



2017 Annual Report Oshawa Public Libraries



MESSAGE FROM THE BOARD CHAIR AND CEO

We kicked off 2017 by re-opening the newly renovated Children's Department of the McLaughlin branch. Featuring bright colours, interactive play areas and modern technology, the space was designed to meet today's families' needs. Additionally, a new Local History Room was established, also at the McLaughlin branch, to preserve our community's heritage, which includes a dedicated space for customers to research their family history, and learn more about Oshawa's past. Lastly, the Oshawa Public Libraries focus on meeting the needs of our customers was recognized by the City of Oshawa by being honoured with an Accessibility Award, acknowledging our ongoing efforts ensuring our facilities are welcoming and accessible to all.

In addition to capital projects, the Library continued to expand its digital resources by offering new eBook, eAudio, eMusic, and eMovie services, as well as Brainfuse for online homework help. Our first ever Food for Fines initiative collected 850 pounds of food for Feed the Need Durham, a local food bank, and we continued our partnership with the City of Oshawa in the Healthy Kids Community Challenge.

We thank the staff for their work at the Library, and their contributions in making Oshawa a great community.

2017 Board Members

Ted Aldridge, Chair
Councillor Dan Carter
Mary Fowler
Lois Gillette
Donald Johnson
Grant Karcich
Alaina McGravey
Gil Paterson
Rhea Smith-Schultz
Doug Thomson, Vice Chair
William Thurber



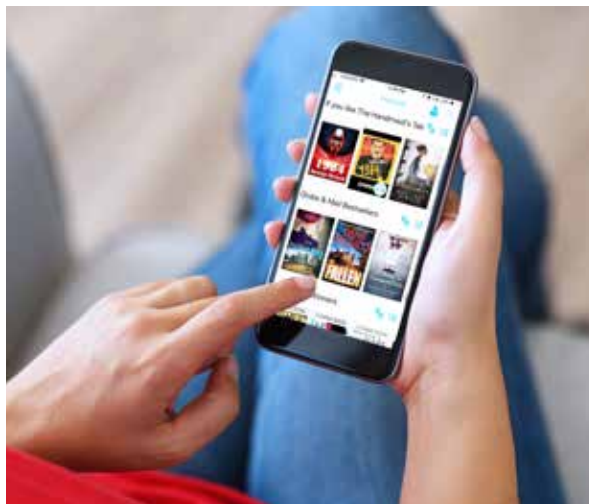
*Left: Frances Newman, CEO
Right: Ted Aldridge, Board Chair*



2017 HIGHLIGHTS

Innovation & New Technologies

- First library in Ontario to link with another library (Brampton) to share eBooks and eAudiobooks through Cloud Linking. Several other libraries subsequently joined this consortium
- Enhanced our Local History Room with a new Microfilm Reader and Scanner
- Increased our digital services by offering Hoopla – eBooks, eAudiobooks, eMovies, and eMusic
- Introduced a new Library App
- Installed Device Charging Stations throughout our libraries
- Upgraded our Express Checkouts so customers are able to pay fines at the checkout and receive eBook recommendations



Customer accessing eBooks from Cloud Library



Upgraded Express Checkouts for customer convenience

hoopla®



Customers using Hoopla



2017 HIGHLIGHTS

Vibrant & Accessible Community Spaces

- Re-opened the newly renovated Children's Department at McLaughlin
- Created a Local History Room at our McLaughlin Branch to meet the demands of our customers, and to provide an inviting space for the community to conduct research of Oshawa's fascinating past
- Partial roof replacement at the McLaughlin branch
- Received an Accessibility Award from the City of Oshawa for our ongoing renovations and commitment to our customers

Community Group Room Rentals

Northview **65**

McLaughlin **49**

Legends **31**



Child colouring in the newly re-opened Children's Department, McLaughlin Branch



New equipment in our Local History Room



Local History Librarian Eva Saether displays items in our Local History Room



2017 HIGHLIGHTS

Love of Reading and Life-long Learning

- Increased our support to students by offering Brainfuse online homework help, National Geographic Kids online, and STEM Village (Science, Technology, Engineering and Math)
- Coordinated Pass the Book – Oshawa Reads, a community reading event commemorating the 100th anniversary of the Halifax Explosion by reading *Burden of Desire* by Robert McNeil
- Increased our support to families by adding free Museum Passes for the Canadian Automotive Museum and the Ontario Regiment Museum to our collection of museum passes



522 hours spent learning languages. An increase of **67%** from the previous year



You asked, we answered **51,266** reference questions in 2017



lynda.com

Our customers spent **2,331** hours learning new skills. An increase of **85%** from the previous year



2017 HIGHLIGHTS

Service Excellence and Collaboration

- Hosted the regional finals of Battle of the Books, a book lovers trivia challenge for students in grades 4-8 in cooperation with Durham Region schools and libraries
- Replaced water fountains at McLaughlin and Jess Hann branches with water bottle filling stations as a result of funding from the City of Oshawa's Healthy Kids Community Challenge. In addition, we held a variety of programs for children to promote healthy living
- Held our first "Food for Fines" amnesty waiving overdue fines in exchange for food donations with 850 lbs of food collected for Feed the Need Durham
- Participated in Doors Open Oshawa for the first time
- Developed a new partnership with Carea Community Health Centre to offer a series of Healthy Living programs
- Partnered with the RMG (The Robert McLaughlin Gallery) by cataloguing and linking their digital collections to our library catalogue
- Developed French Reading Buddies to support kids in French Immersion



*Battle of the Book Senior Champion:
Coronation Public School*



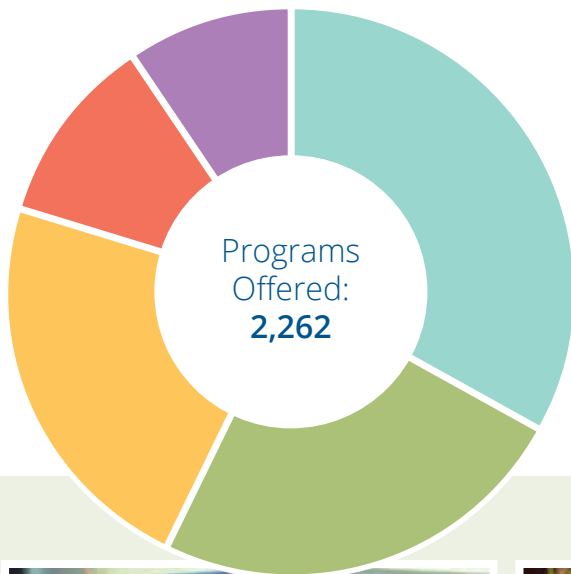
*Newly installed water fountains with water
bottle filling stations*



*Food collected for Feed the Need Durham
through Food for Fines*



LEARN. CREATE. PLAY.



- ▶ McLaughlin Branch **749**
- ▶ Northview Branch **547**
- ▶ Legends Centre Branch **513**
- ▶ Outreach* **243**
- ▶ Jess Hann Branch **210**



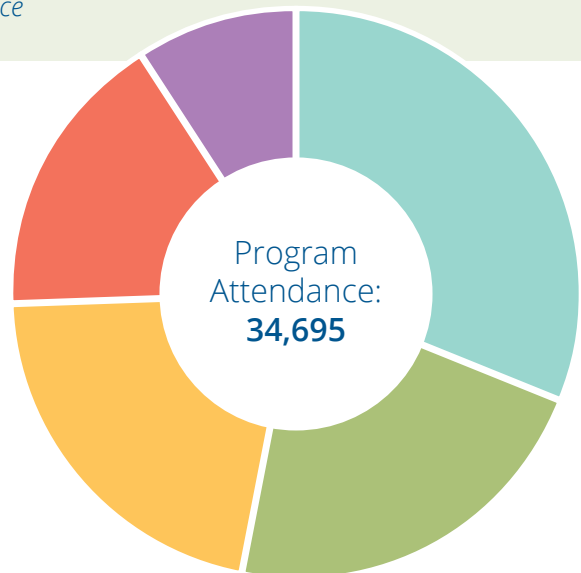
MakerSpace

Our MakerSpace welcomed **10,186** visitors. That's an increase of **88%** from the previous year.

We offered **80** MakerSpace programs. An increase of **16%** from 2016.

Children using our 3D printer and Cublets in our MakerSpace

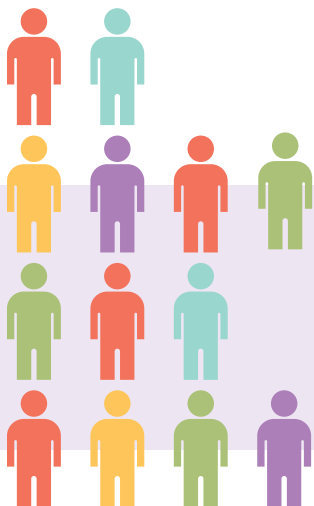
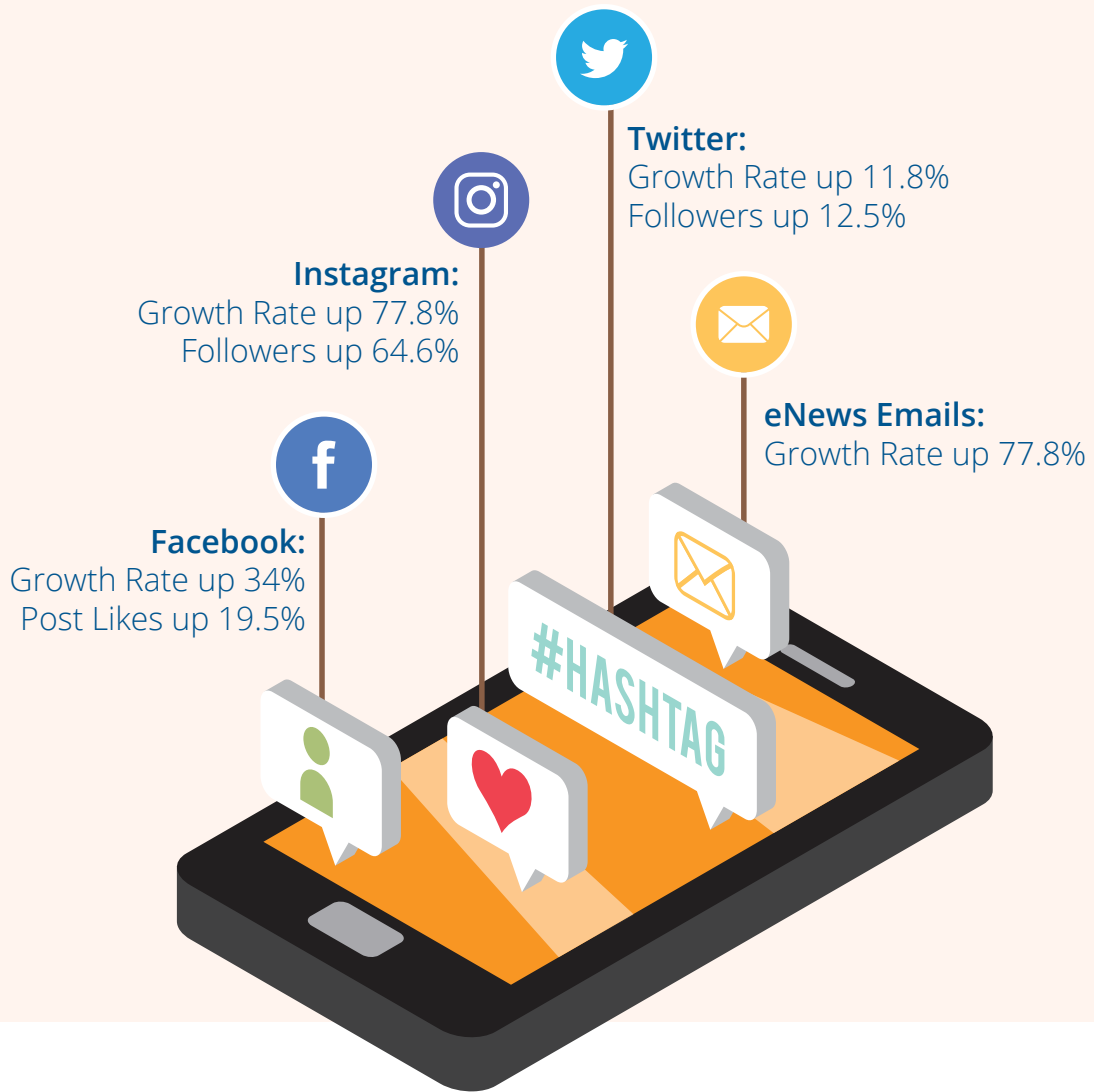
- ▶ McLaughlin Branch **10,826**
- ▶ Northview Branch **7,672**
- ▶ Legends Centre Branch **7,333**
- ▶ Outreach* **5,726**
- ▶ Jess Hann Branch **3,138**



**Outreach includes offsite activities such as school visits and community events*



SOCIAL MEDIA GROWTH



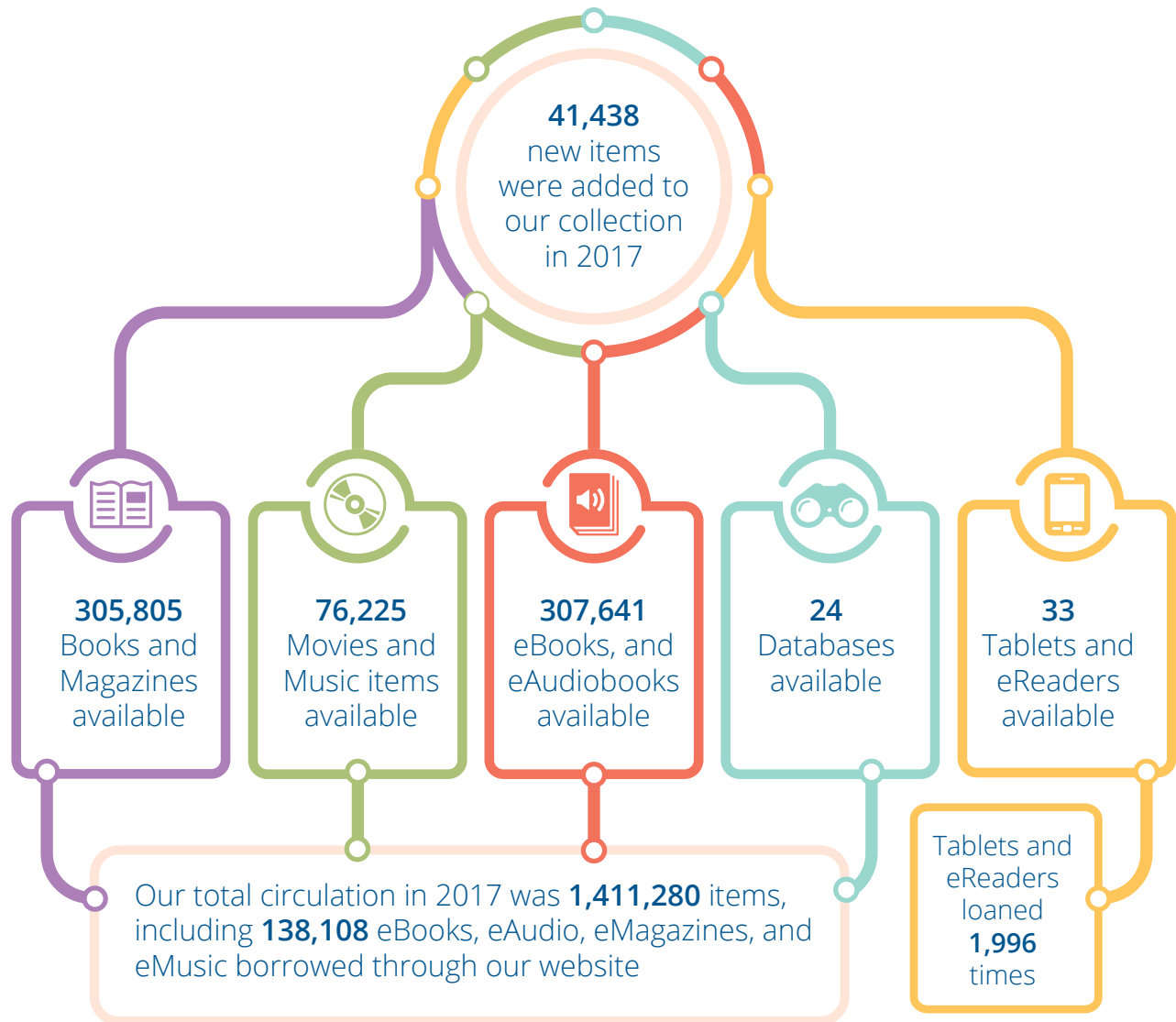
We welcomed **8,506** new members in 2017.

We have **66,048** total active members*

**Customers who have used the library in the past three years*



SOMETHING FOR EVERYONE



Inter-Library Loans

We loaned **7,072** items to other libraries outside of Oshawa Public Libraries and borrowed **5,174** from other libraries



PUBLIC COMPUTER USE

- McLaughlin Branch **49,896** ◀
- Legends Centre Branch **23,472** ▶
- Northview Branch **21,675** ◀
- Jess Hann Branch **11,362** ▶

Our Public Computers provide access to our customers to assist them with job seeking, searching for housing, booking appointments, homework and more.



Mayor John Henry and CEO Frances Newman unveil the 2017 Pass the Book Community Reads title



Story Time in the Park



An opossum at the 2017 How-To in 10 Minutes Festival



Author Jennifer Robson talking about her latest novel



THANK YOU TO THE FRIENDS OF THE OSHAWA PUBLIC LIBRARY



GM North Plant Comes Down by George Marlow

Their generous donations in 2017 made the following projects possible:

The purchase of preservation and archival material for the Local History Room

Support for Canada 150 programming

Teen Volunteer Scholarship

Seniors Art and Writing Contests

Teen Art and Writing Contest

GM North Plant Comes Down by artist George Marlow that hangs in the McLaughlin Branch

2017 REVENUE AND EXPENSES

REVENUE

City of Oshawa Grant	\$ 8,880,000	93%
Ontario Provincial Grant	\$ 215,000	2%
Other (fines, donations, external grants)	\$ 504,000	5%
Total Revenue	\$ 9,599,000	

EXPENSES

Salaries & Benefits	\$ 7,088,000	74%
Library Materials	\$ 928,000	10%
Other Operating	\$ 1,053,000	11%
Reserves	\$ 530,000	5%
Total Expenditures	\$ 9,599,000	





McLaughlin Branch 65 Bagot St.
Jess Hann Branch 199 Wentworth St. W.
Legends Centre Branch 1661 Harmony Rd. N.
Northview Branch 250 Beatrice St. E.
oshowalibrary.on.ca 905-579-6111



McLAUGHLIN BRANCH



NORTHVIEW BRANCH



LEGENDS CENTRE BRANCH



JESS HANN BRANCH

