



BURLINGTON
Public Library

2024

Annual Report



A Year of Connection

In 2024, BPL members used the library online more than ever, with nearly 400,000 digital books borrowed. Website visits to bpl.on.ca topped 3 million, an increase of half a million over 2023, and social media interactions soared!

Even with the growth of digital, in person space and collections remain important to the community. With 982,644 visits to the library in 2024, we slightly exceeded our 2019 pre-pandemic visits. Library customers created in our MakerSpace, relaxed in the Reading Garden, studied in our quiet spaces, and accessed a wide variety of items like books, community access passes and technology.

2024 In Review

Exploring STEAM in BPL's new DiscoverySpace

Since it opened in January 2024, BPL's new hands-on exploration zone at Central Branch has been helping kids explore STEAM (Science, Technology, Engineering, Arts, Math) concepts. The space has a variety of fun, self-directed activities—including materials for tinkering and building, a LEGO wall, and a computer for digital art and music.

More to Borrow

>> 700,000+ More eBook Titles

Digital books are hugely popular, so we added more eBooks through Hoopla, our digital streaming partner.

>> New Board Game Collection

After the success of introducing jigsaw puzzles to borrow, customers asked for more recreational items. So, in 2024, we added 20 board games to our collection!

>> New Digital Resources

Last year, two new resources joined our always-available online collection: MorningStar Investment Center and Britannica Library. Free to access from home with your library card or at the library without a BPL card!

>> New Physical Resources

New for 2024, members can now borrow Portuguese books from our World Languages Collection for children and adults! For kids, we added Yoto card packs to provide more listening options for Yoto audio players, as well as grief and mindfulness kits.

2,097,433

total items
borrowed in 2024

Together, we saved
\$23,105,511.85
by borrowing
physical books
and items from the
library in 2024

95%

of BPL Customer
Satisfaction Survey
respondents said the
library has a positive
impact on their life



83,000+
visits to the
DiscoverySpace
in 2024





Preserving Local History

Library customers can explore more about their local history! We added 14 new collections to our Burlington Digital Archive, an online portal that houses the digitized local history collections, and to our Local History Room.



Connecting Through Programs & Events

Burlington residents experienced a world of learning and connected with others through tech talks, book clubs, storytimes, wellness sessions, summer reading programs, and much more. Our two annual festivals—Lyrics & Poetry Festival and Burlington Literary Festival—returned with author talks and workshops. In the fall, book lovers enthusiastically responded to our new BPL Reading Challenge to explore the read less travelled in 2025.



Printing, Copying & Scanning Made Easier

In October, we replaced and upgraded our printing system at our six full-service branches to make it even easier to print, copy, and pay for printouts. Customers can now print documents from a library computer, personal computer, or their phone. With the addition of a new ScanEZ system at two locations, users can now restore old photos, convert handwritten letters into other languages, and scan even faster.

A Great Place to Work

For the third year in a row, BPL was certified by Great Place to Work, ranking highly in workplace culture, job satisfaction, and compensation, among other factors. We are grateful for our incredible team of staff who make BPL a great place to work.

89,000+
people attended
programs at BPL

Shaping Your Future New Appleby Branch

Construction continues on the future New Appleby Branch, which will be located in the Robert Bateman Community Centre. In 2024, we heard from more than 400 community members through a survey, in person and Zoom sessions to shape the future of the new branch. Burlington residents can look forward to a lot more space, books, and resources to enjoy at the new location!

700+
people signed up
for BPL Reading
Challenge
2,000+
kids participated in
Summer Reading
Club



Revenue

Municipal contribution: \$12,430,716

Provincial grant: \$229,403

Internally generated: \$631,062

Burlington Public Library is a registered charitable organization that gratefully accepts donations.

Visit bpl.on.ca/about/donations for more information.

Expenditures

Employee costs: \$9,263,977

Amortization: \$1,088,847

Building costs: \$2,097,539

Operating costs: \$417,930

Automated systems: \$484,011

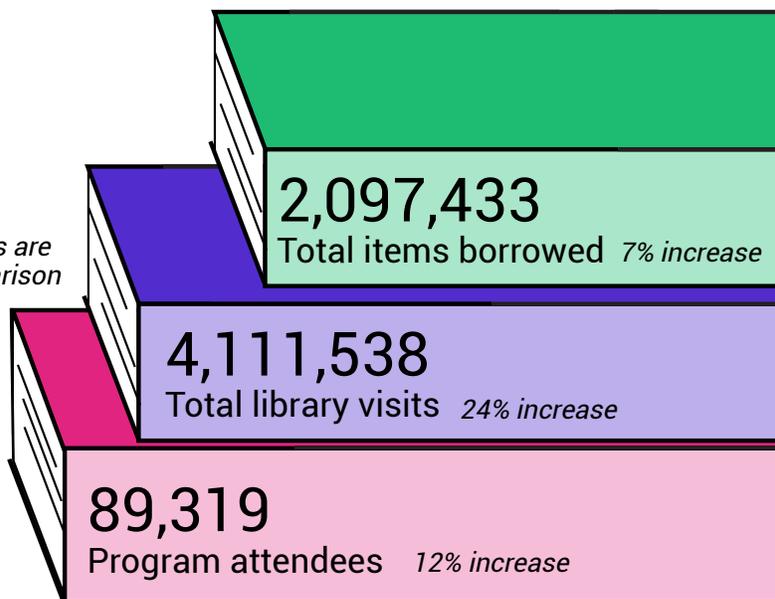
Digital materials & processing: \$712,668

Annual deficit: (\$773,791)

BPL created over
\$59,521,209
in economic impact

For each Burlington resident, BPL provided
\$318.38
in economic value
in 2024

Increases are in comparison to 2023



3,128,894

Online visits

398,968

Digital books borrowed

388,737

Digital resource downloads

9,678

New BPL members

548,226

Wi-Fi sessions

**Note: data for year-over-year comparisons was captured at the end of the 2023 fiscal year.*



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www.bpl.on.ca
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