

LIBRARIES **SNAPSHOT MEDIAN FOR 2015**



AN ITEM IS
BORROWED
4.4 times/yr

fig. PLIB405 (CUSTOMER SERVICE)

33.4
LIBRARY
USES
per person

fig. PLIB105M (COMMUNITY IMPACT)



KEEP IN MIND: **Influencing Factors**

Influencing factors can create variances in comparison data from year-to-year and from municipality-to-municipality.



Access

Number and size of library branches and hours of operation; other service delivery models



Collections

*Size mix and number of languages
Detailed catalogue and form supported.
(digital, audio, video, print)*



Demographics

*Socio-economic and cultural
make-up of local population*



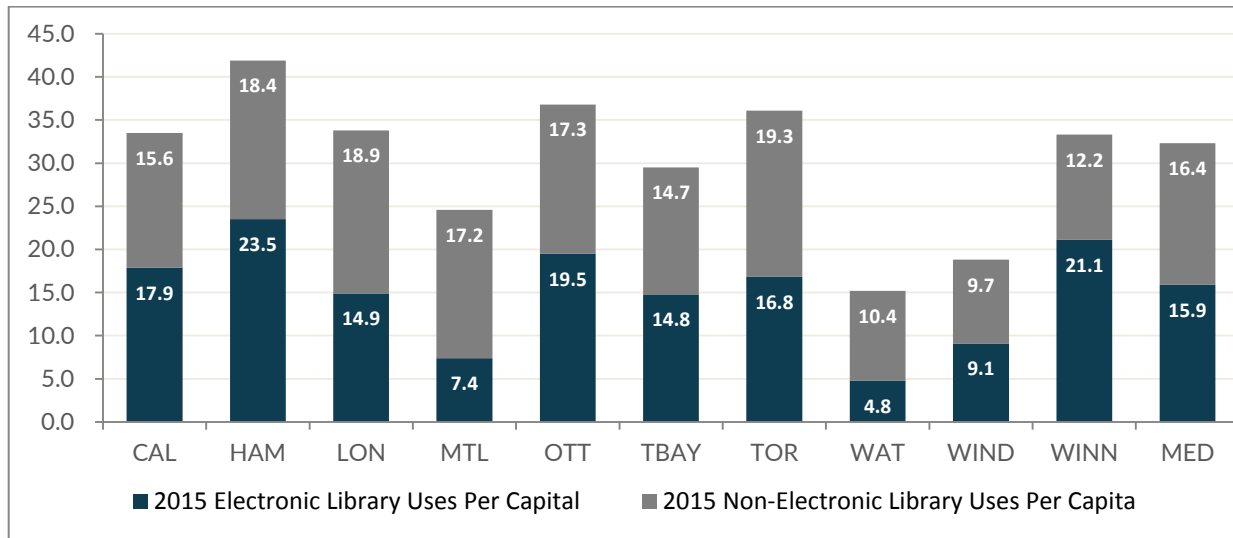
Use Types

*Mix and variety of services offered
and the resources to track the
different uses*

*For a full description of influencing factors,
please go to: www.mbncanada.ca*

Fig. 18.1 Annual Library Uses (Electronic and Non-Electronic) Per Capita

This graph shows the number of electronic and non-electronic library uses which equals the number of annual library uses per capita for 2015; and the tables provide three years of data.

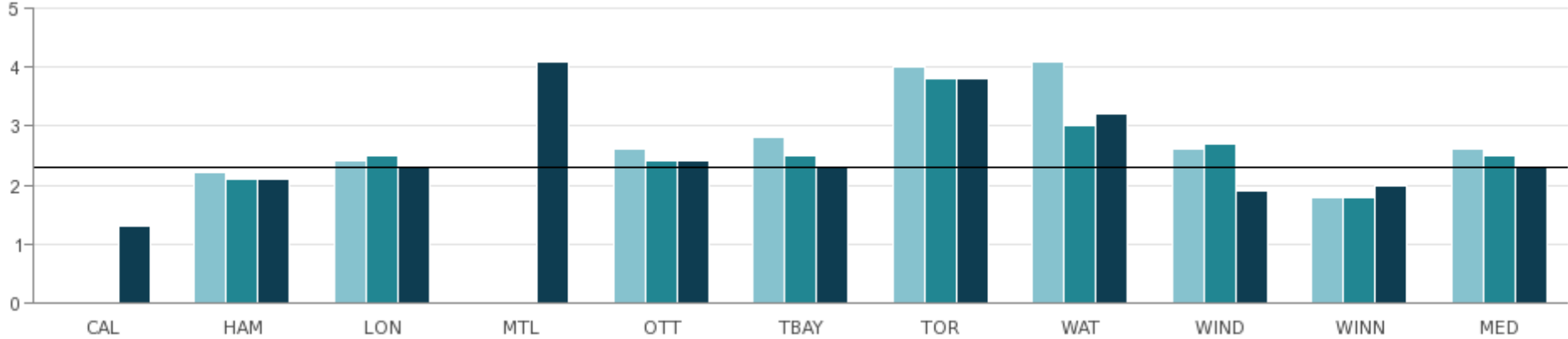


Municipality	Electronic Uses			Non-Electronic Uses			Annual Uses		
	2013	2014	2015	2013	2014	2015	2013	2014	2015
CAL	N/A	N/A	17.9	N/A	N/A	15.6	N/A	N/A	33.5
HAM	10.8	11.3	23.5	21.3	19.3	18.4	32.1	30.5	41.9
LON	16.5	14.2	14.9	20.9	19.6	18.9	37.4	33.8	33.7
MTL	4.1	4.7	7.4	12.9	12.9	17.2	17.1	17.7	24.6
OTT	15.0	17.1	19.5	18.5	17.9	17.3	33.5	35.0	36.8
TBAY	14.5	14.8	14.8	15.3	15.6	14.7	29.8	30.4	29.5
TOR	14.1	15.8	16.8	20.9	20.0	19.3	35.0	35.7	36.1
WAT	6.1	4.7	4.8	10.5	10.1	10.4	16.5	14.8	15.3
WIND	8.5	8.3	9.1	11.9	11.1	9.7	20.5	19.5	18.8
WINN	15.2	17.7	21.1	13.1	12.6	12.2	28.4	30.4	33.3
MED	14.1	14.2	15.9	15.3	15.6	16.4	29.8	30.4	33.4

Source: PLIB106 (Community Impact) PLIB107 (Community Impact) PLIB105M (Community Impact)

Fig. 18.2 Number of Library Holdings per Capita

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

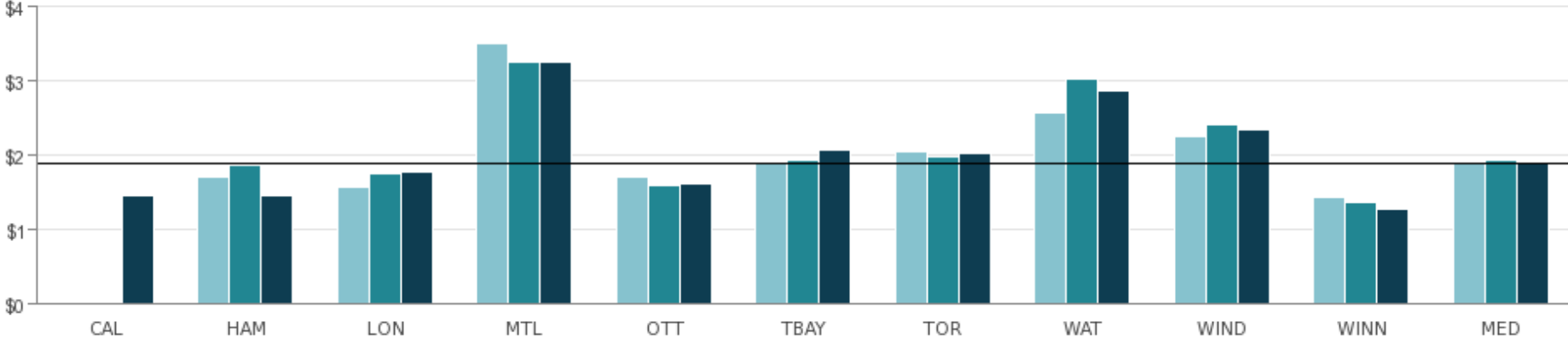


2013	N/A	2.2	2.4	N/A	2.6	2.8	4.0	4.1	2.6	1.8	2.6
2014	N/A	2.1	2.5	N/A	2.4	2.5	3.8	3.0	2.7	1.8	2.5
2015	1.3	2.1	2.3	4.1	2.4	2.3	3.8	3.2	1.9	2.0	2.3

Source: PLIB205 (Service Level)

Comment: The 2015 results for the City of Montreal include the Grande Bibliothèque du Québec (Central Library).

Fig. 18.3 Total Cost per Library Use



2013	N/A	\$1.71	\$1.57	\$3.51	\$1.71	\$1.91	\$2.04	\$2.56	\$2.25	\$1.43	\$1.91
2014	N/A	\$1.87	\$1.74	\$3.26	\$1.58	\$1.94	\$1.98	\$3.02	\$2.41	\$1.37	\$1.94
2015	\$1.46	\$1.46	\$1.77	\$3.25	\$1.62	\$2.06	\$2.02	\$2.87	\$2.34	\$1.28	\$1.90

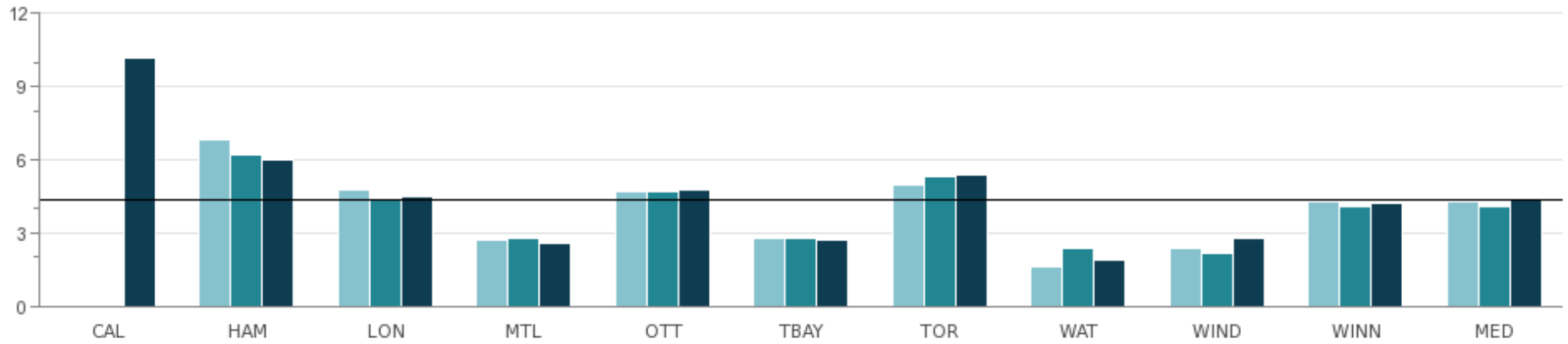
Source: PLIB305T (Efficiency)

Comments:

In 2013, Winnipeg`s decrease in cost per use reflects the capture of electronic uses not reported in previous years.

The results for Montreal include the Grande Bibliothèque du Québec (Central Library).

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



2013	N/A	6.8	4.8	2.7	4.7	2.8	5.0	1.6	2.4	4.3	4.3
2014	N/A	6.2	4.4	2.8	4.7	2.8	5.3	2.4	2.2	4.1	4.1
2015	10.2	6.0	4.5	2.6	4.8	2.7	5.4	1.9	2.8	4.2	4.4

Source: PLIB405 (Customer Service)

