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"I love being able to bring my daughter and introducing her to all kinds of new worlds through books and media we may not have seen otherwise!"

"I love our Winnipeg Public Library because there are so many resources to choose from and the staff is very helpful and knowledgeable."

1,455 people took part in Family Literacy Fun Days in 2012.

Financial Overview

Revenues 2012

CITY OF WINNIPEG	\$23,747,773	88%
PROVINCE OF MANITOBA	\$2,010,118	7%
LIBRARY - GENERATED	\$1,023,890	4%
LIBRARY TRUST/BOOK SALES	\$334,542	1%
TOTAL	\$27,116,323	100%

Expenditures 2012

SALARIES & BENEFITS	\$14,660,887	54%
BUILDING MAINTENANCE	\$7,371,356	27%
*LIBRARY MATERIALS	\$2,958,934	11%
SUPPLIES & SERVICES	\$2,125,146	8%
TOTAL	\$27,116,323	100%

*includes expenditures from book sales, trust accounts, grants

Book Club Kits were expanded to include kits for EAL/adult literacy learners. 48 titles are available in the ABE Book Club Kit series.




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2012 Annual Report Winnipeg Public Library



Customer Focused...

Library by opening on Easter Monday. Customer comments also resulted in allowing holds on paperbacks, adding a public scanner to the Local History Room, adding DVDs and Blu-rays to the Express collections, and implementing a 7 day magazine loan to name but a few changes.

In March we welcomed back over 680 library users as a result of our first amnesty in over 10 years. This event helped to clear old accounts, waive outstanding fines and gain back customers. Comprehensive customer service training was launched for staff and we have continued to make changes to our library rules to help reduce barriers to service. Some of these changes are to our Information and Reference services. A consultant was hired, and through a series of recommendations centered on improving customer service, we are now implementing changes in collections, service delivery and physical layout as part of this key service area.

Technology Focused...

Our libraries are in a period of transition. While our libraries remain sources of traditional print-based information and reading, we are focusing more on providing access to a broad range of digital and multimedia tools and services. eBook and online resource usage continues to grow exponentially. Initiatives such as the digitization of the Henderson City Directories, enhanced WiFi service and hands-on computer and eBook classes are helping our customers to better navigate in the information age. And the Library's mobile app allows you to bring the library with you, wherever you may be.

From Our Customers:

"The Library is a source of never ending adventure, resources, entertainment, knowledge and laughs. What more do you need?"

"I love the fact that I can order the books online that my nearest library does not have and the book will be delivered to my library of choice."

Customer Focused... Two words that have helped to define Winnipeg Public Library's service in 2012. Our customers are our greatest resource and in 2012 we increased our efforts to ensure that this was at the centre of our operations.

We continually develop new ways to hear from our community to ensure that the services we are providing, and the changes we are making, are meeting your needs. In July the Library undertook public consultations with the Cornish and St. John's Library communities for feedback on proposed plans for renovating these libraries as part of their 100th anniversaries in 2015. The Library launched a twitter feed (@wpglibrary) to provide another source of customer feedback and service. We also began work on a new customer satisfaction tool on our website for continuous feedback.

And we are listening to that feedback. In April the Library expanded its hours of service at the Millennium



"I love the new library app - shows that the Library really aims to serve Winnipeggers everywhere, anywhere!"

"Every time I take my kids to the Library their eyes are opened to whole new worlds! They love learning because of you!"



Outreach in the Community

Program Focused...

Throughout the year the library continued to offer a wide range of innovative and diverse programming. The public library today is becoming much more a place of culture and learning and a centre of community activity. As a result, over 74,000 customers attended over 3,100 Library programs in 2012.

In January and February, J.R. Léveillé engaged library readers with his work *The Setting Lake Sun/Le Soleil du Lac qui se Couche* as part of our fourth annual On the Same Page program. Summer at Winnipeg Public Library would not be complete without the TD Summer Reading Program. Highlighted by the theme "Fantasy", over 5,800 children enjoyed a summer of reading, programs and special events.

Facilities Focused...

In 2012, work continued on renovating and rejuvenating our library system. Our public libraries today are great places of civic participation, and as such are being redesigned to meet that changing need. We are transforming library space into centres of creativity and collaborative learning. Beyond the physical walls of the library, we continue to provide "libraries" in the community for those who

cannot access our facilities such as our Homebound Service and the Check it Out program.

With the arrival of summer, the Millennium Library Park reopened after a two-year renovation and the work of the City's Planning, Property & Development Department, Winnipeg Library Foundation and Downtown BIZ. The new park was extensively renovated with new seating areas, walkways, improved lighting and public art, with enhancements courtesy of the Friends of the Library.

The River Heights Library closed for minor renovations that improved access to the services offered in this well-used branch. In September an unused outdoor balcony at the Millennium Library was transformed into a reading garden. In November the St. Boniface library underwent renovations including the installation of a second floor accessible entrance. Both these projects benefited in part from funding from a Government of Canada grant.

Finally, I would like to thank the Winnipeg Public Library Board, the Winnipeg Library Foundation, the five Library Advisory Committees, and the Friends of Winnipeg Public Library for their

continued support and commitment to the library. These dedicated stakeholders of the library add insight and customer perspective to all that the library does and help to ensure that the services and changes being considered are grounded in community support.

• Rick Walker, Manager of Library Services



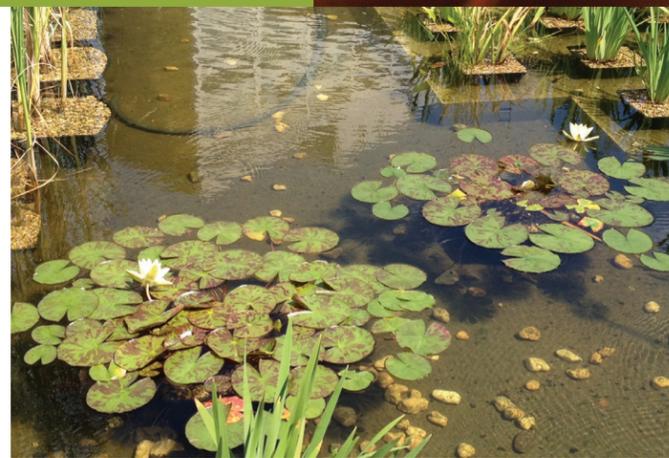
Rick Walker, Jacqueline St. Hill

Winnipeg Public Library Board

The Winnipeg Public Library Board continues to work to raise community awareness of the value of the Library. Language and Literacy grants from its Community Outreach Committee were awarded to schools and organizations in Winnipeg and support was provided for writing workshops and author readings at various branches. This year saw the second successful Books2Eat event and Library Advisory Committees across the city held events to engage citizens in library issues. The Board was pleased to also support a Study of the Library's Information and Reference Services.

• Jacqueline St. Hill, Chair

Parent Packs are complete grab-and-go backpacks with books and activities to stimulate early learning, available at all libraries.



Sandy Hyman

Winnipeg Library Foundation

Thank you to our partners and the community who supported our work in the Millennium Library Park. We look forward to the community's support in our upcoming campaigns to celebrate the 100th anniversaries of the Cornish and St. John's Libraries.

• Sandy Hyman, Chair

Friends of the Winnipeg Public Library

Friends of the Library continued support of many worthwhile programs and projects in 2012. One of our favourite projects was supplying planters for the Millennium Library Park. The Best of Friends Gift Shop, annual fundraising events and member donations generate the income that allows us to assist in these programs and projects. We are always impressed with the enthusiasm and creativity of library staff and managers. It has been a pleasure to partner with them and we look forward to 2013!

• Susan Fraser, Chair



The Millennium Library Park reopened in 2012.



Susan Fraser

By the Numbers*

Library cardholders:	341,040
Items in collection:	1,416,835
Items borrowed:	5,377,455
Questions answered:	371,745
Website visits:	1,769,219
In-person visits:	2,692,447
Programs offered:	3,146
Program attendance:	74,127
eLibrary downloads:	221,134
Computer bookings:	555,625

*In 2012, two libraries were closed for renovations for a total of 8 weeks of closure.



Tales in the Afternoon program

Donors

The Library wishes to thank the following people and organizations for their generous contributions in 2012:

- Trish Allison-Simms
- Association Developpement
- Socio-Cultural de la Femme
- Wendy Barker
- Jim Beaulieu
- Elizabeth Boote
- Vicki L. Brown
- Dr. Helen Cameron
- S. Cooper
- Linda Doiron
- Renate Duddek
- Friends of WPL
- Kendra Gaede
- April Gislason
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- Manitoba Writers' Guild
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- Dr. Ranganathan Padmanabhan
- Roger Page
- Maria Pona
- In memory of Werner Queck
- Lyse Remillard

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