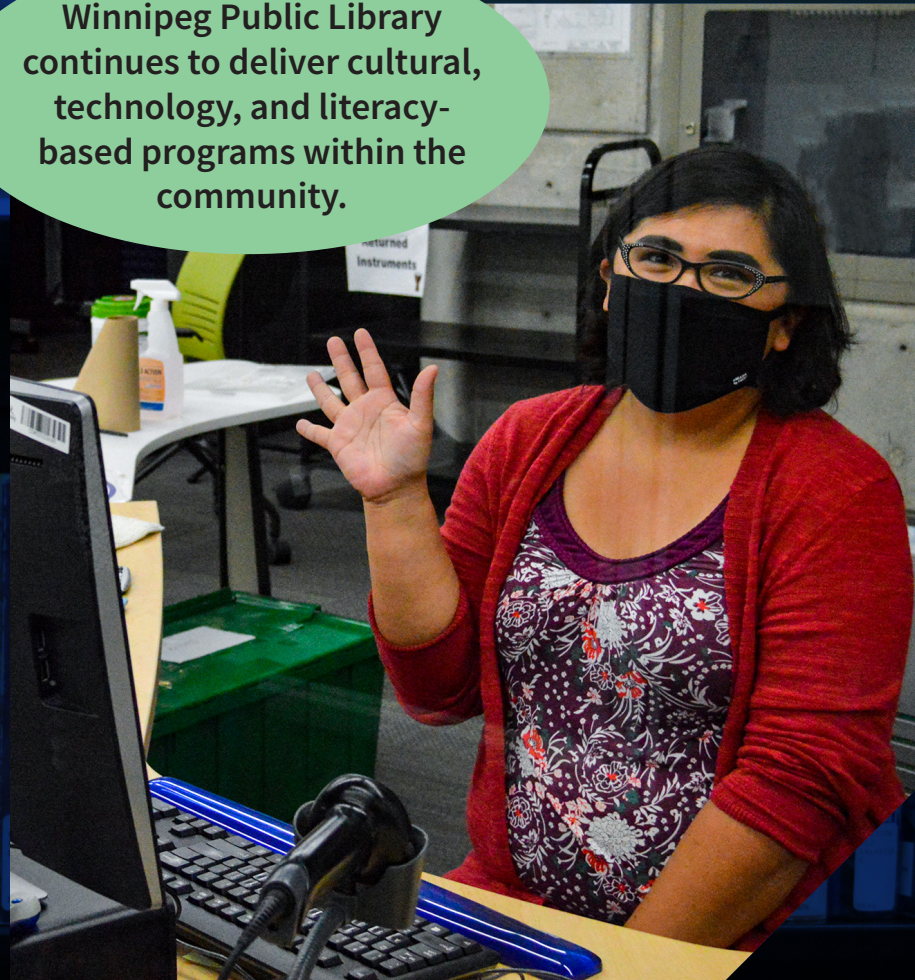


# WINNIPEG PUBLIC LIBRARY

# 2020

## ANNUAL REPORT

Winnipeg Public Library continues to deliver cultural, technology, and literacy-based programs within the community.



Winnipeg Public Library is in Treaty No. 1 territory and the traditional homeland of the Métis Nation. Our drinking water comes from Shoal Lake 40 First Nation in Treaty No. 3 territory.



[winnipeg.ca/library](http://winnipeg.ca/library)



# Highlights of 2020:

Family Literacy Day, on **January 28**, collected \$3,105 in fines and fees for donation to the Literacy For Life Fund, held at The Winnipeg Foundation.

All 19 branches closed due to the COVID-19 pandemic on **March 16**. Staff adapted and developed and updated extensive digital collections, virtual and online programs, new information guides, and reference and reader's advisory services.

On **April 11**, Winnipeg Public Library offered a new online registration system. 75% of new memberships in 2020 were obtained through the online system.

On **June 8**, Millennium Library, Henderson Library, and Pembina Trail Library reopened for holds pick-up service only.

Take Your Child to the Library Day, held **February 1**, included family concerts, story times, engineering workshops and had over 1,030 engagements and 80 library cards issued.

Winnipeg Public Library suspended library fines and DVD/Blu-ray fees beginning in **March**.

Winnipeg Public Library attended a virtual Pride Parade on **May 31**, which was organized by Sara Riel Inc. using photos of past year's parades and a Zoom video compilation of library staff.

Cantook station, a new French ebook & audiobook service, launched on **June 12**.

## Financial Overview

| Revenues                           | 2020                |             |
|------------------------------------|---------------------|-------------|
| CITY OF WINNIPEG                   | \$26,137,437        | 91%         |
| PROVINCE OF MANITOBA               | \$2,058,003         | 7%          |
| LIBRARY - GENERATED                | \$205,415           | 1%          |
| LIBRARY TRUST/BOOK SALES/DONATIONS | \$204,582           | 1%          |
| <b>Total Revenues</b>              | <b>\$28,605,437</b> | <b>100%</b> |

| Expenditures              |                     |             |
|---------------------------|---------------------|-------------|
| SALARIES & BENEFITS       | \$14,299,148        | 50%         |
| BUILDING MAINTENANCE      | \$8,397,045         | 29%         |
| *LIBRARY MATERIALS        | \$3,352,794         | 12%         |
| SUPPLIES & SERVICES       | \$2,556,450         | 9%          |
| <b>Total Expenditures</b> | <b>\$28,605,437</b> | <b>100%</b> |

\*includes expenditures from book sales, trust accounts and grants



Sing along with Stephen: Skip to my Lou

Winnipeg Public Library staff quickly adapted to branch closures and recorded at-home Youtube videos for all ages on a variety of topics including a gardening series, book recommendations, instructional videos on our digital collections, felt board stories, rhyme time, sing-alongs, and more.

**20**  
public libraries

**334,485**

library cardholders

**804,183**

in-person visits in 2020

**4,818,798**

items borrowed  
(includes eBook/eLibrary  
downloads)

Both the TD Summer Reading Club and Teen Summer Reading Challenge were held virtually and kicked off on **June 15**. There were 2,345 page hits for the Summer Reading Information Guide on the website.

All remaining branches began offering holds pick-up service and telephone service on **August 4**.

Services expand on Monday, **September 21**, to include collection browsing, limited computer use, self-pick-up of holds, printing and photocopying, booking tutorial rooms, and access to the ideaMILL.

Contactless holds pick-up and return services began at Charleswood, River Heights, St. Boniface, Pembina Trail, Henderson, St. James-Assiniboia, Millennium, Louis Riel, Transcona, Sir William Stephenson on **December 7**.

On **June 22**, Louis Riel Library, St. Boniface Library, St. James-Assiniboia Library, Sir William Stephenson Library, Transcona Library, opened for holds pick-up service and telephone service.

In **September**, the WELL Adult Literacy Program, usually held in Harvey Smith Library, shifted to remote learning. Learners were able to continue their studies while mastering new online skills.

All branches closed again due to COVID-19 code red on **October 31**.



Award-winning, multi-genre writer Lauren Carter began her Writer-in-Residence term on October 1. She provided guidance and feedback on writing by phone, email and Zoom, and hosted live “write-in” Youtube events. The Writer-in-Residence program provides one-on-one mentorship and public workshops to hundreds of emerging writers of all genres.



Through the summer, Outreach Services provided free reading kits and books to organizations serving communities in need - resource centres, senior programs and shelters. The books were repurposed from the library’s used book sales, and the activity kits were created with the help of the Winnipeg Public Library Board. Over 4,800 books and 840 kits were donated, for a total of 210 boxes delivered.

Programs offered

**1,131**

Program attendance

**28,465**

Questions answered

**97,488**

Computer bookings

**54,542**

**1,299,475**

eLibrary downloads

**10,101,549**

eVisits  
(website, catalogue sessions  
and social media)

Winnipeg Public Library had a record setting amount of digital library downloads this year, hitting 1 million downloads in early October.



## Donors and Grants

The Library wishes to thank the following people and organizations for their generous contributions in 2020.

Trish Allison-Simms  
James Beaulieu  
Mark Brown  
Stefan A. Carter  
Helle Cosby  
Nicole Denboer  
Friends of Winnipeg Public Library  
Ian Gilmour  
Heather Graham  
Christiane L. Hill  
In memory of Aaron Berg  
Ladies Auxiliary Winnipeg South Osborne Branch 252  
Linda Horodecki  
Mike Jackson  
Gwen M. Johnston  
Merissa King  
Manitoba Islamic Association Inc.  
Howard Mandshein  
David McInnes  
Gail Mildren  
Linda Moore  
Bettina Nyman  
Maria Pona  
Celia Rodd & Atul Sharma  
Pete Slimmen  
Olga Synova  
The Winnipeg Foundation  
Literacy for Life Fund  
Margaret M. Webster Memorial Fund  
Nancy Turriff and Jeanne Allen Fund  
Robert Clague Memorial Fund  
Donald W. Whitmore  
Winnipeg Public Library Board  
Library Advisory Committees

## Winnipeg Public Library

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[winnipeg.ca/library](http://winnipeg.ca/library)

facebook: [winnipegpubliclibrary](https://www.facebook.com/winnipegpubliclibrary)  
twitter: [@wpplibrary](https://twitter.com/wpplibrary)  
Instagram: [winnipegpubliclibrary](https://www.instagram.com/winnipegpubliclibrary)

## Winnipeg Public Library Board

2020 was a productive year for the Winnipeg Public Library Board, despite the challenges of the COVID-19 pandemic. The Board approved its new five-year strategic plan, which focuses on its advocacy and advisory mandates. Financial support was offered to various WPL initiatives, including the Writer-in-Residence program and hiring of a meeting facilitator with community members that are exploring ways to ensure safety for staff and visitors of the Millennium Library. The Board was pleased to support library management in its successful endeavor to remove all library overdue fines. The Board remains committed to ensuring the sustainability of the WPL. Many thanks to the five Library Advisory Committees who are a support to local library services within their local communities.



Winnipeg  
Public Library  
Board

## Winnipeg Library Foundation

This year was marked by the tragic passing of board chair Karen Keppler in October 2020. Karen had been a key part of the Winnipeg Library Foundation since the very beginning, and played an instrumental role in every fundraising campaign and initiative. Her commitment to the library and the foundation, and her exceptional warmth, kindness, and generosity are deeply missed by all who knew her.

As always, many thanks to our donors and supporters. If you would like to be involved with the Winnipeg Library Foundation, please feel free to contact us via email at [info@winnipeglibraryfoundation.ca](mailto:info@winnipeglibraryfoundation.ca), or by phone at 204.989.2060.

Carole Marshall, Executive Director



## Friends of Winnipeg Public Library

Friends of the Winnipeg Public Library (FWPL) were delighted to make a \$28,000 donation this year to support the programs and special projects of the Winnipeg Public Library. COVID-19 had a major impact on our organization due to the temporary closure of the Best of Friends Gift Shop and the cancellation of our annual fall book sale.

However, thanks to the prudent fiscal management of previous FWPL Boards we were still able to lend financial support to the 2020-2021 Writer-in-Residence program, provide prizes for the 2020 TD Summer Reading program and assist with special events for the 2021 Spring Break Program. The Friends were also able to completely fund a Family Literacy Playground for the new Bill and Helen Norrie Library thanks to a supplemental donation by a valued Friend's family.

We are grateful to our members, volunteers, donors, and our Board of Directors who have continued to support us during this challenging time. Their valuable contributions have made it possible for the Friends of the Winnipeg Public Library to maintain our commitment to fostering literacy and community connections in our city.

Learn more about the Friends at [friendswpl.ca](http://friendswpl.ca)

Rita Burgess, President



FRIENDS  
OF THE WINNIPEG  
PUBLIC LIBRARY