

18 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: Number and size of branches and the hours of operation, i.e. 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: Size and mix, as well as number, of languages supported.

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

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

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

Libraries

How many times were libraries used?

Fig 18.1 Annual Library Uses per Capita

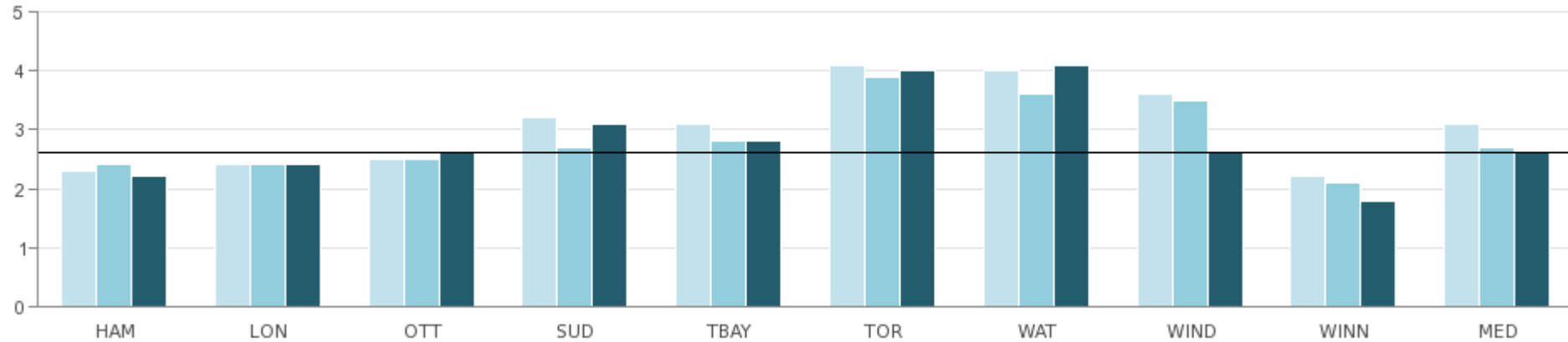
Municipality	Annual Library Uses per Capita (PLIB105)			Electronic Uses per Capita (PLIB106)			Non-Electric Library Uses per Capita (PLIB107)		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
HAM	32.2	32.2	32.1	9.0	10.2	10.8	23.2	22.0	21.3
LON	40.6	40.4	37.4	17.5	18.0	16.5	23.1	22.4	20.9
OTT	39.6	34.9	33.5	19.2	15.6	15.0	20.3	19.3	18.5
SUD	26.1	27.4	29.4	7.8	9.9	12.5	18.3	17.5	16.9
TBAY	30.0	31.3	29.8	12.3	15.2	14.5	17.7	16.0	15.3
TOR	36.5	35.5	35.0	13.2	13.7	14.1	23.2	21.8	20.9
WAT	17.4	18.1	17.4	5.6	6.6	6.9	11.8	11.5	10.5
WIND	21.7	22.3	20.5	8.7	9.3	8.5	13.0	13.0	11.9
WINN	18.5	19.4	28.4	4.4	5.4	15.2	14.1	13.9	13.1
MED	30.0	31.3	29.8	9.0	10.2	14.1	18.3	17.5	16.9

Source: PLIB105, PLIB106, PLIB107 (Community Impact)

Comment: Winnipeg's increase reflects the capture of electronic uses not reported in previous years.

How many holdings do libraries have?

Fig 18.2 Number of Library Holdings per Capita



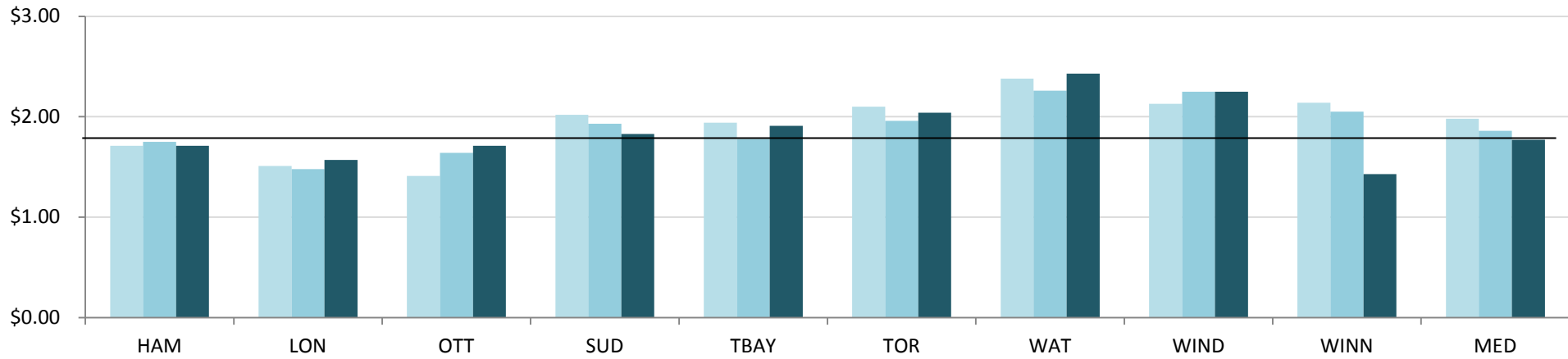
2011	2.3	2.4	2.5	3.2	3.1	4.1	4.0	3.6	2.2	3.1
2012	2.4	2.4	2.5	2.7	2.8	3.9	3.6	3.5	2.1	2.7
2013	2.2	2.4	2.6	3.1	2.8	4.0	4.1	2.6	1.8	2.6

Source: PLIB205 (Service Level)

Note: Library holdings come in print form (reference collections, circulating/borrowing collections and periodicals); and electronic media (CDs/DVDs, MP3 materials, audio books and eBooks)

What is the total cost for each library use?

Fig 18.3 OMBI Total Cost per Library Use (includes amortization)



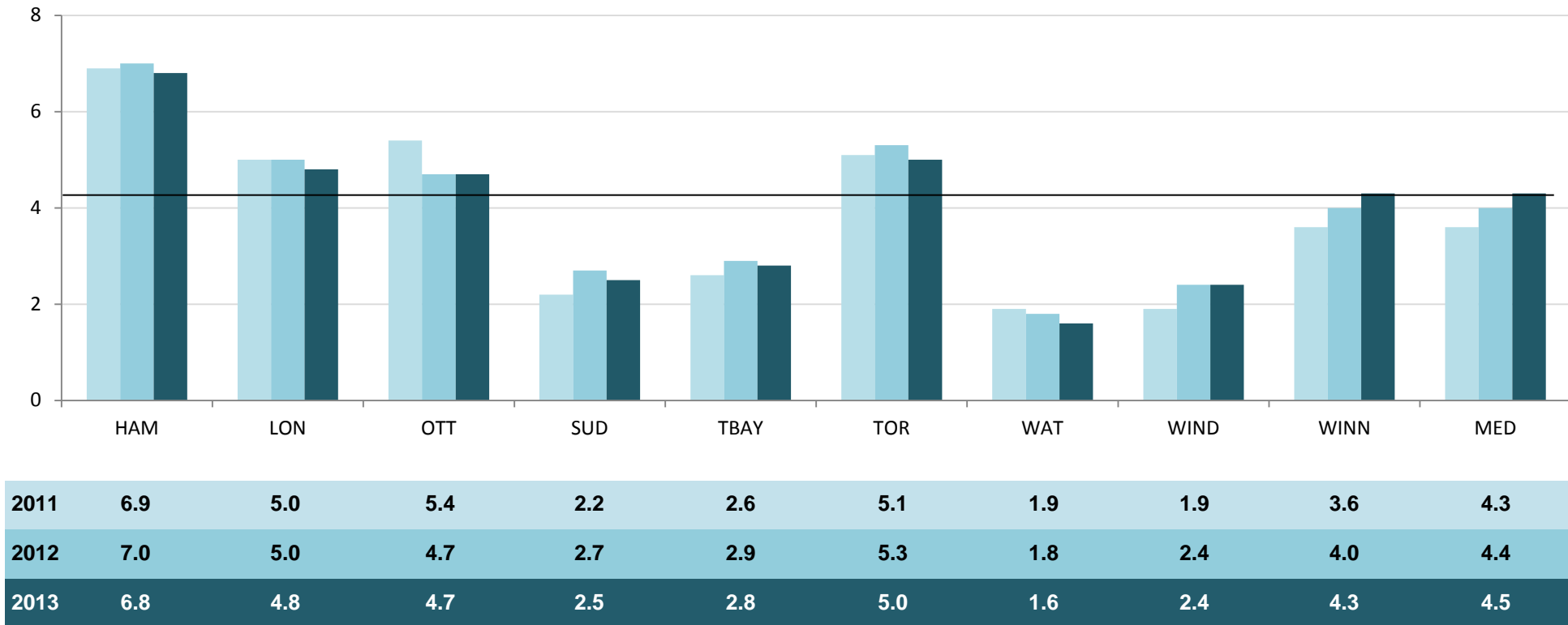
2011	\$1.71	\$1.51	\$1.41	\$2.02	\$1.94	\$2.10	\$2.38	\$2.13	\$2.14	\$2.02
2012	\$1.75	\$1.48	\$1.64	\$1.93	\$1.78	\$1.96	\$2.26	\$2.25	\$2.05	\$1.93
2013	\$1.71	\$1.57	\$1.71	\$1.83	\$1.91	\$2.04	\$2.43	\$2.25	\$1.43	\$1.83

Source: PLIB305T (Efficiency)

Comment: Winnipeg's decrease in cost per use reflects the capture of electronic uses not reported in previous years.

How many times is each item borrowed from a library?

Fig 18.4 Average Number of Times in Year Circulating Items are Borrowed (Turnover)



Source: PLIB405 (Customer Service)

