

2022 Annual Report



Setting up for
Renewal!



Ottawa Public Library
Bibliothèque publique d'Ottawa

Message from the Board Chair

Message from Matthew Luloff, Chair of the Ottawa Public Library Board and Councillor for Orléans East-Cumberland



As I begin a new term as Chair of the Ottawa Public Library (OPL) Board, I want to express how extremely proud I am of all OPL accomplished last year. It is an honour to have been re-elected Chair of the OPL Board to continue to advance the work of this outstanding organization that provides an immeasurable amount of good to the residents and communities of our city.

2022 was a year of major transition for Ottawa Public Library. After ten years of leadership, remarkable productivity, and strengthened governance as Chief Executive Officer (CEO) of OPL, Danielle McDonald announced her intention to retire and was succeeded by Sonia Bebbington who became OPL's Chief Librarian/CEO in October. This was also the final year for the 2019-2022 term of Board and the 2019-2022 Term of Board Key Achievements and Legacy Report summarizes the progress the Board made in the last four years – despite the extreme disruption caused by the pandemic. I thank all trustees for their commitment and efforts in maintaining OPL as one of the last true bastions of democracy in our society.

To that end, OPL introduced one of the strongest intellectual freedom position statements in North America, which will fully take effect later in 2023. Intellectual freedom is a fundamental tenet of a public library, and the new Position Statement will help OPL protect the free exchange of lawful information and ideas, essential for an informed and democratic society.

Significant also were the steps OPL took on a path towards reconciliation and relationship-building with the Anishinābe Algonquin Host Nation that will enhance the learning OPL offers to all clients and citizens.

The Library put a lot of effort into renovating current facilities and setting up for future growth and improvement. Ādisōke, the landmark shared facility that will showcase Library services and house OPL's new Central Branch (starting in 2026) celebrated several milestones as it started to visibly rise out of the ground at 555 Albert Street. The Board also approved the development of new branches to serve the Riverside South and Barrhaven communities before the end of the decade.

OPL's agility and responsiveness last year was evident in the way they dealt with COVID-19 while steadily delivering a full slate of Library services safely to the community. While the Library started the year with mandatory masks, no seating areas, or in-branch use of newspapers; by the end of 2022, you could once again book a meeting room and enjoy in-branch programming.

I hope that this 2022 Annual Report brings insight into the tremendous benefit OPL brings to Ottawa's many and varied communities, and helps you appreciate the importance of Ottawa Public Library.

Matthew Luloff

OPL Board Chair and Councillor for Orléans East-Cumberland



Board members

Chair: Councillor Matthew Luloff

Vice-Chair: Kathy Fisher

Trustees: Steven Begg, Councillor Riley Brockington, Mary-Rose Brown, Allan Higdon, Councillor Rawlson King, Councillor Catherine Kitts (as of April 2022), Councillor Carol Anne Meehan (until March 2022), Harvey A. Slack

Message from the Chief Librarian/CEO

Message from Sonia Bebbington, Chief Librarian/ Chief Executive Officer



In the few quick months since I became Chief Librarian/CEO, I have been immensely impressed by what I see at OPL. Our work has a positive impact on so many people's daily lives and we have built strong bonds and beneficial partnerships in the community that enrich Ottawa's social infrastructure.

The year 2022 was another successful year for Ottawa Public Library, though it did not start easily for anyone in our city. We first had to deal with the arrival of the Omicron variant of COVID-19 which impacted Library services; then Ottawa saw an unprecedented occupation that closed two OPL branches for nearly a month. The derecho in May once again tested our community, but OPL was available to help its neighbours with its physical collection and by offering a place to work with free WiFi.

OPL navigated through the changes and challenges of 2022 smoothly and successfully thanks to a clear and determined commitment to ensure Library services are available to everyone across Ottawa. 2022 saw a return to more normal operations, with increasing circulation and programming. I want to thank OPL staff for their resilience considering the ongoing staffing pressures, and for their dedication in making sure no one in our community was left behind. From sensory program toolboxes for children on the autism spectrum to memory activity toolboxes for adults with dementia, our employees have worked tirelessly to contribute to a more equitable city.

With the help of the new OPL Board, I am motivated and excited to build upon our solid foundation to bring Ottawa Public Library to the next level. We know our community cares about the library, and we care about our community. We are committed to finding new ways to inspire learning, spark curiosity, and connect people, making OPL even better for all.

Sonia Bebbington

Chief Librarian/CEO

Senior management team

- Sonia Bebbington, Chief Librarian/Chief Executive Officer (as of October 31)
- Danielle McDonald, Chief Executive Officer (until October 30)
- Anna Basile, Division Manager, Corporate Services
- Donna Clark, Division Manager, Branch Operations
- Craig Ginther, Division Manager, Central Library Project
- Catherine Seaman, Division Manager, Customer Experience
- Michael Poliwoda, Program Manager, Major Gifts and Partnerships
- Alexandra Yarrow, Program Manager, Board and Strategic Services
- Sarah Macintyre, (Acting) Program Manager, Board and Strategic Services (until November 14)



17 % increase
in physical circulation
over 2021

2022 Highlights

Defending your intellectual freedom



**17 titles
were challenged in 2022**

Intellectual freedom is a core value of Ottawa Public Library, and in 2022, OPL continued to vigorously protect the freedom to read and the free and open exchange of lawful information and ideas in a democratic society, respecting individuals' rights to privacy and choice.

- In June 2022, the OPL Board approved an updated Intellectual Freedom Position Statement. The revised Statement strengthens OPL's commitment to intellectual freedom by clarifying responsibilities, increasing transparency, and bringing OPL closer to barrier-free access and equity. The revised statement will be implemented through 2023 by ensuring all relevant administrative policies and practices align with and support it.
 - To increase equity and to uphold the Library's commitment to open access to information, the Statement eliminates a barrier to Internet access by removing filtering for legal content.
 - To ensure transparency, the Statement outlines a new appeal process for clients seeking a second review of the Library's decision regarding a request for reconsideration (e.g., challenging a title in the collection).
- 17 titles in OPL's collection were challenged this year, which is slightly less than the 25 titles that were challenged in 2021. This is more than twice the average number of challenges between 2016 and 2020.
- For Freedom to Read Week 2022, OPL published three book lists with an emphasis on graphic novels for youth and adults. The genre, by its format, enables narrative possibilities, allows graphic depictions, often addresses polarizing subjects, and is routinely represented on challenged book lists.

OPL's progress towards Reconciliation



**300 people attended
the online talk with Bevann
Fox, author of *Genocidal Love***

In 2022, OPL continued its efforts towards reconciliation with First Nations, Inuit, and Métis peoples by expanding its partnerships with the Host Nation and by raising awareness and educating the public about Indigenous culture and history. The Library carried out several initiatives to help advance reconciliation:

- Seven branches were open on September 30, the new statutory holiday for National Day for Truth and Reconciliation, offering programs and access to resources about the experiences of Indigenous children and youth in residential schools, and the intergenerational trauma that continues to affect Indigenous families and communities.
- The Bookmobile visited two local high schools for the National Day for Truth and Reconciliation where more than 300 students engaged with OPL to learn more about the trauma and destruction resulting from thousands of Indigenous children being forced to attend residential or day schools where racism and abuse were pervasive. The visits provided resources and information about the history of the residential school system and suggested specific actions that can be taken to redress the legacy of residential schools and advance reconciliation.
- To mark National Indigenous History Month, OPL offered simultaneous digital access to electronic copies of *Noopiming: The Cure for White Ladies* by Leanne Betasamosake Simpson and there were more than 900 checkouts of the eBook and eAudiobook versions of the title. OPL also nominated *Noopiming* for the Dublin Literary Award and the profound and innovative novel was one of only six books that made it to the 2022 shortlist.
- In October, the Board awarded the Order of Friendship to the Kitigan Zibi Anishinābeg First Nation and the Algonquins of Pikwakanagan First Nation for their instrumental input to the design of *Ādisōke*, and for supporting OPL in advancing the organization's reconciliation efforts.
- Members of the management team visited the Kitigan Zibi Anishinābeg First Nation in early September and the Central branch team continued to strengthen their relationship with the Anishinābe Algonquin Host Nation. Community visits and meetings with elders and youth from Pikwakanagan and Kitigan Zibi set the stage for collaboration on service planning at *Ādisōke*.
- To deepen staff understanding of residential schools and their impact on intergenerational survivors as well as steps that can be taken towards reconciliation, OPL hosted a talk with Kerry Andrews, a descendant of residential school survivors, from Pikwakanagan First Nation. All OPL employees also received a copy of the National Centre for Truth and Reconciliation's *Calls to Action* booklet.

Client Feedback

I absolutely adore @opl_bpo and once again I have to commend them for the wonderful displays and programming they put together for #truthandreconciliationday. They are also giving away bilingual Cree/English copies of *When We Were Alone*.

Ādisōke – Moving closer to a new OPL central branch



Construction on Ādisōke, home of the future central branch of Ottawa Public Library, is well underway. Set to open in 2026, the modern and iconic facility will become a landmark destination and will deliver a vibrant client experience through public services, exhibitions, and events that will enrich the entire OPL offering across other branches and virtual channels.

- The project team celebrated the setting of the foundation of Ādisōke in June. Each project partner placed an object of significance – OPL's was a Library card – into a concrete slab that will become part of the facility's foundation.
- All 150 caissons (concrete anchors drilled into the ground) for the foundation have been installed, and in September, concrete started pouring for the foundation walls and the columns for the parking garage. In November, the first suspended floor slabs were poured for the garage and by year-end the facility's substructure was complete.
- A new section was created on the OPL website to drive excitement, support transparency, and engage library clients and Ottawa residents with the latest news on this once-in-a-generation project.

Client Feedback

Walked past the #Centretown site today, honestly got excited by the impact #Ādisōke will have #Ottawa @LibraryArchives @opl_bpo.

Most popular books of 2022 at OPL

OPL is a cultural institution devoted to literacy. We cultivate the joys of reading, learning, discovering, and creating. Here are 2022's most popular print books based on the number of hold requests.

10,644,542 items
borrowed last year, an
increase of 12% over 2021



Adult (English)

1. Where the Crawdads Sing by Delia Owens
2. The Maid by Nita Prose
3. The Seven Husbands of Evelyn Hugo by Taylor Jenkins Reid
4. Five Little Indians by Michelle Good
5. It Ends with Us by Colleen Hoover



Adult (French)

1. Tiohtiàke by Michel Jean
2. Mille secrets mille dangers by Alain Farah
3. Là où je me terre by Caroline Dawson
4. Vivre vite by Brigitte Giraud
5. Dans le ventre du Congo by Blaise Ndala



Teen (English)

1. A Good Girl's Guide to Murder by Holly Jackson
2. Heartstopper - Volume 1 by Alice Oseman
3. The Inheritance Games by Jennifer Lynn Barnes
4. The Summer I Turned Pretty by Jenny Han
5. They Both Die at the End by Adam Silvera



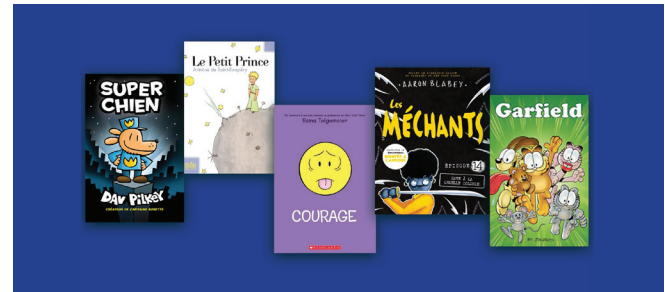
Teen (French)

1. Asterix (series) by diverse authors
2. Hunger Games by Suzanne Collins
3. Bone: La forêt sans retour by Jeff Smith
4. Naruto (series) by Masashi Kishimoto
5. Qui ment? by Karen McManus



Children's Fiction (English)

1. Dog Man (series) by Dav Pilkey
2. Diary of a Wimpy Kid (series) by Jeff Kinney
3. Wings of Fire (graphic novel series) by Barry Deutsch
4. Cat Kid Club (graphic novel series) by Dav Pilkey
5. The Baby-sitters Club (graphic novel series) by Raina Telgemeier and others



Children's Fiction (French)

1. Super Chien (series) by Dav Pilkey
2. Le petit prince by Antoine de Saint-Exupéry
3. Courage by Raina Telgemeier
4. Les méchants (series) by Aaron Blabey
5. Garfield by Jim Davis



Picture Books for Children (English)

1. The Smart Cookie by Jory John
2. Don't Let the Pigeon Drive the Bus! by Mo Willems
3. The Pigeon Has to Go to School! by Mo Willems
4. The Pigeon Needs a Bath! by Mo Willems
5. I Can Fix It! by Robert N. Munsch by Adam Silvera



Picture books for Children (French)

1. Tout le monde by Élise Gravel
2. Pas moi by Élise Gravel
3. J'aime l'automne by Kimberly and James Dean
4. Cinq petites citrouilles by James Dean
5. Je veux un monstre by Élise Gravel

At a Glance

2,613,850

in-person visits
+13%*



211,020

active cardholders
-10%*



2,376,896

eBooks and eAudio
borrowed
+0%*



343,021

digital music, film,
video streaming
-18%*



7,924,625

physical items borrowed
+17%*



244,797

database sessions
-33%*



* Percentage represents the change compared to 2021.

472,400
reference and
information questions,
up 64 % over 2021

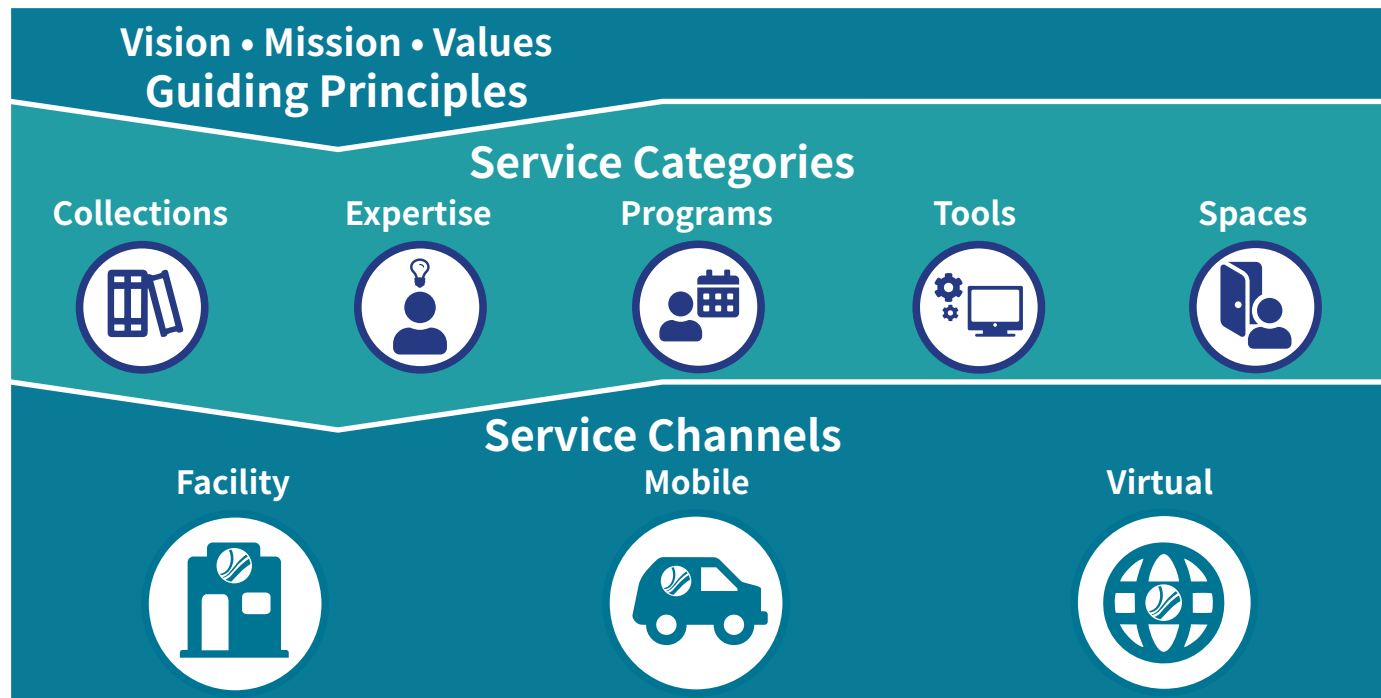
Redesigning the Library Experience

Making digital access inclusive



In 2022, OPL updated its Service Delivery Framework to describe the overarching services offered across the system, as well as the ways the public can access those services.

- Through employee and trustee engagement, OPL defined five Service Categories — Collections, Expertise, Programs, Tools, and Spaces — which are delivered via three Delivery Channels — Facility, Mobile, and Virtual. The framework was approved by the Board in May.



- Strategies for each of the Service Categories will be developed to ensure OPL can deliver the most valued services equitably across the city, allowing for innovation in meeting client needs.
- The framework will guide service decisions across the organization and ensure accountability and transparency around decision-making processes.
- The creation of a service planning and design team will also ensure consistent and effective implementation of the Service Delivery Framework.

Client Feedback

Thank you for consistently offering cheerful welcomes, ensuring a calm and inviting atmosphere, for providing timely assistance, and best of all, really sweet encouragement. Cheers.

Developing an inclusive Library



**154 Library cards
and 300 books
were provided during nine
visits to Temporary Emergency
Accommodations.**

Throughout 2022, the Library implemented several community development initiatives to better serve vulnerable communities. Working directly with local community groups and social service agencies, these efforts will help OPL become more inclusive, serve more citizens, and remove barriers to Library services in general.

- Local food banks, community houses and co-operative groups, and community associations consistently informed OPL that food costs and lack of food literacy have a negative impact on their clients. As a response, multiple branches worked to provide food literacy seminars featuring registered dietitians. At these seminars, kits were distributed (which included reusable items such as lunch bags, water bottles, and ice packs) to facilitate creating inexpensive and healthy lunches for their families.
- Ruth E. Dickinson branch staff developed specialized programs for children under the age of six living with Autism Spectrum Disorder. A toolbox has been created containing interactive sensory items such as beanbags, beads, and educational toys.
- Approximately 200 laser-cut model airplane take-home kits were distributed to children in the Centrepont and Carlington areas during March Break. The kits provided an engaging take-home activity for families to share during time off from school and helped promote OPL's Imagine Space.
- A Memory Activity Toolbox was developed to provide recreation and mental stimulation to adults with early, middle, and late-stage dementia. Stittsville branch staff were available to guide adult clients through the many activities.
- Free menstrual products are now available in washrooms at the Main branch in a safe, private, and stigma-free atmosphere.
- Staff from Alternative Services and Content Services have partnered with the John Howard Society to provide reading material to their clients.
- OPL was awarded the Ontario Library Association's Technology Advancing Libraries Award for the Chromebook Lending Program. Since the start of the pandemic, OPL has partnered with 49 institutions; our hotspots were borrowed 32 times and our Chromebooks, 315 times. New partnerships in 2022 include Carleton Heights Recreation Centre, Strathcona Heights Community House, and African, Caribbean & Black Wellness Resource Centre.
- OPL received a community partnership award from the Assunnah Muslims Association, presented at their 2022 Annual Community Iftar event for OPL's continued partnership, which has been strengthened during the years of the pandemic.
- In partnership with City of Ottawa staff, the Library visited nine Temporary Emergency Accommodations located across Ottawa. OPL registered 154 new clients, provided



300 books and 50 magazines to promote literacy for families, and donated 45 headsets to enhance access to online resources, learning, and reading. 109 children and teenagers also participated in interactive programs on site.

Client Feedback

The [community development] kits are so far beyond what we could have dreamed of, they're so perfect, I could cry! Also, the resources are so appreciated.

Improving the physical spaces



171,097
branch uses of Chromebooks
(5,141) and public PCs (165,956)

To enhance the physical experience, OPL continued to renew its facilities through upgrades and redevelopments.

- The Library celebrated the opening of the Metcalfe village branch at its new temporary location inside the Town Hall. The branch's new location makes accessing various municipal services simple and convenient under one roof at the heart of the community and offers a welcoming space for the public to enjoy OPL's many offerings.
- The OPL Board approved the development of a Riverside South branch as well as a Barrhaven branch, to replace the Ruth E. Dickinson branch in 2027, according to current plans.
- OPL made improvements to the following branches: Centennial (new shelving), Elmvale Acres (new shelving), Nepean CentrepoinTE (service hub replacement), North Gloucester (new shelving and carpet), Orléans (exterior stucco remediation work), Osgoode (service hub replacement), Richmond (washroom upgrades), Rockcliffe Park (new shelving and paint), and Stittsville (washroom upgrades).

Optimizing equity and access across OPL facilities

In November, the OPL Board approved a Facilities Framework that will serve as a roadmap to ensure more equitable access to Library branch services across Ottawa. The Framework will be used to identify gaps in terms of access to Library branches and guide how to address these gaps.

- The Facilities Framework includes five Guiding Principles that outline the strategic objectives behind the development of new facilities.
- To help OPL make decisions about branch retrofits, new builds, and the decommissioning or relocation of existing facilities, the Framework establishes four objective criteria:

No urban neighbourhood should be further than 3 kms on average from a Library branch.

- Gateway: considers a facility gap to exist if an urban neighbourhood is further than three kms on average from a Library branch or 15 kms in the case of a rural neighbourhood.
- Prioritization: identifies which neighbourhoods are in more critical need of Library services based on equity, distance, and expected growth.
- Building: ensures that branches meet service requirements and current design best practices including the latest standards for sustainability and accessibility.
- Site: identifies the appropriate location for a facility based on access (including transit), shared spaces, physical boundaries, site readiness, whether the community is isolated, and whether a location would align with the City of Ottawa's 15-minute neighbourhood goal.

Programs for everyone



**38,374 views
on OPL's YouTube channel in
2022**

With the return of in-person programs, OPL delivered a wide range of both online and in-person programs to meet needs and interests across age groups and diverse communities.

- The Library invited writers between the ages of nine and 18 to take part in the 14th annual Awesome Authors Youth Writing Contest. Participants were able to improve their writing skills by attending various workshops hosted by local authors.
- For Family Literacy Day, OPL launched an online "Choose Your Own Adventure" StoryWalk that was created in partnership with local author/illustrator Timm Holmes that received 2,047 unique views.

- In February, OPL celebrated Black History Month by featuring guest posts from local Black community influencers on its Instagram accounts. The Library also offered workshops on the art of graffiti and creative correlations between music and painting.
- OPL held live performances and workshops during March Break for children and teens. The week was filled with dance and music workshops, arts and crafts activities, and food literacy tips.
- In May, OPL offered programming and resources for teens, adults, and older adults to help open conversations about mental health during Canadian Mental Health Week. Under the theme of Empathy, mindfulness, stress, and meditation were some of the topics and methods explored.
- The TD Summer Reading Club (TDSRC) and the Teen Staycation made for a summer of discovery and enjoyment with a full slate of activities, some in-person, others live online. Topics ranged from science to music, dancing to robotics, and gaming to financial literacy. Teen Staycation had 348 participants while 14,269 children registered for TDSRC and 2,038 adults and 5,998 children participated in TDSRC programs.
- OPL participated in a number of events during Capital Pride Week (August 21 to 28) including the Hintonburg Pride picnic, Storytime at the National Arts Centre, and the Pride parade.
- For Science Literacy Week in September, OPL offered a range of programs and activities with an emphasis on the theme of mathematics. Some of the specific topics included climate change, 3D modelling and programming, and calculating the science behind axe-throwing.
- The long-awaited return of BiblioCon thrilled science fiction, fantasy, and speculative fiction fans as well as many clients of all ages at the Main branch on October 29. A celebration of all things comics, superheroes, and geek culture, BiblioCon included lightsaber crafts, face-painting, a green screen photo booth, and participation from the Doctor Who Society and the Star Trek Society.
- In November, talented storytellers from Ottawa and across Canada delighted children during the annual Children's Storytelling Festival organized with Ottawa StoryTellers. Each telling was followed by craft activities where children could create a response to the stories they had heard in person. 241 people took part in this festival.

Client Feedback

Pride is my favorite time to be at the library. It's always so colourful and welcoming. Thank you for this inclusive space.

A Library on the move

To help reduce barriers and improve access to information and resources, OPL staff were out in the community to provide mobile Library services outside of its branches.



800 clients
use Homebound Services each
month

- Homebound Services hit a milestone in terms of registered users and now offer services, including delivery of materials, to over 800 clients confined to their homes because of age, illness, or disability each month.
- OPL employees alongside the Bookmobile resumed attendance at special events, festivals, and other large celebrations including the Capital Pride Parade and Street Festival, and the Summer Solstice Indigenous Festival at Mādahōkì Farm.



43,205
new OPL cardholders

Building Organizational Capacity

Continuing the recovery from COVID-19

OPL made excellent progress in 2022 to return Library services close to pre-pandemic levels.

73,016
was the total program
attendance for 2022, up 96%
from 2021

- In January, due to the Omicron wave of COVID-19, OPL exercised renewed caution in delivering services, in response to the effects of the evolving pandemic. Hours of operation were adjusted to provide clients with consistency in response to fluctuating staffing levels. Some Library services such as seating and in-branch use of newspapers and magazines were suspended temporarily until February.
- In March, regular capacity and some meeting room rentals were back while masks were no longer required, in alignment with Provincial direction.
- In October, despite ongoing staffing pressures, opening hours at most urban and suburban branches were increased to include Tuesday and Thursday mornings to allow for much-loved early childhood literacy programs.
- Another step towards going back to pre-pandemic hours of operation, additional hours resumed at some rural locations with Osgoode and Vernon branches both expanding their evening hours on Tuesdays.

Expanding Sunday Hours

To improve access to in-person Library services, OPL clients will now have more opportunity to visit a branch on Sunday.

- In September, Sunday hours were expanded from afternoons only (1 pm to 5 pm) to full days (10 am to 5 pm) at InfoService and the 10 branches that are open Sunday.



Client Feedback

Thank you OPL for the longer opening hours including Sundays, in spite of your staffing shortages!

Redesigning the employee experience

To better address barriers to library service in the community, OPL recognizes the need to improve the employee experience by creating a collaborative and diverse workplace that supports continuous professional and personal growth, collaboration, and innovation.

9,672 hours of training were provided to staff via the classroom or eLearning

- The Library organized two panels to explore how OPL serves specific communities: in March 2022 focusing on Ottawa's Muslim community and one in August 2022 ahead of Capital Pride focusing on the 2SLGBTQIA+ community.

- OPL introduced Four Seasons of Reconciliation Training for all employees, a highly recommended online cultural literacy anti-racist course created in collaboration with the First Nations University of Canada and aligned with the Truth and Reconciliation's Calls to Action.
- The Library and CUPE 503 Library group negotiated a five-year Collective Agreement (through to December 2024) that will bring staff labour relations stability.



OPL made 579 recommendations during #AskALibrarian on Twitter on Thursdays at noon.

Promoting the value of OPL

Improving and evolving the collection



26,000 titles were added to OPL's Hoopla Comics collection

The collection at OPL improves continuously, expanding and adapting to changing demands and supply to ensure the physical and digital catalogue offering is responsive, active, valuable, and balanced to community and client needs.

- The ongoing war in Ukraine resulted in a large number of newcomers from Ukraine, meeting the threshold of OPL's Content Services Framework to start a Ukrainian collection. 234 Ukrainian books were added to the World Languages section in

November, available at the Main and Beaverbrook branches. They include fiction and non-fiction books in Ukrainian for children mainly, though also include selections for adults.

- In response to community requests, OPL introduced carbon dioxide monitors. The 28 devices can also be used to measure temperature, relative humidity, and atmospheric pressure, all indicators of indoor air quality.
- Parents or caregivers can order children's book bundles tailored to the interest of their young readers by filling out a short form that was added to the OPL website last summer. OPL staff select five books based on the child's interests and place them on hold for easy pickup at the OPL branch of their choice. 145 book bundles were created using the form in 2022.
- In December, OPL expanded its digital collection with the launch of Hoopla Comics. More than 26,000 titles are available from major publishers such as DC Comics, Marvel Entertainment, Dark Horse Comics, Archie Comics, Image Comics, and Dynamite Entertainment
- Four additional digital resources were introduced in 2022:
 - MyHeritage Library Edition, a genealogy database containing billions of historical records from all over the world to support family history research,
 - The Oxford English Dictionary online, comprising the full content of the 20 volumes plus tens of thousands of exclusive new and revised entries accounting for 600 thousand words and 3.5 million quotations,
 - Canada's Information Resource Centre, providing online access to the Canadian Almanac & Directory, Associations Canada, the Canadian Parliamentary Guide, Canadian Who's Who, FP Survey Predecessor & Defunct, and
 - CBC Corner, a digital portal that brings CBC's audio, video, and news content together in one place for a more streamlined experience.

Client Feedback

Thank you @opl_bpo for keeping my kid book crave manageable without me going bankrupt.

Connecting people across Canada



1,657 members
took part in the bilingual One
eRead Facebook group

OPL, in collaboration with other Canadian Urban Library Council (CULC) libraries and media partner CBC-Radio-Canada, linked people and libraries across Canada for the second bilingual edition of One eRead Canada, a national virtual book club.

- The Break, by Manitoba Métis author Katherena Vermette, was available with unlimited access in both French and English throughout the month of April. The eBook and eAudiobook versions were borrowed 26,223 times.
- The English event with Katherena Vermette and the French event with Mélissa Verreault, the translator of the French version, had a total of 556 views.
- One eRead Canada aligns with CULC's ongoing campaign, eContent for Libraries, to increase public awareness and advocacy of the eBook and eAudiobook issues, such as content, pricing, and access, currently faced by public libraries in Canada.

Empowered by client donation

More than \$60,000 was raised through general fundraising e-appeals and monthly donations, and the generosity of clients helped OPL address the needs of the most vulnerable community members.

Thanks to Library donors, OPL was able to:

- Provide materials, services, and programs to vulnerable communities in Ottawa for learning, health, and well-being; and,
- Bridge the digital divide by providing Chromebooks and WiFi hotspots to families living in shelters, to street-involved youth and women, and other vulnerable residents of the city.

**More than \$60,000
was raised through general
fundraising e-appeals and
monthly donations**

Countering disinformation and misinformation



**OPL reached 94,359
people
with an email explaining
how the Library helps
clients protect themselves
against disinformation and
misinformation.**

With the increasing volume of misinformation and disinformation flooding information channels, it has become more important than ever for public libraries to provide tools and guidance to support our clients in identifying potentially misleading or inaccurate narratives, so that they can avoid accepting at face value unsubstantiated information.

OPL's Library Month campaign in October, "Read between the lines," focused on how the Library can help counter disinformation and misinformation. Libraries support information literacy skills, and can help clients think critically, increase their awareness, and improve their ability to seek, find, and interpret information.

- OPL created a list of online resources to counter misinformation and disinformation.
- During Global Media and Information Literacy Week, OPL partnered with MediaSmarts to deliver two workshops for Library clients: Explore Digital Parenting and Navigate Online Information, which attracted engaged audiences and are available on OPL's YouTube channel.
- More than 4,500 people signed up for a Library card during Library Month, and OPL reached 67,252 people on social media in October on the "Read between the lines" theme during Library Month which included giveaways of an OPL "thinking cap" for clients who engaged in the conversation about information literacy.

Client Feedback

Loving @opl_bpo's media literacy campaign, complete with a cheat sheet to avoid being manipulated!



Thank you to our partners

Accora Village

African, Caribbean & Black Wellness
Resource Centre

Alexander Community Centre

Association des auteures et auteurs de
l'Ontario français

Banff Ledbury Community House

Blair Court Community House

Books 2 Prisoners

Boys and Girls Club

Bytown Mac Users Group

Carleton Heights Community Centre

Carlington Community Centre

Catholic Centre for Immigrants

Canadian Urban Libraries Council

Causeway

CBC/Radio-Canada

Centre des Services Communautaires Vanier
Motel Concorde

Centretown Community Health Centre

CHEO YouthNet

Chrysalis House

City of Ottawa

City of Ottawa Housing Services

Company of Fools

Compassionate Ottawa

ComputerWise

Conseil des écoles catholiques du Centre-
Est

Conseil des écoles publiques de l'Est de
l'Ontario

Credit Counseling Society

Eastern Ottawa Resource Centre

Envirocentre

First Words

Greenboro Food Pavillion

Haven Too Youth Shelter, Fourth Avenue
Baptist Church

Hazelview Properties

Ingenium

Integrated Departmental Task Force

Integrated Neighbourhood Service Team

Interval House Ottawa

Jewish Family Services

John Howard Society

Library and Archives Canada

Maison d'amitié

MASC

Master Gardeners of Ottawa-Carleton

Matthew House

MediaSmarts

Meridian Theatres @ CentrepoinTE

Michele Heights Community Centre

Minawaashin Lodge/STORM

National Arts Centre

Nepean, Rideau and Osgoode Community
Resource Centre (NROCRC)

OC Transpo

Odawa Native Friendship Centre

Ontario Genealogy Society

Ontario Ministry of Heritage, Sport, Tourism
and Culture Industries

Ottawa Book Awards

Ottawa Carleton Detention Centre

Ottawa Catholic School Board

Ottawa Children's Festival

Ottawa Community Foundation

Ottawa Community Housing

Ottawa International Writers Festival

Ottawa PC Users Group

Ottawa Public Health


Ottawa World Skills

Ottawa StoryTellers

Ottawa-Carleton District School Board

Parks Canada
Pinecrest Terrace Community House
Routhier Community Centre
Royal Astronomical Society of Canada
Salvation Army
Scientists in School
Stepstone House
Sun Life Financial
The Ottawa Mission

Timberlake Community
United for Literacy
United Muslims of Ottawa-Gatineau
United States Embassy Ottawa
University of Ottawa
Western Ottawa Community Resource Centre
Youth Haven Shelter
Youth Services Bureau



46,241
phone calls and 2,812
chats answered by
InfoService

Friends of the Ottawa Public Library Association

Message from FOPLA President, Shari Hill



\$160,000
was donated to OPL by FOPLA

Last year, FOPLA continued to support libraries and the communities that depend on them. With the support of our dedicated volunteers, we were able to reopen all 30 of our used bookstores, operate our online store, and hold our monthly Mammoth sales.

Funds raised from donations, membership fees, and book sales allowed us to donate \$160,000 to the Ottawa Public Library—over four times larger than the donation in 2021!

Some of the ways OPL used the funds to build a stronger Library included:

- Purchasing furniture such as study carrels
- Providing outreach to people experiencing homelessness
- Delivering early literacy programming supplies to adults
- Coordinating the annual Awesome Authors youth writing contest

FOPLA has proudly supported Awesome Authors for the last 16 years and compiles the winning works in an anthology called Pot-Pourri.

Learn more about how to get involved or donate to FOPLA on our website.



20%
**of the population of
Ottawa are active
cardholders**

Statement of Revenue and Expenditures

At the end of the 2022 fiscal year, OPL closed its financial books with a surplus of \$4.622M. More than three-quarters of the surplus is the result of unspent salaries and benefits. Library hours of opening for public services were shortened in the first half of the year and, with the expansion of Sunday hours at select locations in September, began rebounding toward normal levels by the fourth quarter. Nonetheless, significant savings were accumulated in salaries and benefits over the course of the fiscal year. Spending was less than anticipated in all categories with the exception of Library Materials, where expenditures were modestly over the planned budget by \$187K. Revenues from fees, rentals, and other sources experienced a slight recovery compared to 2021 as meeting room rental inventory increased and in-person library use and lending increased. Continued support from the Province of Ontario, Ministry of Heritage, Sport, Tourism and Culture helped to offset expenditures in 2022. A special thank you to the Friends of

the Ottawa Public Library (FOPLA), the Ottawa Community Foundation, and numerous corporate and private donors whose efforts and financial support helped to further offset expenditures.

Revenues

Revenues (In Dollars)	2021	2022
City of Ottawa	\$47,683,273	\$50,173,961
Library Fees	\$207,972	\$318,626
Province of Ontario	\$1,380,328	\$1,380,328
Rental and Other	\$44,056	\$37,897
Total Revenues	\$49,315,629	\$51,910,812

Expenditures

Actual Expenditures	2021	2022
Salaries & Benefits	\$34,850,813	\$36,873,848
Library Materials	\$6,085,846	\$6,507,932
Purchased Services	\$2,186,449	\$2,920,558
Materials & Supplies	\$1,896,666	\$1,884,171
Program Facility Costs	\$4,295,855	\$3,724,303
Total Expenditures	\$49,315,629	\$51,910,812
Year-End compared to Budget Surplus / (Deficit)	\$5,244,060	\$4,622,167

Please note: the Annual Report does not represent the official annual financial report which is issued separately pending the annual audit.

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