

BURNABY PUBLIC LIBRARY

2011

PERFORMANCE INDICATORS

BURNABY PUBLIC LIBRARY PERFORMANCE INDICATORS

The Library is ultimately accountable to the community it serves. While not diminishing the importance of value judgements in assessing services, the following indicators may be helpful in providing more quantifiable measures of library performance.

TABLE OF CONTENTS

Burnaby Public Library Board	1
Overview	2
Statistical Summary	3
Financial Statements	4
Reserves/Endowment Fund Statements	5
Statistical Trends - Resources	6
Statistical Trends - Usage	7
Items Loaned - Previous 2 years	8
Statistical Trends - Costs	9 &10
Programmes	11
Home Library Service	12
Items Loaned/Borrowed Through InterLINK	13
Comparisons With Other InterLINK Libraries	14-16

THE BURNABY PUBLIC LIBRARY BOARD

2011

Ms Mondee Redman
Mr. Ernest Y. (Ernie) Maitland
Mr. David Ali
Ms Sharon Freeman
Mr. Lee Loftus
Mr. Satnam S. Johal
Mr. Roberto Fasciana

Chair
Vice Chair

Councillor Anne Kang

City Council Representative

Chief Librarian (Edel Toner-Rogala)

Secretary to the Board

BURNABY PUBLIC LIBRARY - 2011

OVERVIEW

	2011	2010
POPULATION SERVED	227,389	222,802
RESIDENT USERS	65,635	87,129
USER VISITS	1,914,530	2,012,510
WEBSITE VISITS	1,562,047	1,561,562
CATALOGUED ITEMS OWNED	620,374	608,847 ¹
ITEMS LOANED	3,797,307	3,982,449
ITEMS LOANED PER CAPITA	16.69	17.87
DOWNLOADS (AUDIO AND E-BOOKS)	32,293	14,747
USER ENQUIRIES	197,541	199,995
EMPLOYEES	249	250
STAFF (FTEs)	139	136
OPERATING EXPENDITURE	\$11,659,965	\$11,385,794
OPERATING COST PER CAPITA	\$51.28	\$51.10
BOOKS & OTHER MATERIALS EXPENDITURE	\$1,325,546	\$1,310,438
VALUE OF ITEMS LOANED (Estimate from 'on loan' counts)	\$39,501,682	\$42,637,282
VALUE OF ITEMS LOANED PER CAPITA	\$173.72	\$191.37
PROVISION FROM GENERAL REVENUE (ACTUAL) PER CAPITA	\$43.91	\$45.06
LIBRARY OPERATING EXPENDITURE AS % OF CITY EXPENDITURE	3.27%	3.62% ²

¹ Does not include paperbacks, magazines, other language books and paperbacks, pamphlets.

² Operating expenditures includes \$2,219,545 in depreciation for 2010 and \$2,263,309 for 2011 as per new public accounting practices.

2011 STATISTICAL SUMMARY

BRANCH	ITEMS OWNED	ITEMS LOANED	USER ENQUIRIES	USER VISITS (*)	STAFF F/T EQUIV	HOURS OPEN WEEKLY	HOURS OPEN
Metrotown	411,840	1,611,975	96,227	799,512	56.54	73	3,641
McGill	169,221	963,907	45,606	439,938	23.82	67	3,342
Tommy Douglas	93,757	666,102	33,482	396,721	20.81	67	3,343
Cameron	64,464	521,027	17,345	278,359	11.52	64	3,121
Home Library Service	19,072	34,296	4,881		3.53	37.5	
Admin/Tech. Services					22.49		
TOTAL	758,354	3,797,307	197,541	1,914,530	138.71		

FINANCIAL STATISTICS

FINANCIAL STATISTICS

OPERATING EXPENDITURES

	<u>2011</u>	<u>2010</u>
Salaries	\$8,307,830	\$7,929,194
Electronic databases	129,839	102,881
Buildings	417,761	530,738
¹ Depreciation for collections assets	1,261,460	1,186,069
¹ Depreciation for other assets	1,001,849	1,033,476
Other	541,226	469,811
TOTAL	<u>\$11,659,965</u>	<u>\$11,252,169</u>

OPERATING REVENUES

	<u>2011</u>	<u>2010</u>
City Taxes	\$9,983,943	\$9,616,944
Library Fees and Fines	409,440	411,671
Prov. Government Grant	521,145	496,067
InterLINK	210,228	189,674
Stabilization/Prior Year Surplus	379,964	277,338
Prior Year Order Commitment	52,770	130,295
Other Revenue	102,475	130,180
TOTAL	<u>\$11,659,965</u>	<u>\$11,252,169</u>

¹ A change in accounting policy was implemented via the Public Sector Accounting Board (PSAB) re Tangible Capital Assets, resulting in governments having to record and amortize their tangible capital assets in financial statements, which, for the Library, includes parts of our collection, as follows:

CAPITAL MATERIALS EXPENDITURES

	<u>2011</u>	<u>2010</u>
Books	758,778	718,111
Periodicals	112,229	119,639
Paperbacks	201,921	230,059
Cassettes, CDs	66,296	56,625
Microforms	13,459	22,108
Video/DVD	147,516	141,611
ESL Materials	25,347	22,285
TOTAL	<u>1,325,546</u>	<u>1,310,438</u>

Notes:

BURNABY PUBLIC LIBRARY

STATEMENT OF RESERVES

	Balance 2011 Jan 01	Contributions from Op/City Cap Budget	Investment Income	Expenditures	Balance 2011 Dec 31
General Purpose Reserve	58,922	0	3,513	0	62,435
Equip. Repl. (Vehicles)	158,021	0	8,156	0	166,177
Equip. Repl. (Misc)	85,160	0	3,847	22,461	66,546
Automation Reserve	6,339	0	328	0	6,667
	308,442	0	15,844	22,461	301,825

ENDOWMENT FUND

	Balance 2011 Jan 01	New Deposits	Investment Income	Expenditures	Balance 2011 Dec 31
Picard Trust	78,523	0	4,676	750	82,449
Cox Trust	334,698	0	19,952	0	354,650
Simnett Trust	29,767	500	1,778	0	32,045
Perrot Trust	108,008	5,669	6,601	5,225	115,053
Sundry	182,100	948	10,888	0	193,936
	733,096	7,117	43,895	5,975	778,133

STATISTICAL TRENDS - RESOURCES

YEAR	2011	2010	2009	2008	2007	2001
¹ Number of Employees	249	250	249	257	256	217
² Number of staff (full time equivalent)	138.71	135.79	134.31	124.63	123.13	114.40
Full Time Staff	69	69	69	67	65.00	63.00
Temporary Full Time Staff	2	1	2	2	3	1
Part Time Staff	49.07	47.36	44.36	37.5	37.20	34.50
Auxiliary Staff	18.64	18.43	18.95	18.08	17.93	15.64
<hr/>						
Collections (selected categories)						
Catalogued books	502,002	484,656	488,991	480,290	489,103	458,462
Uncatalogued books	100,712	116,696	102,599	113,880	97,733	109,189
	602,714	601,352	591,590	594,170	586,836	567,651
³ Sound Recordings & CDRoms	26,140	17,277	19,783	26,404	25,886	23,790
DVD & VHS	38,117	35,496	32,181	35,133	33,409	25,599
Audiobooks	5,944	5,164	6,161	5,369	5,439	7,457
	70,201	57,937	58,125	66,906	64,734	56,846

¹ Auxiliaries added in 2007 and 2008

² Tommy Douglas Library opened in 2009. New staff added in 2009 and 2010.

³ CD -Roms greatly reduced in 2010.

STATISTICAL TRENDS - COSTS

BURNABY PUBLIC LIBRARY - INPUT INDICATORS

YEAR	2011	2010	2009	2008	2007	2001
POPULATION	227,389	222,802	218,241	216,336	205,477	193,392
Operating expenditure on library service	\$11,659,965	\$11,252,169	\$10,161,032	\$9,228,645	\$9,100,521	\$7,792,486
Per capita	\$51.28	\$50.50	\$46.56	\$42.66	\$44.29	\$40.29
Constant \$ (2002)	\$44.02	\$44.38	\$41.46	\$37.99	\$40.26	\$41.20
¹ Percent of City expenditure	3.27%	3.62%	3.00%	2.88%	3.11%	3.65%
¹ Provision from general revenue (Actual)	\$9,983,943	\$10,039,138	\$8,353,599	\$7,454,312	\$7,179,173	\$6,323,360
Per capita	\$43.91	\$45.06	\$38.28	\$34.46	\$34.94	\$32.70
Constant \$ (2002)	\$37.69	\$39.59	\$34.09	\$30.68	\$31.76	\$33.43
Cost per user visit	\$6.09	\$5.59	\$5.36	\$5.06	\$4.88	\$4.14
Constant \$ (2002)	\$5.23	\$4.91	\$4.77	\$4.51	\$4.44	\$4.23
Cost per item loaned	\$3.07	\$2.82	\$2.74	\$2.53	\$2.47	\$1.84
Constant \$ (2002)	\$2.64	\$2.48	\$2.44	\$2.25	\$2.25	\$1.88
Consumer Price Index (Vancouver, 2002 = 100)	116.5	113.8	112.3	112.3	110.0	97.8

¹ The City provides significant in-kind services such as payroll, human resources and IT which are not included in revenue and expenditure lines.

STATISTICAL TRENDS - COSTS

BURNABY PUBLIC LIBRARY - INPUT INDICATORS

YEAR	2011	2010	2009	2008	2007	2001
POPULATION	227,389	222,802	218,241	216,336	205,477	192,392
Materials Expenditure	\$1,325,546	\$1,417,647	\$1,421,214	\$1,454,546	\$1,465,503	\$1,305,311
¹ Percent of operating cost	11.4%	12.6%	13.9%	15.8%	16.1%	17.9%
Per capita	\$5.83	\$6.36	\$6.51	\$6.72	\$7.13	\$6.78
Constant \$ (2002)	\$4.81	\$5.39	\$5.87	\$6.42	\$6.57	\$7.04
Consumer Price Index, BC Reading Material (2002 = 100)	121.2	118.1	111	104.8	108.6	96.4
Salaries/Benefits Expenditure	\$8,307,830	\$7,929,194	\$7,643,374	\$6,881,294	\$6,661,677	\$5,032,139
Percent of operating cost*	71.3%	75.3%	75.2%	74.6%	73.2%	68.8%
Per capita	\$36.54	\$35.59	\$35.02	\$31.81	\$32.42	\$26.16
Constant \$ (2002)	\$31.36	\$31.27	\$31.19	\$28.32	\$29.47	\$26.77
Consumer Price Index (Vancouver, 2002 = 100))	116.5	113.8	112.3	112.3	110.0	97.7

¹ Operating cost for 2010 includes \$2,219,545 and for 2011 includes \$2,263,309 in depreciation costs on tangible assets as per new Public Sector Accounting Practices.

STATISTICAL TRENDS - USAGE

YEAR	2011	2010	2009	2008	2007	2001
Population	227,389	222,802	218,241	216,336	205,477	192,392
¹ User visits	1,914,530	2,012,510	1,891,643	1,823,429	1,864,140	1,766,241
Website visits	1,562,047	1,561,562	946,208	763,239	780,324	216,013
<hr/>						
Loans by branch:						
Bob Prittie Metrotown	1,611,975	1,749,360	1,787,252	1,687,120	1,770,805	1,952,367
McGill	963,907	986,886	973,596	942,352	948,027	495,301
Cameron	521,027	546,699	549,764	506,606	474,136	522,874
Kingsway/Tommy Douglas	666,102	666,338	453,090	473,520	451,322	427,691
Home Library Service	34,296	33,166	34,954	35,315	35,909	38,997
TOTAL	3,797,307	3,982,449	3,798,656	3,644,913	3,680,199	3,437,230
<hr/>						
Loans by selected category:						
Print Items	2,773,353	2,941,420	2,825,412	2,714,611	2,816,347	2,651,166
² Music CDs	108,677	120,498	114,546	130,438	142,350	100,000
Video, DVD	851,381	822,971	790,548	644,397	653,628	534,352
<hr/>						
Loans per staff member (FTE)	27,376	29,328	28,283	29,246	29,889	30,045
Loans per capita	16.7	17.9	17.7	16.8	17.9	17.9
<hr/>						
User enquiries	197,541	199,995	197,696	192,391	208,308	249,413
³ Database logins	52,894	52,863	85,276	89,462	46,750	n/a
Overdrive downloads	32,293	14,747	9,962	6,009	n/a	n/a
<hr/>						
Interlibrary Loans						
Lent	6,003	6,360	6,510	6,265	6,108	6,135
Borrowed	2,209	2,259	2,136	1,731	1,894	1,529

¹ User visits involve estimates for Kingsway and Cameron branches until 2010 when all branches had visitor counters.

In 2001, the McGill Branch was closed from June to October for reconstruction.

² 2001 Performance Indicator figures included cassettes & CD Roms. This is an approx figure for Music CDs only.

³ Database funding from the province was cut in 2009 and the number of databases to which the library subscribes reduced in 2010 as a result.

ITEMS LOANED

<u>ADULT</u>	<u>2011</u>	<u>2010</u>
Adult Chinese material	259,412	292,270
Adult DVD	556,221	521,957
Adult English as a Second Language	39,836	44,640
Adult general fiction	106,722	113,830
Adult adventure	23,664	25,903
¹ Adult Horror	3,215	464
Adult mystery	112,869	119,712
Adult romance	53,065	60,854
Adult science fiction	32,394	36,837
Adult western	1,748	2,175
Adult graphic novel	7,510	7,573
Adult literacy	1,132	810
Adult magazine	88,142	91,633
Adult non-fiction	587,326	631,936
Adult world language book	570	900
Adult world language paperback	3,918	4,350
Adult pamphlet	1,147	1,302
Adult paperback	166,944	184,279
Adult Spoken word cassette	1,496	3,392
Adult Spoken word CD	14,450	13,514
Adult Language cassette	263	603
Adult Language CD	4,220	4,790
Adult taped book	759	922
² Adult video	5,245	22,951
³ Book club sets	66	3
Adult Music CD	86,197	92,698
Energy Meter	60	122
⁴ French fiction	424	107
⁵ French non-fiction	88	36
Interlibrary loan	1,648	1,826
Large print	15,621	17,853
Playaways	688	1,016
TOTAL	2,176,372	2,300,242

¹ New category as of late 2010

² Most VHS withdrawn in late 2010 and early 2011

³ Book Club Sets added in late 2010

^{4 & 5} New categories - previously included in World Languages

<u>TEEN</u>	<u>2011</u>	<u>2010</u>
Teen fiction	51,811	51,636
Teen graphic novel	27,708	26,583
Teen magazine	1,790	2,209
Teen non-fiction	3,645	3,965
Teen paperback	24,520	35,116
Teen spoken word	157	173
TOTAL	109,631	119,682

<u>CHILDRENS</u>	<u>2011</u>	<u>2010</u>
Children's board books	48,808	60,995
Children's CD music	26,700	29,348
Children's CD spoken	41,771	45,292
Children's CDROM	0	660
Children's Chinese material	12,892	13,976
Children's DVD	289,915	275,872
Children's ESL item	2,172	2,664
Children's fiction	90,936	93,965
Children's first book	23,810	22,652
Children's folk and fairytale	11,556	12,674
Children's French book	15,973	16,026
Children's graphic novel	83,521	88,984
Children's other language book	31,526	3,585
Children's magazine	6,729	6,715
Children's non-fiction	163,743	177,616
Children's paperback	208,049	232,444
Children's paperback reader	177,383	171,236
Children's picturebook	175,449	179,747
Children's reader	45,084	40,070
Children's seasonal book	10,508	10,434
Children's spoken word cassette	94	1,149
Children's storybook	48,025	42,144
Children's storytime kit	376	426
² Children's video	449	2,191
Parent-teacher resources	4,417	5,343
TOTAL	1,519,886	1,536,208

PROGRAMMES

YEAR	NUMBER HELD						TOTAL ATTENDANCE					
	2011	2010	2009	2008	2007	2001	2011	2010	2009	2008	2007	2001
<u>CHILDREN'S</u>												
Storytimes	521	471	452	426	376	255	19,197	18,584	17,960	17,164	15,113	9,232
Special programmes	80	31	42	89	38	40	8,954	7,278	8,099	9,800	9,173	1,190
Summer Reading Club	4	4	4	4	4	4	6,038	6,424	6,592	6,240	6,214	6,100
¹ Visits from outside groups	147	177	206	56	22	2	3,209	4,019	5,190	1,562	671	48
Visits from schools, daycare centres, kindergartens	173	176	133	112	90	207	3,982	4,742	3,556	3,070	2,232	5,134
² Visits to schools, daycare centres, kindergartens, outside groups	160	110	191	136	263	nd	6,024	5,326	7,229	4,996	8,243	nd
	1085	969	1,028	823	793	508	47,404	46,373	48,626	42,832	41,646	21,704
³ <u>ADULT</u>	323	252	247	233	160	nd	6,835	4,982	6,331	3,059	2,021	nd
TOTAL	1,408	1,221	1,275	1,056	953	508	54,239	51,355	54,957	45,891	43,667	21,704

¹ Includes programmes co-sponsored with community partners from 2009 on.

² Attendance figures not kept in 2001 for this category

³ Adult events were not tracked until 2005

HOME LIBRARY SERVICE

YEAR	2011	2010	2009	2008	2007	2001
Number of..						
Printed books patrons registered	685	664	674	676	685	779
Taped books patrons registered	150	156	153	161	152	193
Individual institutions served	42	46	47	46	46	47
Individual private homes served	146	138	139	143	152	185
Deposit collections served	3	2	2	2	2	2
Patrons assisted	9,290	9,046	9,322	9,345	9,546	11,545
Stops visited	1,811	1,764	1,813	1,812	1,937	2,136
Items loaned	34,296	33,166	34,954	35,466	35,909	38,995

ITEMS LOANED/BORROWED THROUGH INTERLINK

ITEMS LOANED TO INTERLINK RESIDENTS

YEAR	2011	2010	2009	2008	2007	2001
Bowen Island	110	165	472	435	450	169
Coquitlam	186,031	193,222	204,283	189,708	167,725	162,560
Fraser Valley	45,488	47,593	45,510	44,975	48,727	38,763
Gibsons	1,526	1,321	1,081	442	904	400
Lillooet Area	146	134	49	40	7	nd
New Westminster	111,968	112,163	99,673	90,298	87,408	75,389
North Vancouver City	5,813	6,350	7,453	7,117	7,942	5,249
North Vancouver District	11,045	11,775	12,283	11,157	11,741	6,757
Pemberton	61	59	29	49	36	23
Port Moody	35,570	40,587	39,383	36,003	29,905	32,771
Richmond	20,690	21,544	17,979	18,731	18,608	13,705
Sechelt	446	474	532	680	764	141
Squamish	366	545	378	318	309	635
Surrey	43,320	45,939	43,178	42,882	42,539	32,344
Vancouver	448,938	487,180	482,718	482,422	553,640	490,289
West Vancouver	2,966	3,218	3,663	2,853	2,962	2,330
Whistler	423	397	281	259	283	152
TOTALS	914,907	972,666	958,945	928,369	973,950	861,677

ITEMS BORROWED BY BURNABY RESIDENTS

YEAR	2011	2010	2009	2008	2007	2001
Bowen Island	38	83	53	137	13	4
Coquitlam	28,192	24,746	19,114	17,347	16,134	13,619
Fraser Valley	5,091	5,341	5,506	5,319	4,446	3,437
Gibsons	145	222	233	350	489	14
Lillooet Area	0	0	0	0	1	nd
New Westminster	90,079	92,993	104,983	99,364	98,056	86,683
North Vancouver City	9,775	10,441	11,489	6,364	5,520	2,607
North Vancouver District	13,031	16,374	13,214	11,256	8,024	6,014
Pemberton	10	9	6	0	0	3
Port Moody	8,312	7,617	6,612	4,453	4,963	3,278
Richmond	54,617	54,884	57,769	52,593	55,664	42,164
Sechelt	117	127	205	50	93	55
Squamish	339	507	760	475	306	13
Surrey	9,066	8,809	9,246	9,883	8,787	6,637
Vancouver	332,776	322,344	344,022	340,231	274,185	319,931
West Vancouver	7,253	6,310	5,450	7,098	6,958	4,159
Whistler	897	1,044	925	789	411	344
TOTALS	559,738	551,851	579,587	555,709	484,050	488,962

Note:

Vancouver Public Library on strike for an extended period in 2007

BURNABY PUBLIC LIBRARY COMPARED WITH OTHER MUNICIPAL LIBRARIES WITHIN INTERLINK (2011)

BOOKS AND RELATED MATERIALS EXPENDITURE PER CAPITA

[Physical materials only - see Interlink 3 for Electronic Collections]

<u>CITY</u>	<u>POPULATION</u>	<u>MATERIALS EXPENDITURE</u>	<u>MATERIALS EXPENDITURE PER CAPITA</u>
West Vancouver	46,185	\$356,770	\$7.72
Vancouver	644,214	\$4,360,253	\$6.77
Burnaby	227,389	\$1,325,546	\$5.83
Port Moody	33,933	\$193,076	\$5.69
North Vancouver District	90,215	\$507,000	\$5.62
Richmond	196,858	\$1,056,251	\$5.37
North Vancouver City	51,294	\$250,055	\$4.87
Surrey	462,454	\$2,225,985	\$4.81
New Westminster	66,892	\$313,248	\$4.68
Coquitlam	126,618	\$330,124	\$2.61
Regional Total/Average	1,946,052	\$10,918,308	\$5.61

BOOKS & MATERIALS AS % OF OPERATING EXPENDITURE

<u>CITY</u>	<u>OPERATING EXPENDITURE</u>	<u>MATERIALS EXPENDITURE</u>	<u>MATERIALS PERCENT</u>
Surrey	\$15,425,677	\$2,225,985	14.4%
Richmond	\$8,635,330	\$1,056,251	12.2%
Burnaby	\$10,759,737	\$1,325,546	12.3%
Port Moody	\$1,835,784	\$193,076	10.5%
Vancouver	\$43,294,511	\$4,360,253	10.1%
North Vancouver District	\$5,579,997	\$507,000	9.1%
West Vancouver	\$4,766,917	\$356,770	7.5%
New Westminster	\$3,202,714	\$313,248	9.8%
North Vancouver City	\$3,419,666	\$250,055	7.3%
Coquitlam	\$4,837,018	\$330,124	6.8%
Regional Total/Average	\$101,757,351	\$10,918,308	10.7%

SALARIES EXPENDITURE PER CAPITA

<u>CITY</u>	<u>POPULATION</u>	<u>SALARY EXPENDITURE</u>	<u>SALARY COSTS PER CAPITA</u>
West Vancouver	46,185	\$3,213,429	\$69.58
Vancouver	644,214	\$33,481,799	\$51.97
North Vancouver City	51,294	\$2,456,671	\$47.89
North Vancouver District	90,215	\$3,903,843	\$43.27
Port Moody	33,933	\$1,297,202	\$38.23
Burnaby	227,389	\$8,307,830	\$35.59
New Westminster	66,892	\$2,379,519	\$35.57
Richmond	196,858	\$6,232,427	\$31.66
Coquitlam	126,618	\$3,382,910	\$26.72
Surrey	462,454	\$10,804,445	\$23.36
Regional Total/Average	1,946,052	\$75,460,075	\$38.78

SALARIES EXPENDITURE AS % OF OPERATING EXPENDITURE

<u>CITY</u>	<u>OPERATING EXPENDITURE</u>	<u>SALARY EXPENDITURE</u>	<u>SALARIES PERCENT</u>
Vancouver	\$43,294,511	\$33,481,799	77.3%
Burnaby	\$10,759,737	\$8,307,830	77.2%
New Westminster	\$3,202,714	\$2,379,519	74.3%
Richmond	\$8,635,330	\$6,232,427	72.2%
North Vancouver City	\$3,419,666	\$2,456,671	71.8%
Port Moody	\$1,835,784	\$1,297,202	70.7%
Surrey	\$15,425,677	\$10,804,445	70.0%
North Vancouver District	\$5,579,997	\$3,903,843	70.0%
Coquitlam	\$4,837,018	\$3,382,910	69.9%
West Vancouver	\$4,766,917	\$3,213,429	67.4%
Regional Total/Average	\$101,757,351	\$41,978,276	41.3%

Note:

Operating expenditures do **not** include depreciation on collections and other tangible assets in 2011 required by new public accounting rules.

BURNABY PUBLIC LIBRARY COMPARED WITH OTHER MUNICIPAL LIBRARIES WITHIN INTERLINK (2011)

LIBRARY EXPENDITURE PER CAPITA

<u>CITY</u>	<u>POPULATION</u>	<u>OPERATING EXPENDITURE</u>	<u>LIBRARY EXPENDITURE PER CAPITA</u>
West Vancouver	46,185	\$4,766,917	\$103.21
Vancouver	644,214	\$43,294,511	\$67.21
North Vancouver City	51,294	\$3,419,666	\$66.67
North Vancouver District	90,215	\$5,579,997	\$61.85
Port Moody	33,933	\$1,835,784	\$54.10
Burnaby	227,389	\$10,759,737	\$47.32
Richmond	196,858	\$8,635,330	\$43.87
Coquitlam	126,618	\$4,837,018	\$38.20
New Westminster	66,892	\$2,379,519	\$35.57
Surrey	462,454	\$15,425,677	\$33.36
Regional Total/Average	1,946,052	\$100,934,156	\$51.87

LOCAL GOVERNMENT SUPPORT PER CAPITA

<u>CITY</u>	<u>POPULATION</u>	<u>LOCAL GOVT SUPPORT</u>	<u>CITY SUPPORT PER CAPITA</u>
¹ West Vancouver	46,185	\$4,165,102	\$90.18
North Vancouver District	90,215	\$5,523,284	\$61.22
Vancouver	644,214	\$38,544,512	\$59.83
North Vancouver City	51,294	\$3,055,600	\$59.57
New Westminster	66,892	\$3,812,224	\$56.99
¹ Burnaby	227,389	\$11,347,024	\$49.90
¹ Port Moody	33,933	\$1,428,501	\$42.10
¹ Richmond	196,858	\$7,932,848	\$40.30
Coquitlam	126,618	\$4,058,919	\$32.06
¹ Surrey	462,454	\$12,538,759	\$27.11
Regional Total/Average	1,946,052	\$92,406,773	\$47.48

TOTAL AREA OF FACILITIES PER CAPITA

<u>CITY</u>	<u>POPULATION</u>	<u>SQUARE METERS</u>	<u>SQUARE METERS PER CAPITA</u>
West Vancouver	46,185	5340	0.116
Vancouver	644,214	46,477	0.072
North Vancouver District	90,215	6,224	0.069
North Vancouver City	51,294	3,345	0.065
New Westminster	66,892	3,800	0.057
Burnaby	227,389	9,579	0.042
Surrey	462,454	17,551	0.038
Port Moody	33,933	1,161	0.034
Richmond	196,858	6,482	0.033
Coquitlam	126,618	3,389	0.027
Regional Total/Average	1,946,052	103,348	0.053

ITEMS LOANED PER CAPITA

<u>CITY</u>	<u>POPULATION</u>	<u>ITEMS LOANED</u>	<u>ITEMS LOANED PER CAPITA</u>
West Vancouver	46,185	1,084,862	23.5
Richmond	196,858	4,368,408	22.2
North Vancouver District	90,215	1,758,994	19.5
Port Moody	33,933	607,096	17.9
North Vancouver City	51,294	903,526	17.6
Burnaby	227,389	3,797,307	16.7
Vancouver	644,214	9,978,623	15.5
New Westminster	66,892	832,937	12.5
Coquitlam	126,618	1,316,163	10.4
Surrey	462,454	4,117,394	8.9
Regional Total/Average	1,946,052	28,765,310	14.8

Notes:

Operating expenditures do **not** include depreciation on collections and other tangible assets in 2011 required by new public accounting rules.

¹ These libraries report significant in-kind services provided by the city (eg. payroll, human resources, IT) which are not included in Operating Expenditure or City Support.

BURNABY PUBLIC LIBRARY COMPARED WITH OTHER MUNICIPAL LIBRARIES WITHIN INTERLINK (2011)

ELECTRONIC RESOURCES EXPENDITURE PER CAPITA

<u>CITY</u>	<u>POPULATION</u>	<u>E-RESOURCES EXPENDITURE</u>	<u>E-RESOURCES EXPENDITURE PER CAPITA</u>
West Vancouver	46,185	\$64,174	\$1.39
Vancouver	644,214	\$747,619	\$1.16
North Vancouver District	90,215	\$93,998	\$1.04
North Vancouver City	51,294	\$47,305	\$0.92
Port Moody	33,933	\$20,535	\$0.61
Burnaby	227,389	\$129,839	\$0.57
Surrey	462,454	\$261,724	\$0.57
New Westminster	66,892	\$30,053	\$0.45
Richmond	196,858	\$86,302	\$0.44
Coquitlam	126,618	\$40,730	\$0.32
Regional Total/Average	1,946,052	\$1,522,279	\$0.78

ELECTRONIC RESOURCES AS % OF OPERATING EXPENDITURE

<u>CITY</u>	<u>OPERATING EXPENDITURE</u>	<u>E-RESOURCES EXPENDITURE</u>	<u>E-RESOURCES PERCENT</u>
Surrey	\$15,425,677	\$261,724	1.7%
Vancouver	\$43,294,511	\$747,619	1.7%
North Vancouver District	\$5,579,997	\$93,998	1.7%
North Vancouver City	\$3,419,666	\$47,305	1.4%
West Vancouver	\$4,766,917	\$64,174	1.3%
Burnaby	\$10,759,737	\$129,839	1.2%
Port Moody	\$1,835,784	\$20,535	1.1%
Richmond	\$8,635,330	\$86,302	1.0%
New Westminster	\$3,202,714	\$30,053	0.9%
Coquitlam	\$4,837,018	\$40,730	0.8%
Regional Total/Average	\$101,757,351	\$1,522,279	1.5%

TOTAL VISITS PER CAPITA

(In person)

<u>CITY</u>	<u>POPULATION</u>	<u>VISITS</u>	<u>VISITS PER CAPITA</u>
North Vancouver City	51,294	589,656	11
West Vancouver	46,185	522,040	11
North Vancouver District	90,215	913,624	10
Vancouver	644,214	6,066,502	9
Richmond	196,858	1,838,157	9
New Westminster	66,892	577,239	9
Burnaby	227,389	1,914,530	8
Port Moody	33,933	248,599	7
Coquitlam	126,618	644,929	5
Surrey	462,454	2,354,105	5
Regional Total/Average	1,946,052	15,669,381	8

USER ENQUIRIES PER CAPITA

<u>CITY</u>	<u>POPULATION</u>	<u>USER ENQUIRIES</u>	<u>USER ENQUIRIES PER CAPITA</u>
West Vancouver	46,185	86,588	1.9
Vancouver	644,214	1,027,765	1.6
North Vancouver City	51,294	65,271	1.3
North Vancouver District	90,215	92,680	1.0
New Westminster	66,892	60,355	0.9
Burnaby	227,389	200,812	0.9
Surrey	462,454	375,362	0.8
Port Moody	33,933	24,185	0.7
Richmond	196,858	139,456	0.7
Coquitlam	126,618	76,789	0.6
Regional Total/Average	1,946,052	2,149,263	1.1