

## 8. LIBRARY SERVICES

Library Services are an important resource to meet the changing needs of individuals and communities by fostering literacy and life-long learning. Libraries also provide support for newcomers and job seekers, and build diverse communities. They address the digital divide and help individuals and communities transition to a global, knowledge-based economy.

Library Services meet these objectives through the provision of:

- collections of books, periodicals, magazines and articles
- reference and referral services to provide information and advice
- access to technology and digital content
- individual study space as well as community meeting rooms
- outreach and partnerships initiatives

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

### **What should you consider when reviewing these results?**

Each municipality's results are influenced to varying degrees by a number of factors including:

- access: number and size of branches and hours of operation mean municipalities with lower population densities may require more library branches and more service hours to provide residents services within a reasonable distance
- collections: size and mix, as well as number of languages supported
- programs: range of public programs
- library use: mix, variety and depth of library uses and the varying amount of staff resources
- web services: availability and degree of investment
- demographics: socio-economic and cultural make-up of the population served

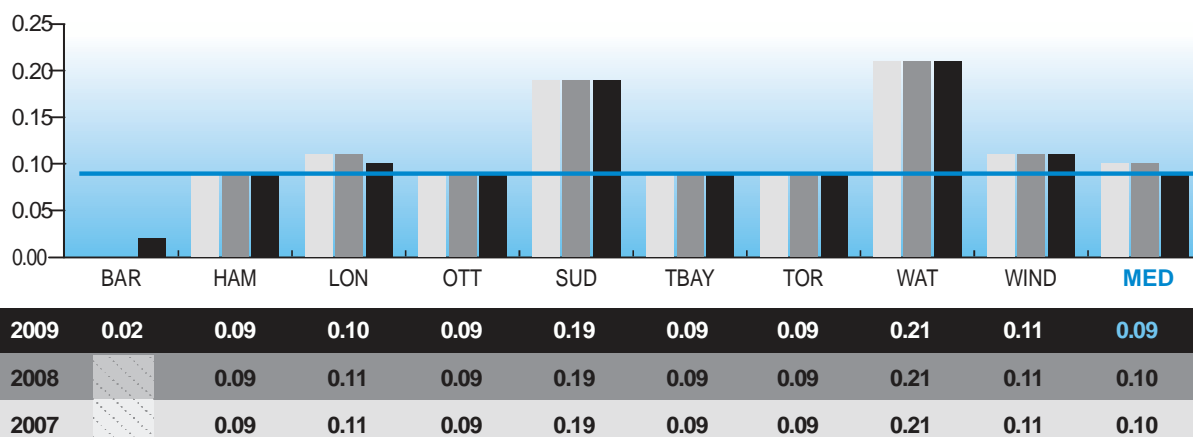
*NOTE:* The Region of Waterloo provides library services to four rural townships only. Their results do not include the cities of Cambridge, Kitchener or Waterloo.

## LIBRARY SERVICES

### What are the results?

#### How many hours are libraries open?

Fig. 8.1 Annual Number of Library Service Hours per Capita

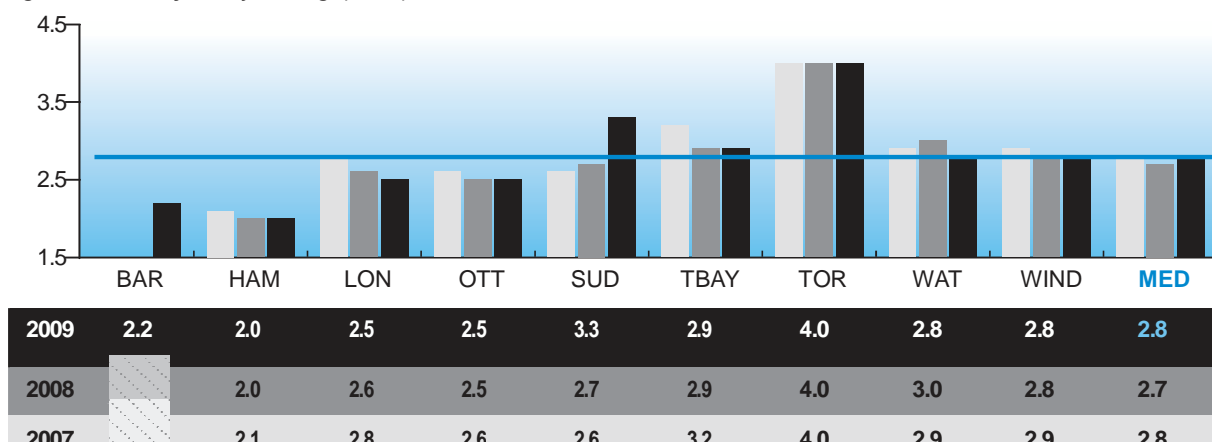


Source: PLIB201 (Service Level)

Figure 8.1 compares the number of hours per capita that all library branches were open in the year, regardless of size. The results exclude on-line services and outreach services such as bookmobiles.

#### How many holdings do libraries have?

Fig. 8.2 Number of Library Holdings per Capita



Source: PLIB205 (Service Level)

Figure 8.2 provides an indication of the size of library holdings, however it does not reflect how current or up-to-date a collection may be. There are two types of holdings – print, which include reference collections, circulating/ borrowing collections and periodicals; and electronic media which include CDs/DVDs, MP3 materials and audio books.

## LIBRARY SERVICES

### How many times were libraries used?

Fig. 8.3 Total Electronic and Non-electronic Uses per Capita

Municipality	Electronic Library Uses per Capita			Non-Electronic Library Uses per Capita			Total Library Uses per Capita		
	2009	2008	2007	2009	2008	2007	2009	2008	2007
Barrie	19.0			16.5			35.5		
Hamilton	6.5	6.8	7.4	21.6	19.8	19.3	28.1	26.6	26.7
London	14.6	13.2	8.7	22.0	21.2	20.5	36.6	34.4	29.2
Ottawa	9.5	7.8	7.0	20.8	20.3	18.9	30.3	28.1	25.9
Greater Sudbury	6.0	5.3	5.2	15.8	18.0	18.4	21.8	23.3	23.6
Thunder Bay	9.5	8.2	10.1	16.5	16.4	13.7	26.0	24.6	23.8
Toronto	12.2	12.7	12.3	21.7	20.5	20.5	33.9	33.2	32.8
Waterloo	3.3	2.8	3.3	12.8	12.5	11.4	16.1	15.3	14.7
Windsor	4.1	4.1	4.5	14.8	15.6	14.6	18.9	19.7	19.1
<b>Median</b>	<b>9.5</b>	<b>7.3</b>	<b>7.2</b>	<b>16.5</b>	<b>18.9</b>	<b>18.6</b>	<b>28.1</b>	<b>25.6</b>	<b>24.9</b>

Source PLIB106, 107, 105 (Community Impact)

Figure 8.3 summarizes the total of electronic and non-electronic library uses on a per capita basis.

Electronic library use is a growing service channel of many library systems. It includes:

- the use of computers in libraries
- on-line collections available in branches
- 24-hour access to library web services and collections from home, work or school

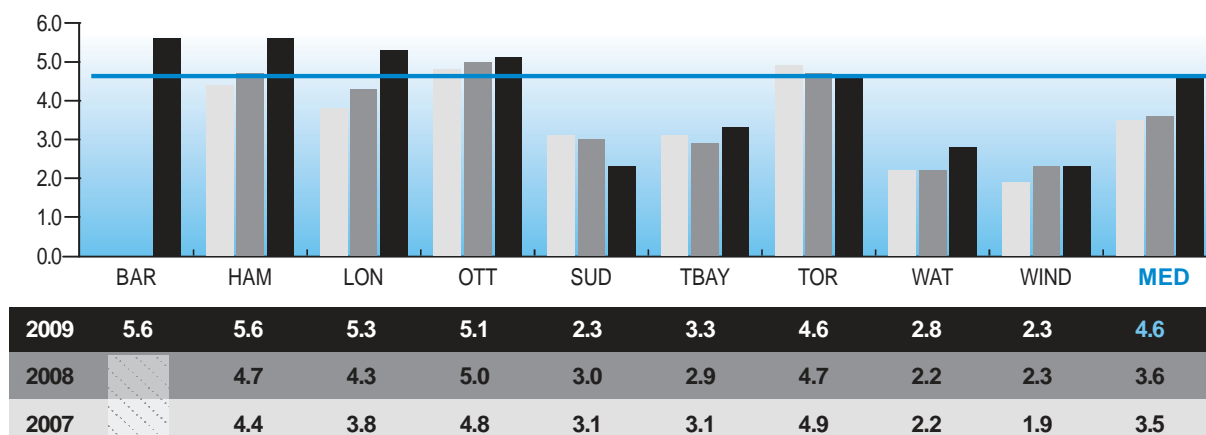
Non-electronic library uses include:

- a visit to a library branch
- borrowing materials
- reference questions
- use of materials within the branch
- attendance at programs

## LIBRARY SERVICES

### How many times is each item borrowed from a library?

Fig. 8.4 Average Number of Times in Year Circulating Items are Borrowed (Turnover)

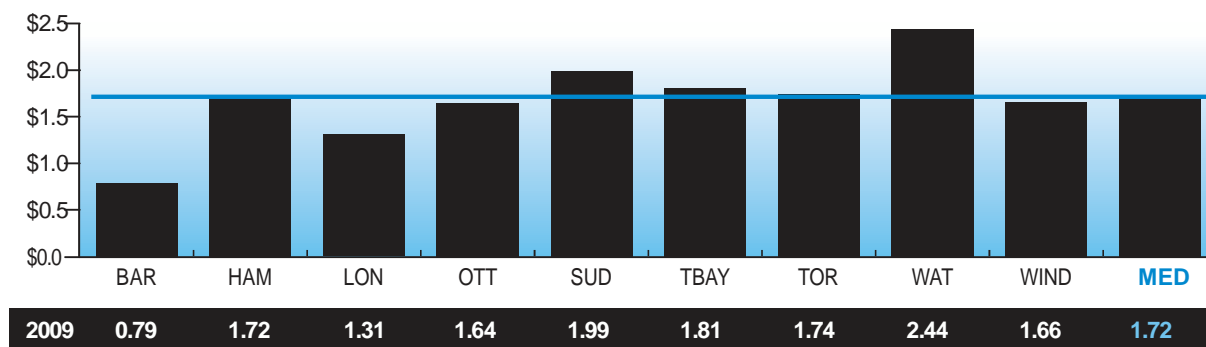


Source: PLIB405 (Customer Service)

Figure 8.4 shows the number of times items are borrowed in a year. This is one way the quality of a library's collection can be evaluated. Generally, if an item has been borrowed many times in a year, it is an indication of how popular and relevant the item is to users.

### How much does it cost for each library use?

Fig. 8.5 Library Operating Cost per Use (MPMP)



Source: PLIB305M (Efficiency)

Figure 8.5 reflects the cost per library use, which includes all the different types of electronic and non-electronic library uses described earlier.