

# LIBRARIES

## VALUE STATEMENT

*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.*

# LIBRARIES

## What is this Service?

Libraries are critical community hubs that help act as change agents in order to meet the diverse needs of individuals and communities. They foster literacy, life-long learning and support a love of exploration in all people. Libraries facilitate social connections and provide a wide variety of entertainment and information options and experiences. Libraries also provide support for newcomers and job seekers and build diverse and inclusive communities. They bridge the digital divide in providing equitable access to help individuals and communities transition to a global, knowledge-based economy.

## Services May Include:

Providing equitable and inclusive access to:

- Physical and digital collections of books, periodicals, magazines, and audio-visual materials.
- Unique items, such as musical instruments, outdoor equipment, gardening tools.
- Technology, STEM related collections and digital coaching.
- Welcoming spaces for study, play and other community uses.
- Reference and referral services to provide information and advice.
- Outreach, partnerships and community support initiatives.
- Diverse programming, including educational, cultural and entertainment experiences.

These services are delivered within the library and beyond through the virtual library and collaborative resource sharing networks.

## Influencing Factors:

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

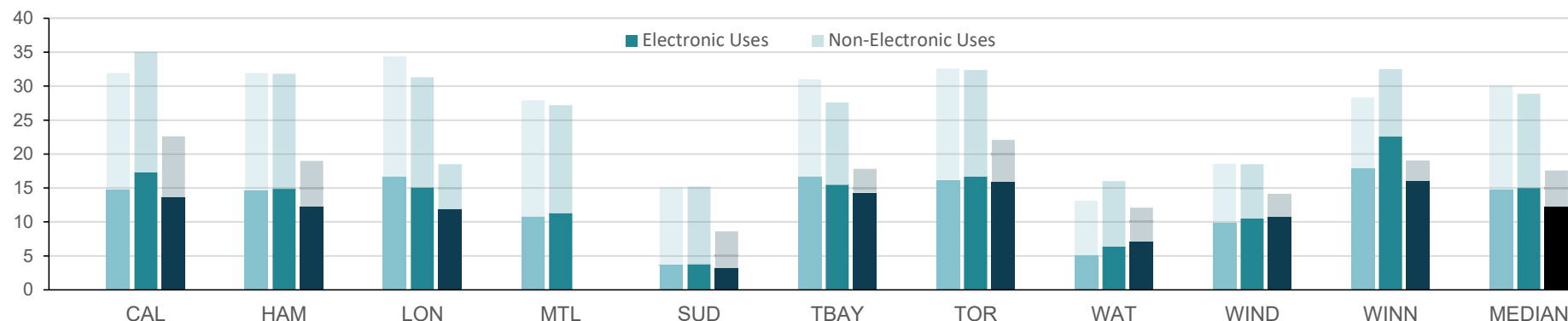
## Extenuating Circumstances:

- **COVID-19 Pandemic:** Library locations across all municipalities were closed or offered reduced services due to Public Health Orders (Provincial Stay-at-Home Orders) throughout the pandemic. Restrictions put in place required the restructuring of library services provision and delivery which included switching to an online format for programming and resources, as well as the development of curbside pickup options. These changes were put in place during a time of reduced service hours and staffing. The use of digital resources rose significantly but did not match the decline in use of physical and in-person materials and technology (public computers) resulting in an overall reduction in usage. When libraries were able to open, they opened at reduced capacity with social distancing requirements, and phased-in services. Some municipalities re-deployed their library staff to support the pandemic response and assist the vulnerable and marginalized communities.

## 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.).



Electronic Uses Per Capita											Source: PLIB106 (Community Impact)
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
2020	9.0	6.8	6.7	N/A	5.4	3.5	6.3	5.1	3.4	3.0	5.4

Non-Electronic Uses Per Capita											Source: PLIB107 (Community Impact)
--------------------------------	--	--	--	--	--	--	--	--	--	--	------------------------------------

**Calgary:** The increase in 2019 was 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.

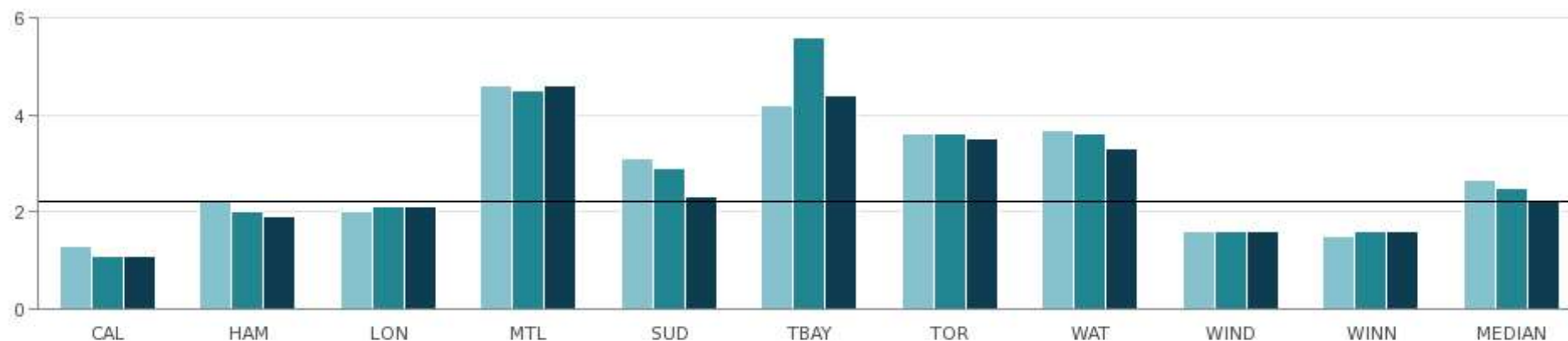
**Waterloo:** The 2019 increase was due to the addition of electronic resources, changes in program offerings and methodology, which increased program attendance and improved data collection methods for electronic transactions.

**Winnipeg:** The increase reflects multiple library branches reopening throughout the year after renovations in 2019. Overall service hours were 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).



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
2020	1.1	1.9	2.1	4.6	2.3	4.4	3.5	3.3	1.6	1.6	2.2

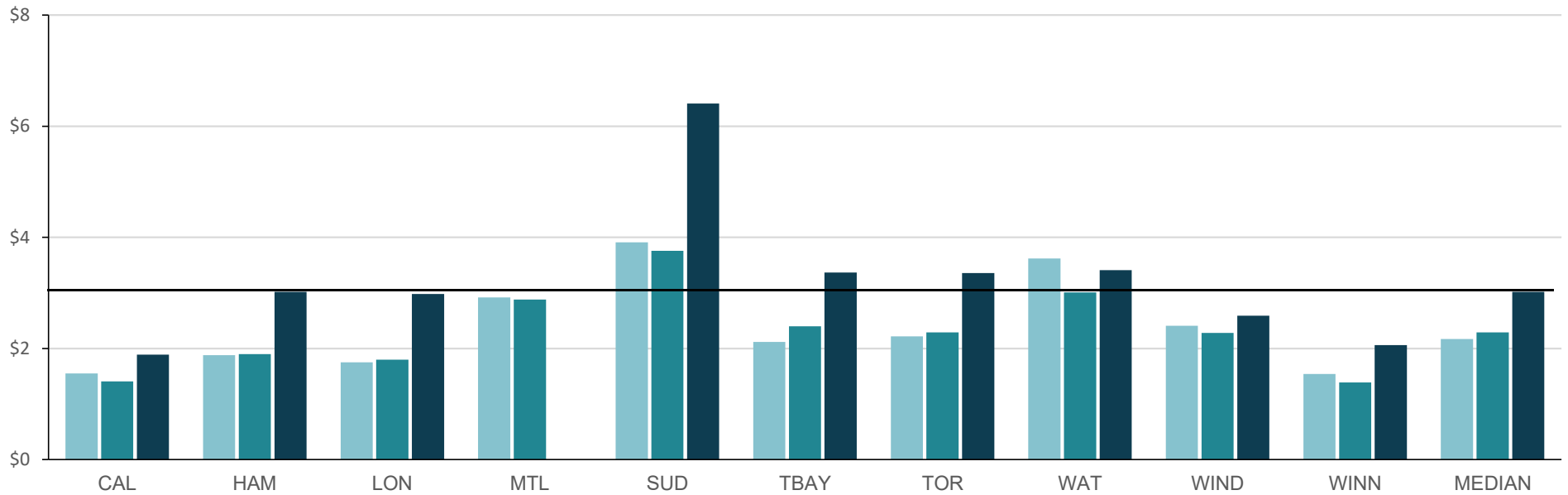
Source: PLIB205 (Service Level)

Thunder Bay: In 2019, the TBPL 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.



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	\$1.80	\$2.88	\$3.76	\$2.40	\$2.29	\$3.01	\$2.28	\$1.39	\$2.29
2020	\$1.89	\$3.02	\$2.98	N/A	\$6.41	\$3.37	\$3.36	\$3.41	\$2.59	\$2.06	\$3.02

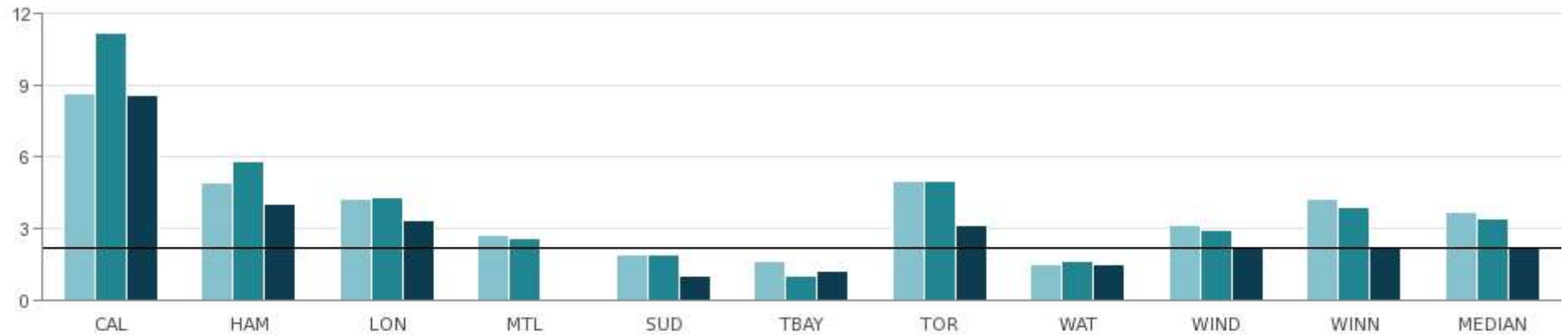
Source: PLIB305T (Efficiency)

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

## Libraries

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

Circulating items include print material and electronic media.



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
2020	8.6	4.0	3.3	N/A	1.0	1.2	3.1	1.5	2.2	2.2	2.2

Source: PLIB405 (Customer Service)