

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.

Objectives 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:

1. 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.
2. Resources: Variety of formats (print, audio, digital) including language selection, and in-depth reference and special collections.
3. Use Types: Mix and variety of services offered including range of program offerings, which will affect staffing levels and costs.
4. Processes and systems: Systems used to track uses and extrapolation of typical week survey results will affect reported uses.

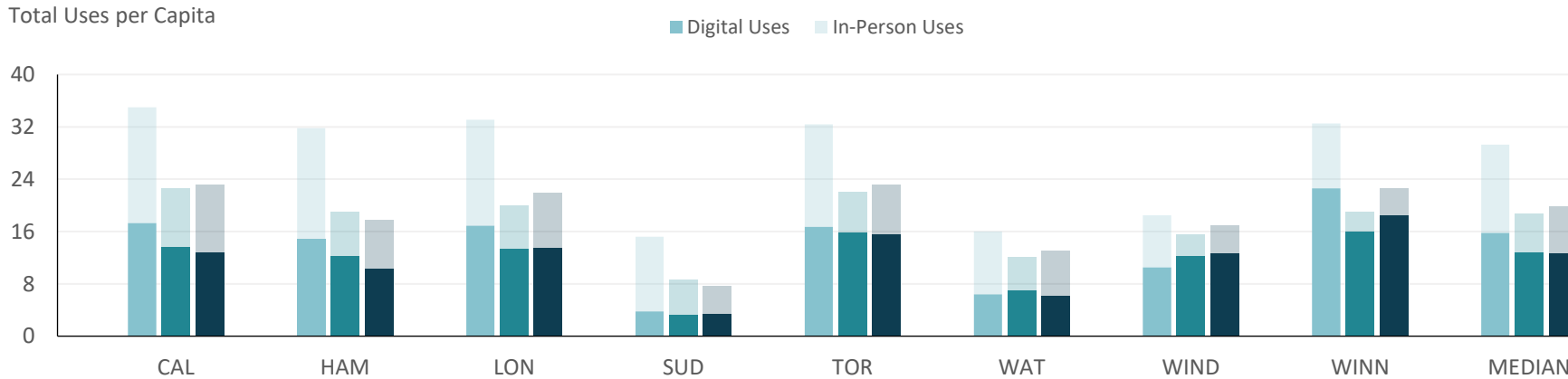
Extenuating Circumstances:

- **COVID-19 Pandemic:** Library locations across all municipalities offered reduced services due to varying Public Health Orders throughout the pandemic. Library services continued to provide online formats for programming and resources, as well as curbside pickup options and resource delivery. The use of digital resources continued to be higher than pre-pandemic levels. When libraries were able to open, they opened at reduced capacity with social distancing requirements, and phased-in services. Information requests increased due to vaccine passport services such as assistance with downloading, printing, and laminating. Some municipalities re-deployed library staff to support the pandemic response and assist the vulnerable and marginalized communities.

Libraries

PLIB105 - Annual Library Uses (Digital and In-Person) per Capita

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



Digital Uses Per Capita (PLIB106)

2019	17.3	14.9	16.9	3.8	16.7	6.4	10.5	22.6	15.8
2020	13.6	12.2	13.3	3.2	15.8	7.0	12.2	16.0	12.8
2021	12.8	10.3	13.5	3.4	15.6	6.2	12.6	18.4	12.7

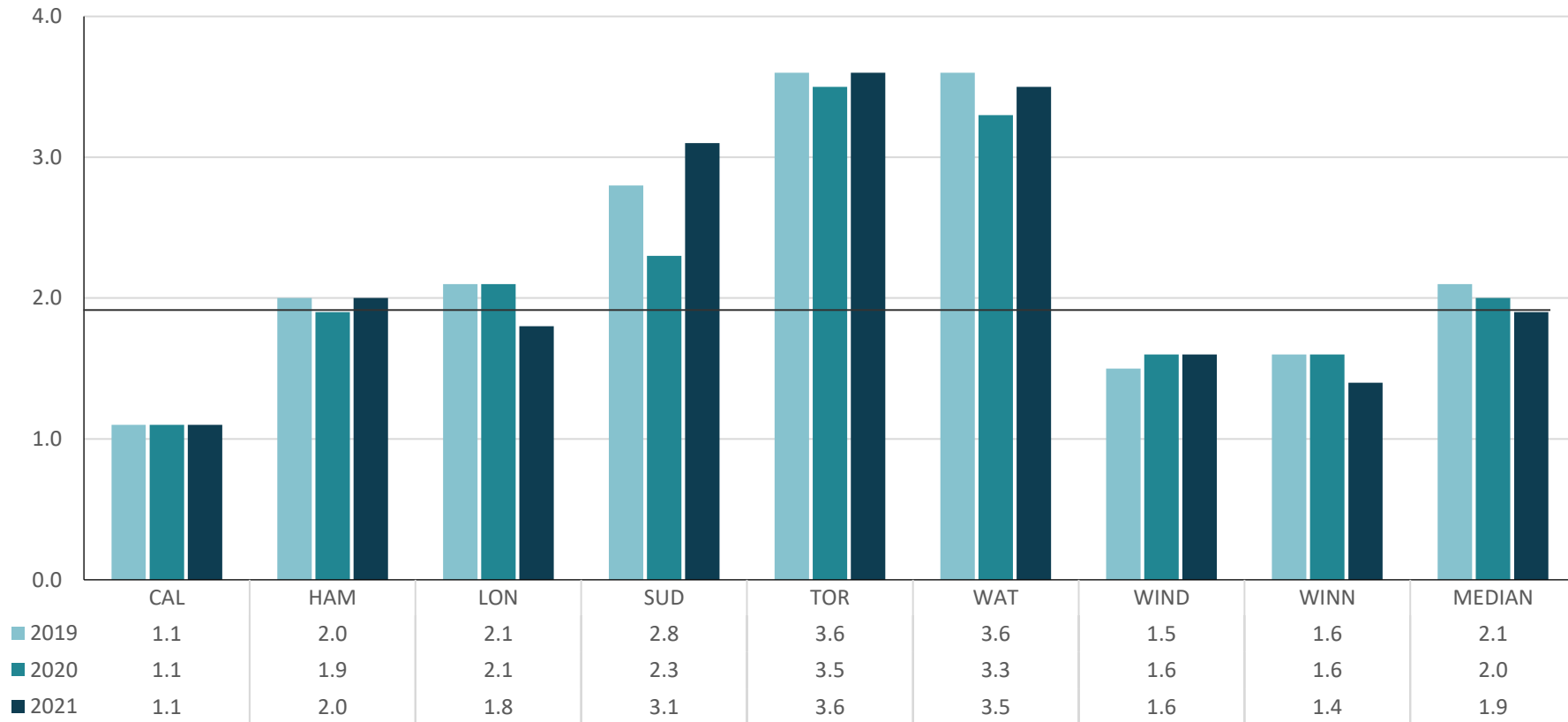
In-Person Uses Per Capita (PLIB107)

2019	17.7	16.9	16.2	2.8	15.7	9.6	8.0	9.9	13.5
2020	9.0	6.8	6.7	5.4	6.3	5.1	3.4	3.9	5.9
2021	10.3	7.4	8.4	4.2	7.5	6.8	4.3	4.2	7.1

Libraries

PLIB205 - Number of Library Holdings Per Capita

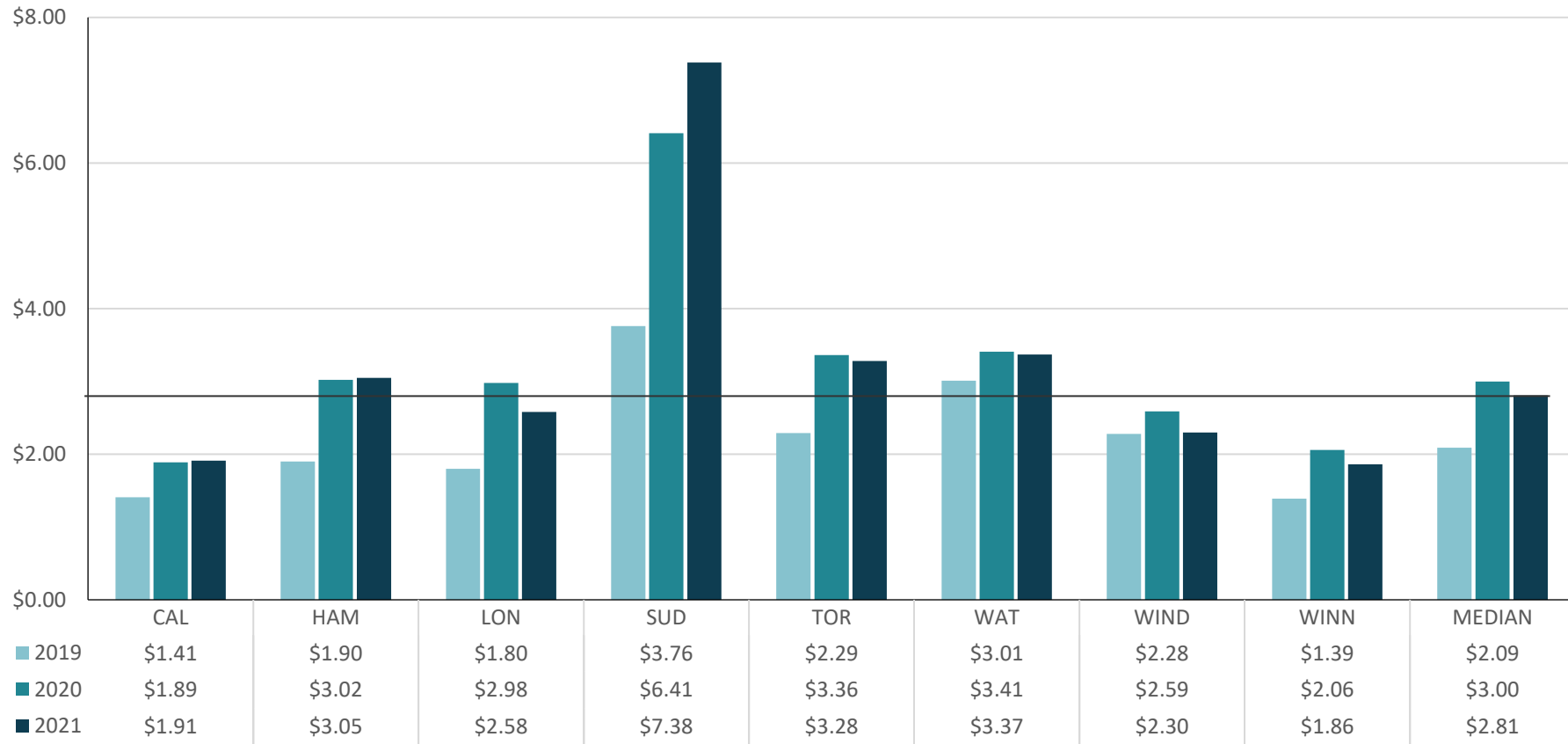
Library holdings include physical formats (reference collections, circulating/borrowing collections and periodicals); and digital media (CDs/DVDs, MP3 materials, audio books and eBooks).



Libraries

PLIB305T - 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.



Libraries

PLIB405 - Average Number of Times in Year Circulating Items are Borrowed (Turnover)

Circulating items include physical and digital media.

