

Airdrie Public
Library

REPORT TO THE COMMUNITY



2019

imagine ... discover ... connect

COMMITMENT



**Library Board Chair
Daniel Nelles**

Statement from the Chairman of the Board

Every year, the Library moves incrementally closer to achieving our goal of an expanded new facility to better serve the needs of the citizens of Airdrie. While we await that process to come to fruition, the Board of Trustees wishes to thank both the staff at Airdrie Public Library for their dedication in working with the limited space available, and the public for their patience in awaiting a new facility and for their continued support.

Our Plan of Service continues to be the guiding document that directs the programming and service offerings at the Library.

Trustees receive regular reports on progress towards Plan of Service benchmarks, and in the vast majority of areas we are meeting or exceeding the goals we've set. While in some cases this has meant a change in priorities, Trustees remain confident that the Plan of Service is expressive of the needs of the community, and works towards meeting those needs as fully as possible.

Finally, it's important to recognize that the work that we do, both as a Library and as Trustees, wouldn't be possible without the continued support of stakeholders in Airdrie: members of the community, local businesses, City of Airdrie staff, and Airdrie City Council (to name a few). We know that everyone's resources were limited this past year, and for those that were able to contribute to the Library (whether it was your time, talent, or treasure) we offer our sincere thanks and hope that your support will continue into 2020 and beyond. It is our goal to make your Airdrie Public Library the best that it can possibly be, and the only way we can achieve that is by working together.

Statement from the Library Director

Notable achievements in 2019 included introduction of online chat reference and the addition of new circulating material types. Patrons can now borrow themed backpacks full of books and educational toys for preschoolers, GoPro cameras, and Nintendo DS devices. Also new last year were bookable tours for new library members, and a 'book time with a librarian' service to provide patrons with more in-depth research help.

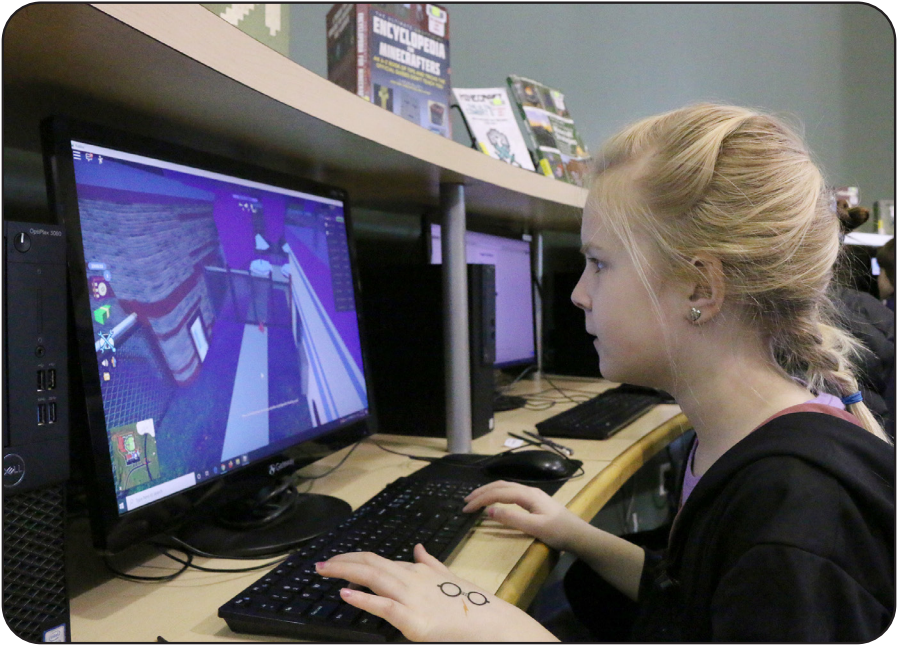
Our offerings for preschoolers, their caregivers and families, and for school-aged children and teens, remain our most popular programs. However, the most successful new program in 2019 was once-a-month coffee and discussion for seniors in front of the Library fireplace.

APL staff work hard to make your Library a vibrant community hub, welcoming to all. Visit us in person or explore online to discover the many services and resources we have to offer.



**Library Director
Pamela Medland**

INNOVATION



Community stakeholders have told us they count on the library to help them find, evaluate and use information. The addition of live online chat was just one of the ways we better positioned ourselves to meet this need in 2019. Now visitors to APL's website can enter a question in a pop-up chat box and have instant access to a trained professional to assist them with their information needs.

GROWTH

Library visits increased 10%
Library members increased 6%
Items borrowed increased 6%

Computer & Wi-Fi use increased 7%
Website visits increased 2%
Digital downloads increased 27%
Questions answered increased 10%



EXCELLENCE



226,290
Visits to library

120,230
Visits to website

19,682
Questions
answered

4,645
Volunteer hours
donated



24,853
Library members

621,104
Items borrowed

EXCELLENCE

25,664

Total program participants

1,648

Programs offered

17,786

Children's program participants



72,043

Items owned

13,193

Items added

10,000,000+

Shared items province wide

52,348

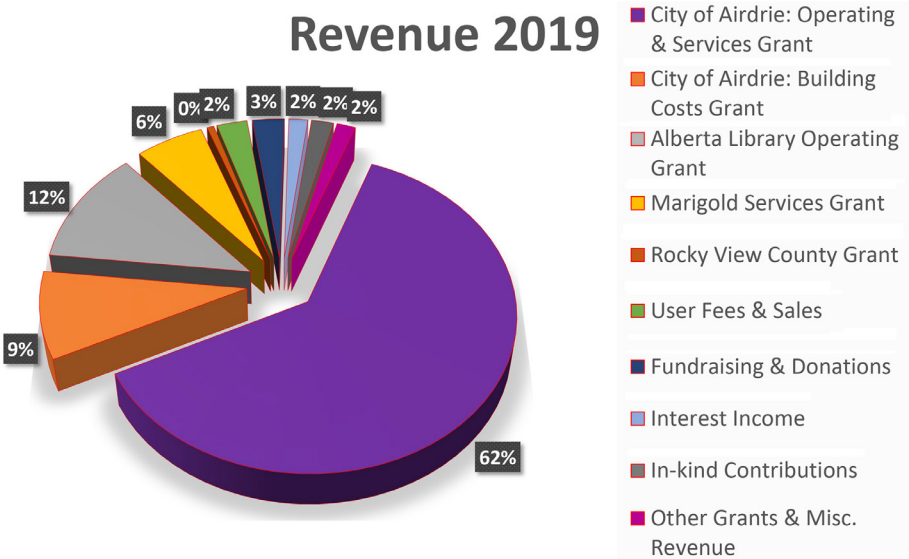
Digital downloads

248,052

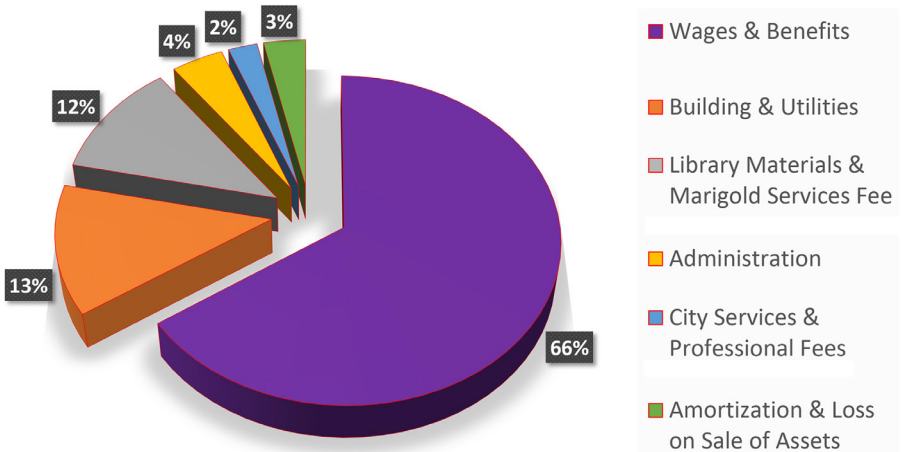
Computer & Wi-Fi use



Revenue 2019



Expenditures 2019



Visit Airdrie Public Library's website

airdriepubliclibrary.ca

for a copy of our 2019 audited financial statements.

APPRECIATION

APL receives financial support from government, business, service clubs, individuals and fundraising activities. We are proud to recognize our partners and contributors for their generous support of our events, programs and services.

Community Builder: \$10,000-\$24,999

Advocates for Airdrie Public Library
Vitreous Glass

Benefactor: \$1,000-\$9,999

Air Alta Insurance	Kiwanis Club of Airdrie Foothills
Airdrie Eyecare Centre	Kumon Math & Reading Centre Airdrie
Airdrie Lions Club	Lanark Landing by Melcor
Bob and Jane Sanders	Rotary Club of Airdrie
Brookfield Residential	Save on Foods Airdrie
Danial & Robyn Thomas	TD Bank
GetInTheLoop Airdrie	The Lecky Foundation

Promoter: \$100-\$999

4imprint	Costco Wholesale Canada Ltd.	Pam Kelly
Airdrie Chrysler	George McDougall	Patrick Beauchesne
Dodge Jeep	High School	Radon Care
Al Azhar Shriners	GT Promotions	REMAX Calgary & Area
(Wild Rose)	Herons Crossing School	Roland Beisswenger
Avenue Cakery	Jeanne Beaty	Safeway
& Bakeshoppe	Joseph Sabo	Sharon Uhrich
Bette Mueller	Karen Metrakos	Shoppers Drug Mart
Blue Fern Denture Clinic	Kathi Payne	St. Martin De Porres
Brokerlink	Lori DuMont	High School
Catherine Buchanan	Marilyn McCall	Staples Airdrie
Cheryl Warne	Nancy & Joe Jeffray	Superstore
Cobs Bakery Airdrie	Nancy & Robert Dempster	Tracey Forbes
Community Links	Oranj Fitness	

Media Supporters

airdrielife, Air 106.1 FM, Airdrie CityView, Airdrie Echo, Here's the Scoop

**A special thank you to all of our
campaign supporters and many volunteers.**

IMPACT

“I am new to Airdrie and it was my first time to the library. I got to meet new people and learn new skills around eating.”

Community Wellness - Mindful Eating participant

“I would like to thank Airdrie Library for supplying me with an endless supply of records ... such a great help in filling up my time at Cedarwood Lodge.”

Don Sanders, senior who borrows recordings for the print disabled

“This [genealogy program] showed me many free/available online resources I wasn’t aware of, including things I can use at the Library.”

Genealogy Club member

“The customer service, website, and free programs are so good, I donated to the library to express my support! Fabulous! Thank you!”

Donna Barrett

Our Mission

Airdrie Public Library fosters literacy, knowledge and cultural connections. We seek to inspire lifelong learning, imagination and creativity through our inclusive programs, services and collections.



www.airdriepubliclibrary.ca