

# LIBRARIES SNAPSHOT MEDIANS FOR 2016



AN ITEM IS  
BORROWED  
**3.5 times/yr**

PLIB405 (CUSTOMER SERVICE)



**\$2.01**  
TOTAL COST FOR  
LIBRARIES  
PER USE

PLIB305T (EFFICIENCY)

**14.5** ELECTRONIC  
**15.6** NON-ELECTRONIC  
LIBRARY  
USES  
per person

PLIB106, PLIB107 (COMMUNITY IMPACT)

## KEEP IN MIND:

### Influencing Factors

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



#### Service Level

*Library Boards oversee the number and size of library branches, and hours of operation and other service delivery models including policies on the use of library resources by non-residents and eligibility for free service*



#### Resources

*Variety of formats (print, audio, electronic) including language selection, and in depth reference and special collections.*



#### Use Types

*Mix and variety of services offered including range of program offerings, which will affect staffing levels and costs*



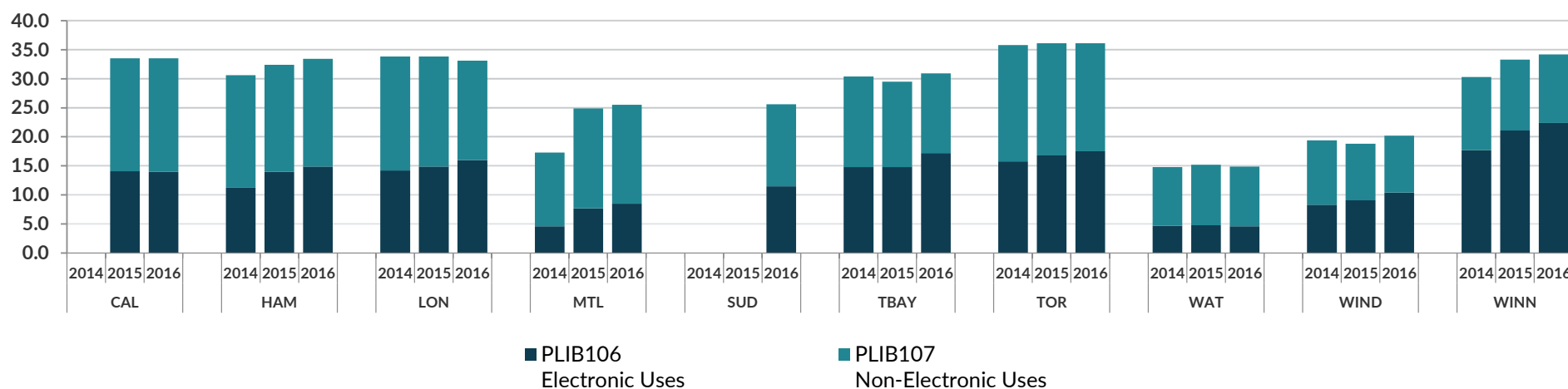
#### Processes & Systems

*Systems used to track uses and extrapolation of typical week survey results will affect reported uses*

*For a full description of influencing factors, please go to: [www.mbncanada.ca](http://www.mbncanada.ca)*

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

This graph shows the sum of electronic uses (computer workstation uses, wireless connections, electronic database uses, electronic circulation, electronic reference transactions, electronic visits, etc.) and non-electronic uses (circulation, program attendance, in-library material use, standard reference transactions, library visits, etc.).



**Electronic Uses per Capita**

	CAL	HAM	LON	MTL	SUD	TBAY	TOR	WAT	WIND	WINN	MEDIAN
2014	N/A	11.3	14.2	4.6	N/A	14.8	15.8	4.7	8.3	17.7	12.8
2015	14.1	14.0	14.9	7.7	N/A	14.8	16.8	4.8	9.1	21.1	14.1
2016	14.0	14.9	16.0	8.5	11.5	17.2	17.5	4.6	10.4	22.4	14.5

Source: PLIB106 (Community Impact)

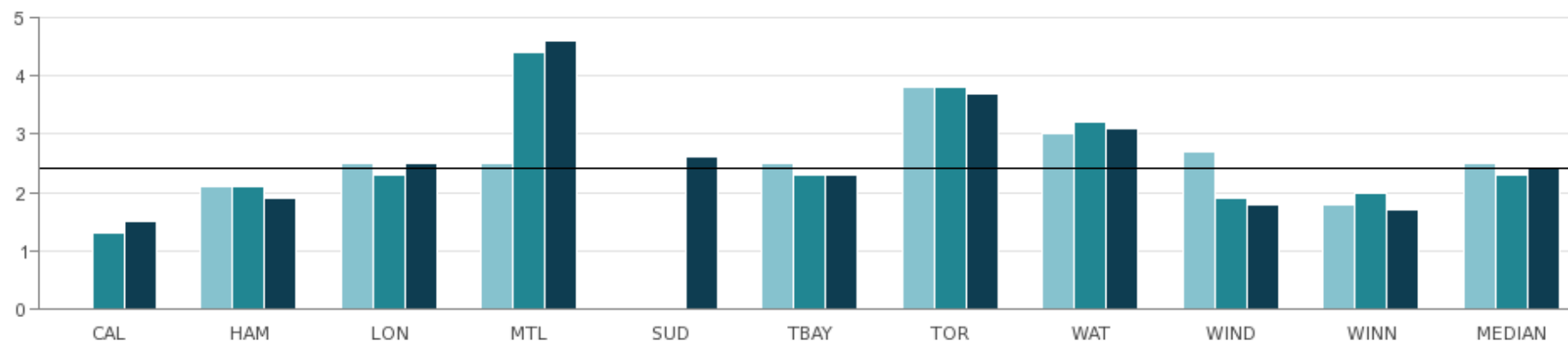
**Non-Electronic Uses per Capita**

2014	N/A	19.3	19.6	12.7	N/A	15.6	20.0	10.1	11.1	12.6	14.2
2015	19.4	18.4	18.9	17.2	N/A	14.7	19.3	10.4	9.7	12.2	17.2
2016	19.5	18.5	17.1	17.0	14.1	13.7	18.6	10.3	9.8	11.8	15.6

Source: PLIB107 (Community Impact)

**Fig. 18.2 Number of Library Holdings per Capita**

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



2014	N/A	2.1	2.5	2.5	N/A	2.5	3.8	3.0	2.7	1.8	2.5
2015	1.3	2.1	2.3	4.4	N/A	2.3	3.8	3.2	1.9	2.0	2.3
2016	1.5	1.9	2.5	4.6	2.6	2.3	3.7	3.1	1.8	1.7	2.4

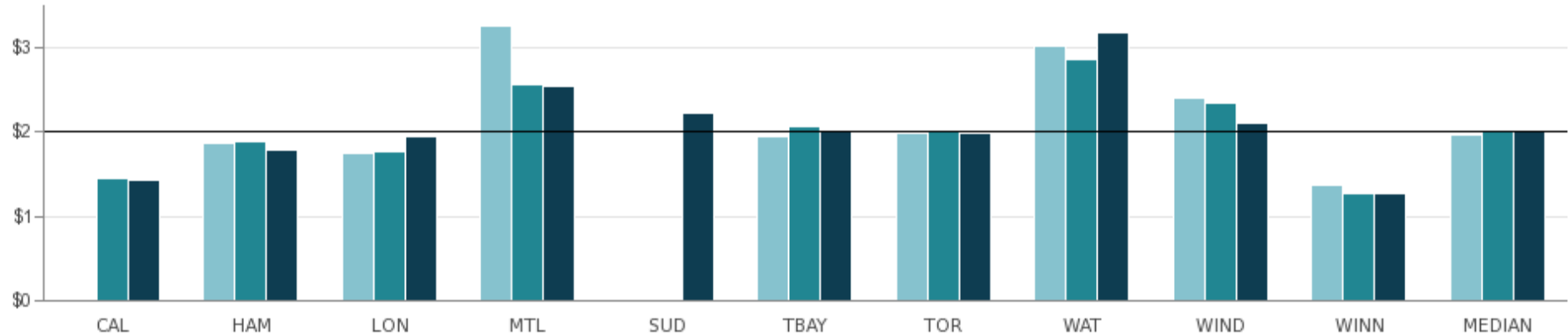
Source: PLIB205 (Service Level)

Comment:

In 2015, the City of Montreal added the Grande Bibliothèque du Québec (Central Library) in their calculation which accounts for the increase between 2014 and 2015.

### Fig. 18.3 Total Cost per Library Use

This measure includes operating costs to operate library branches and provide paper and electronic resources for citizens.



2014	N/A	\$1.87	\$1.74	\$3.26	N/A	\$1.94	\$1.98	\$3.02	\$2.41	\$1.37	\$1.96
2015	\$1.46	\$1.88	\$1.77	\$2.56	N/A	\$2.06	\$2.02	\$2.87	\$2.34	\$1.28	\$2.02
2016	\$1.43	\$1.78	\$1.95	\$2.55	\$2.23	\$2.03	\$1.98	\$3.19	\$2.10	\$1.27	\$2.01

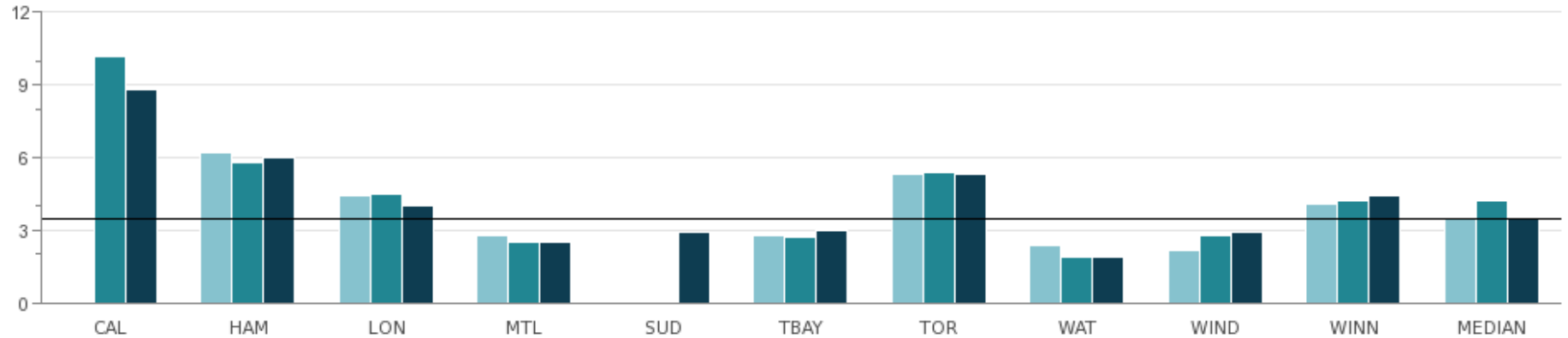
Source: PLIB305T (Efficiency)

Comment:

In 2015, the City of Montreal added the Grande Bibliothèque du Québec (Central Library) in their calculation which accounts for the increase between 2014 and 2015.

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

Circulating items include print material and electronic media.



2014	N/A	6.2	4.4	2.8	N/A	2.8	5.3	2.4	2.2	4.1	3.5
2015	10.2	5.8	4.5	2.5	N/A	2.7	5.4	1.9	2.8	4.2	4.2
2016	8.8	6.0	4.0	2.5	2.9	3.0	5.3	1.9	2.9	4.4	3.5

Source: PLIB405 (Customer Service)

