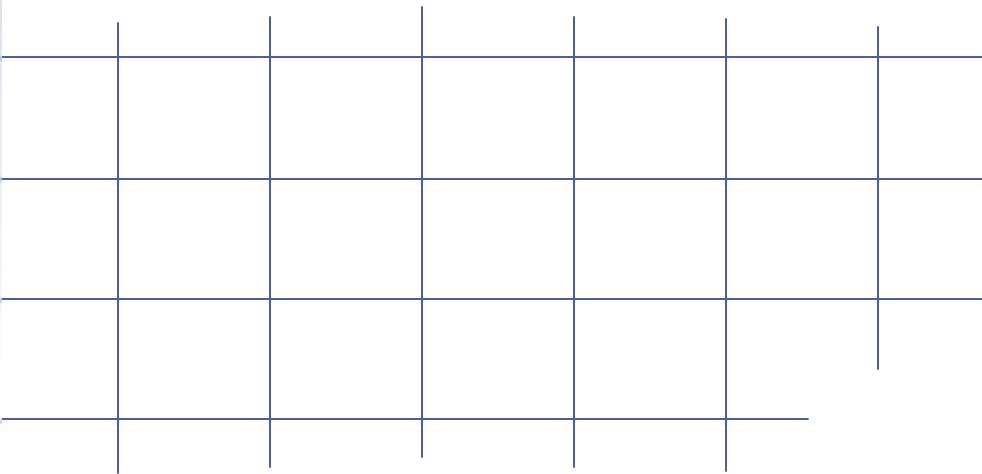
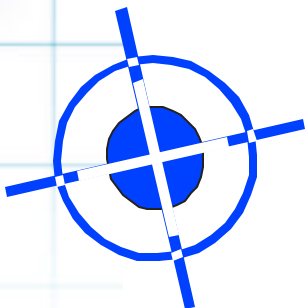


National Core Library Statistics Program: Statistical Report 1996





National Core Library Statistics Program Statistical Report, 1996:

**Cultural and Economic Impact on Canadian Society of
Public, Academic, and Special Libraries**

by

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Executive Summary

Canada's National Core Library Statistics Program is designed to capture several key indicators of the broad impact on Canadian society of library services provided by the public, academic, and special library sectors. Library service impacts are broadly organized into cultural and economic. A total of 1,643 libraries participated in the 1996 survey.

The survey shows that librarians participating in the National Core Library Statistics Program for 1996 provided impressive cultural and economic benefits to the people of Canada that year:

- 30 million inquiries were made by library users, on average 82,000 per day
- 276 million publications (print and other materials) were borrowed by library users and an additional 90 to 140 million items were consulted on site, for an overall average of more than 1 million items in use every day of the year
- another 1 million items were borrowed by librarians from other libraries to satisfy library user requests for materials
- an infrastructure of more than 25,000 library staff, more than 280 million publications, 850,000 serial subscriptions, and 4,000 service points
- \$1.4 billion in total expenditures to provide library services.

The economic purchasing power of Canadian librarians in the public, academic, and special library sectors is especially notable. So too is their determined investment in collection infrastructure: more than \$320 million were spent in 1996 to expand collection holdings then totaling almost 300 million items. Such investment and infrastructure are not only substantial but also virtually impossible to put a dollar value on, particularly when value added services of organizing, displaying, housing, and maintaining are factored in.

Median statistics for the three years of data collected in the Program, 1994 through 1996, show that patterns of library use and resources have not changed appreciably across the country during this period.

When all other libraries in the country are combined with those reporting in the 1996 survey, it is clear that total library usage in Canada far exceeds the levels reported by the Program. Total inquiries in 1996 are estimated to have been on the order of 50 to 100 million transactions, and total use of materials both on- and off-site more than 1 billion items. It is also estimated that library service expenditures in 1996 exceeded \$2 billion, and may have been as high as \$3 billion to \$4 billion. However, more work needs to be done on these kinds of aggregate estimates of library activity and impact across the country, as they go beyond the scope of the present report.

Several important dimensions of library service are not captured at present in the National Core Library Statistics Program, in particular unassisted use of

electronic information. Given the complex nature of library services and impacts, the challenge in the future is to move beyond traditional measures to articulate a conception of library value that is at once multidimensional and yet also standardized and universal.

We should remember, however, that in the quest for quantitative description, each and every library transaction represents a “moment of truth” in the lives of Canadian library users, an opportunity for personal and professional satisfaction and growth. That is what a service orientation means.

Introduction

The National Core Library Statistics Program was established as a partnership venture to coordinate, collect, analyze, and report library statistics in Canada. It is a collaborative effort of the National Library of Canada and an advisory committee comprised of representatives of various library associations and agencies. Partners for the 1996 survey were the Association pour l'avancement des sciences et des techniques de la documentation (ASTED), the Canadian Council of Library Schools, the Canadian Association of Research Libraries (CARL), the Canadian Association of Small University Libraries (CASUL), the Canadian Association of Special Libraries and Information Services (CASLIS), the Canadian Library Association (CLA), the Council of Administrators of Large Urban Public Libraries (CALUPL), and the Provincial and Territorial Library Directors Council (PTLDC).

The first year of operation was 1995-1996, during which 1994 library statistics were collected. In 1997-1998, statistics for 1995 were similarly processed, and in 1998-1999, the third consecutive year of the Program was completed covering 1996 statistics. Plans are underway to continue the Program, but not necessarily annually.

The types of libraries currently included in the Program fall into three broadly defined sectors: public, academic, and special libraries. School libraries have not been represented in the Program so far, although public libraries housed in schools are included.

The Program is designed to capture several key indicators of the overall impact on Canadian society of library services provided by the public, academic, and special library sectors. These impacts can be broadly organized into cultural and economic.

The Program produces national statistics on Canadian libraries in the three sectors currently participating and cross-comparative analysis of findings for 24 key library measures. It is the first national program to develop profiles of libraries in Canada, providing a new foundation and welcome resource for planning, social policy development, and advocacy. A uniform data collection process makes other contributions too, providing descriptive data for longitudinal studies, comparative studies, statistical relationship studies, and local management funding decisions.

It is hoped that this report will be of value to librarians and library policy makers, publishers and vendors, authors, educators, government officials, and social policy analysts in understanding the significant contribution that Canadian librarians make to social progress and economic growth every day everywhere

across the country. This report attempts to articulate that contribution, one left undocumented and invisible for far too long.

In reading and interpreting our analysis, the authors ask that it be constantly kept in mind that all figures reported here are reflective of a mere subset of the universe of Canadian libraries and library activities. Although we speculate occasionally about the total universe of Canadian libraries and library services, full exploration of true estimates of aggregate magnitudes was beyond the scope of this report. Some discussion has been provided earlier by Ralph Manning (1997a) in connection with the 1994 survey.

Methodology

The same basic methodology has been followed for the first three years, 1994-1996, of the National Core Library Statistics Program. This applies, with minor variations, to both the population of libraries surveyed and the survey questions asked. Instructions and definitions followed in 1996 were also unchanged from earlier years. The 1996 survey form and definitions are found in Appendix B of this report, and 1994 and 1995 versions form part of the published reports for those years (*National Core Library Statistics Program 1994; National Core Library Statistics Program 1995*).

1. Participating Libraries

The types of institutions represented in the Program thus far fall into three broadly defined sectors--academic, public, and special libraries. While school libraries are not included at the present time, school-housed public libraries are reported. A detailed breakdown of the three library sectors participating in the Program, together with the definitions of each type of library that are provided in the questionnaire survey instructions (Appendix B), is as follows:

- *public libraries* (libraries serving the population of a community or region free of charge or for a nominal fee, usually established through legislation or regulation and supported by tax dollars, and including school-housed public libraries)
- *provincial and territorial libraries* (libraries maintained by provincial or territorial funds for the use of citizens either indirectly or through local public libraries, usually responsible for the coordination of and cooperation among local library services and may fulfill some of the functions of a national library within the jurisdiction, and including central library agencies and boards providing services at the provincial or territorial level)
- *university libraries* (libraries primarily serving students and teachers of universities and other degree-granting institutions at the post-secondary level)
- *college libraries* (libraries serving students and teachers of non-degree granting post-secondary educational institutions such as community colleges, CEGEPs, institutions of technology, and vocational training centres)
- *special libraries* consisting of *government libraries*, *other not-for-profit libraries*, and *for-profit libraries* (libraries supported and administered by government agencies, associations, business firms, private corporations, and other special-interest groups or agencies to meet the information needs of their members, staff or other specialized clientele in pursuit of the host or parent organization's goals, with scope of collections and services limited to that organization's subject interests)

- *national libraries* (a category representing the National Library of Canada only).

Government libraries include those serving federal, provincial, or municipal government departments or agencies, and legislative libraries. Other libraries in the not-for-profit sector include those serving hospitals, museums, and other not-for-profit organizations and associations. For-profit sector libraries include those serving businesses, law firms, corporations, banks, and crown corporations.

University and college libraries were treated as one category of academic libraries in 1994 and 1995, but in the 1996 survey they were separated for more detailed type-of-library analysis. However, their uncoupling creates a new category problem for the growing number of university colleges in Canada (Krueger 1999).

A challenging issue for the Program is to define what constitutes a library. Survey instructions provide a general definition of a library as any organized collection of print and non-print materials and the services of paid or volunteer staff to provide and facilitate use of such materials or of other information sources as are required to meet the informational, research, educational, cultural or recreational needs of users (see Appendix B).

But can a library still be a library if it has no staff--paid or unpaid? What about a library with no materials? Or with a mere 10 items? Or even 1,000 items? In the 1996 survey, 22 libraries reported no information transactions and 31 no circulation transactions, 14 no collection holdings of any kind, 51 no paid staff and 6 no collection expenditures, and 3 no operating expenditures whatsoever. Are any of these entities appropriately or usefully described as libraries?

And there were also 377 libraries reporting fewer than 1,000 inquiries, 121 reporting fewer than 1,000 circulations, 78 reporting collection holdings of fewer than 1,000 books and 63 fewer than 1,000 items of any kind, 79 reporting collection expenditures of less than \$1,000, and 183 reporting staff expenditures of less than \$10,000.

These are the kinds of issues that were confronted in creating the database for the 1996 project. Operational decisions guiding data entry are discussed below in Section 4, Verification of Data.

2. Survey Questions

In order to identify the effectiveness of libraries as Canada's primary information access agencies, the Program collects library statistics in 24 categories broadly grouped as follows:

- general information (institutional characteristics) – 6 questions
- service transactions (inquiries and circulations) – 2 questions
- interlibrary loan – 4 questions (8 questions in 1994 and 1995)
- staff – 5 questions (4 questions in 1994 and 1995)
- collections – 3 questions
- expenditures – 4 questions.

Institutional characteristics are type of library, number of libraries represented in the report, number of service points, population of service area, reporting period start and finish, and a numeric library code for record identification and control (see Appendix B).

Service transactions refer to two categories of library user activity: substantive (reference) questions asked by library users--both in person and by other means--of librarians and their staff (described in the survey as “informational transactions”); and materials borrowed by library users for off-site use including photocopies in lieu of loans (circulation transactions), but not including interlibrary loans.

Interlibrary loan questions include borrowing requests sent and filled together with lending requests received and filled.

Staffing questions ask for information about paid full-time equivalent (FTE) employees in the following categories: total staff, librarians, technicians, other professional staff, and any other paid staff. A category for teacher-librarian was provided in the Program but omitted from the survey database. A teacher-librarian is defined on the survey form as an individual possessing teaching and/or librarian qualifications who is in charge of a school library and who teaches students; in spite of this school-based definition, a total of 15 teacher-librarians FTE were reported by 9 libraries in the 1996 survey.

Collections questions ask for data on printed books and other materials, each by physical unit, and current serial subscriptions. The “other materials” category includes serials, microforms, maps, vertical files, CD-ROMs, audio-visual materials, charts, printed music, manuscripts, art prints, and photographs. Current serial subscriptions include paid, gift, and exchange.

Expenditures questions are for staff, collections, other operating, and capital.

Two versions of the database containing these statistics are publicly available. One version contains the 1996 data and the other contains the combined 1994-1995-1996 data for those libraries participating in all three years of the Program. Both versions are in the file format *SPSS 8.0 for Windows*. For reasons of confidentiality and anonymity, libraries are not identified by name in either of

these databases, but there is provision for a numeric library code that permits individual libraries to contact the National Library to verify their own institutional data.

3. Collection of Data

The National Core Library Statistics Program obtains its data both directly and through secondary sources. Data for the majority of libraries are obtained by means of statistical compilations already produced in electronic form by other agencies involved in data collection; this applies to public and academic libraries. Some libraries report directly to the Program through its mailed questionnaire survey, most notably special libraries of all kinds.

Most of the public library data are obtained in aggregate electronic form through provincial and territorial government agencies responsible for public library services within their respective jurisdictions. The Provincial and Territorial Library Directors Council facilitated public library electronic data submissions by these agencies to the Program.

University library data were submitted in electronic form by the Canadian Association of Research Libraries, the Ontario Council of University Libraries, the Council of Prairie and Pacific University Libraries, the Council of Atlantic University Librarians, and the Conférence des recteurs et principaux des universités du Québec. College library data were obtained in print form from the Council of Post Secondary Library Directors of British Columbia.

To collect data for the 1996 survey from individual libraries not already represented in any of the electronic compilations, the National Library of Canada mailed out 908 English-language questionnaires and 239 French-language questionnaires in June and July 1997. CASLIS encouraged its members to participate in the mail survey and ASTED was instrumental in organizing a high participation rate of CEGEPs in Quebec.

The 1996 database reports information for 1,643 libraries in Canada. By type of library, the database represents:

- 998 public libraries and 6 provincial and territorial libraries
- 208 academic libraries
- 430 special libraries
- 1 national library (the National Library of Canada).

Out of the more than 2,100 libraries that participated in at least one of the three surveys conducted as part of the National Core Library Statistics Program, only 1,273 libraries reported data for all three years. The combined 1994-1995-1996

database therefore reports information for 1,273 libraries participating in all three years of the Program, as follows:

- 906 public libraries and 5 provincial and territorial libraries
- 157 academic libraries
- 204 special libraries
- 1 national library (the National Library of Canada).

Comparison of library sectors represented in the two databases, the 1996 version alone and the 1994-1995-1996 combined version, shows some differences. There were relatively fewer public libraries in 1996 than in 1994-1996, 61% and 72% respectively. At the same time, there were relatively more special libraries in 1996, 26% versus 16%. Academic libraries comprised 13% of 1996 libraries and 12% of libraries in the combined 1994-1996 database.

4. Verification of Data

A variety of data verification and error-checking routines were employed throughout the data processing phase of the project. This section provides a technical description of the quality control procedures followed by the authors to achieve a high level of data validity and accuracy for the 1996 survey.

Many self-identification errors were documented in the “type of library” question. Responses to this question on all completed print questionnaire forms were checked with library identification data to verify if the “type of library” response was correct. Problematic cases were resolved by consulting the *Directory of Libraries in Canada – Répertoire des bibliothèques du Canada*, 12th edition, 1997 (see Bibliography). Many libraries were incorrectly self-identified as “public” when in fact they served government agencies. Others were self-identified as “public” or “government” when they were actually not-for-profit libraries serving quasi-government agencies such as hospitals. Others identified themselves as not-for-profit or “government” when they were actually college libraries. Still others self-identified as “provincial/territorial” when in fact they served the employees of government or quasi-government agencies or were regional public library systems.

The 1997 edition of *The Directory of Canadian Universities – Le Répertoire des universités canadiennes* was consulted to ascertain if a particular library served a university (a degree granting institution of higher learning), a college (a non-degree granting institution), or both.

Survey questions about “number of libraries” and “number of service points” were equally confusing to some respondents. “Libraries” were defined in the survey as administrative entities for governance purposes. However, several

regional and provincial/territorial systems reported their components to be “libraries” rather than service points, as did a number of college and special libraries. These corrections reduced 312 “libraries” in the 1996 survey to 27 administrative entities.

Responses to survey questions asking for “number of libraries” and “number of service points” greater than one were all scrutinized to verify if the reported value was correct. “Blank” or system-missing values and “0” responses were examined for the variable “number of libraries”, and the appropriate response was determined by examining the responses to other variables and by consulting the 1997 edition of *Directory of Libraries in Canada – Répertoire des bibliothèques du Canada*. Where the number of service points was reported to be “0”, this conceptual error was changed to a “1” or to system-missing if there was any doubt about the likelihood of there being more than one service point. Before this data screening and editing process, the database recorded the conceptual absurdity of 300 libraries with no service points at all.

The service area population variable was carefully examined. Outlier checks were performed, and all special library responses were analyzed. If a special library incorrectly reported the municipal population rather than the population of the parent organization, the reported value was changed to system-missing, that is, a blank. This error applied to many special libraries as well as to a number of academic libraries.

In addition, responses of “0” for the variable “number of volumes” were analyzed and changed to a “blank” response. This applied to 14 libraries which had reported holdings of 0 items.

The following edit checks were performed on all variables:

- *Arithmetic edit checks* – reported totals were compared with the sums of their additives. For example, responses to different categories of staffing were checked to see if they added up to the “total staff FTE” response
- *Relational edit checks* – responses from one section of the questionnaire were compared for consistency with responses to another section. For example, if there was a positive value response to “total staff expenditure”, then the response to “total staff FTE” should not be “0”; conversely, a positive value response to “total staff FTE” would mean that there should not be a response of “0” for “total staff expenditure”. Another relational edit check example is that a positive value response for “number of current subscriptions” logically implies a positive value response for “total collection expenditure”
- *Range checks* – for each variable, data at either extreme of the distribution were examined to ascertain if they were appropriate and acceptable, and all outliers were checked with original source data to verify that data entry was

accurate. If the source data were anomalous, then the entry was changed to system-missing.

5. Analysis of Data

In addition to overall patterns, data are analyzed on the basis of three approaches: library sector analysis, jurisdictional analysis, and, where multi-year comparative data are available, trend analysis. Trend analysis may also be used in combination with the sector and jurisdictional approaches.

Trend analysis is constrained, however, by a great deal of missing data and by extremely skewed statistical patterns among the variables. This is true not only among the three library sectors but also within distinct types of libraries.

Missing data refers to two deficiencies. First, participation by 1,273 libraries in all three years of the Program accounted for only 77% of libraries reporting in 1996 and only 60% of the more than 2,100 libraries reporting in any one of the three years. Second, omissions among this subset in reporting data for key variables in 1996 ranged from 7% failing to report total expenditures to 32% not reporting user inquiries (Table 8, Appendix A). *Authors' note:* all data tables are in Appendix A.

There are several dimensions of library resources and activity that are not captured by the National Core Library Statistics Program. Without a solid foundation of historical research into library activity ratios and correlations, it is difficult to provide reasonable estimates of some of these other measures.

One such measure that bears some promise for interpolation is on-site use of library collections. Guidance is available from several data sources. Public Library Association data (1998: 107-110) show that the median number of in-house uses of materials per capita ranged from one-third to more than one-half of median circulation per capita in 1998 in U.S. and several large Canadian public libraries.

In fact, this relationship is even more subtle, showing a pattern of disproportionate increase in the on-site use of materials relative to municipal population. In other words, as municipal population increases, in-library use of the collection increases at an even faster rate. Thus, for very large institutions, in-library use of materials equaled as much as 55% of circulated items, while for institutions serving fewer than 25,000 people, it ranged from 13% to 28%. The ratios of median circulation to in-library use per capita for different sizes of public libraries reported by the Public Library Association were:

- 4.0 to 1.9 items for libraries serving 1 million and over (14 reporting)

- 7.1 to 3.9 items for libraries serving 500,000 to 1 million (23 reporting)
- 6.1 to 3.1 items for libraries serving 250,000 to 500,000 (38 reporting)
- 6.1 to 2.0 items for libraries serving 100,000 to 250,000 (96 reporting)
- 6.4 to 2.3 items for libraries serving 50,000 to 100,000 (99 reporting)
- 8.1 to 2.6 items for libraries serving 25,000 to 50,000 (22 reporting)
- 11.1 to 3.1 items for libraries serving 10,000 to 25,000 (6 reporting)
- 11.2 to 1.5 items for libraries serving 5,000 to 10,000 (5 reporting)
- 13.0 to 5.5 items for libraries serving under 5,000 (8 reporting).

Unfortunately, comparable data are not available for academic and special libraries, but it is reasonable to suggest that on-site usage would be well worth documenting for most institutions.

In any event, using the ratio of one-third to one-half of the 276 million circulations reported in the National Core Library Statistics Program in 1996, unassisted on-site use of materials by library users that year would be an estimated 90 to 140 million items over and above their off-site use.

Descriptive measures provide a broad picture of the impact of libraries on Canadian society, but they do not reveal comparative relationships among the measures or across library sectors, nor do they take into account any changes in intervening social factors such as population. Unfortunately, there is no current agreement on a what constitutes a core set of key measures of change in library resources and impacts. CALUPL, the Council of Administrators of Large Urban Public Libraries, reported the following library rankings in its 1997 statistical report (in addition to other statistics and aggregate rankings for circulation, etc.):

- per capita measures: questions, circulations, visits, holdings, additions, subscription titles, library hours, expenditures, materials expenditures
- population percentages: registered borrowers
- per registered borrower: circulations
- per staff: population
- expenditure percentages: staff salaries, materials
- materials expenditures percentages: materials originating in Canada, U.S., Britain, with Canadian publishers, with Canadian wholesalers, print materials, non-print materials, children's materials.

In the United States, the Public Library Association reported the following key indicators:

- per capita: inquiries, circulations, in-library use, visits, holdings, operating expenditures, materials expenditures
- population percentages: registered borrowers
- per registered borrower: circulations
- collection turnover ratio

- fill rates percentages: inquiries, title, subject and author, browser, document delivery in 7 and 30 days
- operating expenditures percentages: staff salaries, materials.

In the United States, the National Center for Education Statistics reported the following key library indicators (among other statistics) for public libraries:

- per capita: holdings, operating expenditures, operating expenditures categories
- circulation percentages: children's materials circulations
- staff percentages: librarians.

For academic libraries, the Center reported the following key indicators:

- per FTE student: inquiries, circulations, holdings, holdings added, serials, serials added, staff, operating expenditures, information resources expenditures, serials expenditures
- holdings ratio: holdings added
- staff percentages: professional staff, other paid staff, student assistants
- operating expenditures percentages: staff salaries, information resources, current serials.

Given the limitations of data collected by the National Core Library Statistics Program, the following key measures of library resources and impacts are reported by library sector and by political jurisdiction across the three years 1994-1996 (Findings, Section 4, Patterns of Impact, 1994-1996):

- per capita: inquiries, circulations, staff, collections, serial subscriptions, expenditures, staff expenditures, materials expenditures
- collection turnover ratio
- holdings percentages: books, non-book materials
- staff percentages: librarians, library technicians
- expenditures percentages: operating, staff salaries, collections.

These measures are discussed below in the aggregate and by library sector and political jurisdiction under Findings in Section 4, Patterns of Impact, 1994-1996 (Tables 11 through 12).

A word about statistical description: extremely skewed statistical patterns mean that data averaging both across and within library sectors can mislead and distort true patterns in library resources and impacts. Variances and subgroup patterns are hidden. For example, among the libraries participating in all three years of the National Core Library Statistics Program, the overall mean number of library user inquiries in 1996 was 26,500 while the median was only 2,600 and the range was more than 2 million (Table 8). Circulation in 1996 was similarly skewed, with a

mean of 193,000 items, a median of 21,000 items and a range of 11 million items. Mean expenditures were \$944,000 while median expenditures were only \$127,000 and the range was \$50 million.

In recognition of these limitations and others relating to methodology, median values were deemed to be more stable than means for comparisons across the three years of the Program, although both measures are reported (Tables 8 through 8c).

The data tables in Appendix A are designed to present basic descriptive statistics for the 1996 survey and for 1994-1995-1996 comparisons from a variety of perspectives. The authors hope that this information meets the needs of librarians and other policy makers within the parameters of coverage of the National Core Library Statistics Program. Readers are cautioned about the difficulties in making comparisons among library sectors, and even within a given sector where libraries have quite different mandates and missions. Problems particular to the public library sector are discussed by Pierre Meunier (1997).

Readers interested in more detailed analysis of 1996 patterns should consult Tables 7 through 7b in the present report, which provide itemized breakdowns by library sector and political jurisdiction. And Tables 8 through 12 provide various breakdowns of impact patterns and trends for libraries reporting data in all three years of the Program.

6. Survey Limitations

This report tells only part of the story of the cultural and economic impact of Canadian library services on the people of Canada given the limitations in the data collected. Several caveats must be noted about the survey data, findings, and interpretations.

First, the National Core Library Statistics Program does not include school libraries at this time and as a result the picture of library outcomes and impacts presented here is necessarily incomplete. To date, an effective and efficient means of identifying and contacting the estimated 14,000-16,000 school libraries across Canada (Kasher 1997; Manning 1997a) has not been devised although discussions are underway to explore alternative approaches.

Second, the special library sector is under-represented for a similar reason: lack of a comprehensive listing of such libraries. In addition to the under-representation of special libraries as a whole, only one library serving the commercial sector east of Quebec participated in the 1996 survey, none in the Territories, one each in

Saskatchewan and Manitoba, and only 10 in Quebec compared to 33 in Ontario (Table 7b).

Third, libraries within the three sectors included in the Program are under-represented because managers did not choose to participate in 1996 or in one or more of the earlier years. This renders it difficult to estimate response rates for the three sectors for a single year or for all three years. Reasonably complete coverage of public and university libraries was obtained in the 1996 survey, but a response rate for special libraries is more difficult to estimate. For an analysis of estimates of total libraries by sector in Canada in 1994, see Ralph Manning (1997a).

For purposes of multi-year comparisons, it should be kept in mind that only a subset of all libraries participating in the 1996 Program also reported data in 1994 and 1995, some 77% or a total of 1,273 participants in all three years compared to 1,643 libraries in 1996. If the comparison base is the total of more than 2,100 libraries that participated in any one of the three years of the Program, then the three-year response rate is only 60%. The current analysis, however, does not attempt to estimate an overall response rate for the Program based on all libraries in all sectors in Canada: it focuses only on those libraries responding to the survey.

Fourth, data availability is not uniform across all survey variables, either for 1996 or for the earlier years 1994 and 1995. Not all responding libraries reported data for every variable in the Program, with the result that there is considerable variation in item response rates (see Tables 1 through 1c and Tables 8 through 8c).

Item response rates for all libraries participating in the 1996 survey varied from a low of 34% for capital expenditures and 60% for interlibrary loans to 90% or higher for population served, operating and total expenditures, staff, serial subscriptions, and collection holdings (Table 1). Inquiries were reported by 71% of responding libraries, service points by 80%, and circulations by 89%.

Item response rates by type of library mirrored overall patterns, by and large (Tables 1a through 1c). One notable exception was the response rate for interlibrary loan transactions reported by university and college libraries, hovering around 95% and 80% respectively compared to overall rates on the order of 60%. Data were not available for Manitoba public library service points, staff, and information transactions, for Quebec public library service points and information transactions, or for Prince Edward Island public library information transactions (Table 7).

Data for service area population were not available for member libraries of the Canadian Association of Research Libraries (CARL), the Ontario Council of University Libraries (OCUL), or the Council of Prairie and Pacific University Libraries (COPUL), with the result that only half of university libraries in the 1996 Program reported this information (Table 1b). Analysis of service area population reports by political jurisdiction reveal serious inconsistencies for all provinces and territories: college data for British Columbia, university data for Alberta, and university and college data for Saskatchewan, Manitoba, Ontario, Quebec, the Atlantic Provinces, and the Territories (Table 7a).

It should also be noted that several important dimensions of library service are not captured at present in the measurements of outcomes and impacts reported by the National Core Library Statistics Program. Notable among these are overall user satisfaction, library program attendance, library membership, personal visits and “virtual” visits, and self-service electronic information access including unassisted use of networked and multimedia CD-ROMs, Internet web pages, and library catalogues both on-site and by remote access.

While many of the electronic services were in their infancy in 1996, standardized and universal measurement data to describe their impact on Canadian culture and the economy will increase in importance as information technology becomes more and more pervasive in the delivery of library and information services, and as the shift from ownership to access intensifies.

Even more challenging would be to expand the Program to capture third-party uses of library materials, so that a much richer picture of borrowing behaviour could be developed. Periodical publishers do this as a matter of routine to augment subscription data.

Of particular concern, however, is the avoidance of reductionist impulses, such as the conflation of library inquiries and circulation data that produces an aggregate but oversimplified measure of library “activity.” Such an artificial approach was reported in a recent newspaper article by a Canadian public librarian describing public library services in a large urban centre. The article treated one inquiry as conceptually equivalent to one borrowing, and added them together to get “activities”. The article stated that 80% of the activity in the main library was information while the opposite was true in the branches where 80% of the activity was circulation.

An equally questionable approach is found in the annual comparisons of public library circulation and expenditures as published in *American Libraries*. These comparisons promote and strengthen the misconception that public libraries are in a single-service business, lending materials, and that all their costs are therefore attributable to lending activity. Even the headlines accompanying the annual

comparisons reinforce the misconception of a direct relationship—“Public library circulation up 3%; spending jumps 11%”; “Public library circulation increases as spending increases”; “Public library circulation, spending continue upswing”; “Public library circulation rises along with spending”. But the expenditures referred to are not at all the true costs incurred in circulating library materials. Rather, the expenditures data refer to total operating expenditures for all services, activities, and resources.

These flawed conceptualizations undermine public understanding and support of library outcomes and impacts. At the same time, the traditional measures of library question answering and lending services under-report library activity and impact, particularly self-help activity.

Librarians must move beyond traditional measures to incorporate new ones that will reflect rapidly changing modes of service delivery. Given the complex nature of library services, outcomes, and impacts, the challenge in the future is to articulate a conception of library value that is at once multidimensional and yet also standardized and universal.

Findings

The findings for the 1996 survey are presented in three parts: overall descriptive patterns of impact for all libraries, sector analysis of patterns of impact, and jurisdictional analysis of patterns of impact. The fourth part of the chapter is a trend analysis presenting comparative data for those libraries participating in all three years 1994-1996 of the National Core Library Statistics Program.

Discussion focuses on aggregate trends, per capita trends, and key measures analysis.

1. Patterns of Impact, 1996

The 1996 survey of the National Core Library Statistics Program shows that Canadian librarians and their staff in the public, academic, and special library sectors provided impressive cultural and economic benefits to the people of Canada. While many of these benefits are intangible and unmeasurable, the National Core Library Statistics Program was designed to capture several key indicators of the broad impact on Canadian society of library services provided by these three sectors.

One key indicator in information delivery is question answering services. While many library services in public, academic, and special libraries are organized for unassisted self-service, Canadians also seek library staff assistance on a regular basis. In 1996, Canadian library users asked librarians and staff in these types of libraries more than 30 million questions (Table 1), on average 82,000 inquiries per day every day of the year. This works out to a little more than 1 question asked of a librarian somewhere in Canada in 1996 by every woman, man, and child in the country.

Another key indicator is library collection use. In general, Canadians show a high interest in the intellectual capital held by these libraries. In 1996, they borrowed 276 million publications (print and other materials) to satisfy their reading, viewing, listening, and other consultative needs. Approximately 1 million more items were obtained through interlibrary loan arrangements.

When unassisted on-site use of library holdings is also factored in, estimated to be on the order of 90 to 140 million items (see Section 6, Survey Limitations, above), it is evident that Canadians are voracious and eager consumers of materials collected by libraries. They are estimated to have consulted between 366 and 416 million library items in 1996--well over 1 million items per day. This works out to 13 or more publications annually or more than 1 item per month for every woman, man, and child in Canada.

The annualized collection “turnover rate” in 1996 (the theoretical ratio of library items in use to library items in collections) was greater than one, even when in-library consultations are not taken into account, and almost 1.3 when they are.

These question answering and collection services, along with other important library programs not captured in the National Core Library Statistics Program, came from an investment in 1996 involving more than 25,000 full-time equivalent library staff, more than 280 million publications, 850,000 serial subscriptions, and 4,000 library service points operated by more than 1,600 institutions across the country (Table 1).

A key indicator of the economic impact of libraries on Canadian society is library expenditures. Policy makers should take note of the economic purchasing power of Canadian librarians. In 1996, they spent more than \$1.4 billion to provide library services in the three sectors comprising the National Core Library Statistics Program (Table 5).

Of this total, staffing accounted for almost \$900 million and new collections for more than \$300 million. Another \$16 million was spent on capital projects and equipment to maintain and upgrade library service facilities across the country. Staffing expenditures averaged more than \$36,000 per library worker FTE in 1996 (Tables 1 and 5).

Employment is also a measure of economic impact. In 1996, almost 25,000 full-time equivalent staff were employed by public, academic, and special libraries across Canada (Table 3). Librarians accounted for 18% of all staff and technicians for 9%. Half, or 50%, of all libraries reporting staff breakdowns employed librarians and 41% employed technicians (Table 3).

Although actual staff numbers were not captured in the National Core Library Statistics Program, total library employees in Canada may be employed in estimated at between 30,000 and 40,000 individuals in 1996. By way of comparison, there were 58,000 police officers in Canada in 1997 (The Daily February 9, 1999).

To summarize, the National Core Library Statistics Program shows that Canadian librarians and their staff in public, academic, and special libraries provided impressive cultural and economic benefits to the people of Canada in 1996 (Table 2):

- 30 million inquiries were made by library users, on average 82,000 per day (1,200 reporting libraries)
- 276 million print and other materials were borrowed by library users, on average 750,000 items per day (1,500 reporting libraries)

- another 1 million items were borrowed by librarians to satisfy library users' requests (1,000 reporting libraries)
- 25,000 library staff to serve library users (1,500 reporting libraries)
- 280 million publications and 850,000 serial subscriptions to meet the reading, viewing, and listening needs of library users (1,600 reporting libraries)
- 4,000 service points to provide physical access to library resources and services and to provide a strong sense of the library as a "place" (1,300 reporting libraries)
- \$1.4 billion in aggregate expenditures to provide library services (1,500 reporting libraries).

Overall averages in 1996 show that the typical library in the National Core Library Statistics Program (Table 2b):

- answered 26,500 inquiries
- circulated 193,000 items
- employed 17 staff
- owned 181,000 items
- subscribed to 600 serials
- operated 3 service points
- spent \$944,000.

Trying to put Canadian library measures in a larger context of other cultural and economic programs and patterns exceeds the scope of this report. What follows, therefore, is a hasty sketch of some directions that might be pursued in a more focused analysis later on.

Appropriately selected comparisons would help to illuminate the patterns of contributions that libraries make to the people of Canada. For example, movie attendance in Canada totaled almost 92 million admissions in 1996-97 (Sadava 1998), on average 3.1 visits per capita (The Daily August 24, 1998). Attendance at Canadian heritage institutions, which include museums, aquariums, nature parks, etc., was even higher, totaling almost 113 million visits in 1995-96 or 3.8 visits per capita (The Daily March 9, 1998). Attendance at performing arts shows was 13.2 million visits in 1996-97, an average of 0.4 visits per capita (The Daily March 4, 1999).

While the 1996 patterns summarized above show how significant the contribution by libraries is to Canadian society, their economic purchasing power is also worth noting. When all library institutions across Canada are taken into account, aggregate expenditures on library services are estimated to have been well in excess of \$2 billion in 1996, on average less than \$70 per Canadian.

Compared to other economic activities, libraries are relatively inexpensive to operate. Canadians spent 28 times more on health care, 18 times more on

elementary and secondary education, 3 times more on policing, and 1.5 times as much on national defence. They spent more than 3 times as much on government-run gambling.

Health care expenditures by federal and provincial governments total \$55 billion per year (*Globe and Mail* 1999), an average of more than \$1,850 per Canadian. Elementary and secondary school expenditures were an estimated \$36 billion in 1994-95 (Statistics Canada 1994-95), on average \$1,240 per Canadian. In 1997, policing in Canada cost almost \$6 billion, \$200 per Canadian (*Edmonton Journal* 1999; *The Daily* February 9, 1999). Military spending exceeded \$3 billion in 1998 (Tibbetts and Bronskill 1999), for an average of more than \$100 per person. In 1997, Canadians spent \$6.8 billion on some form of government-run gambling, almost \$230 per capita (“Only Big Gambling Winners”; *The Daily* December 9, 1998).

Also noteworthy is the determined investment by librarians in collection infrastructure. Those institutions participating in the 1996 survey spent more than \$320 million to expand collection holdings then totaling almost 300 million items (Table 5). While such investment and infrastructure are statistically important, their social worth and impact are virtually impossible to put a dollar value on, particularly when the value added services of organizing, displaying, housing, maintaining, and preserving are factored in.

2. Patterns of Impact by Library Sector, 1996

Library sector analysis is one important approach to understanding Canadian library service activities, outcomes, and impacts. This analysis shows the dominance of the public library sector in the National Core Library Statistics Program, accounting for 61% of all 1,643 institutional participants in 1996 (Tables 2 and 2a). Academic libraries, in contrast, accounted for only 13%, not-for-profit libraries 12%, government libraries 10%, and for-profit libraries 4%.

By sector, the 1996 Program included (Table 2):

- 998 public libraries and 6 provincial and territorial libraries
- 208 academic libraries (85 university and 123 college libraries)
- 430 special libraries (166 government, 196 not-for-profit, and 68 for-profit libraries)
- the National Library of Canada.

By sector,

- almost 27 million municipal residents were served by just under 1,000 public libraries (total population of Canada in 1996 was 29.7 million people—see

- Table 9) and some provincial and the two territorial libraries overlapped political jurisdiction in service delivery
- more than 1 million students and faculty were served by 147 academic libraries (400,000 by 44 university libraries and 700,000 by 107 college libraries)
 - more than 750,000 employees and clients were served by 342 special libraries (210,000 by 134 government libraries, 395,000 by 147 not-for-profit libraries, and 150,000 by 61 for-profit libraries).

Of the three library sectors represented in the National Core Library Statistics Program in 1996, Canadians looked to public libraries more often than to any other type of library for their question answering and collection borrowing needs. Public libraries accounted for 77% of all inquiries and 87% of all circulations reported by the three sectors in the Program in 1996 (Table 2a).

At the same time, public libraries owned only 30% of all collections and employed only 54% of all library staff reported in the 1996 survey. Similarly, their proportion of total expenditures was 50%.

In contrast, academic libraries had by far the largest collection infrastructure in 1996, 56% of all collection holdings. But they accounted for only 18% of all inquiries, 12% of all circulations, 35% of all staff, and 37% of all expenditures.

These patterns suggest, perhaps, that academic libraries are organized for more unassisted self-service than are other sector libraries. However, university libraries reported much larger volumes on average of inquiries in 1996 than did public libraries, 73,000 inquiries per library compared to 33,000 inquiries per public library (Table 2b). Definitive analysis of the unassisted service aspects of academic libraries compared to public libraries is beyond the scope of the present report.

Other types of libraries reported smaller volumes in the 1996 survey. College libraries accounted for 11,000 inquiries per library, and the various types of special libraries accounted for between 3,800 and 6,500 inquiries per library. By sector,

- more than 23 million inquiries were answered by 725 public, provincial, and territorial libraries
- almost 6 million inquiries were answered by 132 academic libraries (5 million by 65 university libraries and 700,000 by 67 college libraries)
- almost 2 million inquiries were answered by 302 special libraries (650,000 by 129 government libraries, 460,000 by 132 not-for-profit libraries, and 270,000 by 41 for-profit libraries).

Similar patterns were found for circulations by type of library in 1996. While university libraries reported 338,000 circulations per library, public libraries reported 249,000 per library. College libraries accounted for almost 38,000 circulations per library.

It was somewhat surprising to find high circulations reported by for-profit libraries, almost 38,000 per library. Circulations by other special libraries was considerably lower, with libraries serving the not-for-profit sector recording only 14,000 transactions per library and government libraries only 6,000 (Table 2b).

By sector,

- 240 million items were borrowed from 978 public, provincial, and territorial libraries
- more than 32 million items were borrowed from 195 academic libraries (28 million items from 83 university libraries and more than 4 million items from 112 college libraries)
- 3.6 million items were borrowed from 286 special libraries (more than 800,000 items from 129 government libraries, 1.5 million items from 122 not-for-profit libraries, and more than 1.3 million items from 35 for-profit libraries).

Interlibrary loan arrangements are another important component in the provision of library materials and services. By sector, items borrowed from other libraries were as follows:

- more than 300,000 items were borrowed by 541 public, provincial, and territorial libraries
- almost 500,000 items were borrowed by 181 academic libraries (450,000 items by 81 university libraries and 35,000 by 100 college libraries)
- 155,000 items were borrowed by 266 special libraries (80,000 items by 120 government libraries, 63,000 by 107 not-for-profit libraries, and 12,000 by 39 for-profit libraries).

By sector, items loaned to other libraries were as follows:

- more than 300,000 items were loaned by more than 500 public, provincial, and territorial libraries
- more than 500,000 items were loaned by 180 academic libraries (480,000 items by 82 university libraries and 26,000 by 98 college libraries)
- more than 650,000 items were loaned by 262 special libraries (450,000 items by 114 government libraries, 23,000 by 109 not-for-profit libraries, and 3,000 by 39 for-profit libraries).

For the 359 libraries that reported both “filled” and “not filled” requests to borrow materials from other libraries, there was an 86% fill rate. For the 341 libraries reporting both “filled” and “not filled” requests to loan materials to other libraries, there was a 67% fill rate.

Staffing patterns among 1,478 reporting libraries in 1996 show that almost 25,000 full-time equivalent (FTE) staff were providing library services to Canadians, on average 17 staff per library (Table 3). University libraries had by far the highest average staff size, 88 employees per library, in contrast to public libraries with 15 per library and college and government libraries with 9 per library. Other types of special libraries were much smaller, employing on average only 3 people per library (Table 3b).

Public libraries employed 46% of all librarians represented in the 1996 survey and academic libraries 34% (Table 3a). Public and university libraries employed disproportionately fewer technicians than their staff proportions would suggest, 36% and 21% respectively, while college libraries employed a greater proportion, 21%. By sector,

- more than 13,500 staff worked for just under 1,000 public, provincial, and territorial libraries
- 8,600 staff worked for 207 academic libraries (7,500 in 85 university libraries and another 1,100 in 122 college libraries)
- 2,100 staff worked for 400 special libraries (1,400 in 162 government libraries, almost 500 in 180 not-for-profit libraries, and more than 200 in 68 for-profit libraries).

The library resources required to provide browsing, borrowing, and question answering services came from an investment in collections totaling more than 280 million items in 1996 as reported by 1,563 libraries across Canada, on average almost 181,000 items per library (Tables 4 and 4b). University library collections averaged almost 1.8 million items per institution in contrast to 88,000 items per public library and 67,000 per college library. Government libraries averaged 90,000 items per institution while other types of special libraries were much smaller, 21,000 to 23,000 items per institution (Table 4b).

All of these collections represent a long-term investment in intellectual capital. By sector,

- more than 88 million items were owned by 961 public, provincial, and territorial libraries (84 million items by 955 public libraries and another 4 million by 6 provincial and territorial libraries)
- almost 160 million items were owned by 466 academic libraries (more than 150 million items by 85 university libraries and another 8 million by 119 college libraries)
- more than 19 million items were owned by almost 400 special libraries (13.9 million items by 155 government libraries, 4.1 million by 177 not-for-profit libraries, and 1.4 million by 65 for-profit libraries)
- almost 16 million items were owned by the National Library of Canada.

Books represented 58% of collection holdings in 1996 (165 million items) and all other media 42% (117 million items). Public libraries accounted for relatively few non-book items compared to university library holdings, 9% versus 71% respectively (Table 4a). By sector,

- almost 75 million books were owned by 954 public, provincial, and territorial libraries (74 million by 949 public libraries and another one million by 6 provincial and territorial libraries), with non-book materials accounting for an additional 14 million items (11 million items in 778 public libraries and 3 million items in 6 provincial and territorial libraries)
- almost 74 million books were owned by just over 200 academic libraries (68 million by 85 university libraries and 5.7 million by 119 college libraries), with non-book materials accounting for 85 million items (83 million in 82 university libraries and 2 million in 103 college libraries)
- more than 10 million books were owned by just under 400 special libraries (151 government libraries held 7.8 million books, 173 not-for-profit libraries reported 1.8 million books, and 64 for-profit libraries held almost 500,000 books), with non-book materials accounting for an additional 9 million items (6 million in 124 government libraries, 2 million in 143 not-for-profit libraries, and just under 1 million in 52 for-profit libraries)
- 6.3 million books were owned by the National Library of Canada, with non-book materials adding up to another 9.5 million items.

A total of 1,525 libraries reported 850,000 serial subscriptions in 1996, on average 557 per library. University libraries averaged more than 5,000 subscriptions per library in contrast to 300 per college library and only 200 per public library (Table 4b). Government libraries subscribed to almost 600 serials per library.

University libraries accounted for just over half of all subscriptions reported in the 1996 survey, while public libraries had 23% and government libraries had 10% (Table 4a). By sector,

- more than 200,000 subscriptions were reported by 942 public, provincial, and territorial libraries (194,000 subscriptions by 936 public libraries and 15,000 by 6 provincial and territorial libraries)
- almost 500,000 subscriptions were reported by 204 academic libraries (84 university libraries reported 433,442 subscriptions and 121 college libraries reported 40,934)
- more than 130,000 subscriptions were reported by 400 special libraries (155 government libraries reported 87,875 subscriptions, 181 not-for-profit libraries reported 24,964, and 67 for-profit libraries reported 20,752)
- almost 34,000 subscriptions were reported by the National Library of Canada.

The infrastructure providing physical access to library resources totaled 4,000 service points in 1996 operated by 1,319 libraries (Table 2). This gives a strong sense of “place” to libraries in all three sectors. By sector,

- 2,500 service points were operated by 763 public, provincial, and territorial libraries
- more than 800 service points were operated by 268 academic libraries (over 600 service points by 68 university libraries and 200 by 108 college libraries)
- almost 700 service points were operated by 400 special libraries (148 government libraries reported 279 service points, 176 not-for-profit libraries reported 317 service points, and 55 for-profit libraries reported 69 service points).

Public libraries showed the greatest economic impact on Canadian society in 1996, accounting for 51% of total expenditures of more than \$1.4 billion reported by 1,519 libraries participating in the National Core Library Statistics Program (Tables 5 and 5a). Academic libraries accounted for another 37%. Average expenditures per library show a different picture: \$5.6 million per academic library in contrast to \$700,000 per public library (Table 5b). College libraries spent less than \$500,000 per library. Government libraries spent \$750,000 per library, while other types of special libraries reported much lower expenditure levels. By sector,

- almost \$730 million were spent by just under 1,000 public, provincial, and territorial libraries (\$713 million by 981 public libraries and \$16.5 million by 6 provincial and territorial libraries)
- \$535 million were spent by over 200 academic libraries (\$480 million by 85 university libraries and \$55 million by 118 college libraries)
- \$136 million were spent by 329 special libraries (130 government libraries had total expenditures of \$98 million, 152 not-for-profit libraries \$26 million, and 47 for-profit libraries \$12 million)
- \$32 million were spent by the National Library of Canada.

Expenditures on staff in 1996 accounted for \$900 million, 63% of total expenditures (Tables 5 and 5a). Staffing expenditures averaged almost \$700,000 per library (Table 5b), or just over \$36,000 per employee FTE. Staffing expenditures by public libraries represented a much larger proportion of their total expenditures than was true for university libraries, 77% versus 55% (Table 5b).

Collection building accounted for another \$321 million, 22% of the total (Tables 5 and 5a). University libraries accounted for more than half of all collection expenditures in 1996, while public libraries accounted for 30% (Table 5a). Collection expenditures by university libraries represented a much larger proportion of their total expenditures than was true for public libraries, 36% versus 14% (Table 5b). By sector,

- more than \$500 million were spent on staff and \$97 million on collections by just over 900 public, provincial, and territorial libraries
- almost \$300 million were spent on staff and almost \$200 million on collections by 185 academic libraries (\$260 million on staff and \$173 million on collections by 85 university libraries, and \$39 million on staff and \$10 million on collections by 100 college libraries)
- \$70 million were spent on staff and \$39 million on collections by some 300 special libraries (over 100 government libraries reported \$52 million on staff and \$26 million on collections, 130 not-for-profit libraries reported \$13 million on staff and \$8 million on collections, and 40 for-profit libraries reported \$5 million each on staff and collections)
- \$22 million were spent on staff and almost \$2 million on collections by the National Library of Canada.

Only one-third of libraries in the 1996 survey reported capital expenditures, totaling \$16 million. Public libraries accounted for almost 60% of all capital expenditures (Tables 5 and 5a). By sector,

- \$9.5 million were spent by 349 public, provincial, and territorial libraries
- \$5 million were spent by 91 academic libraries (\$3 million by 26 university libraries and \$2 million by 65 college libraries)
- under \$2 million were spent by 124 special libraries (\$1 million by 41 government libraries, \$500,000 by 70 not-for-profit libraries, and \$200,000 by 13 for-profit libraries).

In summary, the National Core Library Statistics Program shows that, in 1996, (Table 2):

- public libraries answered 23 million inquiries, circulated 240 million items, employed 13,000 staff, owned 88 million items, subscribed to 200,000 serials, operated 2,500 service points, and spent \$730 million
- academic libraries answered 6 million inquiries, circulated 32 million items, employed 9,000 staff, owned 160 million items, subscribed to 500,000 serials, operated 800 service points, and spent \$535 million
- special libraries answered 1.4 million inquiries, circulated 3.6 million items, employed 2,000 staff, owned 19 million items, subscribed to 500,000 serials, operated 700 service points, and spent \$136 million.

Overall averages by library sector in 1996 show that (Table 2b):

- the typical public library answered 33,000 inquiries, circulated 249,000 items, employed 15 staff, owned 88,000 items, subscribed to 200 serials, operated 3 service points, and spent \$73,000
- the typical university library answered 73,000 inquiries, circulated 338,000 items, employed 88 staff, owned 1.8 million items, subscribed to 5,000 serials, operated 9 service points, and spent \$5.6 million

- the typical college library answered 11,000 inquiries, circulated 38,000 items, employed 9 staff, owned 67,000 items, subscribed to 300 serials, operated 2 service points, and spent \$500,000
- the typical government library answered 5,000 inquiries, circulated 6,000 items, employed 9 staff, owned 90,000 items, subscribed to 600 serials, operated 2 service points, and spent \$750,000
- the typical not-for-profit library answered 4,000 inquiries, circulated 14,000 items, employed 3 staff, owned 23,000 items, subscribed to 100 serials, operated 2 service points, and spent \$170,000
- the typical for-profit library answered 4,000 inquiries, circulated 14,000 items, employed 3 staff, owned 21,000 items, subscribed to 300 serials, operated 1 service point, and spent \$265,000.

3. Patterns of Impact by Political Jurisdiction, 1996

Analysis by political jurisdiction is another approach to library services measurement and description. The most dramatic comparison here is between Ontario and Quebec libraries in the three sectors represented in the National Core Library Statistics Program in 1996. However, the survey limitations described above in the Methodology chapter should be kept in mind in the use of these comparisons.

Ontario accounted for more than 37% of the Canadian population reported in 1996, but the cultural and economic impact of Ontario libraries in the National Core Library Statistics Program on provincial residents was considerably higher: 52% of all inquiries, 41% of all circulations, 44% of all collection holdings, 46% of all library staff, 43% of all service points, and 44% of all expenditures (Tables 6 and 6a). Ontario was also the home of 38% of all libraries participating in the Program.

In contrast, Quebec had almost 25% of the Canadian population in 1996 but only 20% of all libraries, and the impact of Quebec libraries on provincial residents was considerably less as well: only 17% of all circulations, 17% of all collection holdings, 19% of all library staff, and 21% of all expenditures.

No other province or territory showed this much variance between population and library impact in either cultural or economic spheres, but some other patterns are worth mentioning. While British Columbia had 13% of the Canadian population in 1996, it accounted for only 10% of all libraries and 11% of all service points reported in the Program; on the other hand, British Columbia libraries accounted for 17% of all inquiries and 17% of all circulations.

While Alberta reported more than 9% of Canadian residents in 1996, it accounted for 19% of all libraries and 12% of all service points reported in the Program; Alberta libraries also accounted for 11% of all collections, 11% of all circulations, and 17% of all inquiries. At the same time, Alberta libraries incurred less than 7% of total national expenditures.

Figures for other provinces and the two territories were within one or two percentage points of conformity among the key measures reported in the National Core Library Statistics Program.

Analysis of impact measures by library shows that organizational governance differs substantially in Saskatchewan and Newfoundland than in other Canadian political jurisdictions. There are also notable differences in Prince Edward Island and Yukon (Table 6b). The typical library in the 1996 Program had 3 service points, 17 staff, 1,801,000 collection items, 27,000 inquiries, 193,000 circulations, and \$944,000 expenditures. But in Saskatchewan, a typical library had 12 service points, 29 staff, 309,000 collection items, 32,000 inquiries, 382,000 circulations, and \$1.4 million expenditures. Newfoundland libraries were even more removed from Canadian norms: 22 service points, 51 staff, 710,000 collection items, 50,000 inquiries, 391,000 circulations, and \$2.7 million expenditures.

4. Patterns of Impact, 1994-1996

Trend analysis provides another way of understanding the cultural and economic impact of Canadian libraries in the three sectors participating in the National Core Library Statistics Program. A multi-year comparative approach cuts across both sector analysis and jurisdictional analysis to provide deeper descriptions of library activity and impact.

The chapter on Methodology discussed some caveats to the survey findings which are particularly germane to trend analysis of current Program data. To reiterate, multi-year comparisons are constrained by a great deal of missing data and by extremely skewed statistical patterns among survey variables, with the result that variances and median subgroup patterns across the three years of the Program are more meaningful indicators than is aggregate analysis.

Missing data refers to two deficiencies: first, only 77% of libraries reporting in 1996 and only 60% of libraries reporting in any of 1994, 1995, or 1996 participated in all three years of the National Core Library Statistics Program; and second, item response rates for key variables ranged from only 68% reporting user inquiries to 93% reporting total expenditures. Skewed statistical patterns mean that data averaging both across and within sectors can mislead and distort true patterns of library resources and impacts: variances and subgroup patterns

remain hidden. In recognition of these limitations and of others relating to methodology, median values were deemed to be more stable than mean values for comparison across the three years of the Program, but both measures are reported in the analysis and in the data tables in Appendix A (Tables 8 through 8c).

Comparison of the three years of data collected for the Program 1994 through 1996 shows that patterns of library resources and impacts have not changed appreciably.

Average inquiries per library are slightly ambiguous, but appear to have increased somewhat. Median inquiries increased by 18%, from 2,200 inquiries per library in 1994 to 2,600 in 1996 (Table 8). In contrast, mean inquiries showed a decline of 3% during this period, from 32,600 inquiries per library in 1994 to 31,600 in 1996.

Average circulation transaction figures for medians and means are more consistent over the three years, showing a slight increase. Median circulations increased 0.6%, hovering around 21,000 items per library in both 1994 and 1996. Mean circulation was also relatively stable, increasing 1.5% from 218,000 items in 1994 to 221,400 in 1996.

Average staffing FTE per library was relatively stable, though median and mean figures are ambiguous. Median staff was 3.74 FTE per library in 1994 and 3.65 FTE in 1996, a decrease of 2.4%. However, mean staff was 20.08 FTE per library in 1994 and 20.27 in 1996, an increase of 0.9%.

Average collection size increased. Median holdings went from 22,800 items per library in 1994 to 24,900 in 1996, a 9% increase. Mean figures also show an increase, 6.5%, from 200,400 per library in 1994 to 213,500 in 1996.

Average serial subscriptions per library increased slightly. While median subscriptions showed no change at 77 per library in both 1994 and 1996, mean subscriptions were 613 per library in 1994 and 640 in 1996, an increase of 4%.

Average service points per library increased slightly. While median service points remained constant at 1 per library in both 1994 and 1996, mean service points increased 6.5% from 3.1 in 1994 to 3.3 in 1996.

Average library expenditures were relatively unchanged, showing a 0.3% increase from \$127,000 per library in 1994 to \$127,400 in 1996. However, mean expenditures showed a 1.8% decrease between 1994 and 1996, from just over \$1.1 million per library in 1994 to just under \$1.1 million in 1996.

Patterns for staff and materials expenditures per library were less ambiguous, each showing a slight increase. Median staff expenditures increased 3%, from \$96,000 in 1994 to almost \$99,000 in 1996. Mean staff expenditures increased 0.5%, from \$767,000 in 1994 to \$771,000 in 1996. Median materials expenditures also increased, 1.9%, from \$26,600 in 1994 to \$27,100 in 1996; mean materials expenditures showed a 9.9% increase, from \$232,000 in 1994 to \$254,000 in 1996.

To summarize, the National Core Library Statistics Program shows relatively stable conditions over the three years 1994-1996 (Table 8):

- inquiries per library increased somewhat: median inquiries 18%, mean inquiries 3% (863 libraries reporting)
- circulations per library increased very slightly: median circulations 0.6%, mean circulations 1.5% (965 libraries reporting)
- staffing FTE per library was relatively stable: median staff decreased 2.4% but mean staff increased 0.9% (1,110 libraries reporting)
- collection holdings per library increased: median holdings 9%, mean holdings 6.5% (1,158 libraries reporting)
- serial subscriptions per library increased slightly: median subscriptions 0% change, mean subscriptions 4% increase (1,141 libraries reporting)
- service points per library increased slightly: median service points 0% change, mean service points 6.5% increase (985 libraries reporting)
- expenditures per library were relatively unchanged: median expenditures increased 0.3% but mean expenditures decreased 1.8% (1,182 libraries reporting)
- staff and materials expenditures per library each showed a slight increase: median staff expenditures 3%, mean staff expenditures 0.5% (1,055 libraries reporting); median materials expenditures 1.9%, mean materials expenditures 9.9% (1,109 libraries reporting).

Another approach to the analysis of trends in library resources and impacts over the three years in the National Core Library Statistics Program is to look at broad per capita measures. Tables 10 through 10b provide per capita impact trends by library sector.

However, in looking at the country-level analysis for all types of libraries, one caveat must be noted about the choice of population figures for calculating per capita base levels: library service area populations overlap. For example, all academic and special libraries fall within the service area population of a municipal public library. While an individual may be entitled to receive services from several of these various libraries, she or he is still just one person. So for purposes of per capita analysis based on all types of libraries in a given geopolitical area, a net population figure must be used. In the present report, official census data for Canada were used for the country-level analysis (Table 9).

From this perspective, it is again clear that there has been little change in Canadian library services between 1994 and 1996 in key measures (Table 9):

- inquiries stayed steady at 1 per capita
- circulations decreased by 3% to 9.3 items per capita
- holdings decreased by 5% to 9.5 items per capita
- serial subscriptions remained stable at 29 per thousand people
- expenditures decreased by 12% to \$48 per capita.

Although these kinds of descriptive measures provide a broad picture of the impact of libraries on Canadian society, they do not reveal comparative relationships among the measures or across library sectors, and they do not take into account any changes in intervening social factors such as population. Unfortunately, agreement on a core set of key measures of change in library resources and impacts does not exist at the present time.

Given the limitations of data collected by the National Core Library Statistics Program, the following key measures of library resources and impacts are reported by library sector and by political jurisdiction across the three years 1994-1996:

- per capita: inquiries, circulations, staff, collections, serial subscriptions, expenditures, staff expenditures, materials expenditures
- collection turnover ratio
- holdings percentages: books, non-book materials
- staff percentages: librarians, library technicians
- expenditures percentages: operating, staff salaries, collections.

These measures confirm that little change has occurred over the three years of data collected in the National Core Library Statistics Program 1994-1996 (Table 11):

- collection turnover remained relatively steady at 1 circulation per holding (907 libraries reporting)
- books accounted for 55% of collection holdings in 1996, up 9 percentage points from 46% in 1994 (782 libraries reporting)
- librarians accounted for 20% of staffing FTE, down 3 percentage points from 23% in 1994 (562 libraries reporting)
- operating expenditures accounted for 99% of total costs, up 3 percentage points from 96% in 1994 (1,008 libraries reporting)
- staff expenditures accounted for 66% of operating expenditures in 1996, unchanged from 1994 (881 libraries reporting)
- collection expenditures accounted for 24% of operating expenditures in 1996, up 2 percentage points from 22% in 1994 (939 libraries reporting).

Conclusions and Recommendations

This report provides statistical evidence of the importance of libraries and librarians to the fabric of Canadian life, in both cultural and economic terms. Even though current measurement data do not produce a complete picture of the impact of library services on Canadian society, they do point the way.

The picture of library outcomes and impacts presented here is necessarily incomplete for two main reasons: the National Core Library Statistics Program does not include school libraries, and for the three sectors currently reported in the Program, not all institutions participated.

Also absent from the Program are a number of library service dimensions of considerable magnitude, notably overall user satisfaction, personal visits and “virtual” visits, and self-service electronic information access.

Unassisted electronic services are singled out for special attention. As they become more and more pervasive in the delivery of library information services, and as the shift from ownership to access intensifies, standardized and universal measurement data to describe their impact on Canadian culture and the economy will increase in importance. The authors acknowledge that much statistical information is available in bits and pieces from a variety of disparate sources, but these data have not yet been refined and pulled together.

At the least, selective changes to the National Core Library Statistics Program should be considered in the near future so that data collection will include some of the other measures mentioned above, in particular those for unassisted use of electronic resources.

In the meantime, as librarians move beyond traditional measures to develop broader, more comprehensive approaches to articulating their contribution to and impact on Canadian society, the new measures they devise must be conceptually defensible.

Given the complexity of libraries, not only across sectors but even within individual institutions themselves, the challenge is to articulate a concept of library value that reflects the multidimensional nature of services and yet also permits standardized and universal measurement.

The articulation of this concept is urgent, primarily because funders, whether corporate or public, and librarians do not appear to share the same view of the value and future of libraries and librarians. Perhaps some of the divergence is explained by the inherent difficulty involved in quantifying the contribution that librarians make to the universe of information and publications.

In the quest for quantitative description, however, it should be remembered that an important dimension of the achievement of librarians does not have a price tag. The result is that both qualitative and quantitative contributions to Canada's emerging knowledge-based economy need to be acknowledged and valued.

Above all, we have to remind ourselves that each and every library transaction--whether it is a reference question, on-site consultation of material, borrowing for off-site use, or remote access--represents a "moment of truth" in the lives of Canadian library users, an opportunity for personal and professional satisfaction and growth every day of the year in every corner of the nation.

Librarians contribute to Canada's quality of life on a daily basis by making the records of human culture available to a wide range of the general public: children of all ages from pre-school to high school, teachers, post-secondary students and faculty, and employers and employees in the government, not-for-profit, and corporate sectors.

In its goal to become a knowledge-based society, it is difficult to imagine what this country would look like without librarians at the forefront, adding substantial value to an ever-expanding universe of cultural, educational, literary, artistic, and business information and publications.

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APPENDIX A

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Table 1. Patterns of Impact and Item Response Rates -- All Libraries, 1996

Library Measure	Total	Libraries Reporting (N=1,643)	Item Response Rate*
Collections	282,567,889	1,563	95%
Serial subscriptions	849,925	1,551	94%
Staff FTE	24,681.81	1,529	93%
Total expenditures	\$1,433,477,173	1,520	93%
Operating expenditures	\$1,417,524,575	1,514	92%
Service area population	not applicable	1,488	91%
Circulation transactions	275,960,489	1,460	89%
Service points	3,994	1,319	80%
Information transactions	30,165,887	1,160	71%
ILL borrowing transactions	966,768	989	60%
ILL lending transactions	1,350,538	953	58%
Capital expenditures	\$15,952,598	564	34%

* includes libraries reporting "0"

Table 1a. Item Response Rates -- Public, Provincial, and Territorial Libraries, 1996

Library Measure	Public*		Provincial/Territorial*	
	Libraries Reporting (998)	Item Response Rate**	Libraries Reporting (6)	Item Response Rate**
Service area population	989	99%	6	100%
Total expenditures	981	98%	6	100%
Operating expenditures	979	98%	6	100%
Circulation transactions	974	98%	4	67%
Collections	955	96%	6	100%
Serial subscriptions	936	94%	6	100%
Staff FTE	905	91%	6	100%
Service points	757	76%	6	100%
Information transactions	721	72%	4	67%
ILL borrowing transactions	538	54%	3	50%
ILL lending transactions	506	51%	4	67%
Capital expenditures	345	35%	4	67%

* descending ranking follows response rates for public libraries

** includes libraries reporting "0"

Table 1b. Item Response Rates -- Academic Libraries, 1996

Library Measure	University*		College*	
	Libraries Reporting (85)	Item Response Rate**	Libraries Reporting (123)	Item Response Rate**
Staff FTE	85	100%	122	99%
Collections	85	100%	119	97%
Total expenditures	85	100%	118	96%
Operating expenditures	85	100%	118	96%
Serial subscriptions	84	99%	121	98%
Circulation transactions	83	98%	112	91%
ILL lending transactions	82	96%	98	80%
ILL borrowing transactions	81	95%	100	81%
Service points	68	80%	108	88%
Information transactions	65	76%	67	54%
Service area population	44	52%	107	87%
Capital expenditures	26	31%	65	53%

* descending ranking follows item response rates for university libraries

** includes libraries reporting "0"

Table 1c. Item Response Rates -- Special Libraries, 1996

Library Measure	Government*		Not-For-Profit*		For-Profit*	
	Libraries Reporting (166)	Item Response Rate**	Libraries Reporting (196)	Item Response Rate**	Libraries Reporting (68)	Item Response Rate**
Staff FTE	162	98%	180	92%	68	100%
Collections	155	93%	177	90%	65	96%
Serial subscriptions	155	93%	181	92%	67	99%
Service points	148	89%	176	90%	55	81%
Service area population	134	81%	147	75%	61	90%
Information transactions	129	78%	132	67%	41	60%
Circulation transactions	129	78%	122	62%	35	51%
Total expenditures	130	78%	152	78%	47	69%
Operating expenditures	129	78%	149	76%	47	69%
ILL borrowing transactions	120	72%	107	55%	39	57%
ILL lending transactions	114	69%	109	56%	39	57%
Capital expenditures	41	25%	70	36%	13	19%

* descending ranking follows item response rates for government libraries

** includes libraries reporting "0"

Table 2. Patterns of Impact by Library Sector, 1996

Type of Library	Libraries	Service Area Population	Service Points	Staff FTE	Collections	Information Transactions	Circulation Transactions	Expenditures
Public	998	26,664,597	2,495	13,321.18	84,343,246	23,200,988	239,772,163	\$713,332,161
Provincial/Territorial	6	14,654,753	9	221.80	4,060,820	46,126	207,133	\$16,489,847
University	85	381,189	629	7,461.79	150,971,989	4,760,617	28,065,891	\$479,858,647
College	123	690,010	195	1,124.79	7,967,472	733,905	4,181,274	\$55,457,255
Government	166	206,703	279	1,398.36	13,906,665	650,522	806,911	\$97,679,718
Not-For-Profit	196	395,002	317	475.93	4,137,164	458,109	1,486,340	\$25,728,916
For-Profit	68	152,508	69	217.95	1,358,588	267,111	1,323,514	\$12,470,600
National	1	not applicable	1	460.00	15,821,945	48,509	117,263	\$32,460,029
Total	1,643	not applicable	3,994	24,681.81	282,567,889	30,165,887	275,960,489	\$1,433,477,173
Libraries Reporting	1,643	1,488	1,319	1,478	1,563	1,138	1,429	1,519

Table 2a. Patterns of Impact by Library Sector – Comparisons, 1996

Type of Library	Libraries	Service Points	Staff FTE	Collections	Information Transactions	Circulation Transactions	Expenditures
Public	60.7%	62.5%	54.0%	29.8%	76.9%	86.9%	49.8%
Provincial/Territorial	0.4%	0.2%	0.9%	1.4%	0.2%	0.1%	1.2%
University	5.2%	15.7%	30.2%	53.4%	15.8%	10.2%	33.5%
College	7.5%	4.9%	4.6%	2.8%	2.4%	1.5%	3.9%
Government	10.1%	7.0%	5.7%	4.9%	2.2%	0.3%	6.8%
Not-For-Profit	11.9%	7.9%	1.9%	1.5%	1.5%	0.5%	1.8%
For-Profit	4.1%	1.7%	0.9%	0.5%	0.9%	0.5%	0.9%
National	0.1%	<.1%	1.9%	5.6%	0.2%	0.0%	2.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	1,643	3,994	24,681.81	282,567,889	30,165,887	275,960,489	\$1,433,477,173
Libraries Reporting	1,643	1,319	1,478	1,563	1,138	1,429	1,519

Table 2b. Patterns of Impact by Library Sector – Per Library, 1996

Type of Library	Service Area Population	Service Points	Staff FTE	Collections	Information Transactions	Circulation Transactions	Expenditures
Public	26,961	3.3	15.21	88,318	32,724	249,243	\$72,788
Provincial/Territorial	2,442,459	1.5	36.97	676,803	11,532	6,354	\$2,748,308
University	8,663	9.3	87.79	1,776,141	73,240	338,143	\$5,645,396
College	6,449	1.8	9.22	66,954	10,954	37,669	\$469,977
Government	1,543	1.9	8.69	89,720	5,043	6,354	\$751,382
Not-For-Profit	2,687	1.8	2.99	23,374	3,755	14,022	\$169,269
For-Profit	2,500	1.3	3.21	20,901	6,515	37,815	\$265,332
Total	28,995	3.0	16.70	180,786	26,508	193,114	\$943,698
Libraries Reporting	1,488	1,319	1,478	1,563	1,138	1,429	1,519

Table 3. Patterns of Staffing (FTE*) by Library Sector, 1996

Type of Library	Total Staff	Librarians	Library Technicians	Other Professionals	Other Paid Staff
Public	13,321.18	2,109.66	830.43	192.87	6,843.98
Provincial/Territorial	221.80	60.50	68.60	16.00	76.70
University	7,461.79	1,318.95	484.74	20.00	5,809.10
College	1,124.79	212.35	488.64	28.85	375.53
Government	1,398.36	409.93	275.14	120.12	580.17
Not-For-Profit	475.93	137.11	116.50	26.62	184.35
For-Profit	217.95	93.32	56.43	6.40	61.80
National	460.00	200.00	---	---	260.00
Total Libraries Reporting	24,681.81 1,478	4,541.82 756	2,320.48 604	410.86 173	14,191.63 824

* FTE = full-time equivalent

Table 3a. Patterns of Staffing (FTE) by Library Sector – Comparisons, 1996

Type of Library	Total Staff	Librarians	Library Technicians	Other Professionals	Other Paid Staff
Public	54.0%	46.4%	35.8%	46.9%	48.2%
Provincial/Territorial	0.9%	1.3%	3.0%	3.9%	0.5%
University	30.2%	29.0%	20.9%	4.9%	40.9%
College	4.6%	4.7%	21.1%	7.0%	2.6%
Government	5.7%	9.0%	11.9%	29.2%	4.1%
Not-For-Profit	1.9%	3.0%	5.0%	6.5%	1.3%
For-Profit	0.9%	2.1%	2.4%	1.6%	0.4%
National	1.9%	4.4%	---	---	1.8%
Total	100.0% 24,681.81	100.0% 4,541.82	100.0% 2,320.48	100.0% 410.86	100.0% 14,191.63
Libraries Reporting	1,478	756	604	173	824

Table 3b. Patterns of Staffing (FTE) by Library Sector – Per Library, 1996

Type of Library	Total Staff	Librarians	Library Technicians	Other Professionals	Other Paid Staff
Public	15.21	6.76	2.76	2.22	12.33
Provincial/Territorial	36.97	10.08	13.72	5.33	12.78
University	87.79	17.13	13.47	2.22	73.53
College	9.22	2.08	4.79	1.60	3.58
Government	8.69	3.60	2.48	5.22	7.25
Not-For-Profit	2.99	1.49	1.37	.99	2.93
For-Profit	3.21	1.79	1.66	1.07	1.77
Total Libraries Reporting	16.70 1,478	6.01 756	3.84 604	2.37 173	17.22 824

Table 4. Patterns of Collection Holdings by Library Sector, 1996

Type of Library	Total Holdings	Books	Non-Book Items	Serial Subscriptions
Public	84,343,246	73,586,115	10,757,131	193,581
Provincial/Territorial	4,060,820	1,282,563	2,778,257	14,695
University	150,971,989	68,260,699	82,711,290	433,442
College	7,967,472	5,726,457	2,241,015	40,934
Government	13,906,665	7,846,068	6,060,597	87,875
Not-For-Profit	4,137,164	1,780,692	2,356,472	24,964
For-Profit	1,358,588	451,665	906,923	20,752
National	15,821,945	6,328,451	9,493,494	33,682
Total Libraries Reporting	282,567,889 1,563	165,262,710 1,548	117,305,179 1,201	849,925 1,525

Table 4a. Patterns of Collection Holdings by Library Sector – Comparisons, 1996

Type of Library	Total Holdings	Books	Non-Book Items	Serial Subscriptions
Public	29.8%	44.5%	9.2%	22.8%
Provincial/Territorial	1.4%	.8%	2.4%	1.7%
University	53.4%	41.3%	70.5%	51.0%
College	2.8%	3.5%	1.9%	4.8%
Government	4.9%	4.7%	5.2%	10.3%
Not-For-Profit	1.5%	1.1%	2.0%	2.9%
For-Profit	.5%	.3%	.8%	2.4%
National	5.6%	3.8%	8.1%	4.0%
Total	100.0% 282,567,889	100.0% 165,262,710	100.0% 117,305,179	100.0% 849,925
Libraries Reporting	1,563	1,548	1,201	1,525

Table 4b. Patterns of Collection Holdings by Library Sector – Per Library, 1996

Type of Library	Total Holdings	Books	Non-Book Items	Serial Subscriptions
Public	88,318	77,541	15,478	212
Provincial/Territorial	676,803	213,761	463,043	2,449
University	1,776,141	803,067	1,008,674	5,160
College	66,954	48,121	21,757	338
Government	89,720	51,961	49,273	571
Not-For-Profit	23,374	10,293	16,953	140
For-Profit	20,901	7,057	17,441	310
Total Libraries Reporting	180,786 1,563	106,759 1,548	97,673 1,201	557 1,525

Table 5. Patterns of Expenditures by Library Sector, 1996

Type of Library	Total Expenditures	Capital Expenditures	Operating Expenditures			Op. Total
			Staff	Collections	Other	
Public	\$713,332,161	\$9,481,274	\$494,784,643	\$96,020,189	\$113,046,055	\$703,850,887
Provincial/Territorial	\$16,489,847	\$57,999	\$10,330,671	\$1,015,423	\$5,085,754	\$16,431,848
University	\$479,858,647	\$2,738,834	\$262,624,441	\$172,509,767	\$41,985,605	\$477,119,813
College	\$55,457,255	\$1,996,849	\$39,362,685	\$10,466,672	\$3,631,049	\$53,460,406
Government	\$97,679,718	\$934,474	\$52,404,731	\$25,911,571	\$18,428,942	\$96,745,244
Not-For-Profit	\$25,728,916	\$542,734	\$12,757,077	\$7,806,206	\$4,622,899	\$25,186,182
For-Profit	\$12,470,600	\$200,434	\$4,869,548	\$5,289,114	\$2,111,504	\$12,270,166
National	\$32,460,029	---	\$21,935,061	\$1,840,471	\$8,684,497	\$32,460,029
Total Libraries Reporting	\$1,433,477,173 1,519	\$15,952,598 471	\$899,068,857 1,329	\$320,859,413 1,429	\$197,596,305 1,174	\$1,417,524,575 1,511

Table 5a. Patterns of Expenditures by Library Sector – Comparisons, 1996

Type of Library	Total Expenditures	Capital Expenditures	Operating Expenditures			Op. Total
			Staff	Collections	Other	
Public	49.8%	59.4%	55.0%	29.8%	57.2%	49.7%
Provincial/Territorial	1.2%	.4%	1.1%	.3%	2.6%	1.2%
University	33.5%	17.2%	29.2%	53.8%	21.2%	33.7%
College	3.9%	12.5%	4.4%	3.3%	1.8%	3.8%
Government	6.8%	5.9%	5.8%	8.1%	9.3%	6.8%
Not-For-Profit	1.8%	3.4%	1.4%	2.4%	2.3%	1.8%
For-Profit	.9%	1.3%	.5%	1.6%	1.1%	.9%
National	2.3%	---	2.4%	.6%	4.4%	2.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	\$1,433,477,173	\$15,952,598	\$899,068,857	\$320,859,413	\$197,596,305	\$1,417,524,575
Libraries Reporting	1,519	471	1,329	1,429	1,174	1,511

Table 5b. Patterns of Expenditures by Library Sector – Per Library, 1996

Type of Library	Total Expenditures	Capital Expenditures	Operating Expenditures			Op. Total
			Staff	Collections	Other	
Public	\$727,890	\$29,445	\$559,079	\$104,826	\$145,303	\$720,421
Provincial/Territorial	\$2,748,308	\$57,999	\$1,721,779	\$169,237	\$847,626	\$2,738,641
University	\$5,645,396	\$119,080	\$3,126,481	\$2,029,527	\$538,277	\$5,613,174
College	\$469,977	\$36,306	\$378,487	\$92,625	\$36,310	\$453,054
Government	\$751,382	\$37,379	\$503,892	\$207,293	\$209,420	\$749,963
Not-For-Profit	\$169,269	\$15,076	\$117,037	\$56,567	\$43,612	\$170,177
For-Profit	\$265,332	\$22,270	\$135,265	\$114,981	\$111,132	\$261,067
Total Libraries Reporting	\$943,698 1,519	\$33,870 471	\$676,500 1,329	\$224,534 1,429	\$168,310 1,174	\$938,137 1,511

Table 6. Patterns of Impact by Political Jurisdiction, 1996

Province/Territory	Population* (000s)	Libraries	Service Points	Staff FTE	Collections	Information Transactions	Circulation Transactions	Expenditures
British Columbia	3,882.0	159	433	3,263.24	33,323,531	5,088,593	47,601,787	\$208,140,520
Alberta	2,780.6	318	460	2,118.88	32,240,914	5,155,667	30,429,529	\$97,864,463
Saskatchewan	1,019.5	45	513	1,096.60	13,282,873	797,521	12,592,918	\$47,397,834
Manitoba	1,134.3	76	66	482.23	6,807,861	162,797	9,560,842	\$46,142,615
Ontario	11,100.9	623	1,702	11,141.87	124,942,723	15,793,403	114,028,646	\$633,806,935
Quebec	7,274.0	331	302	4,672.59	48,307,201	1,980,902	46,904,414	\$305,665,284
New Brunswick	753.0	29	119	517.99	8,442,098	322,187	4,614,042	\$21,933,923
Nova Scotia	931.2	37	168	866.03	7,604,992	451,736	6,708,984	\$45,427,555
Prince Edward Island	136.2	5	35	80.02	912,129	3,689	692,478	\$4,194,031
Newfoundland	560.6	9	132	356.60	6,394,172	349,270	2,348,026	\$18,851,210
Northwest Territories	31.9	7	30	28.75	269,395	35,328	276,155	\$1,869,803
Yukon	67.6	4	34	57.00	40,000	24,794	202,668	\$2,183,000
Total	29,671.9	1,643	3,994	24,681.81	282,567,889	30,165,887	275,960,489	\$1,433,477,173
Libraries Reporting		1,643	1,319	1,478	1,563	1,138	1,429	1,519

* Source: Statistics Canada URL: <http://www.statcan.ca/english/Pgdb/People/Population/demo02.htm>

Table 6a. Patterns of Impact by Political Jurisdiction – Comparisons, 1996

Province/Territory	Population*	Libraries	Service Points	Staff FTE	Collections	Information Transactions	Circulation Transactions	Expenditures
British Columbia	13.1%	9.7%	10.8%	13.1%	11.8%	16.9%	17.2%	14.5%
Alberta	9.4%	19.4%	11.5%	8.5%	11.4%	17.1%	11.0%	6.8%
Saskatchewan	3.4%	2.7%	12.8%	4.4%	4.7%	2.6%	4.6%	3.3%
Manitoba	3.8%	4.6%	1.7%	1.9%	2.4%	.5%	3.5%	3.2%
Ontario	37.4%	37.9%	42.6%	45.6%	44.2%	52.4%	41.3%	44.2%
Quebec	24.5%	20.1%	7.6%	18.8%	17.1%	6.6%	17.0%	21.3%
New Brunswick	2.5%	1.8%	3.0%	2.1%	3.0%	1.1%	1.7%	1.5%
Nova Scotia	3.1%	2.3%	4.2%	3.5%	2.7%	1.5%	2.4%	3.2%
Prince Edward Island	.5%	.3%	.9%	.3%	.3%	<.1%	.3%	.3%
Newfoundland	1.9%	.5%	3.3%	1.4%	2.3%	1.2%	.9%	1.3%
Northwest Territories	.1%	.4%	.8%	.1%	.1%	.1%	.1%	.1%
Yukon	.2%	.2%	.9%	.2%	<.1%	.1%	.1%	.2%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		1,643	3,994	24,681.81	282,567,889	30,165,887	275,960,489	\$1,433,477,173
Libraries Reporting		1,643	1,319	1,478	1,563	1,138	1,429	1,519

* Source: Statistics Canada URL: <http://www.statcan.ca/english/Pgdb/People/Population/demo02.htm>

Table 6b. Patterns of Impact by Political Jurisdiction – Per Library, 1996

Province/Territory	Service Points	Staff FTE	Collections	Information Transactions	Circulation Transactions	Expenditures
British Columbia	3.2	24.91	250,553	43,492	360,620	\$1,425,620
Alberta	1.5	7.71	106,758	19,382	106,770	\$334,008
Saskatchewan	12.2	28.86	308,904	31,901	381,604	\$1,354,224
Manitoba	2.8	20.09	95,885	12,523	147,090	\$659,180
Ontario	2.8	18.90	205,836	28,768	211,949	\$1,087,147
Quebec	2.7	14.33	150,960	19,232	153,785	\$961,212
New Brunswick	4.3	18.50	301,504	16,957	192,252	\$913,913
Nova Scotia	4.5	25.47	211,250	15,577	239,607	\$1,622,413
Prince Edward Island	7.0	16.00	182,426	1,230	138,496	\$838,806
Newfoundland	22.0	50.94	710,464	49,896	391,338	\$2,693,030
Northwest Territories	4.3	4.11	38,485	8,832	55,231	\$311,634
Yukon	8.5	19.00	20,000	8,265	67,556	\$545,750
Total	3.0	16.83	180,786	26,508	193,114	\$943,698
Libraries Reporting	1,319	1,478	1,563	1,138	1,429	1,519

Table 7. Patterns of Impact by Library Sector and Political Jurisdiction – Public, Provincial, and Territorial Libraries, 1996

Type of Library	Province/Territory	Libraries	Service Area Population	Service Points	Staff FTE	Collections	Information Transactions	Circulation Transactions	Expenditures
Public	British Columbia	90	3,686,347	229	1,823.38	11,170,408	4,139,412	40,200,666	\$116,596,707
	Alberta	255	2,360,576	299	1,306.15	10,167,738	4,318,577	28,123,944	\$47,714,695
	Saskatchewan	10	988,197	446	685.97	4,131,379	642,083	10,974,485	\$26,442,195
	Manitoba	50	899,685	---	---	2,641,237	---	8,117,146	\$21,775,797
	Ontario	403	9,798,148	1,194	6,261.88	36,658,936	13,353,940	100,690,332	\$306,526,599
	Quebec	172	6,566,282	---	2,331.40	14,096,797	---	39,196,409	\$155,726,190
	New Brunswick	5	675,165	68	221.30	1,494,827	211,242	3,291,607	\$8,677,030
	Nova Scotia	9	909,282	98	482.10	2,202,421	245,603	6,201,409	\$19,404,082
	Prince Edward Island	1	131,000	24	35.00	265,022	---	593,998	\$1,479,800
	Newfoundland	1	551,792	98	114.00	1,338,481	243,860	1,932,355	\$6,341,066
	Northwest Territories	1	64,500	21	16.00	176,000	29,885	265,021	\$1,070,000
	Yukon	1	33,623	18	44.00	---	16,386	184,791	\$1,578,000
		Sub-Total	998	26,664,597	2,495	13,321.18	84,343,246	23,200,988	239,772,163
Provincial/ Territorial	British Columbia	1	3,855,140	2	16.30	788	---	---	\$1,189,861
	Alberta	---	---	---	---	---	---	---	---
	Saskatchewan	1	988,928	1	34.50	260,913	1,759	1,171	\$1,847,785
	Manitoba	1	1,038,708	1	20.00	169,562	3,290	125,873	\$1,363,180
	Ontario	---	---	---	---	---	---	---	---
	Quebec	1	7,138,795	3	110.00	3,561,101	39,754	72,030	\$9,833,951
	New Brunswick	1	723,900	1	13.00	2,254	---	---	\$874,800
	Nova Scotia	1	909,282	1	28.00	66,202	1,323	8,059	\$1,380,270
	Prince Edward Island	---	---	---	---	---	---	---	---
	Newfoundland	---	---	---	---	---	---	---	---
	Northwest Territories	---	---	---	---	---	---	---	---
	Yukon	---	---	---	---	---	---	---	---
		Sub-Total	6	14,654,753	9	221.80	4,060,820	46,126	207,133

Table 7a. Patterns of Impact by Library Sector and Political Jurisdiction – Academic Libraries, 1996

Type of Library	Province/Territory	Libraries	Service Area Population	Service Points	Staff FTE	Collections	Information Transactions	Circulation Transactions	Expenditures
University	British Columbia	10	85,119	76	1,028.69	18,132,093	576,841	6,297,790	\$65,304,626
	Alberta	6	2,121	43	430.30	19,716,101	520,250	1,530,304	\$35,154,400
	Saskatchewan	6	12,486	31	319.30	7,595,574	98,357	1,344,214	\$17,045,697
	Manitoba	3	---	40	350.00	3,595,930	86,435	967,992	\$16,707,175
	Ontario	23	15,345	228	2,905.15	60,574,483	1,503,807	9,786,893	\$187,310,336
	Quebec	22	264,282	133	1,602.10	24,210,908	1,640,053	5,993,758	\$110,026,714
	New Brunswick	4	---	20	236.00	6,569,081	88,554	1,241,590	\$10,846,942
	Nova Scotia	9	1,836	36	313.25	4,990,976	144,481	408,312	\$23,047,697
	Prince Edward Island	1	---	4	40.00	594,715	---	82,497	\$2,049,085
	Newfoundland	1	---	18	237.00	4,992,128	101,839	412,541	\$12,365,975
	Northwest Territories	---	---	---	---	---	---	---	---
	Yukon	---	---	---	---	---	---	---	---
		Sub-Total	85	381,189	629	7,461.79	150,971,989	4,760,617	28,065,891
College	British Columbia	17	58,967	30	252.14	1,410,629	212,256	1,026,096	\$15,261,136
	Alberta	15	50,794	26	178.91	1,110,904	128,435	616,183	\$6,476,589
	Saskatchewan	6	21,525	10	26.48	697,016	23,477	151,547	\$1,406,664
	Manitoba	3	41,584	5	31.29	126,277	13,641	81,965	\$1,780,604
	Ontario	25	310,968	53	294.42	1,269,760	238,310	943,655	\$14,825,074
	Quebec	44	181,107	45	302.42	3,155,544	90,911	1,296,592	\$14,060,951
	New Brunswick	6	4,000	5	13.88	74,550	14,125	26,675	\$363,578
	Nova Scotia	1	---	1	1.00	14,000	---	---	---
	Prince Edward Island	1	4,000	4	3.00	31,817	1,644	14,370	\$450,433
	Newfoundland	---	---	---	---	---	---	---	---
	Northwest Territories	4	7,065	4	9.25	41,975	3,106	10,191	\$306,226
	Yukon	1	10,000	12	12.00	35,000	8,000	14,000	\$526,000
		Sub-Total	123	690,010	195	1,124.79	7,967,472	733,905	4,181,274

Table 7b. Patterns of Impact by Library Sector and Political Jurisdiction – Special Libraries, 1996

Type of Library	Province/Territory	Libraries	Service Area Population	Service Points	Staff FTE	Collections	Information Transactions	Circulation Transactions	Expenditures
Government	British Columbia	11	8,800	13	61.21	1,912,597	48,769	42,635	\$3,916,266
	Alberta	16	14,004	66	125.20	659,426	47,268	90,398	\$5,260,143
	Saskatchewan	9	8,200	12	19.75	214,666	14,023	20,073	\$364,993
	Manitoba	9	36,130	10	68.50	244,363	54,409	211,566	\$4,046,800
	Ontario	60	99,069	97	913.65	9,102,674	323,556	224,492	\$74,772,571
	Quebec	36	26,331	41	157.46	1,155,120	132,808	157,167	\$6,941,049
	New Brunswick	8	2,019	8	21.00	197,499	6,075	32,417	\$533,526
	Nova Scotia	8	11,270	9	21.50	305,787	17,298	20,222	\$1,129,124
	Prince Edward Island	---	---	---	---	---	---	---	---
	Newfoundland	6	455	15	5.60	63,113	3,571	3,121	\$143,669
	Northwest Territories	2	425	5	3.50	51,420	2,337	943	\$493,577
	Yukon	1	---	3	1.00	---	408	3,877	\$78,000
		Sub-Total	166	206,703	279	1,398.37	13,906,665	650,522	806,911
Not-For-Profit	British Columbia	21	16,713	76	63.60	613,074	104,735	25,180	\$4,966,724
	Alberta	13	33,546	12	26.47	66,378	25,403	36,252	\$515,053
	Saskatchewan	12	10,815	13	8.60	368,325	12,822	98,428	\$169,500
	Manitoba	9	16,570	9	11.85	28,489	5,022	56,300	\$413,059
	Ontario	78	220,755	92	200.29	1,107,290	206,335	1,068,157	\$10,893,209
	Quebec	46	69,328	71	134.11	1,801,590	57,225	107,766	\$7,450,729
	New Brunswick	5	7,140	17	12.81	103,887	2,191	21,753	\$638,047
	Nova Scotia	8	18,040	22	16.18	22,106	42,331	70,882	\$466,382
	Prince Edward Island	2	1,495	3	2.02	20,575	2,045	1,613	\$214,713
	Newfoundland	1	600	1	0.00	450	---	9	\$500
	Northwest Territories	---	---	---	---	---	---	---	---
	Yukon	1	---	1	0.00	5,000	0	0	\$1,000
		Sub-Total	196	395,002	317	475.93	4,137,164	458,109	1,486,340

Table 7b. Patterns of Impact by Library Sector and Political Jurisdiction – Special Libraries, 1996 – continued

Type of Library	Province/Territory	Libraries	Service Area Population	Service Points	Staff FTE	Collections	Information Transactions	Circulation Transactions	Expenditures
For-Profit	British Columbia	9	7,314	7	17.92	83,942	6,580	9,420	\$905,200
	Alberta	13	7,900	14	51.85	520,367	115,734	32,448	\$2,743,583
	Saskatchewan	1	3,000	---	2.00	15,000	5,000	3,000	\$121,000
	Manitoba	1	135	1	.60	2,003	---	---	\$56,000
	Ontario	33	120,229	37	106.48	407,635	118,946	1,197,854	\$7,019,117
	Quebec	10	13,630	9	35.10	326,141	20,151	80,692	\$1,625,700
	New Brunswick	---	---	---	---	---	---	---	---
	Nova Scotia	1	300	1	4.00	3,500	700	100	---
	Prince Edward Island	---	---	---	---	---	---	---	---
	Newfoundland	---	---	---	---	---	---	---	---
	Northwest Territories	---	---	---	---	---	---	---	---
	Yukon	---	---	---	---	---	---	---	---
	Sub-Total		68	152,508	69	217.95	1,358,588	267,111	1,323,514

Table 8. Impact Trends – All Libraries – Per Library, 1994-1996

Library Measure	Libraries*	1994		1995		1996	
		Median	Mean	Median	Mean	Median	Mean
Information transactions	863	2,194	32,599	2,400	33,545	2,600	31,631
Circulation transactions	965	21,205	218,031	22,245	226,309	21,324	221,367
Staff FTE	1,110	3.74	20.08	3.60	19.34	3.65	20.27
Collections	1,158	22,788	200,445	23,200	219,619	24,914	213,481
Serial subscriptions	1,141	77	613	76	588	77	640
Service points	985	1.0	3.1	1.0	3.3	1.0	3.3
Expenditures	1,182	\$126,997	\$1,115,773	\$141,392	\$1,188,135	\$127,382	\$1,095,168
Staff expenditures	1,055	\$96,012	\$767,257	\$103,937	\$799,779	\$98,860	\$771,265
Materials expenditures	1,109	\$26,645	\$231,557	\$27,078	\$239,280	\$27,149	\$254,413

* only libraries in database reporting this measure in all three survey years

Table 8a. Impact Trends by Library Sector—Public, Provincial, and Territorial Libraries – Per Library, 1994-1996

Type of Library	Library Measure	Libraries*	1994		1995		1996	
			Median	Mean	Median	Mean	Median	Mean
Public	Information transactions	623	1,673	35,176	1,889	35,177	2,261	34,676
	Circulation transactions	697	24,480	247,813	24,898	258,308	25,148	261,948
	Staff FTE	764	3.00	16.60	3.00	16.42	3.00	16.76
	Collections	856	21,420	79,262	22,456	89,735	23,640	92,953
	Serial subscriptions	799	47	160	45	161	46	229
	Service points	705	1.0	3.4	1.0	3.4	1.0	3.4
	Expenditures	877	\$80,763	\$756,840	\$103,623	\$858,338	\$80,565	\$760,259
	Staff expenditures	787	\$66,319	\$547,196	\$74,088	\$593,928	\$66,062	\$585,505
	Materials expenditures	813	\$15,077	\$109,382	\$15,745	\$111,303	\$15,950	\$108,887
Provincial/ Territorial	Information transactions	3	4,027	15,932	4,260	16,851	1,759	14,279
	Circulation transactions	3	75,471	57,188	74,930	55,994	8,059	27,087
	Staff FTE	5	29.00	46.40	27.20	43.54	28.00	40.36
	Collections	4	159,065	496,779	169,462	921,242	163,558	972,618
	Serial subscriptions	3	228	359	270	353	238	323
	Service points	5	1.0	2.0	1.0	1.6	1.0	1.6
	Expenditures	5	\$1,419,900	\$3,210,384	\$1,437,900	\$3,188,866	\$1,380,270	\$3,025,333
	Staff expenditures	5	\$1,141,000	\$2,050,658	\$1,152,000	\$2,035,521	\$983,924	\$1,920,298
	Materials expenditures	5	\$146,459	\$138,977	\$114,000	\$143,969	\$106,892	\$163,085

* only libraries in database reporting this measure in all three survey years

Table 8b. Impact Trends by Library Sector—Academic Libraries – Per Library, 1994-1996

Type of Library	Library Measure	Libraries*	1994		1995		1996	
			Median	Mean	Median	Mean	Median	Mean
University	Information transactions	56	37,035	78,693	39,522	94,627	35,167	75,724
	Circulation transactions	71	137,459	448,600	156,640	460,517	144,193	369,046
	Staff FTE	74	42.50	88.24	40.60	86.74	38.65	91.72
	Collections	72	839,203	1,755,593	854,856	1,813,696	726,515	1,854,868
	Serial subscriptions	72	2,316	5,754	2,317	5,392	2,304	5,465
	Service points	49	2.0	5.1	2.0	8.0	4.0	8.6
	Expenditures	74	\$3,024,088	\$5,997,782	\$2,438,625	\$6,182,209	\$2,380,360	\$5,922,787
	Staff expenditures	71	\$1,557,328	\$3,688,414	\$1,749,253	\$3,689,955	\$1,582,149	\$3,384,996
	Materials expenditures	74	\$677,442	\$1,810,244	\$697,225	\$1,903,206	\$829,970	\$2,116,644
College	Information transactions	44	7,045	11,094	6,692	10,662	8,106	11,829
	Circulation transactions	70	25,646	53,225	29,578	50,923	25,540	41,879
	Staff FTE	81	7.00	10.22	6.50	9.92	6.35	9.46
	Collections	73	65,143	78,461	65,000	77,291	58,034	75,577
	Serial subscriptions	80	296	371	265	345	256	343
	Service points	66	1.0	2.5	1.0	2.6	1.0	2.0
	Expenditures	75	\$368,417	\$713,750	\$354,185	\$528,810	\$347,077	\$524,459
	Staff expenditures	68	\$240,772	\$408,262	\$252,256	\$416,004	\$265,581	\$403,907
	Materials expenditures	73	\$63,946	\$93,223	\$64,430	\$92,970	\$67,000	\$103,442

* only libraries in database reporting this measure in all three survey years

Table 8c. Impact Trends by Library Sector—Special Libraries – Per Library, 1994-1996

Type of Library	Library Measure	Libraries*	1994		1995		1996	
			Median	Mean	Median	Mean	Median	Mean
Government	Information transactions	64	2,122	13,178	2,017	13,546	2,189	6,506
	Circulation transactions	65	2,700	5,657	2,500	5,902	3,328	5,228
	Staff FTE	85	3.00	12.59	3.00	12.53	3.00	12.45
	Collections	65	14,000	240,798	15,050	229,204	20,000	96,239
	Serial subscriptions	83	200	785	200	806	200	831
	Service points	69	1.0	1.9	1.0	1.7	1.0	1.8
	Expenditures	70	\$181,707	\$1,167,510	\$176,400	\$1,127,706	\$189,134	\$1,134,239
	Staff expenditures	59	\$145,506	\$760,274	\$145,506	\$729,893	\$125,895	\$726,120
	Materials expenditures	69	\$53,500	\$260,341	\$58,000	\$265,907	\$59,795	\$283,572
Not-For-Profit	Information transactions	54	1,086	3,563	1,138	3,340	1,737	4,624
	Circulation transactions	44	3,261	27,836	3,948	27,133	4,453	28,884
	Staff FTE	70	2.00	4.40	1.50	4.14	2.00	4.30
	Collections	62	7,451	46,663	7,525	31,081	6,950	31,631
	Serial subscriptions	73	112	194	120	189	104	184
	Service points	64	1.0	2.0	1.0	2.0	1.0	2.0
	Expenditures	61	\$60,000	\$262,311	\$57,279	\$260,524	\$60,000	\$262,387
	Staff expenditures	49	\$42,338	\$162,547	\$40,000	\$154,934	\$46,000	\$165,288
	Materials expenditures	57	\$17,443	\$75,621	\$17,500	\$75,928	\$17,000	\$82,343
For-Profit	Information transactions	18	2,011	6,727	1,141	6,350	2,509	9,742
	Circulation transactions	14	3,276	6,274	2,421	7,826	1,645	7,038
	Staff FTE	30	3.00	4.00	2.00	3.98	2.00	4.07
	Collections	25	11,015	15,985	14,500	218,079	14,000	25,856
	Serial subscriptions	30	164	351	143	321	129	288
	Service points	27	1.0	1.3	1.0	1.5	1.0	1.3
	Expenditures	19	\$151,000	\$370,589	\$209,000	\$382,071	\$126,764	\$375,368
	Staff expenditures	15	\$70,000	\$159,412	\$75,000	\$159,974	\$75,000	\$174,289
	Materials expenditures	17	\$103,153	\$123,438	\$104,424	\$148,242	\$107,466	\$148,192

* only libraries in database reporting this measure in all three survey years

Table 9. Impact Trends – Canadian Population – Per Capita, 1994-1996

Library Measure*	1994		1995		1996	
	Total (000s)	Per Capita**	Total (000s)	Per Capita**	Total (000s)	Per Capita**
Information transactions	32,779.3	1.1	32,170.9	1.1	30,165.9	1.0
Circulation transactions	278,870.7	9.6	265,741.2	9.1	275,960.5	9.3
Staff FTE (per 1,000)	23.1	.80	23.7	.81	24.7	.83
Collections	289,971.0	10.0	274,881.0	9.4	282,567.9	9.5
Serial subscriptions (per 1,000)	841.9	29.0	899.4	30.6	849.9	28.6
Expenditures	\$1,592,144.0	\$54.83	\$1,504,663.0	\$51.26	\$1,433,477.2	\$48.31
Staff expenditures	\$838,683.6	\$28.88	\$935,609.9	\$31.87	\$899,068.9	\$30.30
Materials expenditures	\$271,545.9	\$9.35	\$305,093.8	\$10.39	\$320,859.4	\$10.81

* data for all libraries in the National Core Library Statistics Program for one or more survey years

** Canadian population (000s): 1994 – 29,036.0; 1995 -- 29,353.9; 1996 -- 29,671.9

(Source: Statistics Canada URL: <http://www.statcan.ca/english/Pgdb/People/Population/demo02.htm>)

Table 10. Impact Trends by Library Sector – Public, Provincial, and Territorial Libraries – Per Capita, 1994-1996

Type of Library	Library Measure	Libraries*	1994	1995	1996
Public	Information transactions	619	1.2	1.3	1.2
	Circulation transactions	691	9.6	9.9	10.0
	Staff FTE (per 1,000)	756	.5	.5	.5
	Collections	849	2.7	2.9	3.0
	Serial subscriptions (per 1,000)	792	5.4	5.4	7.9
	Service points (per 1,000)	698	.1	.1	.1
	Expenditures	868	\$25.72	\$29.21	\$25.92
	Staff expenditures	781	\$16.93	\$18.31	\$18.05
	Materials expenditures	810	\$3.70	\$3.77	\$3.67
Provincial/ Territorial	Information transactions	in/d**			
	Circulation transactions	in/d**			
	Staff FTE (per 1,000)	4	<.1	<.1	<.1
	Collections	3	.2	.2	.1
	Serial subscriptions (per 1,000)	3	.6	.5	.4
	Service points (per 1,000)	4	<.1	<.1	<.1
	Expenditures	4	\$.98	\$.97	\$.82
	Staff expenditures	4	\$.71	\$.68	\$.57
Materials expenditures	4	\$.07	\$.06	\$.05	

* only libraries in database reporting this measure in all three survey years

** in/d – insufficient data – 2 or fewer libraries reporting

Table 10a. Impact Trends by Library Sector – Academic Libraries -- Per Capita, 1994-1996

Type of Library	Library Measure	Libraries*	1994	1995	1996
University	Information transactions	27	6.0	6.4	6.8
	Circulation transactions	33	29.8	31.9	35.5
	Staff FTE (per 1,000)	33	6.6	6.5	7.1
	Collections	31	107.1	111.6	137.0
	Serial subscriptions (per 1,000)	33	446.0	411.0	436.5
	Service points (per 1,000)	16	.6	.5	1.6
	Expenditures	33	\$448.41	\$461.00	\$500.03
	Staff expenditures	30	\$266.77	\$265.73	\$299.25
	Materials expenditures	33	\$120.98	\$128.35	\$153.19
College	Information transactions	31	1.2	1.2	1.9
	Circulation transactions	54	6.5	7.9	6.9
	Staff FTE (per 1,000)	62	1.5	1.6	1.6
	Collections	54	12.5	14.9	17.2
	Serial subscriptions (per 1,000)	61	54.8	59.0	59.5
	Service points (per 1,000)	51	.3	.4	.3
	Expenditures	58	\$104.82	\$91.05	\$89.07
	Staff expenditures	51	\$62.29	\$65.29	\$63.09
	Materials expenditures	56	\$13.32	\$16.03	\$16.81

* only libraries in database reporting this measure in all three survey years

Table 10b. Impact Trends by Library Sector – Special Libraries -- Per Capita, 1994-1996

Type of Library	Library Measure	Libraries*	1994	1995	1996
Government	Information transactions	50	1.5	3.3	3.9
	Circulation transactions	53	1.4	3.2	2.7
	Staff FTE (per 1,000)	59	2.9	6.5	5.7
	Collections	45	20.1	50.7	50.9
	Serial subscriptions (per 1,000)	58	202.3	406.3	435.9
	Service points (per 1,000)	49	.4	.9	.9
	Expenditures	53	\$187.91	\$382.69	\$378.06
	Staff expenditures	45	279.55	\$260.53	\$261.99
	Materials expenditures	52	\$37.09	\$86.07	\$82.60
Not-For-Profit	Information transactions	32	<.1	.1	.7
	Circulation transactions	30	1.0	6.9	6.0
	Staff FTE (per 1,000)	40	.1	.3	.7
	Collections	36	.5	2.4	4.6
	Serial subscriptions (per 1,000)	41	3.6	15.4	33.9
	Service points (per 1,000)	38	<.1	<.1	.2
	Expenditures	37	\$3.92	\$17.10	\$41.19
	Staff expenditures	29	\$2.03	\$9.23	\$33.47
	Materials expenditures	35	\$.83	\$3.73	\$10.25
For-Profit	Information transactions	14	1.0	.9	1.4
	Circulation transactions	9	1.1	1.5	1.5
	Staff FTE (per 1,000)	22	.6	.7	.8
	Collections	21	2.0	40.2	4.5
	Serial subscriptions (per 1,000)	24	56.1	69.1	63.0
	Service points (per 1,000)	23	.5	.5	.4
	Expenditures	16	\$39.21	\$58.19	\$58.06
	Staff expenditures	12	\$13.67	\$21.03	\$22.72
	Materials expenditures	14	\$11.36	\$19.88	\$20.21

* only libraries in database reporting this measure in all three survey years

Table 11. Key Measures — All Libraries, 1994-1996

Type of Library	Library Measure	Libraries*	1994	1995	1996
All Libraries	Collection Turnover (circulation/holdings)	907	1.1	1.0	1.0
	Collection Holdings – Books %	782	46%	44%	55%
	Collection Holdings – Non-Print %	580	55%	59%	50%
	Staff FTE – Librarians %	562	23%	22%	20%
	Staff FTE – Technicians %	375	18%	18%	19%
	Expenditures – Operating %	1,008	96%	95%	99%
	Expenditures – Capital %	175	8%	9%	2%
	Operating Expenditures – Staff %	881	66%	65%	66%
	Operating Expenditures – Collections %	939	22%	21%	24%

* only libraries in database reporting this measure in all three survey years

Table 11a. Key Measures by Library Sector—Public, Provincial, and Territorial Libraries, 1994-1996

Type of Library	Library Measure	Libraries*	1994	1995	1996
Public	Collection Turnover (circulation/holdings)	675	3.3	2.9	2.8
	Collection Holdings – Books %	481	91%	89%	92%
	Collection Holdings – Non-Print %	309	11%	14%	12%
	Staff FTE – Librarians %	282	22%	20%	19%
	Staff FTE – Technicians %	167	11%	12%	12%
	Expenditures – Operating %	706	92%	93%	98%
	Expenditures – Capital %	112	12%	13%	2%
	Operating Expenditures – Staff %	615	74%	69%	75%
	Operating Expenditures – Collections %	645	15%	13%	14%
Provincial/Territorial	Collection Turnover (circulation/holdings)	3	.1	.1	<.1
	Collection Holdings – Books %	4	28%	29%	29%
	Collection Holdings – Non-Print %	4	72%	71%	71%
	Staff FTE – Librarians %	5	26%	28%	28%
	Staff FTE – Technicians %	3	26%	28%	32%
	Expenditures – Operating %	5	99%	99%	100%
	Expenditures – Capital %	in/d**			
	Operating Expenditures – Staff %	5	65%	65%	64%
	Operating Expenditures – Collections %	5	4%	5%	5%

* only libraries in database reporting this measure in all three survey years

** in/d – insufficient data – 2 or fewer libraries reporting

Table 11b. Key Measures by Library Sector—Academic Libraries, 1994-1996

Type of Library	Library Measure	Libraries*	1994	1995	1996
University	Collection Turnover (circulation/holdings)	69	.3	.3	.2
	Collection Holdings – Books %	72	38%	37%	44%
	Collection Holdings – Non-Print %	70	62%	63%	56%
	Staff FTE – Librarians %	67	22%	22%	20%
	Staff FTE – Technicians %	28	28%	28%	32%
	Expenditures – Operating %	74	99%	97%	99%
	Expenditures – Capital %	19	3%	2%	2%
	Operating Expenditures – Staff %	71	60%	59%	55%
	Operating Expenditures – Collections %	74	30%	32%	36%
College	Collection Turnover (circulation/holdings)	66	.7	.6	.5
	Collection Holdings – Books %	73	65%	65%	68%
	Collection Holdings – Non-Print %	67	37%	37%	34%
	Staff FTE – Librarians %	76	21%	21%	22%
	Staff FTE – Technicians %	67	39%	39%	47%
	Expenditures – Operating %	74	98%	97%	97%
	Expenditures – Capital %	28	4%	4%	7%
	Operating Expenditures – Staff %	68	54%	76%	73%
	Operating Expenditures – Collections %	73	13%	18%	20%

* only libraries in database reporting this measure in all three survey years

Table 11c. Key Measures by Library Sector—Special Libraries, 1994-1996

Type of Library	Library Measure	Libraries*	1994	1995	1996
Government	Collection Turnover (circulation/holdings)	47	.1	.1	.1
	Collection Holdings – Books %	64	16%	14%	66%
	Collection Holdings – Non-Print %	56	53%	66%	64%
	Staff FTE – Librarians %	62	29%	28%	31%
	Staff FTE – Technicians %	58	29%	27%	28%
	Expenditures – Operating %	69	97%	99%	99%
	Expenditures – Capital %	7	2%	2%	2%
	Operating Expenditures – Staff %	58	71%	69%	69%
	Operating Expenditures – Collections %	68	20%	22%	22%
Not-For-Profit	Collection Turnover (circulation/holdings)	34	1.7	1.2	1.2
	Collection Holdings – Books %	62	28%	42%	42%
	Collection Holdings – Non-Print %	53	68%	69%	69%
	Staff FTE – Librarians %	49	33%	34%	33%
	Staff FTE – Technicians %	38	29%	26%	26%
	Expenditures – Operating %	61	98%	99%	99%
	Expenditures – Capital %	5	10%	9%	11%
	Operating Expenditures – Staff %	49	53%	51%	53%
	Operating Expenditures – Collections %	57	28%	28%	30%
For-Profit	Collection Turnover (circulation/holdings)	12	.4	.4	.4
	Collection Holdings – Books %	25	46%	3%	28%
	Collection Holdings – Non-Print %	20	57%	97%	75%
	Staff FTE – Librarians %	21	49%	50%	50%
	Staff FTE – Technicians %	14	43%	35%	39%
	Expenditures – Operating %	19	99%	98%	98%
	Expenditures – Capital %	3	4%	3%	3%
	Operating Expenditures – Staff %	15	41%	41%	44%
Operating Expenditures – Collections %	17	30%	36%	36%	

* only libraries in database reporting this measure in all three survey years

Table 12. Key Measures by Political Jurisdiction, 1994-1996

Province/Territory	Library Measure	Libraries*	1994	1995	1996
British Columbia	Collection Turnover (circulation/holdings)	95	1.5	1.6	1.6
	Collection Holdings – Books %	102	56%	58%	62%
	Collection Holdings – Non-Print %	98	42%	43%	39%
	Staff FTE – Librarians %	63	23%	24%	22%
	Staff FTE – Technicians %	47	15%	18%	24%
	Expenditures – Operating %	124	99+%	92%	98%
	Expenditures – Capital %	in/d**			
	Operating Expenditures – Staff %	104	57%	66%	62%
	Operating Expenditures – Collections %	123	19%	23%	22%
Alberta	Collection Turnover (circulation/holdings)	249	1.7	1.7	1.5
	Collection Holdings – Books %	258	62%	48%	57%
	Collection Holdings – Non-Print %	250	37%	52%	44%
	Staff FTE – Librarians %	23	33%	31%	28%
	Staff FTE – Technicians %	23	37%	32%	32%
	Expenditures – Operating %	259	95%	99%	99%
	Expenditures – Capital %	56	5%	5%	8%
	Operating Expenditures – Staff %	200	63%	63%	77%
	Operating Expenditures – Collections %	199	22%	22%	25%
Saskatchewan	Collection Turnover (circulation/holdings)	23	.8	.9	.8
	Collection Holdings – Books %	25	48%	45%	55%
	Collection Holdings – Non-Print %	22	55%	58%	48%
	Staff FTE – Librarians %	21	19%	18%	16%
	Staff FTE – Technicians %	12	13%	15%	12%
	Expenditures – Operating %	23	95%	97%	98%
	Expenditures – Capital %	8	12%	9%	6%
	Operating Expenditures – Staff %	22	60%	57%	60%
	Operating Expenditures – Collections %	23	25%	25%	26%

* only libraries in database reporting this measure in all three survey years

** in/d – insufficient data – 2 or fewer libraries reporting

Table 12. Key Measures by Political Jurisdiction, 1994-1996 – continued

Province/Territory	Library Measure	Libraries*	1994	1995	1996
Manitoba	Collection Turnover (circulation/holdings)	8	.5	.3	.3
	Collection Holdings – Books %	11	46%	46%	72%
	Collection Holdings – Non-Print %	10	54%	54%	28%
	Staff FTE – Librarians %	10	23%	24%	20%
	Staff FTE – Technicians %	7	38%	33%	31%
	Expenditures – Operating %	11	99%	99%	98%
	Expenditures – Capital %	in/**			
	Operating Expenditures – Staff %	11	67%	64%	60%
	Operating Expenditures – Collections %	11	24%	24%	28%
Ontario	Collection Turnover (circ/holdings)	429	1.1	1.0	1.0
	Collection Holdings – Books %	96	31%	29%	47%
	Collection Holdings – Non-Print %	87	65%	68%	55%
	Staff FTE – Librarians %	222	24%	21%	20%
	Staff FTE – Technicians %	195	14%	14%	16%
	Expenditures – Operating %	465	94%	95%	99%
	Expenditures – Capital %	70	12%	12%	1%
	Operating Expenditures – Staff %	432	72%	66%	69%
	Operating Expenditures – Collections %	459	22%	19%	22%
Quebec	Collection Turnover (circulation/holdings)	69	.3	.2	.2
	Collection Holdings – Books %	244	59%	58%	59%
	Collection Holdings – Non-Print %	69	59%	60%	60%
	Staff FTE – Librarians %	178	20%	23%	20%
	Staff FTE – Technicians %	79	29%	29%	29%
	Expenditures – Operating %	81	97%	97%	98%
	Expenditures – Capital %	33	3%	3%	3%
	Operating Expenditures – Staff %	73	65%	65%	64%
	Operating Expenditures – Collections %	79	26%	27%	28%

* only libraries in database reporting this measure in all three survey years

** in/d – insufficient data – 2 or fewer libraries reporting

Table 12. Key Measures by Political Jurisdiction, 1994-1996 – continued

Province/Territory	Library Measure	Libraries*	1994	1995	1996
New Brunswick	Collection Turnover (circulation/holdings)	15	.6	.6	.6
	Collection Holdings – Books %	20	42%	36%	43%
	Collection Holdings – Non-Print %	20	58%	64%	57%
	Staff FTE – Librarians %	19	20%	19%	17%
	Staff FTE – Technicians %	In/d**			
	Expenditures – Operating %	19	80%	83%	99+%
	Expenditures – Capital %	in/d**			
	Operating Expenditures – Staff %	17	72%	73%	71%
	Operating Expenditures – Collections %	19	19%	20%	20%
Nova Scotia	Collection Turnover (circulation/holdings)	8	2.0	1.8	1.9
	Collection Holdings – Books %	13	65%	63%	79%
	Collection Holdings – Non-Print %	12	49%	51%	32%
	Staff FTE – Librarians %	12	21%	20%	19%
	Staff FTE – Technicians %	3	3%	5%	2%
	Expenditures – Operating %	13	99+%	98%	99+%
	Expenditures – Capital %	in/d**			
	Operating Expenditures – Staff %	11	63%	62%	52%
	Operating Expenditures – Collections %	13	20%	21%	34%
Prince Edward Island	Collection Turnover (circulation/holdings)	4	.8	.8	.8
	Collection Holdings – Books %	4	63%	60%	64%
	Collection Holdings – Non-Print %	4	37%	40%	36%
	Staff FTE – Librarians %	4	26%	25%	23%
	Staff FTE – Technicians %	in/d**			
	Expenditures – Operating %	4	99+%	99+%	99+%
	Expenditures – Capital %	in/d**			
	Operating Expenditures – Staff %	4	65%	60%	58%
	Operating Expenditures – Collections %	4	29%	31%	35%

* only libraries in database reporting this measure in all three survey years

** in/d – insufficient data – 2 or fewer libraries reporting

Table 12. Key Measures by Political Jurisdiction, 1994-1996 – continued

Province/Territory	Library Measure	Libraries*	1994	1995	1996
Newfoundland	Collection Turnover (circulation/holdings)	3	.5	.5	.4
	Collection Holdings – Books %	4	40%	40%	56%
	Collection Holdings – Non-Print %	3	60%	60%	44%
	Staff FTE – Librarians %	4	15%	14%	16%
	Staff FTE – Technicians %	in/d**			
	Expenditures – Operating %	3	99%	95%	99%
	Expenditures – Capital %	in/d**			
	Operating Expenditures – Staff %	in/d**			
	Operating Expenditures – Collections %	in/d**			
Northwest Territories	Collection Turnover (circulation/holdings)	4	1.3	1.2	1.2
	Collection Holdings – Books %	4	95%	93%	95%
	Collection Holdings – Non-Print %	4	5%	7%	5%
	Staff FTE – Librarians %	4	32%	22%	29%
	Staff FTE – Technicians %	in/d**			
	Expenditures – Operating %	3	65%	97%	100%
	Expenditures – Capital %	in/d**			
	Operating Expenditures – Staff %	in/d**			
	Operating Expenditures – Collections %	in/d**			
Yukon	Collection Turnover (circulation/holdings)	in/d**			
	Collection Holdings – Books %	in/d**			
	Collection Holdings – Non-Print %	in/d**			
	Staff FTE – Librarians %	in/d**			
	Staff FTE – Technicians %	in/d**			
	Expenditures – Operating %	3	90%	83%	83%
	Expenditures – Capital %	in/d**			
	Operating Expenditures – Staff %	in/d**			
Operating Expenditures – Collections %	in/d**				

* only libraries in database reporting this measure in all three survey years

** in/d – insufficient data – 2 or fewer libraries reporting

APPENDIX B

1996 Survey Form and Instructions and Definitions



NATIONAL CORE LIBRARY STATISTICS PROGRAM

SURVEY

Instructions and Definitions



General instructions

- All fiscal amounts are to be rounded to the nearest dollar.
- If a response is unavailable, use U/A. If a question is not applicable to your library, use N/A. If the appropriate answer is zero, use 0.
- If exact information is not available for an item, please enter your best estimate for the requested figure and indicate that the figure is an estimate.

REPORTING PERIOD

The **reporting period** MUST be a twelve-month period. The reporting period may be either the calendar year for which data are being requested (e.g., January to December 1996) or the fiscal year beginning in that year (e.g., April 1996 to March 1997). Please specify first and last months of fiscal year.

Report all requested core data covering this period. If the library is regularly open for a portion of the year on an annual basis, e.g., only in the summer months, report for the period that it is open.

A. GENERAL INFORMATION

A **library** is defined for the purposes of this survey as any organized collection of printed books and periodicals or of any other graphic, electronic, or audio-visual materials, AND the services of a staff (or volunteers) to provide and facilitate the use of such materials or of other information sources as are required to meet the informational, research, educational, cultural or recreational needs of its users. It may or may not use the word "library" in its title.

NOTE: Staff is considered to be any person, whether paid or unpaid, full-time or parttime, who provides service in the library. A library run entirely by volunteers is still a library.

1. a) Type of library:

Please check appropriate box. Please use a separate questionnaire for each type of library. Do not combine data for more than one type of library.

Provincial/territorial library

A library of a learned or resource character which is maintained by provincial/territorial funds for the use of the citizens of the province/territory, either directly or through local libraries. It is usually responsible for the coordination of and cooperation among library services in the province/territory and may fulfill some of the functions of a national library within the province/territory. Include central library agencies and boards providing services at the provincial/territorial level. The provincial/territorial library service/agency/board should report their data separately from their provincial/territorial public libraries data.

University library

A library primarily serving students and teachers in a university or other degree-granting institution at the post-secondary level.

College library

A library serving the students and teachers of a non-degree-granting, post-secondary educational institution, including community colleges, CEGEPs, institutes of technology, vocational training centres, etc.

NOTE: Do not include classroom collections and book collections in the corridor or in other areas not specifically designated as library facilities.

Public library

A library which serves the population of a community or region free of charge or for a nominal fee. It is usually established through legislation or regulation and supported by tax dollars. Include school-housed public libraries.

Special libraries

A library established, supported, and administered by a business firm, private corporation, association, government agency, or other special-interest group or agency to meet the information needs of its members, staff or other form of specialized clientele in pursuing the goals of the organization. The scope of collections and services is limited to the subject interests of the host or parent organization.

Types of special libraries

For-profit sector

Examples include libraries for businesses, law firms, corporations, banks, etc. Includes libraries of Crown corporations and profit-making institutions.

Government (not-for-profit sector)

Examples include libraries for federal, provincial or municipal government departments or agencies and legislative libraries.

Other (not-for-profit sector)

Examples include libraries for hospitals, museums, and other not-for-profit organizations, associations, etc.

1 b) Number of libraries represented by this report

A library is considered to be an independent institution comprising an administrative unit and all of its sub-units (e.g., branches, departments).

The sub-units may be "service points" in which case they are counted under **2. Number of service points**.

If a number of **libraries**, each with their own administrative unit, are represented in this report, provide the number in the boxes on the right (1.b).

e.g., A university library reports for itself and 3 other libraries at the same university although each library has its own administrative unit. If the reporting library is also reporting for its 5 service points, the following would be filled in the questionnaire: 1.a) - check "university" for type of library 1.b) - in box on right beside university mark 4 for number of libraries 2. - mark 9 for number of service points (i.e., five service points **plus** one main library **plus** three other libraries)

1.a) Type of library: 

(put check mark) ↓

- ...Provincial/Territorial.....
- ...University
- ...College
- ...Public

Special library:

- ...For profit sector
- ...Government (not-for-profit sector).....
- ...Other not-for-profit sector.....

b) Number of libraries represented by this report : (read Instructions and Definitions, above):

(put number in box) ↓

2. Number of service points (read Instructions and Definitions, page 4): 9

e.g. If you are a public library that is reporting for a library system that consists of 1 main library and 9 branches you would complete the questionnaire in the following manner:

1. a) Type of library: 

(put check mark) ↓

- ...Provincial/Territorial.....

b) Number of libraries represented by this report

(read Instructions and Definitions above):

(put number in box) ↓

- ...University
- ...College
- ...Public

Special library:

- ...For profit sector
- ...Government (not-for-profit sector).....
- ...Other not-for-profit sector

2. Number of service points (read Instructions and Definitions, below): 10

2. Number of service points

A **service point** is any part of a library or library system, i.e., main library, branches and bookmobiles, at which a direct service for users is provided in physically self-contained quarters. It will have a collection of library materials and staff, and will usually but not necessarily be housed in separate premises from other service points. Indicate the number of all service points **including the primary or main library**.

NOTE:

- Each bookmobile is one service point. Do not count each bookmobile stop as a service point. Do not count as bookmobiles any library vehicles used for purposes other than providing library services directly to the public.
- Do not include as service points permanent locations at which there is either no collection of library materials or no staff (e.g., deposit stations, seminar collections, reading rooms, etc.), or service desks which are not within physically self-contained quarters (e.g., circulation desks, reference desks, etc.).

3. Population of library service area

Report the most recent figure for the population which the library has a mandate to serve (i.e., primary customer base).

Public libraries should report the most recent population figure for the municipality which they serve (i.e., using the most recent Statistics Canada figures).

University and college libraries should report the total number (both full-time and part-time) of students and faculty/teachers and any other registered users, i.e., the general public paying a user fee.

Special libraries should report the number of authorized users, i.e., members of the group the library was set up to serve. In cases where such a library is open to the public, report the figure for the "primary" clientele (e.g., staff of a corporation) rather than the figure for the general population.

B. STAFF (FULL-TIME EQUIVALENTS)

Include here only **paid** staff, including all full-time, part-time, regular, temporary and casual employees, including student assistants.

Please provide as much staff (FTE) data as your library records will permit, according to the breakdown requested.

Part-time positions should be expressed in terms of the full-time work week. A suggested method to compute full-time equivalents (FTE) is to divide the number of hours worked per week by a part-time employee by the number of hours considered by the reporting library to be a full-time work week. (e.g., 3 part-time employees work a total of 3120 person-hours in the year. If there is a normal working week of 40 hours over the 52 weeks of the year (equalling 2080 hours) for the category to which these employees belong, divide the 3120 person hours by 2080. Thus the part-time positions filled in full-time equivalents are: $3120 / 2080 = 1.5$).

FTE must be further pro-rated if less than a year is being reflected in the calculation for a given part-time employee. If the full-time work week is less than 30 hours, calculate FTE on a basis of 30 hours.

4.a) Librarians

The usual educational requirement is a Master's degree (or its historical antecedent) from a library education program accredited by the American Library Association or its equivalent.

4.b) Library Technicians

Library technicians are paraprofessional staff members possessing a technical certificate and/or diploma acquired from an accredited Library Technician program.

4.c) Teacher-Librarians

Teacher-librarians are individuals possessing teaching and/or librarian qualifications who are in charge of a school library and who teach students.

4.d) Other professionals

Report here other professionals, i.e., systems and computer specialists, administrative personnel, accountants, etc.

4.e) All other paid staff

Report all other paid positions here including library assistants, clerks, typists, receptionists, administrative support personnel, physical plant or maintenance workers, and all others engaged in tasks supporting library services or necessary for the operation of the library and its physical plant.

C. EXPENDITURES

Please provide expenditures for the reporting period, either fiscal or calendar year.

5. Staff expenditures

Include salaries, wages, vacation pay and employee benefits on behalf of all full-time, part-time, regular, temporary and casual employees, including student assistants. Staff expenditures should reflect costs for all staff reported in 4.a to 4.e.

NOTE: When applicable, report pro-rated actual cost of salaries for staff working for the library regardless of the source of the salary (e.g., school board, external grants, parent organization budget, etc.).

6. Collection expenditures

Include total materials expenditures. Include all payments made for books, periodicals, newspapers, micromaterials, audio-visual materials, etc., for the library collection. Include payment for purchase or license of electronic information sources, such as CDROM products but not charges for online database searches.

NOTE: Exclude other charges such as bindery, interlibrary loan, database searches, memberships, and cataloguing and processing except if these are included here in the library's materials budgeting system and they cannot be separated out and reported under item 7. Please indicate if these are included.

7. Other operating expenditures

Report all other operating expenditures incurred in the running of the library. Include supplies, stationery, postage, travel, staff memberships, staff training, insurance, equipment repairs, rentals, maintenance, utilities, contracted services, interlibrary loan charges, bindery, database charges and all other expenditures charged to the library's operating budget which have NOT been reported in items 5 and 6 above.

8. Capital expenditures

Include total capital expenditures in reporting year. Capital expenditure is that which results in the acquisition of or addition to fixed assets. Depending on the organization's policy for assigning specific types of expenditure, capital expenditure may include purchase and preparation of building sites, buildings, extensions, furnishings and equipment. Apply the definition of fixed asset employed in the reporting institution's accounting system.

D. COLLECTIONS

Report collection holdings as total number of items (i.e., physical units) as opposed to number of titles.

9. Number of printed books by physical unit

A book is a non-serial printed document. A physical unit is a single unit of library materials distinguished from other single units by a separate binding, encasement or other clear distinction.

NOTE: Apply the definition of "book" used by your library in reporting to other surveys or questionnaires.

10. Number of other materials by physical unit

Include all types of material, i.e., serials, (please see serial definition, item **II - Note**), microforms, maps, vertical files, cd-roms, audio-visual materials, charts, printed music, manuscripts, art prints, photographs, etc., but excluding printed books. A physical unit is a single unit of library material distinguished from other single units by a separate binding, encasement or other clear distinction.

11. Number of current serial subscriptions

Include all serials being received in all formats at the end of the reporting period, including gift subscriptions and those being received on exchange. Provide the total number of subscriptions for all titles (e.g., if your library has three subscriptions to *Maclean's*, count as three). Do not count those subscriptions which are acquired on behalf of clients and which are not kept or registered (e.g., "kardexed") as part of the library's collections.

NOTE: A serial is any publication issued in successive parts, appearing at intervals, usually regular ones, and, as a rule, intended to be continued indefinitely. Serials include periodicals, newspapers, annuals, numbered monographic series and the proceedings, transactions and memoirs of societies.

E. SERVICES

12. Number of informational transactions

Include encounters between a user and a member of the library staff which involve an attempt to supply factual or bibliographic information requiring knowledge, use, recommendation or interpretation of an information source or bibliographic tool. Libraries that keep record of reference transactions should include them here. Include requests received in person, by mail, telephone and electronic mail.

Do **not** include directional (nonsubstantive) questions.

13. Number of circulation transactions

Include items circulated from the library's permanent or deposit collection of materials directly to library users. Include all items which are **checked out** for use. Circulations from reserve collections should be included, i.e., reserve collections in academic libraries. Do not include interlibrary loans. Photocopies in lieu of loans can be included if your library usually counts them as transactions.

NOTE: A deposit collection consists of materials received on bulk loan from another library.

F. INTERLIBRARY LOAN

Interlibrary loan is the loan of a library item or library items from the collection of one institution to another institution, or the supply of a substitute for the requested item, e.g., a photocopy. **Please provide as much ILL data as your library records will permit, according to the breakdown requested.**

NOTE:

- If the reporting library is a provincial/territorial library service/agency/board which keeps centralized statistics for the province's or territory's public libraries' ILL, the service/agency/board should count requests coming in from libraries under "interlibrary loan requests received by this library", and count requests going out on behalf of public libraries under "interlibrary loan requests from this library to another".
- Do not count intra-library loan, (i.e., loans within library systems). These are to be counted under circulation transactions, item 13.



National Library of Canada

Bibliothèque nationale du Canada

NATIONAL CORE LIBRARY STATISTICS PROGRAM SURVEY

Please complete the following questionnaire and provide as much data as your library records will permit. Please read "Instructions and Definitions" before completing.

IDENTIFICATION OF LIBRARY

1. NAME OF LIBRARY: _____

2. CHIEF LIBRARIAN: _____

3. NAME & POSITION OF RESPONDENT: _____

TEL. #: _____ FAX #: _____ E-MAIL: _____

4. ADDRESS

Street and No.: _____ P.O. Box: _____

City/Town: _____

Province: _____ Postal Code: _____

DATE REPORT COMPLETED: _____ 

SIGNATURE OF RESPONDENT: _____ 

PLEASE INDICATE THE 1996 PERIOD TO WHICH THIS REPORT APPLIES:

1996 CALENDAR YEAR

FISCAL YEAR (Please specify)

Start: _____

Finish: _____

Please return the questionnaire to:

National Core Library Statistics Program, National and International Programs, National Library of Canada, 395 Wellington Street, Ottawa, ON K1A 0N4

Further information: ralph.manning@nlc-bnc.ca

Tel.: (613) 943-8570

Fax: (613) 947-2916



A. GENERAL INFORMATION

(See "Instructions and Definitions".)



1.a) Type of library:

(check one box only) ↓

...Provincial/Territorial.....

...University

...College

...Public

Special library:

...For profit sector

...Government (not-for-profit sector).....

...Other not-for-profit sector.....

b) Number of libraries represented by this report

(read Instructions and Definitions page 3):

(put number in box) ↓

2. Number of service points (read Instructions and Definitions, page 4): _____

3. Population of the library service area: _____

B. STAFF (FULL-TIME EQUIVALENTS)

(See "Instructions and Definitions".)



4. Total number of full-time equivalent (FTE) employees: _____

a) Librarians: _____

b) Library technicians: _____

c) Teacher-librarians: _____

d) Other professionals: _____

e) All other paid staff: _____

C. EXPENDITURES
(See "Instructions and Definitions".)



Please report expenditures for the following categories: If you do not know (or decline to answer) put an X.

- 5. Staff expenditures: \$ _____
- 6. Collection expenditures: \$ _____
- 7. Other operating expenditures: \$ _____
- 8. Capital expenditures: \$ _____

D. COLLECTIONS
(See "Instructions and Definitions".)



Please report collection holdings for the following categories:

- 9. Number of printed books by physical unit: _____
- 10. Number of other materials by physical unit: _____
- 11. Number of current serial subscriptions: _____

E. SERVICES
(See "Instructions and Definitions".)



Please report number of service transactions for the following categories:

- 12. Number of informational transactions: _____
- 13. Number of circulation transactions: _____

F. INTERLIBRARY LOAN

(See "Instructions and Definitions".)

14. Borrowing from other libraries:

a) Please report total number of borrowing requests,

whether filled or not filled, sent to other libraries: _____

b) Please report total number of requests **filled** by other libraries: _____

15. Lending to other libraries:

a) Please report total number of borrowing requests,

whether filled or not filled, received from other libraries: _____

b) Please report total number of requests **filled**: _____

Thank you for your cooperation.



National Library of Canada

Bibliothèque nationale du Canada

National Core Library Statistics Program
Survey on Emerging Services
Voluntary Supplemental Questionnaire

If a response is unavailable, use U/A. If a question is not applicable to your library, use N/A. If the appropriate answer is zero or none, use 0.

Institution: _____ Date returned: _____

Questionnaire completed by (name): _____

Position: _____ Phone: _____

E-mail address: _____

Contact person (if different): _____

Position: _____ Phone: _____

E-mail address: _____

Table with 4 rows and 2 columns (YES, NO). Questions about OPAC access, integrated systems, and vendor information.



Does your library offer:	Yes	No
5. Circulation renewal via telephone?	_____	_____
6. Unmediated circulation renewal electronically?	_____	_____
7. Circulation recall via telephone?	_____	_____
8. Unmediated circulation recall electronically?	_____	_____
9. Instruction on access to electronic information?	_____	_____
10. Faxing of document delivery?	_____	_____
11. Electronic interlibrary loan document delivery to patron's e-mail address?	_____	_____
12. Fee-based services for users <u>not</u> affiliated with the institution?	_____	_____
13. Fee-based services for users affiliated with the institution?	_____	_____
14. Reference service via telephone?	_____	_____
15. Reference service via e-mail?	_____	_____
16. Teleconferencing facilities?	_____	_____
17. Technology in the library to assist patrons with disabilities?	_____	_____

Does your library participate in offering any of the following?	Yes	No
18. A ftp server.	_____	_____
19. A gopher server.	_____	_____
20. A Web server.	_____	_____
21. Digitization of text and/or graphics.	_____	_____

Does your library participate in consortia to accomplish any of the following?	Yes	No
22. Share information technology.	_____	_____
23. Cooperate in collection development	_____	_____
24. Reciprocal borrowing.	_____	_____
25. Other types of collection sharing.	_____	_____
26. Group purchasing.	_____	_____
27. How many consortia does your library currently participate in?	_____	_____

Does your library offer assistance to patrons for:	Yes	No
28. Electronic publishing of textual material?	_____	_____
29. Quantitative and qualitative data analysis and interpretation?	_____	_____
30. Digital imaging?	_____	_____
31. Does your institution collect a fee for any library services?	_____	_____

32. If yes, please explain:

Is your library part of any of the following:

- | | Yes | No |
|--|------------|-----------|
| 33. Reciprocal borrowing arrangement for resource sharing? | _____ | _____ |
| 34. Shared storage? | _____ | _____ |
| 35. Has your library completed a RECON Project? | _____ | _____ |

Comments/footnotes:

(Please specify question being referenced. Use additional pages if needed.)

Please return this questionnaire as soon as possible, and no later than December 31, 1997.

National Core Library Statistics Program, National and International Programs, National Library of Canada, 395 Wellington Street, Ottawa, ON K1A 0N4

Further information: **ralph.manning@nlc-bnc.ca**
 Tel.: (613) 943-8570
 Fax: (613) 947-2916