



ANNUAL REPORT



Vaughan
Public Libraries



TABLE OF CONTENTS

A Message from the CEO	3
Social & Economic Impact on the Community	4
Our Collections	7
Programming	8
Outreach & Partnerships	11
Growth	13
Our Staff	15
Executive Management Team	16
The Vaughan Public Library Board	17
Awards	18
Customer Testimonials	19
About the Library	20



A Message from Margie Singleton, CEO of Vaughan Public Libraries

One of the wonderful things about libraries is that they can mean different things to different people. We are a destination for young families where children can discover the joy of reading. Those very same children can remain library users for the rest of their lives – using our study spaces as they progress through school, attending our adult programming, discovering new worlds and ideas with our collection, and using our branches as places to socialize and connect with their community.

To meet this wide range of citizens' needs, Vaughan Public Libraries offers diverse collections, innovative programs, exciting services and professional expertise for all ages and interests. Vaughan Public Libraries also provides warm, welcoming and vibrant spaces for citizens to conduct their research or relax and enjoy. Throughout the following pages you will see highlights of 2023, as well as a demonstration of staff passion and commitment to you, our valued customers.

2023 had a lot to celebrate! We officially opened our 13th library with the arrival of [VMC Express](#), while also progressing on our 14th and 15th at [Carrville Community Centre](#) and in West Woodbridge (Father Ermanno Bulfon Community Centre). In advance of opening our West Woodbridge Library, we unveiled the [FEB Express mini library](#) – an innovative book vending machine. We embraced our entire community with programs like Drag Queen Storytime, events like the Citizenship Ceremony, and initiatives like the unveiling of two Every Child Matters Crosswalks.

The numbers tell a story! Over the course of a year, we welcomed 1.63 million visitors through our doors, and a further 2.55 million to our website. Many of those people borrowed something from our collection, which now includes a total of 598,666 items, and also provides access to a range of databases, [online learning](#) and [accessibility resources](#). Those items circulated more than 3.1 million times. Beyond borrowing, our programs were attended by 111,000 people and over half a million people used our Wi-Fi.

As you see, there are many reasons to visit, and I would like to invite you to join us in 2024 as we continue to redefine what a library can offer.

VPL's Vision Statement
Enrich Inspire Transform

VPL's Mission

Vaughan Public Libraries offers welcoming destinations that educate, excite and empower our community.

Library Usage Snapshot

2.8 million physical items borrowed

2.6 million visits to VPL's website

1.6 million in-person visits

589,000 customer questions answered

511,000 Wi-Fi sessions

340,000 digital items borrowed



**Benefit per
cardholder:**

\$1,598



This is the equivalent of either...

- **133** Children's books
- **107** Children's programs
- **76** Novels
- **228** Magazines
- **64** Board Games
- **32** Video Games
- **46** E-audiobooks
- **46** DVDs
- **23** Hours in the recording studio **OR**
- **14** Hours one-on-one with a librarian

For a young entrepreneur

Making prototypes in VPL's maker space, plus entrepreneurship programs and all the access to the books you need to launch your business.



For a family with young children

Afternoon storytimes at the library, connect with other new parents and borrow a new book for storytime every single night of the year.



Free access



can look like...

For an older adult

A place to sit and stay awhile, enjoy the newspaper and connect with friends.



For a student

A safe place to connect with friends, do homework, work late during exam season, and access the latest games to kick back and relax.



VPL's collections are made up of:



Physical items include:

550,985
PHYSICAL ITEMS



433,588
Books



74,553
DVDs



12,530
CDs



6,038
Audiobooks



47,681
DIGITAL ITEMS



6,729
Video Games



14,030
Magazines



3,517
Non-Traditional Items*

*Includes items like technology, tools, board games and culture passes.

Materials are available in 19 languages!

Vaughan Public Libraries offers programs for all ages and interests. Here are just some of our 2023 highlights...

PROGRAMMING



32,452

enjoyed early literacy and storytime programming



28,266

attended family and children's programming



8,567

participated in STEAM activities



7,000

students visited after-hours study halls

PROGRAMMING



1,572 people entered our kitchen this year to enjoy a range of delicious culinary programming



1,152 people have attended health literacy programs like Visits from the Therapy Dogs



900 people attended our Passport to Vaughan programs



474 people attended our financial literacy, business and career development sessions



463 older adults joined in a range of activities from hikes to drumming circles



PROGRAMMING



A total of 88,000+ program attendees at 3,300+ programs!



We added even more items to The Lendery (a library of things), and hosted a number of popular exhibits, including A Taste of Science.



We provided

3,000+ Culture Passes

Providing access to popular attractions like:

- Royal Ontario Museum
- Black Creek Pioneer Village
- McMichael Canadian Art Collection
- Ontario Parks + *more!*



We were also active in reaching schools and community groups with:

15,811
Outreach
Participants

3,871
Group
Visits



2,629
Welcome Baby Kits

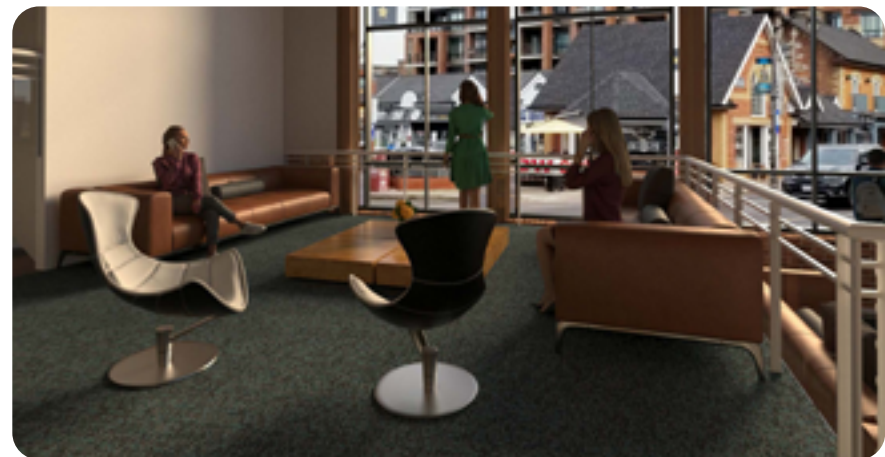
were distributed to babies born at Mackenzie Health Vaughan Hospital.

330
Volunteers

contributing **5,920 hours** to programs like, Chess in the Library, DnD, ESL Conversation, Fun with French, Reading Buddies and Tech one-on-ones.



Under Construction: Upgrades to Woodbridge Library



GROWTH

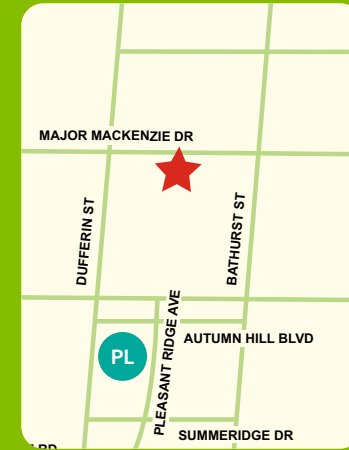
Coming Soon: New Libraries at Carrville and West Woodbridge

Carrville

ARCHITECT RENDERING



CARRVILLE LIBRARY CONSTRUCTION AS OF MARCH 2024



West Woodbridge

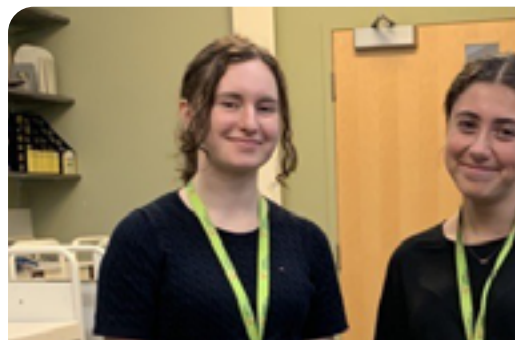
ARCHITECT RENDERING



OUR STAFF



Our successes are a result of the creativity, resourcefulness and dedication of our staff.



EXECUTIVE MANAGEMENT TEAM



From left to right: Christine Fiorini (Deputy CEO Corporate Services), Aleksandra Dowiat Vine (Deputy CEO Growth & Communications), Margie Singleton (Chief Executive Officer), Lisa McDonough (Deputy CEO Customer Experience).

THE VAUGHAN PUBLIC LIBRARY BOARD



Front row from left: Manjit Kaur, Palma Pallante, Gary Sangha (Board Chair), Margie Singleton (CEO), Antonella Nicaso (Vice Chair), Akash Goyal, Sara Camilleri

Back row from left: Richard Wu, Denise Da Ros-Presutti, Chris Ainsworth, Loreta Pavese, Mario Ferri, Marilyn Iafrate, Adriano Volpentesta, Lauri Hewitt, Mario G. Racco

Absent: Carol Herzog, Harpreet Rindi

In 2023, Vaughan Public Libraries was proud to receive these prestigious awards:



ALA PR Xchange Awards

awarded to VPL's Marketing & Communications Department

Angus Mowat Award of Excellence

for VPL's Belonging Initiative supporting Diversity, Equity, and Inclusion



Minister's Award for Innovation

for VPL's COVID-19 Data Analytics and Research Team

OPLA James Bain Medallion for Public Library Board Member of the Year

awarded to Rose Savage, Vaughan Public Library Board



OLBA W.J. Robertson Medallion for Ontario Public Librarian of the Year

awarded to Margie Singleton, Vaughan Public Libraries

Vaughan Urban Design Award of Excellence

for Maple Library's Reading Garden

Here's what some of our customers had to say about VPL this year!



"I am a retiree and the only member of my family who uses the library. Attending a course at the library was helpful in setting up a small online business that I run. I have used the individual study rooms to work on my Seneca College French course. When the library isn't busy, I've even used the seated bike for reading. I love the outside book drops as they allow me to combine returning books with my grocery shopping :) The resources are more modern than the main library branch in my community."

"I teach and am constantly at the library using all its resources to help my students learn and grow. Thank you for all the resources and help!"

"We moved to Vaughan a little over a year ago and we love how close by the library is to us and that there are a variety of programs for adults and kids. We enjoy the programming and we use the library to study. We have lived and used other GTA libraries and by far, Vaughan libraries demonstrate more care and detail to the potential that a library can have in a community."



"The Creation Spaces have helped me develop creative endeavours with staff being very helpful with how to use the machines and adapt designs to suit them. The wonderful collection of books have expanded my horizons and nurtured a love of reading since I was very young."

"I was quite depressed at home and had no where to go but now I come to the library almost every day and it has helped me a lot. The cooking classes have helped me socialize with other people here and I've been taking board games home to play with my friends and family."



ABOUT THE LIBRARY

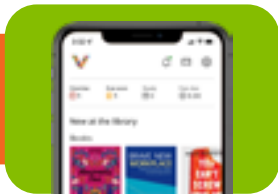
Vaughan Public Libraries respectfully acknowledges that our libraries were built upon the Territory and Treaty lands of the Mississaugas of the Credit First Nation per the Toronto Purchase agreement or Treaty 13. We also recognize we are situated in the traditional territory of the Huron-Wendat and the Haudenosaunee who occupied this land before the arrival of European settlers.

The City of Vaughan is currently home to many First Nations, Inuit and Métis people. We acknowledge their contributions to the life and prosperity of this land. As representatives of the people of the City of Vaughan, we are grateful to have the opportunity to work and live in this territory.



Sign up for a Library Card

Try the new VPL app



Subscribe to our eNews



www.vaughanpl.info

905.653.READ

Now featuring the FEB Express

FEBC

FATHER E. BULFON COMMUNITY CENTRE

8141 Martin Grove Road, Woodbridge, L4L 3W9

Mon - Fri 7:30am - 9pm
Sat & Sun 7:30am - 3:30pm

BCRL

BATHURST CLARK RESOURCE LIBRARY

900 Clark Avenue West, Thornhill L4J 8C1

CCRL

CIVIC CENTRE RESOURCE LIBRARY

2191 Major Mackenzie Drive, Vaughan L6A 4W2

PBRL

PIERRE BERTON RESOURCE LIBRARY

4921 Rutherford Road, Woodbridge L4L 1A6

Mon-Thurs 9am-9pm; Fri 9am-6pm;
Sat & Sun 9am-5pm

AN

ANSLEY GROVE LIBRARY

350 Ansley Grove Road, Woodbridge L4L 5C9

DC

DUFFERIN CLARK LIBRARY

1441 Clark Avenue West, Thornhill L4J 7R4

MA

MAPLE LIBRARY

10190 Keele Street, Maple L6A 1G3

MHV

MACKENZIE HEALTH VAUGHAN LIBRARY

3200 Major MacKenzie Drive West, Maple L6A 4Z3

PL

PLEASANT RIDGE LIBRARY

300 Pleasant Ridge Avenue, Thornhill L4J 9B3

VMC

VMC LIBRARY & VMC EXPRESS

200 Apple Mill Rd, Vaughan L4K 5Z5

VV

VELLORE VILLAGE LIBRARY

1 Villa Royale Avenue, Woodbridge L4H 2Z7

WO

WOODBIDGE LIBRARY

Temporarily Closed

Mon-Thurs 9am-9pm; Fri 9am-6pm;
Sat & Sun 9am-5pm

KL

KLEINBURG LIBRARY

10341 Islington Avenue North, Kleinburg L0J 1C0

Mon & Wed 1-9pm; Tue, Thur & Sat
9am-5pm; Fri & Sun 1-5pm