



BURLINGTON
**Public
Library**

ANNUAL REPORT 2020

REVENUE

\$11,640,867
Municipal contribution

\$229,403
Provincial grant

\$139,351
Internally generated

EXPENDITURES

\$7,926,722
Employee costs

\$1,393,870
Amortization

\$827,776
Building costs

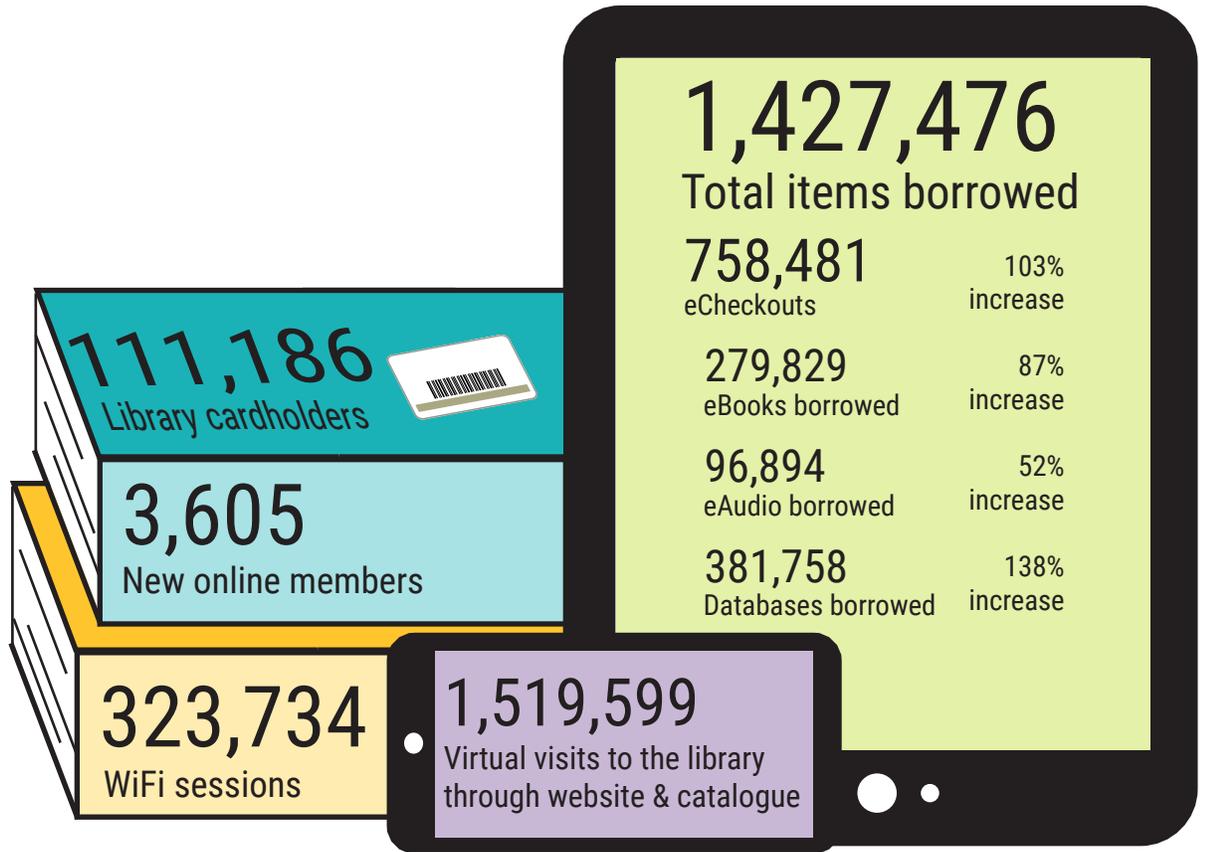
\$300,468
Operating costs

\$384,011
Automated systems

\$714,396
Digital materials &
processing

\$462,378
Annual surplus

Burlington Public Library created over **\$50 million** in total economic impact to the City of Burlington for a **363%** return on investment. For each Burlington resident, the Library provided **\$274** in economic value in 2020.



The Library's Great News Stories of 2020

- Our community had uninterrupted library services every day during the pandemic closures and phased re-opening.
- Library members got a FRESH START when BPL waived all unpaid fines and reset accounts to zero owing to help remove financial barriers to using the library. BPL stopped charging daily overdue fines in March 2020 due to the pandemic.
- 722 Burlington book lovers escaped into reading (and more) all summer long during BPL's first online-only, all-ages Summer Reading Club.
- Residents of all ages answered our callout to help us design a series of bookmarks during our first Burlington Bookmarks contest. 1,639 community members voted on their favourites.
- Local readers participated in 5 virtual eBook clubs offered through BPL, which connected our community to readers and libraries across the region, province, or country.
- Members got a lot more to borrow when the libraries serving Burlington, Hamilton, and Mississauga began a partnership that links their OverDrive digital collections—boosting BPL's digital book collection from roughly 30,000 to 220,000 titles.
- Increased collections budget and dedicated 30% to digital books and resources.
- In response to customer needs, expanded our online resources to include visual arts and craft tutorials (CreativeBug) and live online tutoring and job support (BrainFuse).
- Engagement with our community went online, and social media engagements increased by 61%. Started virtual programming in October, resulting in 1,915 views on YouTube and 228 event participants.
- Launched BPL's first Hidden Gems online book tournament, receiving 645 votes through social media.