

LIBRARIES



VALUE PROPOSITION

I expect my libraries to connect me to high-quality information that is accessible, affordable and convenient, and contributes to the educational, cultural, and economic well-being of my community.

KEEP IN MIND: Influencing Factors

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



Processes & Systems

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



Resources

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



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



Use Types

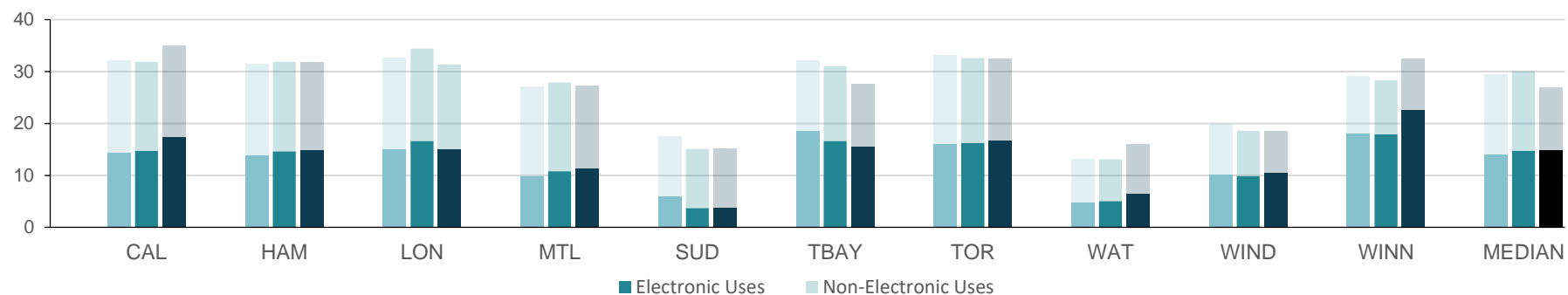
Mix and variety of services offered including range of program offerings, which will affect staffing levels and costs

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

Libraries

Figure 18.1 Number of Electronic and Non-Electronic Library Uses 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.).



	CAL	HAM	LON	MTL	SUD	TBAY	TOR	WAT	WIND	WINN	MEDIAN
Electronic Uses Per Capita	Source PLIB106 (Community Impact)										
2017	14.4	13.8	15.1	9.9	5.9	18.6	16.0	4.7	10.2	18.1	14.1
2018	14.7	14.6	16.6	10.8	3.7	16.6	16.2	5.0	9.8	17.9	14.7
2019	17.3	14.9	15.1	11.3	3.8	15.5	16.7	6.4	10.5	22.6	15.0

	CAL	HAM	LON	MTL	SUD	TBAY	TOR	WAT	WIND	WINN	MEDIAN
Non-Electronic Uses Per Capita	Source: PLIB107 (Community Impact)										
2017	17.7	17.7	17.5	17.3	11.6	13.5	17.2	8.4	9.6	11.0	15.4
2018	17.2	17.3	17.8	17.1	11.4	14.4	16.4	8.1	8.8	10.4	15.4
2019	17.7	16.9	16.2	15.9	11.4	12.1	15.7	9.6	8.0	9.9	13.9

Calgary: The increase in 2019 is due to annual wireless use which has increased substantially due to automatically connecting returning customers to the library's wi-fi they have used in the past.

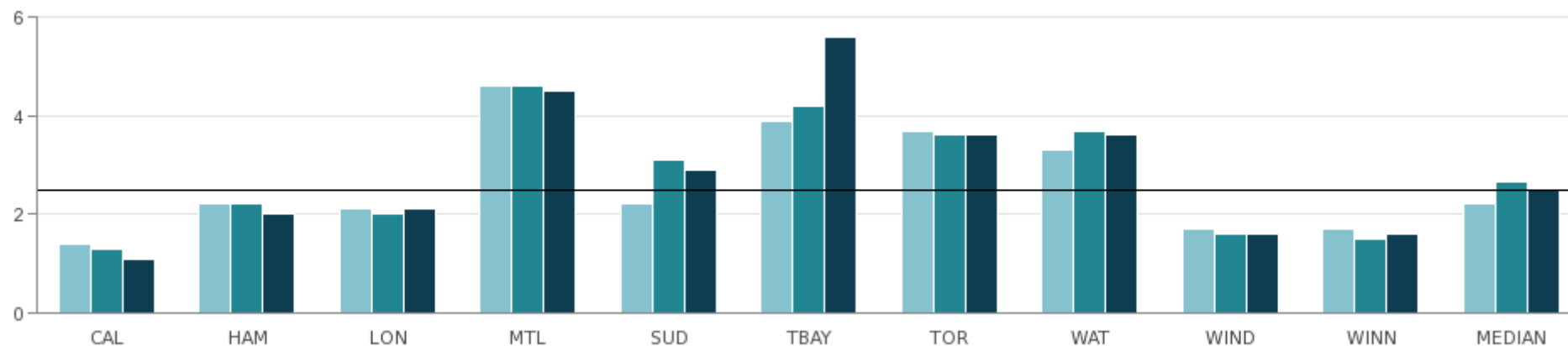
Waterloo: The 2019 increase is due to the addition of electronic resources, changes in program offerings and methodology, which increased program attendance and improved data collection methods for electronic transactions.

Winnipeg: The increase reflects multiple library branches reopening throughout the year after renovations in 2019. Overall service hours are not at full capacity due to 78 weeks of library renovation closures.

Libraries

Figure 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).



2017	1.4	2.2	2.1	4.6	2.2	3.9	3.7	3.3	1.7	1.7	2.2
2018	1.3	2.2	2.0	4.6	3.1	4.2	3.6	3.7	1.6	1.5	2.7
2019	1.1	2.0	2.1	4.5	2.9	5.6	3.6	3.6	1.6	1.6	2.5

Source: PLIB205 (Service Level)

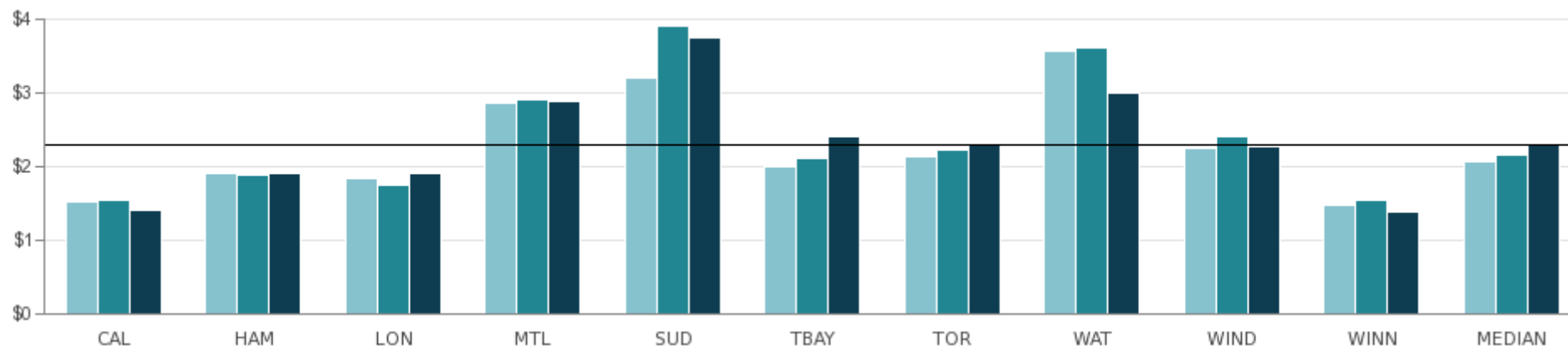
Calgary: Electronic (digital) items have become difficult to measure as separate items and are categorized as electronic resources, not holdings. This is due to streaming or spontaneous use options, which means the library does not own any one copy of an item.

Thunder Bay: In 2019, the City changed consortium purchase of databases which resulted in duplication of services for a portion of the year.

Libraries

Figure 18.3 Total Cost for Libraries per Use

This measure reflects all costs to provide a wide range of library services including access, collections, technology, programs and staff expertise.



2017	\$1.51	\$1.90	\$1.85	\$2.86	\$3.21	\$2.01	\$2.14	\$3.57	\$2.26	\$1.48	\$2.08
2018	\$1.55	\$1.88	\$1.75	\$2.92	\$3.91	\$2.12	\$2.22	\$3.62	\$2.41	\$1.54	\$2.17
2019	\$1.41	\$1.90	\$1.90	\$2.88	\$3.76	\$2.40	\$2.29	\$3.01	\$2.28	\$1.39	\$2.29

Source: PLIB305T (Efficiency)

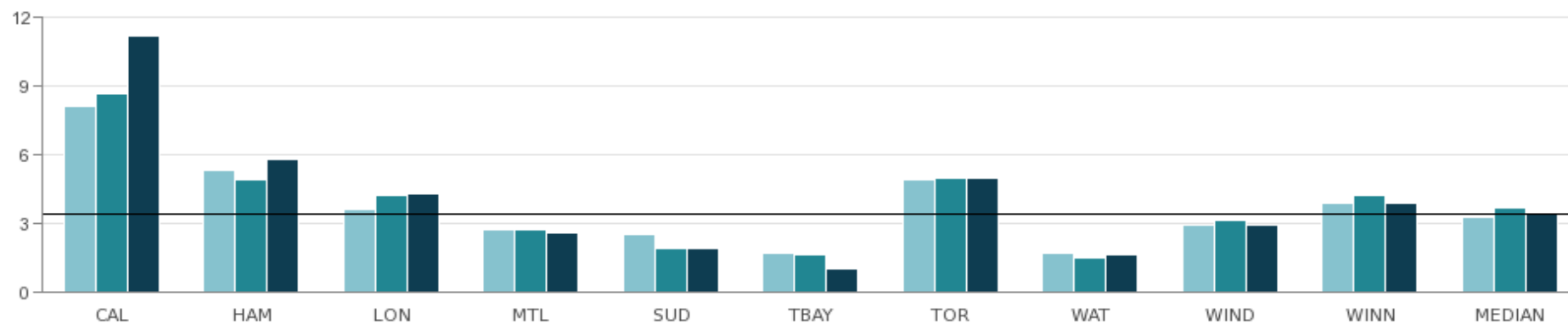
Thunder Bay: 2019 reflects increased costs for utilities and electronic material as well as extra staff intercultural training costs.

Waterloo: 2019 reduction in cost per use is due to increased overall usage.

Libraries

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

Circulating items include print material and electronic media.



2017	8.1	5.3	3.6	2.7	2.5	1.7	4.9	1.7	2.9	3.9	3.3
2018	8.7	4.9	4.2	2.7	1.9	1.6	5.0	1.5	3.1	4.2	3.7
2019	11.2	5.8	4.3	2.6	1.9	1.0	5.0	1.6	2.9	3.9	3.4

Source: PLIB405 (Customer Service)

Calgary: Electronic (digital) items have become difficult to measure as separate items and are categorized as electronic resources, not holdings. This is due to streaming or spontaneous use options, which means the library does not own any one copy of an item.

Hamilton: Weeding of physical collection resumed in 2019 while electronic collections showed strong growth in circulation.

Thunder Bay: The City changed consortium purchase of databases which resulted in duplication of services for a portion of the year.

Waterloo: 2019 increased turnover due to increased circulation and reduction in item count as a result of records maintenance.

