

17 Libraries



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 operation. For example, municipalities with lower population densities may offer more physical library branches and service hours to provide residents with services within a reasonable distance. Also, public meeting rooms within branches and other service delivery models, like bookmobiles, may be offered.

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

Collections: The investment in both physical and technology based collections and resources, including the number of languages supported.

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

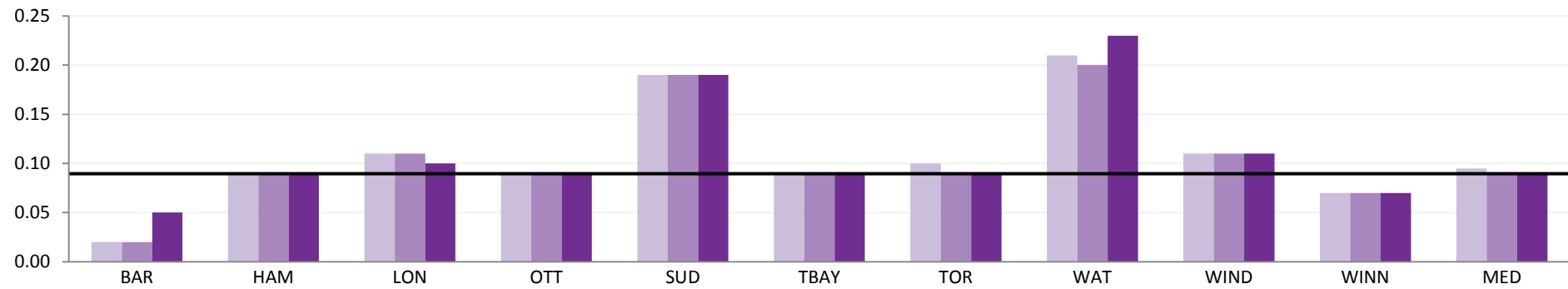
Use Types: The mix, variety and depth of services offered (uses) and the resources available to track the different (physical and electronic) uses.

Limitations in the Availability of e-content for Public Libraries: Some publishers deliberately restrict public library systems from buying some titles.

Libraries

How many hours are libraries open?

Fig 17.1 Annual Number of Library Service Hours per Capita



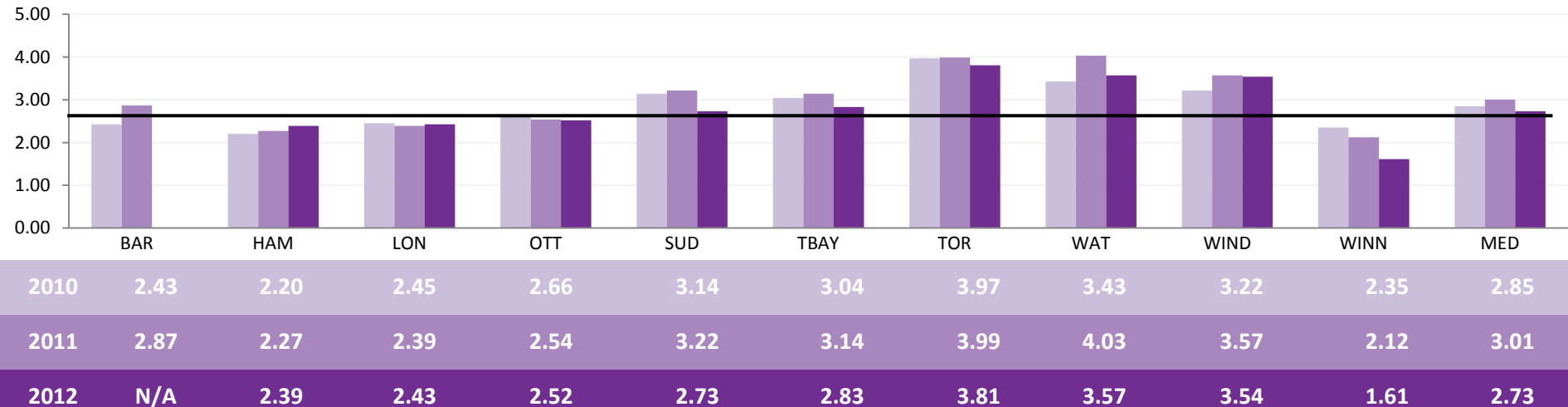
2010	0.02	0.09	0.11	0.09	0.19	0.09	0.10	0.21	0.11	0.07	0.10
2011	0.02	0.09	0.11	0.09	0.19	0.09	0.09	0.20	0.11	0.07	0.09
2012	0.05	0.09	0.10	0.09	0.19	0.09	0.09	0.23	0.11	0.07	0.09

Source: PLIB201 (Service Level)

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

How many holdings do libraries have?

Fig 17.2 Number of Library Holdings per Capita



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 libraries used?

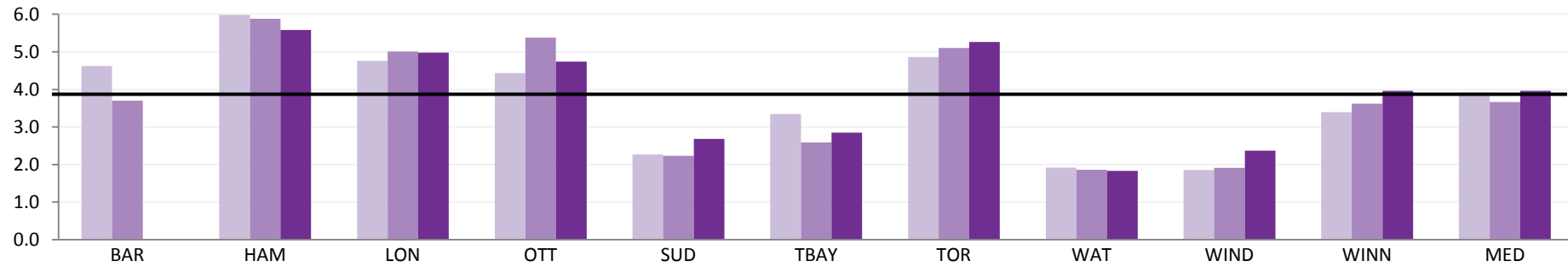
Fig 17.3 Annual Library Uses per Capita

Municipality	Annual Library Uses per Capita (PLIB105)			Electronic Uses per Capita (PLIB106)			Non-Electric Library Uses per Capita (PLIB107)		
	2010	2011	2012	2010	2011	2012	2010	2011	2012
Barrie	21.1	19.8	18.3	11.0	5.5	5.0	10.1	14.3	13.3
Hamilton	28.2	32.2	32.2	6.9	9.0	10.2	21.4	23.2	22.0
London	39.6	40.6	40.4	17.0	17.5	18.0	22.6	23.1	22.4
Ottawa	36.7	39.6	34.9	16.3	19.2	15.6	20.4	20.3	19.3
Greater Sudbury	25.3	26.1	27.4	7.3	7.8	9.9	18.0	18.3	17.5
Thunder Bay	26.9	30.0	31.3	9.4	12.3	15.2	17.6	17.7	16.0
Toronto	35.6	35.3	34.8	13.5	12.8	13.5	22.1	22.5	21.4
Waterloo	17.4	17.4	18.1	4.9	5.6	6.6	12.5	11.8	11.5
Windsor	21.1	21.7	22.3	9.4	8.7	9.3	11.7	13.0	13.0
Winnipeg	17.8	18.1	18.9	4.1	4.3	5.3	13.8	13.8	13.6
Median	26.1	28.1	29.4	9.4	8.9	10.1	17.8	18.0	16.8

Source: PLIB105, PLIB106, PLIB107 (Community Impact)

How many times is each item borrowed from a library?

Fig 17.4 Average Number of Times in Year Circulating Items are Borrowed (Turnover)

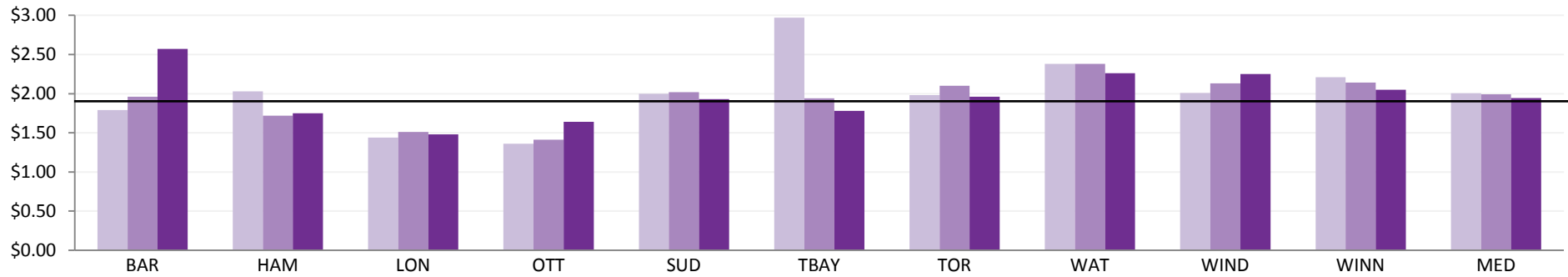


2010	4.62	5.98	4.76	4.43	2.27	3.34	4.86	1.92	1.85	3.39	3.91
2011	3.70	5.88	5.01	5.38	2.23	2.59	5.10	1.86	1.91	3.62	3.66
2012	N/A	5.58	4.98	4.74	2.68	2.85	5.26	1.83	2.37	3.96	3.96

Source: PLIB405 (Customer Service)

What is the total cost for each library use?

Fig 17.5 OMBI Total Cost per Library Use (includes amortization)



2010	\$1.79	\$2.03	\$1.44	\$1.36	\$2.00	\$2.97	\$1.98	\$2.38	\$2.01	\$2.12	\$2.01
2011	\$1.96	\$1.72	\$1.51	\$1.41	\$2.02	\$1.94	\$2.10	\$2.38	\$2.13	\$2.14	\$1.99
2012	\$2.57	\$1.75	\$1.48	\$1.64	\$1.93	\$1.78	\$1.96	\$2.26	\$2.25	\$2.05	\$1.95

Source: PLIB305T (Efficiency)

Note: Includes all types of electronic and non-electronic library uses as shown in Figure 18.3.