

SECTION II

9 Library Services



What is the Service?

Libraries are an important resource to meet the changing needs of individuals and communities. They foster literacy, life-long learning and support a love of reading in people of all ages. Libraries also provide support for newcomers and job seekers and build diverse communities. They address the digital divide and help individuals and communities transition to a global, knowledge-based economy.

Specific services include:

- Collection of books, periodicals, magazines and articles
- Reference and referral services to provide information and advice
- Access to technology and digital content
- Individual study space as well as community meeting rooms
- Outreach and partnerships initiatives

These services are delivered within the library and beyond through the virtual library and collaborative resource sharing networks.

Influencing Factors:

Access: The number and size of branches and the hours of operations mean municipalities with lower population densities may require more library branches and more service hours to provide residents services within a reasonable distance.

Collections: The size and mix, as well as number, of languages supported.

Demographics: The socio-economic and cultural make-up of the population served.

Library Use: The mix, variety and depth of library uses and the varying amount of resources available to track these uses.

Programming: The range of public programs.

Web Services: The availability and degree of investment.

Additional Information:

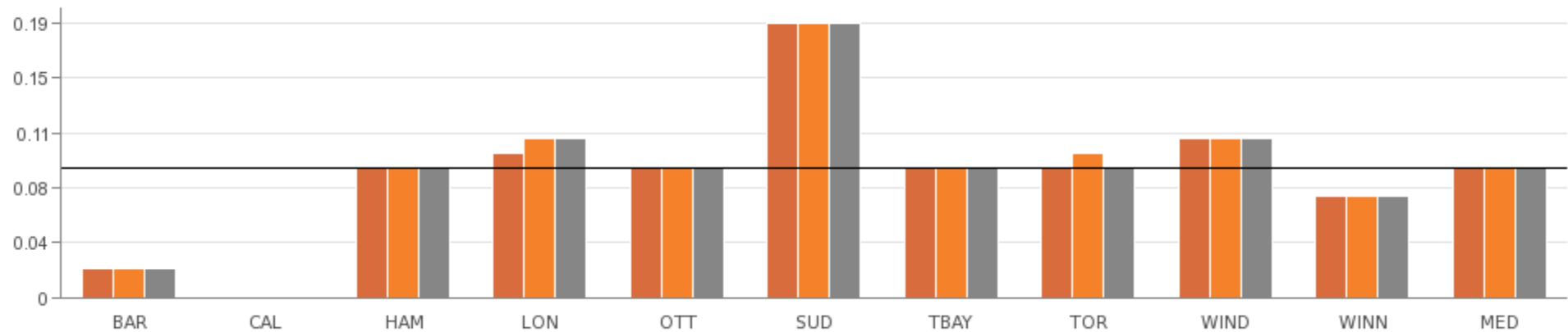
Due to software limitations, results for the Region of Waterloo are not shown on the graph. Please refer to www.ombi.ca for their results.

The City of Winnipeg collected data in this service area for the first time in 2009. Therefore their results for 2009 may not be comparable. Contact the Winnipeg Municipal Lead for further information.

Library Services

How many hours are libraries open?

Fig 9.1 Annual Number of Library Service Hours per Capita



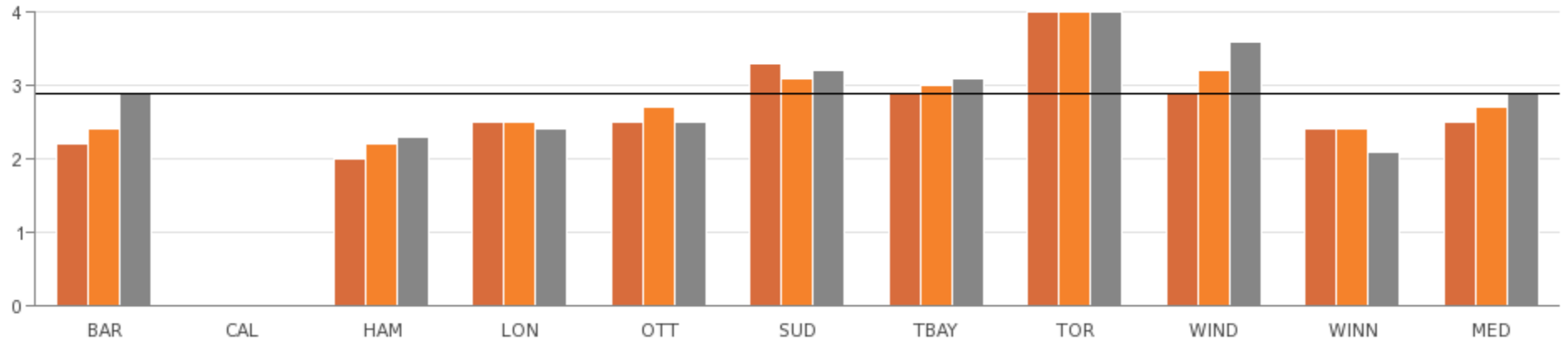
2009	0.02	N/A	0.09	0.10	0.09	0.19	0.09	0.09	0.11	0.07	0.09
2010	0.02	N/A	0.09	0.11	0.09	0.19	0.09	0.10	0.11	0.07	0.09
2011	0.02	N/A	0.09	0.11	0.09	0.19	0.09	0.09	0.11	0.07	0.09

Source: PLIB201 (Service Level)

Note: Results exclude on-line services and outreach services such as bookmobiles.

How many holdings do libraries have?

Fig 9.2 Number of Library Holdings per Capita



2009	2.2	N/A	2.0	2.5	2.5	3.3	2.9	4.0	2.9	2.4	2.5
2010	2.4	N/A	2.2	2.5	2.7	3.1	3.0	4.0	3.2	2.4	2.7
2011	2.9	N/A	2.3	2.4	2.5	3.2	3.1	4.0	3.6	2.1	2.9

Source: PLIB205 (Service Level)

Comment: There are two types of holdings: print and electronic media:

Print includes reference collections, circulating/borrowing collections and periodicals.

Electronic media includes CDs/DVDs, MP3 materials and audio books.

How many times were the libraries used per person?

Fig 9.3 Library Use per Person

Municipality	Annual Library Uses per Capita			Electronic Library Uses per Capita			Non-Electronic Library Uses per Capita		
	2009	2010	2011	2009	2010	2011	2009	2010	2011
Barrie	23.3	21.1	19.8	10.8	11.0	5.5	12.5	10.1	14.3
Hamilton	28.1	28.2	32.2	6.5	6.9	9.0	21.6	21.4	23.2
London	36.6	39.6	40.6	14.6	17.0	17.5	22.0	22.6	23.1
Ottawa	30.4	36.7	39.6	9.5	16.3	19.2	20.8	20.4	20.3
Greater Sudbury	21.8	25.3	26.1	6.0	7.3	7.8	15.8	18.0	18.3
Thunder Bay	26.1	27.1	30.0	16.2	15.6	12.3	9.9	11.5	17.7
Toronto	33.9	35.6	35.3	12.2	13.5	12.8	21.7	22.1	22.5
Waterloo	16.6	17.4	17.4	3.5	4.9	5.6	13.1	12.5	11.8
Windsor	19.2	21.1	21.7	7.4	9.4	8.7	11.7	11.7	13.0
Winnipeg	17.3	17.8	18.1	4.1	4.1	4.3	13.2	13.8	13.8
Median	24.7	26.2	28.1	8.5	10.2	8.9	14.5	15.9	18.0

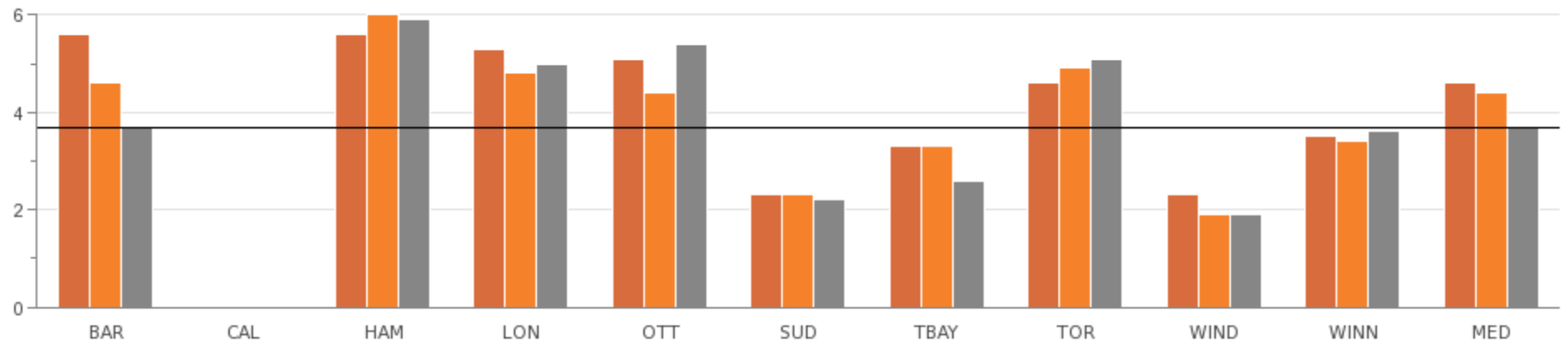
Source: PLIB105, PLIB106, PLIB107 (Community Impact)

Comment: Electronic library uses include: use of computers in libraries, on-line collections and 24 hour access to library web services.

Non-Electronic library uses include: visit to a library branch, borrowing materials, reference questions, use of materials within the branch and attendance at programs.

How many times is each item borrowed from a library?

Fig 9.4 Average Number of Times in Year Circulating Items are Borrowed (Turnover)

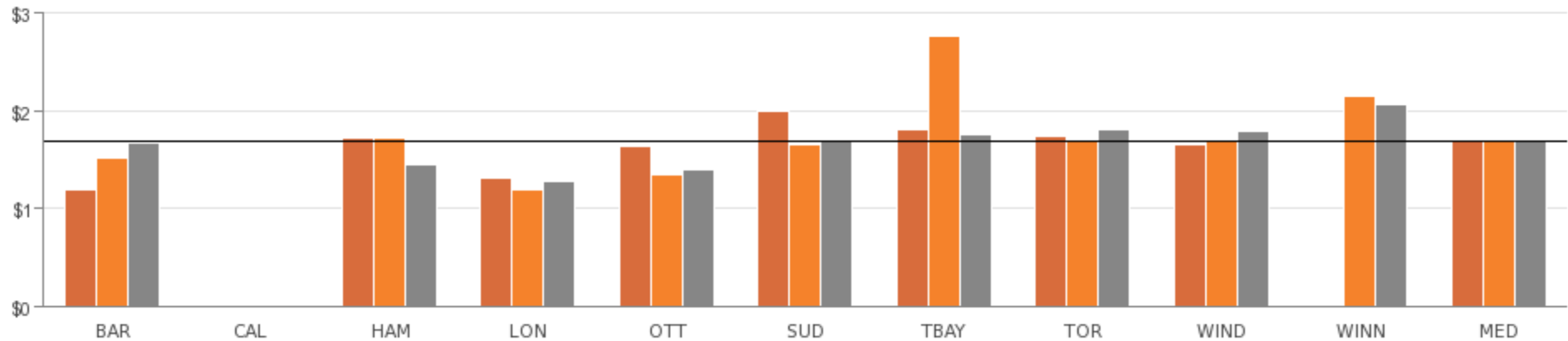


2009	5.6	N/A	5.6	5.3	5.1	2.3	3.3	4.6	2.3	3.5	4.6
2010	4.6	N/A	6.0	4.8	4.4	2.3	3.3	4.9	1.9	3.4	4.4
2011	3.7	N/A	5.9	5.0	5.4	2.2	2.6	5.1	1.9	3.6	3.7

Source: PLIB405 (Customer Service)

How much does it cost for each library use?

Fig 9.5 Library Operating Cost per Use



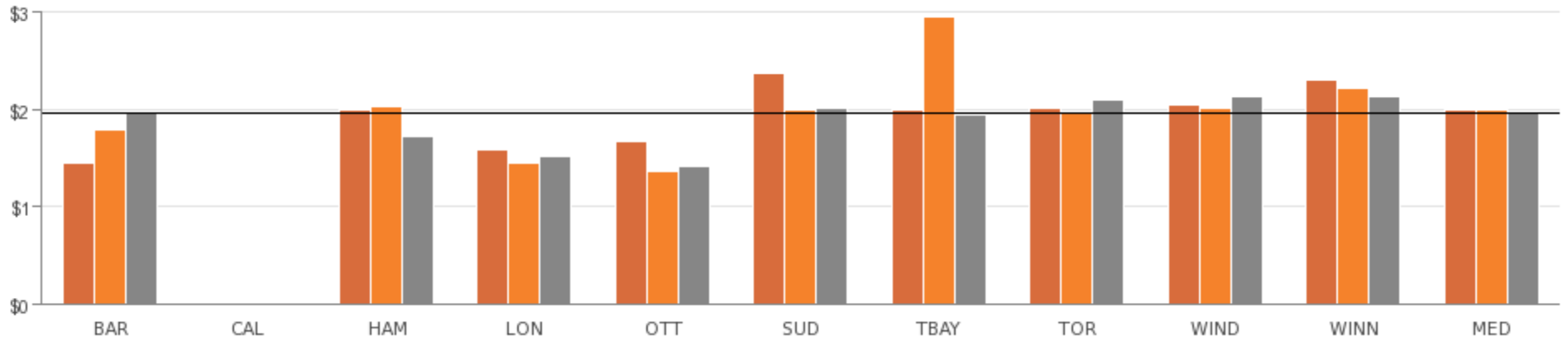
2009	\$1.20	N/A	\$1.72	\$1.31	\$1.64	\$1.99	\$1.81	\$1.74	\$1.66	N/A	\$1.69
2010	\$1.51	N/A	\$1.73	\$1.19	\$1.34	\$1.66	\$2.77	\$1.71	\$1.68	\$2.15	\$1.68
2011	\$1.67	N/A	\$1.44	\$1.27	\$1.39	\$1.69	\$1.75	\$1.81	\$1.79	\$2.06	\$1.69

Source: PLIB305M (Efficiency)

Note: Includes all types of electronic and non-electronic library uses as described in Figure 9.3

What is the total cost for each library use?

Fig 9.6 OMBI Total Cost per Library Use (includes amortization)



2009	\$1.45	N/A	\$2.00	\$1.59	\$1.67	\$2.38	\$1.99	\$2.02	\$2.04	\$2.31	\$2.00
2010	\$1.79	N/A	\$2.03	\$1.44	\$1.36	\$2.00	\$2.95	\$1.98	\$2.01	\$2.21	\$2.00
2011	\$1.96	N/A	\$1.72	\$1.51	\$1.41	\$2.02	\$1.94	\$2.10	\$2.13	\$2.14	\$1.96

Source: PLIB305T (Efficiency)

Note: Calculation includes amortization.