

ANNUAL
REPORT
2005



Introduction

Although most people think of books when they think of libraries, it may seem odd to say but books don't really tell the whole library story. In reality neither do CDs, videos, magazines or electronic databases, although we have lots of these resources as well. First and foremost libraries, and particularly public libraries, are about people. Everyday thousands of people visit OPL branches and the OPL web site looking to borrow from our collections, use our research tools or seek help from our knowledgeable staff. This annual report celebrates some of those wonderful people and how they view their Ottawa Public Library.

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Message from the Chair of the Board

As I look back over the last very successful year, and forward to the centenary, the first thing that comes to mind is the Ottawa Public Library Board's first goal:

Be a Community Driven Organization.

We are in business to serve the community, and I am constantly amazed at the different ways we are able to do that, but let's put things in context:

- 9.2 million items borrowed
- 4.3 million person visits to libraries
- 737,050 questions answered
- 8,300 programs: 192,000 participants

The whole organization should be proud of those numbers.

And 2006 is just going to be bigger and better.

- South Central District Library will open
- We will celebrate OPL's 100th Anniversary
- The Canadian Library Association Conference: 1300 delegates, June 2006-Ottawa!

So much work has gone into getting the South Central District Library open that it is easy to forget so many of the other great programs that have been such a hit this year. The Express Reads program providing best sellers on a shorter one-week loan period was very popular, improving access to best sellers. The partnership with the City's Public Health department that provided pedometers on loan from OPL also was popular and won an award. And a variety of children's programs continued to show our excellence in that area: Summer Reading Club, the Every Kid a Card Campaign with Canadian Astronaut Steve MacLean, and the Kid to Kid Hurricane Katrina Project.

In cooperation with the EnviroCentre and Hydro Ottawa, we launched the Kill-a-Watt Lending Program to lend watt meters to the public in the fall. These meters measure the number of watts being used by different appliances so the consumer has a better understanding of their electricity use. This program proved very popular with the users especially after the article that appeared in the February/March issue of "Currents," the newsletter distributed by Hydro Ottawa with hydro bills.

The less heralded projects are every bit as important. As a result of the media coverage received from the approval to proceed with the Debt Recovery System, staff are reporting an influx of payments to settle outstanding accounts. Maid of Honor, a feature film made for television, had its debut Saturday, Jan. 28, on the U.S. Lifetime Channel. Filmed in Ottawa in June 2005, the movie includes a scene shot at Sunnyside Branch in which the heroine uses the library's resources in a plot to foil a romantic rival. It features a special appearance by Sunnyside Coordinator Yvonne van Lith as an extra in the background during the library scenes. This is only the tip of the Ottawa Public Library iceberg, and I believe very strongly that what we do everyday meets with our primary goal of being a Community Driven Organization. The Ottawa Public Library, more than meets the eye!

Councillor Rick Chiarelli
Chair, Ottawa Public Library

2005 Board Members



Councillor Rick Chiarelli, Chair



Councillor Jan Harder



Phil Rocco



Councillor Diane Deans



Councillor Rob Jellett



Linda Sonley



Stephen Desroches



Councillor Maria McRae



Karyn Standen



Councillor Peggy Feltmate



Susan Norquay



Pamela Sweet



Royal Galipeau, Vice Chair



Glenn Rivard



Message from the City Librarian

The Ottawa Public Library has four strategic goals which guide our work and support the Library Board's mission to nurture the love of reading and the pursuit of knowledge. These four goals are:

- to be a community driven organization
- to be a dynamic and resourceful organization
- to be a welcoming community resource through our physical, virtual and travelling spaces, and finally
- to be recognized as an integral part of the community and a valued partner in Ottawa's future.

Responding to community needs we initiated online borrower registration, increased hours at our smallest branches, expanded the homework help program, improved the promotion of French language materials and expanded the TD Summer Reading Program into Ottawa's parks.

We continued to lead the City's strategic initiative to build a learning and literate city with our community partners; launched the Visunet program with CNIB to serve persons with print disabilities; attracted external funding to build the BRV (Bibliothèque de référence virtuelle). Additionally the Library reached out with the community to help our sister libraries devastated by Hurricane Katrina and the evacuees from Kashechewan.

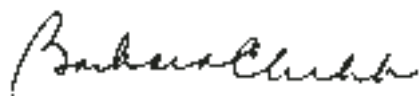
Employees are the key to achieving our goals and internally we strive to be a dynamic resourceful organization. In 2005 this took the form of completing the major job evaluation project and continuing to work on staff harmonization which addressed some of the remaining amalgamation issues. An official bilingual services policy was approved. More than \$600,000 in additional funding was raised through the Library, the Friends of the OPL and the new OPL Foundation working together on a wide range of initiatives. We also took time to celebrate many milestones including the 25th anniversary of the Ruth E. Dickinson Branch, the launch of Shelf Life: The Short, Full History of the Nepean Public Library, and honouring Mrs. Dea Lyall for serving an astonishing 47 years as a volunteer at the Manotick Branch.

We always want the library to be as welcoming as possible (goal number three). In 2005 this meant ensuring the building of the South Central District Library was on time and on budget and that planning continued for a new central library sometime in the as yet undetermined future; the completion of a major upgrade to the catalogue system and the computer desktop to make electronic access more functional and user-friendly; and the launch of a new bookmobile. We were delighted that our partnership with the two university libraries was made permanent so that citizens 16 and over could have free use of their wonderful collections. And to add to customer safety and convenience defibrillators were installed in all branches and access to credit and debit payment systems was expanded to more branches.

No library exists without a vast array of partnerships. We work to be a part of the community now and into the future (goal number four). In 2005 this included developing and strengthening relationships with four of the City's advisory committees; expanding our outreach to target groups such as the Chinese community, small and medium sized businesses and new Canadians; supporting the establishment of a school of library and information services at the University of Ottawa and working to develop the capacity of our new Foundation. Many staff members donated volunteer time to serve on the executives of external organizations such as the Canadian Library Association, the National Capital Freenet, the Community Information Centre, and the Ottawa Community Coalition on Literacy.

None of this could have happened without the strong dedication and enthusiasm of the OPL managers and staff, the support of board members, the hard work and devotion of the Friends of the OPL Association, our hundreds of volunteers and the OPL Foundation board and staff. We extend our deepest thanks. Thanks also to the Mayor and members of Council for continuing to recognize that the public library is a valued core service, a primary element of community building and that it supports the city of Ottawa as a player in the global information economy.

In 2006 we mark our 100th anniversary of serving the citizens of Ottawa. We look forward to a joyous year of celebrations.



Barbara Clubb
City Librarian

Senior Staff

Elaine Condos
Division Manager, Centralized and Information Services

Monique E. Désormeaux
Division Manager, Planning and Governance

Barbara Herd
Division Manager, Public and Support Services

George Skarzynski
Division Manager, Library Operations and Facilities



The new bookmobile was launched at St. Jerome school with children, OPL board members and community VIPs in attendance.



Thank you so much for helping me to introduce my book to the Ottawa Public Library, and for allowing me to present the book talk at the library. I can't tell you how impressed I am at the wonderful support you have shown for a local author. The library has always given exemplary service to our family. My 93 year-old mother depends on her books immensely and the library has helped her with longer loan periods. Keep up the good work.

Sincerely,
Roseanne McNeill

2005 OPL Highlights and Partnerships

Read With Me Week

The OPL celebrated its second annual Read With Me Week from May 9-14. "If you want to do one thing to help guarantee the health and well-being of your child, and that's not expensive, take the time to read to them. Read early, read often," said the City Librarian in an OPL news release.

Visunet

A partnership between the Library and the Canadian National Institute for the Blind to increase library services for people who are visually impaired or print-disabled, was launched June 13 by Mayor Bob Chiarelli along with representatives for OPL, the CNIB and organizations dedicated to enhancing accessibility in Ottawa.

Salon du livre

The OPL took part in the Salon du livre de l'Outaouais in March at the Palais des congrès. The booth attracted 1213 people—enthusiasts of francophone literature, teachers, authors and even politicians—who stopped by to learn about our services, check out our website and sign up for NouvellesBiblio, our monthly newsletter.

New Bookmobile Hits The Streets

A revitalized bookmobile service was launched in June with the addition of a second vehicle allowing increased visits to communities already being served. Service was also introduced in some new communities including Bayshore, Riverside South and Carlsbad Springs. A special family-literacy program was also developed as a pilot project to compliment bookmobile service.

Library offers support to new Canadians

Multicultural Liaison Officers from the Ottawa Community Immigrant Services Organization provided settlement information to new Canadians at three OPL branches during the summer.

Aliens Invade OPL during TD Summer Reading Club

Eleven thousand children signed up for the space themed reading club called Blast Off! and read over 40,000 books thus, returning to their classrooms with improved reading skills and ready to learn.

Ottawa Children Donate Favourites to Hurricane Katrina Survivors

The Ottawa Public Library (OPL) is gratified by the response of Ottawa area children who donated 20,000 books to the OPL's Kids to Kids book drive for children and public libraries in the Gulf states devastated by Hurricane Katrina.

Seven Thousand One Hundred and Thirteen Kids can say "I've got my card!"

An astounding number of children participated in the Library's second annual Every Kid a Card campaign and received their first library card or renewed their existing one. Canadian Space Agency Astronaut Steve MacLean lent his support to the campaign which was also sponsored by Staples Business Depot, the Ottawa 67's, Pizza Pizza, CTV Ottawa, the Ottawa Citizen, Majic 100 and L'Express.



*Every Kid a Card Chair
Steve MacLean
gets children
dreaming about
the stars*

Regroupement des gens d'affaires

The OPL took part in the annual business meeting of the Regroupement des Gens d'Affaires de la Capitale nationale on Thursday, Sept. 29 at the Hilton Lac-Leamy to promote its collection of business services, francophone reference material and databases to local businesses.

Public Library Month in October kicks off with the launch of the French Virtual Reference Library

OPL kicked off Public Library Month by launching "la Bibliothèque de référence virtuelle (BRV)" the French version of the Virtual Reference Library (VRL) developed in partnership with Toronto Public Library (TPL) to provide Canadians with better access to authoritative French research and information resources on the Internet. The Honourable Madeleine Meilleur, Ontario Minister of Culture and Minister Responsible for Francophone Affairs, attended the launch and extolled the virtues of the BRV which features excellent resources on a Web portal initiated

and hosted by TPL, supported by annual funding from the Ministry of Culture in Ontario and a contribution from the Government of Canada, and developed using OPL's expertise in French collection.

Fifth annual Kids Lit Gala

In October the Chamber at CentrepoinTE was full of excited children and adults enjoying 11 local authors and illustrators thanks to a successful partnership between the Library and the Ottawa Children's Literature Roundtable and sponsorship from Capital Parent Newspaper.

Two Hundred and forty-four young authors aged nine to 17 participated in the 2005 Awesome Authors contest.

The Friends of the Ottawa Public Library Association generously sponsored this contest and awards presentation, providing the winners and honourable mentions with great prizes for their short stories and poems.

Partnerships

OPL continued to develop partnerships with local theatre companies to encourage attendance and provide benefits to OPL cardholders. Our partners include:

ACTA (Algonquin College Theatre Arts)

Odyssey Theatre

Sock N' Buskin

CentrepoinTE Theatre

GOYA Theatre (Giving Opportunities to Young Artists)

Kanata Symphony Orchestra

National Arts Centre

OPL also partnered with the following museums to circulate family passes:

Canadian Museum of Civilization

Canadian Museum of Nature

Public Access

OPL received funding through Industry Canada's Community Access Program, to provide the public with access to computers and Internet Access. This year's CAP funding helped to purchase magnification software to support clients with visual impairments and to increase the number of accessible desks available at our CAP sites.

Sm@rtLibrary

The Sm@rtLibrary lending service, developed in 2004, is available through the University of Ottawa Library, Carleton University Library, and the Ottawa Public Library. This partnership grew in 2005—and now includes the collections of the Canadian Museum of Civilization, Canadian War Museum, CISTI (Canada Institute for Scientific and Technical Info) and Library and Archives Canada.

CBC Ottawa

Several OPL staff including Barbara Clubb, City Librarian, Ann Archer, Co-ordinator of OPL's Collection Development, and Jane Venus, Manager of Children and Youth Services, were regular contributors to CBC radio programming discussing books, children's literacy and all the Library has to offer.

Genealogy collaborations

The British Isles Family History Society of Greater Ottawa along with Ontario Genealogical Society held seven programs about tracing family roots in the Spring.

The OPL collaborated with the Ottawa Branch of the Ontario Genealogical Society to offer Gene-O-Rama, a weekend of genealogy!

Programs

Canada Revenue Agency

The Community Volunteer Income Tax Program (CVITP), a community-based outreach program sponsored by the Canada Revenue Agency, held tax clinics at 13 branches for individuals unable to complete their tax return themselves.

Wildlife Festival

In partnership with Parks Canada Agency, eight Wildlife Festival programs were held in the Spring of 2005.

Black's Digital Camera Seminars

Due to its overwhelming success during 2003 and 2004, the OPL partnered with Black's Camera again to offer eight Digital Camera Seminars in October. We introduced a Level two program this time for the more advanced photographer.

Author Visits

An impressive array of authors visited OPL branches in 2005 to share their works with our patrons and staff.

James Anderson	Melanie Fogel	Gary F. McCauley
Jan Andrews	David Foster	Joan FitzGerald McCurdy
John Armstrong	Derek Foster	Roseanne McNeill
Katherine Barber	Barbara Fradkin	Dave Mullington
Dr. Ruth M. Bell	Zelda Freeman	Sue Pike
Rick Blechta	Gary Geddes	Bob Plamondon
Joan Boswell	Rachna Gilmore	Glen Rivard
Mel Bradshaw	Shari Graydon	Joan Rooney
Lysette Brochu	Judy Hunter	Peter Schaffter
Evelyn Budd	Frances Itani	Heidi Schmidt
Brenda Chapman	Phil Jenkins	Diane Schoemperlen
Mary Cook	Betty Nygaard King	Tom Schwarzkopf
Alan Cumyn	Michel Lavoie	Marc Scott
Frank B. Edwards	Janet Lunn	Mark Sebanc
Max Finkelstein	Sigrid Macdonald	Bill Smallwood
Joan Finnigan	Ken MacLennan	Russell Smith
Katherine Fletcher	Mary Jane Maffinni	Terry West



Bopl, our fire-reading dragon, poses for a picture with the Kid's Lit Gala authors, emcee, Ottawa Children's Literature Roundtable members and OPL board members.

Building upon the success of its first year of operation, the Ottawa Public Library Foundation entered 2005 facing the same growing pains that any new not-for-profit charitable organization does. I'm pleased to report we overcame many of those challenges including recruiting good board members, raising funds and increasing our profile.

Much of the credit for this goes to our new Board of Directors elected at the Annual General Meeting May 24, 2005. This Board replaced the Interim Board that had worked hard to successfully implement the OPL Foundation. As the newly elected Chair of the Foundation I was proud to be joined by such an accomplished and professional team of people.

Marc Binavince, Vice-Chair and former Interim Chair of the OPL Foundation, is an Ottawa lawyer who currently sits on the Board of the Friends of the Ottawa Public Library Association Other members of the Board of Directors are Treasurer Bruce Brooks, FCA., managing partner of Collins Barrow L.L.P. , Howard Whittaker, a partner with the advertising agency the Gordon Group, Pamela Sweet, an OPL Board member and Vice President of FoTenn Consultants Inc., a prominent planning company, Lisa Wilkins, a management consultant, and ex-officio member and City Librarian, Barbara Clubb.

The OPL Foundation is recognized as the fundraising arm of the Ottawa Public Library.

Our website www.foundationOPL.ca, as well as publishing news and facts about the Foundation, offers a comprehensive donation page and information about how supporting the Foundation helps make a good library system even better.

We are very thankful to all the donors who took advantage of being able to donate to the OPL through the OPL Foundation in 2005. Donations were received to support special programs such as Homebound

Services, Language Collections, books, materials and to recognize or honour library supporters. A complete list of corporations, organizations and individuals who donated can be found in the middle section of this Annual Report.

The Literary Gala organizing committee composed of Ric Davey, Stephen Desroches, David Dollin, Mona Forrest, Charlotte Gray, Shelia Jenkins, Al Roberts, Sean Wilson, Debra A. Workman and Foundation and Library staff put on another highly successful Literary Gala in November.

The guest author was Ottawa's own Frances Itani. A novelist, short story writer and award-winning author whose latest work *Deafening* won a Commonwealth Award, was a finalist for the 2005 IMPAC Dublin Literacy Award and was a Canadian and British best-seller. Over 300 library supporters attended the event,



Mayor Bob Chiarelli enjoyed the Literary Gala which featured Ottawa author Frances Itani

which raised \$30,000 to support the Ottawa Public Library for books, materials and programs not covered in the core budget. Special emphasis for funds raised by the Literary Gala 2005, was placed on adaptive technologies to assure a library open and accessible to all.



OPL Foundation Chair David Daubney, City Librarian Barbara Clubb, Foundation Executive Director Mona Forrest, and Foundation Board member Lisa Wilkins with Frances Itani

Sponsorship of the Gala was provided by TD Canada Trust, the Ottawa Citizen, MOSAID Technologies Inc., Emond Harnden LLP, Whitehots, CVS and the DCR/Phoenix Group of Companies. We are very grateful to them and all the other companies who donated to our Literary Gala, Silent and Online Auctions in 2005.

The future of the OPL Foundation in 2006 looks bright. We are working with the OPL's Community Programming and Partnership department in celebrating the Library's 100th Anniversary. The Foundation will help hold new fundraising events such as a Read-A-Thon and the "Why I Love My Library" contest and conclude the centennial celebrations with the biggest and most spectacular Literary Gala to date. In 2006 we also look forward to meeting new supporters and helping the community learn how their support of the Foundation benefits the Ottawa Public Library. One of our major goals this year will be to provide opportunities for community members and organizations to help fund special enhancements at the new South Central District Library opening this spring. And the Foundation Board will not lose sight of its longer term goal to help advocate for and fund a new Central Library of which the citizens of the Nation's Capital can be proud.

My thanks go out to our donors, the Foundation's Board and staff, sponsors, volunteers, library staff and Friends for their continuing support of the OPL Foundation.

Let's together make this centennial year one to remember.

With every good wish,

David Daubney
Chair, OPL Foundation



It is exactly one year today since I left City Hall and as a result had time to do some serious reading, as well as many other diversions.

Congratulations on your recent update to LIRICO. It is excellent and the bonus for me is that it is completely accessible using JAWS speech synthesizer. Massive improvement from the earlier versions. Also as someone who is particularly interested in what is new and available in CD and audio tape format, I am now able to search these quickly.

Here's wishing you a good summer and all the best for the next budget cycle. I think that the money spent on libraries is one of the most effective investments this city can make in its future. If I can ever help you folks in any way, please do not hesitate to call on me.

Sam Fulton

The Friends of the Ottawa Public Library Association (FOPLA) continued to promote a strong public library system through advocacy and fundraising for projects not covered by the municipal budget, that primarily benefit children, youth as well as physically or economically disadvantaged citizens.

A new local committee and used bookshop started at the Orléans branch in November and plans were underway for another operation at the new South Central District Library (SCDL). FOPLA remains organized to serve all 33 branches of the OPL.

There are about 370 FOPLA members including some that simply pay an annual charitable membership of \$20, others who serve as volunteers in the five used book stores operated by the Association, and a third group that serves on the FOPLA Board.

The FOPLA Board approved local committee budgets and allocated central funds for programs supporting OPL's literacy aims. Most importantly, in concert with community associations, the Board participated in the City's annual budget process and also communicated with provincial authorities to ensure adequate funding for our hard-pressed library system. The Board occasionally responded to media and public criticism regarding the efficiency, operation and utility of the OPL.

In 2005 FOPLA raised almost \$160,000 through its used bookshops, special sales and sponsorships. Funds supported many projects including:

- Collection improvements such as Chinese literature, autism information, alternative health, multi-volume French encyclopaedias and many other items;
- Convenient book drops for rural libraries including Manotick, North Gower, Osgoode, Metcalfe and Vernon;
- Sponsorship of the *Awesome Authors* Program for aspiring teen and children authors;
- Provision of materials for the *Share the Word* Program to train high school volunteers to help young children to read;
- Sponsorship of a new program to bring about encounters with aboriginal authors
- Provision of DVD players to Children and Youth Services to provide programming in new formats;
- Creation of BOPL, the OPL's dragon mascot, to promote children's programs such as the Every Kid a Card campaign and to attend community gatherings to support the notion of literacy as fun and;
- Sponsorship of activities to mark the 100th Anniversary of the OPL in 2006 and to increase awareness of the nature of the modern public library in North America.



The Friends were out in force supporting the Literary Gala.

FOPLA representations during the 2005 Budget debates did not prevent some minor reductions in the OPL draft budget. Unfortunately, many citizens and some municipal politicians felt the annual library budget could be reduced without damage to the public good. OPL's funding ranks 25 out of 37 Canadian cities with populations over 100,000. It is our view that only the efforts of a most competent library staff maintains the OPL in relatively good working order rather than in decline.

In November, a new Board of Directors was formed with members representing all walks of life and ranging in age from 20 to 67:

- President:** Andy Billingsley
- Vice President:** Ashley Whitelocke
- Secretary and Nepean Committee Representative:** Roy Thomas
- Treasurer:** Merv Sullivan
- Vanier Committee Representative:** Maurice Glaude
- Cumberland Committee Representative/South Central District Project:** Lori Nash
- Orléans Committee Representative:** Bill Porter
- Membership and Ottawa Committee Representative:** Mary Anne Dancey
- Member at Large/Legal Advisor:** Marc Binavince
- Member at Large:** Georga Whitehall
- Member at Large:** Marie Zeilinska
- Rural Library Visitor (West) Roy Thomas
- Rural Library Visitor (East) Bill Porter
- Ex Officio:** Barbara Clubb, City Librarian
- Ex Officio:** Alan Roberts, Manager, Community Partnerships and Programming

Respectively submitted,
Bill Porter, Past President



The Mammoth Book Sale is always well attended.



Bookshops form the backbone of the Friends fundraising efforts.



I remember the courage of men of war
And pray in the future we'll fight no more
I remember their bravery and their pride
But I wish so many did not have to die
I remember, I remember

from *I Remember* by 12 year old Malcolm Jones,
second place winner in the Ottawa Public Library's
Awesome Authors competition.

Library By the Numbers

	2005
Items borrowed	9,210,315
Library Visits	4,390,150
Items used in the library	1,607,100
Electronic Visits	2,250,266
Books & Materials in the OPL collection	2,504,206
Electronic Databases available for use in the library	44
Electronic Databases available for use from remote locations	36
Reference and information questions answered	737,050
Programs offered to children, teens and adults	8,317
Number of people attending OPL programs	191,828
Number of Internet workstations for public use	334



Thousands of families visit the OPL every year.



I wanted to take a few minutes and write you a note describing my great appreciation and thanks to all the staff at the Emerald Plaza Branch. For several months last year I was a regular patron of the library, coming in to use the Internet mostly, but also borrowing materials. The staff were always extremely friendly, courteous and professional, and this to a degree I have seldom encountered elsewhere. I felt almost like family there. This superior service reflects well not only on themselves and their branch, but on you and the entire OPL system.

Sincerely,
Brian Freund

Financial Statements 2004 and 2005

Revenues (in dollars)	2004	2005
Grants		
City	23,052,984	24,479,523
Province	1,415,739	1,408,435
Federal	20,594	119,539
Rental Income	498,913	526,729
Fines and Other Fees	1,484,326	1,560,595
Interest Income	123,000	30,000
Other	199,468	80,735
Deficit of Revenue over Expenditures		4,711,753
Total Revenues	26,795,024	32,914,309
Expenditures		
* Salaries and Benefits	19,758,404	26,082,067
Library Materials	4,328,096	4,176,428
Purchased Services	628,373	773,539
Materials and Supplies	451,688	490,275
Transfer of Capital Reserves	1,515,000	1,392,000
Surplus of Revenue over Expenditure		113,463
Total Expenditures	26,795,024	32,914,309

* Increase in 2005 was as a result \$1.5 m for Job Evaluation and \$3.4 m was for Pay Equity.



OPL staff work hard to provide excellent customer service.

Benefactors, Partners, Friends and Donors

Thanks to our many donors for helping to make an excellent library even better. Thanks also to our anonymous donor who matched gifts from the Foundation and the Friends for special health-related resources.

We apologize to anyone we inadvertently left off the list of supporters for 2005.

3M Canada Company

Geordie Adams
Virginia F. Adamson &
Patricia Roth

After Stonewall

Air Farce Productions Inc.

Kathryn Albers
Alexanian Carpet & Flooring
Abdulled Al-Mazyad

Anne Alper

Amalfi Spa

Stephanie Amos

Bill Anderson

Annick Press

Gavin D. Arbuckle

Katheryn Argue

Aristocrat Suite Hotel

Elisabeth Arnold

Irene Aubrey

Jane Bachynski

Gord Baldwin

Marlene Baldwin

Russell Banta & Susan Bell

Ruth Baribeau

Sheila Barth

Jane Beaumont

B. T. Beesley

Carolyn Beeton

Suzanne Belanger

Christina Bellefeuille

Barbara Anne Bellomo

Jerry & Barbara Anne Bellomo

Janine Bender

Ruth Bennett

Jean-Claude Bergeron

Theo Bernard

Sonia Bernardi

Andrew Billingsley

Marc A. Binavince

Heather Bindseil

Hon. Kenneth & Jean Binks

Eleanor Bishop

Black's Camera

David Blain

Book Baskets Canada

Mary M. Booth

Borden Ladner Gervais LLP

Janet Boulden

Carolyn Boyd

Betty E. Bradley

Janet Bradley

Edward B. Brado

Pat Brandy

Valérie Brisson

British Isles Family History Society of Greater Ottawa

Ed Broadbent

Lindy E. Browning

Carole Bruce

Wendy Bryans

Elizabeth Buckingham &

Camrose Burdon

Catherine Burns &

Gordon Peeling

Kevin Burns

Lynn Burritt

Dr. Nick Busing &

Catherine Atken

Bonnie Campbell

J. Elliot Campbell

Val Campbell

Canada Agriculture Museum

Canada Aviation Museum

Canadian Geographic

Canadian Video Services Inc.

Canadian War Museum

Canterbury House

CAP Funding

Judith Capello

Capital City Chorus

Nadine Carpenter

L. Carroll

Susan Carter

Cartier Place Suite Hotel

Casino Lac-Leamy

Naomi Catching

Joan Cavanagh

Centrepointe Theatre

Lyse Champagne

Beverly Chataway

Deb Cheeseman

Jean Cheeseman

Paul Cheeseman

Nicole Chenier-Cullen

Jocelyn Chiasson

Carole Chouinard

Cisco Systems Bluesfest

S. Clement

Barbara Clubb

Elizabeth Cogan

Andrew Cohen

Collaboration with Medical Officer of Health. 123

Read With Me

Collected Works Bookstore

Collins Barrow Ottawa LLP

Community Foundation of Ottawa

Compact Music

Elaine Condos & Ian Macredie

Jane Côté

George Cooper Estate

Coupe de Ville

Couvrette Studios

Chris Cowen

Murray Crawford

Devin Crawley & Estalle Duez

Alvin Crosby & Suzanne
Parent

Russ Culver

John Currie

D.E.Systems Ltd

David Daubney

Dorothy Davidson

Deborah & Louis Davis

Russell Davis

Deborah & Wesley Dearham

Lei Deng

Phil D'Entremont

Monique E. Désormeaux

Bryde Desroches

Jeanie Desroches

Michelle Desroches

Shaun Desroches

Stephen Desroches

Ruth Dickinson
 James & Allison Dingle
 Dawn Dinsdale
 Jane Dobell
 David A. & Chris Dodge
 Laura Doliner
 Dave Dollin
 Ming F. Dong
 Anna Dooley
 Inta Douglas
 Jennifer Downing
 Daniel Ducharme
 Sheila Duke
 Sharleen Dunfield
 Frank S. Eadie

East Ottawa Optimist Club

ECW Press

John Edwards & Sherrill Owen
 Michael Eifert
 Eve Elliott
 M. Ellison

Embassy of Finland

Embassy of Switzerland

**Emerald Links Golf &
 Country Club**

Judith Evans

EWC Press

L'Express

Senator Joyce Fairbairn
 Edythe Falconer
 Barb Fancey
 David Farr
 Marianne Feaver
 Peggy Feltmate
 Holly Ferguson
 Lynda E. Ferguson
 Lori Fielding

Firefly Books Ltd

Solveig Fischer
 R. Fleming
 Mona Forrest & Jackie
 Manthorne
 Gilles Frappier
 Margo Fulford
 Tim Gardiner
 Margaret L. Garnett
 Helene Gavinski

**General Store Publishing
 House**

Kenneth & Karen Gfeller

Pauline Graves
Goodfellow Cleaners
**Gordon T. Cheeseman &
 Associates**

Lisa Gorski
 Line Gravelle
 Charlotte Gray & George
 Anderson

**Great Canadian Theatre
 Company**

Sylvia R. Greenspoon
 Sandi Greyell
 Renée Guevara
 Carol & Peter Gusen

Hachette Canada inc.

Yvette Hackett
 Mary Haitas
 Diana Hall
 Gale Hamilton-Murphy &
 Michael Murphy

Ross Hammond
 Shelley C. Harman

Emond Harnden, LLP

Margaret Harrington
 Karl & Cindy Hauck
 Caiping He
 Pauline Heinonen
 Colleen Hendrick
 Barbara & Richard Herd
 Barbara Hicks
 Don Hicks

**High Commission for
 the Commonwealth
 of the Bahamas**

**High Commission for the
 Republic of South Africa**

**High Commission of the
 Republic of Trinidad
 and Tobago**

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Ann Scott
Marianne Scott
Margaret & John Scratch
Second Story Press
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Susan Shenstone
Theodore Shepertycki
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The Courtyard Restaurant
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Vice-Chair Royal Galipeau, Trustee Karyn Standen, Chair Rick Chiarelli, and Mrs. Dea Lyall planted a tree at the Manotick branch to honour Mrs. Lyall's 47 years of volunteer service.