



## CANADIAN URBAN LIBRARIES COUNCIL KEY PERFORMANCE INDICATORS 2024

<https://culc.ca/project/key-performance-indicators/>

### FUNDING MEASURES 2024

457K+ (15)	Municipal Revenue per Capita	Municipal Revenue % of Total Revenue	Provincial Revenue per Capita	Provincial Revenue % of Total Revenue	Federal Revenue per Capita	Federal Revenue % of Total Revenue	Other Revenue per Capita	Other Revenue % of Total Revenue	Total Revenue per Capita	Expense, Salaries & Benefits per Capita	Expense, Salaries & Benefits % of Expense, Total	Expense, Library Materials per Capita	Expense, Library Materials % of Expense, Total	Operating Cost of Library per Person
Vancouver Public Library	\$89.54		\$1.98		\$0.00		\$5.03		\$0.00	\$74.87	75.78%	\$7.96	8.05%	\$98.79
Toronto Public Library	\$73.95	94.16%	\$1.77	2.25%	\$0.04	0.06%	\$2.77	3.53%	\$78.54	\$57.07	72.94%	\$6.79	8.68%	\$78.25
Montréal Public Library	\$60.23		\$8.48		\$0.00		\$0.72		\$0.00	\$40.41	57.52%	\$4.95	7.04%	\$70.26
Hamilton Public Library	\$58.48		\$1.63		\$0.00		\$0.38		\$0.00	\$33.26	60.22%	\$5.07	9.18%	\$55.24
Ottawa Public Library	\$54.15		\$1.26		\$0.00		\$0.52		\$0.00	\$38.29	71.28%	\$5.95	11.08%	\$53.73
London Public Library	\$48.73		\$1.23		\$0.06		\$2.96		\$0.00	\$36.26	72.21%	\$5.27	10.50%	\$50.21
Halifax Public Libraries	\$47.72	4,772.24%	\$11.67	1,167.27%	\$0.00	0.00%	\$0.99	98.93%	\$0.00	\$40.19	65.63%	\$6.31	10.31%	\$61.24
Edmonton Library Board, City of	\$46.20		\$4.75		\$0.00		\$3.08		\$0.00	\$37.56	61.78%	\$5.97	9.82%	\$60.80
Mississauga Library System	\$44.61		\$0.92		\$0.00		\$3.14		\$0.00	\$33.71	69.57%	\$5.90	12.17%	\$48.45
Calgary Library Board, City of	\$42.73		\$5.08		\$0.00		\$2.82		\$0.00	\$31.77	59.31%	\$4.86	9.07%	\$53.57
Winnipeg Public Library	\$40.53	90.00%	\$3.57	7.93%	\$0.00	0.00%	\$0.51	1.12%	\$45.03	\$24.44	54.78%	\$4.02	9.01%	\$44.60
Fraser Valley Regional Library	\$39.64		\$2.07		\$0.00		\$1.18		\$0.00	\$28.34	58.20%	\$6.70	13.75%	\$48.70
Surrey Public Library	\$37.70		\$1.65		\$0.00		\$1.63		\$0.00	\$28.85	75.36%	\$4.09	10.68%	\$38.28
Brampton Library	\$30.68		\$0.51		\$0.00		\$1.53		\$0.00	\$22.65	71.44%	\$3.27	10.31%	\$31.70
New Brunswick Public Library Service/Service des bibliothèques publiques du Nouveau-Brunswick	\$11.51	1,151.38%	\$32.91	3,291.16%	\$0.30	30.04%	\$0.33	33.17%	\$0.00	\$28.27	64.32%	\$1.41	3.21%	\$43.95
Median	\$46.20	622.77%	\$1.98	587.60%	\$0.00	0.03%	\$1.53	18.35%	\$0.00	\$33.71	65.63%	\$5.27	9.82%	\$53.57
N	15	4	15	4	15	4	15	4	15	15	15	15	15	15
Avg	\$48.43	1,526.94%	\$5.30	1,117.15%	\$0.03	7.52%	\$1.84	34.19%	\$8.24	\$37.06	66.02%	\$5.23	9.52%	\$55.85
Max	\$89.54	4,772.24%	\$32.91	3,291.16%	\$0.30	30.04%	\$5.03	98.93%	\$78.54	\$74.87	75.78%	\$7.96	13.75%	\$98.79
Min	\$11.51	90.00%	\$0.51	2.25%	\$0.00	0.00%	\$0.33	1.12%	\$0.00	\$22.65	54.78%	\$1.41	3.21%	\$31.70

EXPENDITURES REPORT 2024

457K+ (15)	Expense, Salaries & Benefits	Expense, Library Materials	Expense, Total
Brampton Library	\$15,853,728	\$2,286,893	\$22,191,710
Calgary Library Board, City of	\$45,206,027	\$6,914,053	\$76,214,727
Edmonton Library Board, City of	\$44,719,067	\$7,106,430	\$72,384,699
Fraser Valley Regional Library	\$22,415,831	\$5,295,386	\$38,515,570
Halifax Public Libraries	\$19,961,003	\$3,135,080	\$30,412,414
Hamilton Public Library	\$19,426,074	\$2,959,710	\$32,257,839
London Public Library	\$17,718,188	\$2,575,336	\$24,536,963
Mississauga Library System	\$26,197,197	\$4,582,693	\$37,653,505
Montréal Public Library	\$76,589,103	\$9,374,594	\$133,149,569
New Brunswick Public Library Service/Service des bibliothèques publiques du Nouveau-Brunswick	\$17,005,144	\$847,826	\$26,437,713
Ottawa Public Library	\$41,907,335	\$6,515,718	\$58,794,932
Surrey Public Library	\$19,681,120	\$2,788,385	\$26,116,288
Toronto Public Library	\$184,205,847	\$21,913,749	\$252,557,613
Vancouver Public Library	\$50,963,575	\$5,416,074	\$67,249,246
Winnipeg Public Library	\$20,613,732	\$3,391,916	\$37,628,509
			
<b>Median</b>	\$22,415,831	\$4,582,693	\$37,653,505
<b>N</b>	15	15	15
<b>Avg</b>	\$41,497,531	\$5,673,590	\$62,406,753
<b>Max</b>	\$184,205,847	\$21,913,749	\$252,557,613
<b>Min</b>	\$15,853,728	\$847,826	\$22,191,710



## SERVICE LEVEL REPORTS 2024

457K+ (15)	Floor Space (Sq Ft) per Capita	Holdings per Square Foot	Programs per Square Foot	Population per Staff	Population per Staff Hour	Holdings per Capita	Librarians (FTE) per Capita	Librarians (FTE) per 10,000	Total Staff per Capita	Total Staff per 10,000	Staff per Branch
Vancouver Public Library	0.784	4.68	0.01	1,334.2690	38.12	3.668	0.0002	1.728	0.0008	7.495	24.29
New Brunswick Public Library Service/Service des bibliothèques publiques du Nouveau-Brunswick	0.714	4.31	0.05	0.0453	0.05	3.078	0.0000	0.000	0.0000	0.000	0.00
London Public Library	0.691	3.02	0.02	1,826.6916	52.19	2.086	0.0001	1.218	0.0006	5.474	16.72
Hamilton Public Library	0.649	3.20	0.03	2,078.2918	59.38	2.079	0.0001	0.873	0.0005	4.812	12.22
Toronto Public Library	0.646	5.37	0.02	1,693.1817	48.38	3.467	0.0002	1.890	0.0006	5.906	19.06
Halifax Public Libraries	0.618	2.49	0.03	1,636.5859	46.76	1.540	0.0001	0.938	0.0006	6.110	21.68
Winnipeg Public Library	0.470	2.86	0.01	3,067.6364	87.65	1.345	0.0001	0.616	0.0003	3.260	13.75
Mississauga Library System	0.464	2.78	0.02	2,326.9461	66.48	1.292	0.0001	0.965	0.0004	4.297	18.56
Edmonton Library Board, City of	0.425	2.74	0.04	2,522.8495	72.08	1.164	0.0000	0.330	0.0004	3.964	22.47
Calgary Library Board, City of	0.408	2.32	0.03	2,935.3848	83.87	0.947	0.0000	0.000	0.0003	3.407	22.03
Montréal Public Library	0.394	5.73	0.04	2,331.4196	66.61	2.258	0.0001	0.796	0.0004	4.289	18.06
Ottawa Public Library	0.389	3.42	0.03	2,274.1423	64.98	1.330	0.0001	0.801	0.0004	4.397	14.58
Fraser Valley Regional Library	0.324	2.96	0.04	3,227.9959	92.23	0.959	0.0001	0.531	0.0003	3.098	9.42
Surrey Public Library	0.305	4.79	0.03	3,394.2040	96.98	1.464	0.0001	0.898	0.0003	2.946	18.27
Brampton Library	0.250	2.26	0.03	4,458.5987	127.39	0.565	0.0000	0.400	0.0002	2.243	19.63
Median	0.464	3.02	0.03	2,326.9461	66.48	1.464	0.0001	0.801	0.0004	4.289	18.27
N	15	15	15	15	15	15	15	15	15	15	15
Avg	0.502	3.53	0.03	2,340.5495	66.88	1.816	0.0001	0.799	0.0004	4.113	16.72
Max	0.784	5.73	0.05	4,458.5987	127.39	3.668	0.0002	1.890	0.0008	7.495	24.29
Min	0.250	2.26	0.01	0.0453	0.05	0.565	0.0000	0.000	0.0000	0.000	0.00



## OUTPUTS REPORT 2024

457K+ (15)	Annual In Person Visits	Program Attendance	Total Number of Library Programs	Interlibrary Loans loaned	Interlibrary Loans borrowed	Total Renewals	In-House Use of Library Materials	Circulation, Print Physical	Circulation, Total, Physical	Circulation, Electronic	Total Electronic Content Use	Total Collection Use	Reference Transactions/Information Questions
Toronto Public Library	13,431,636	773,786	39,150	2,489	403	3,692,410	2,839,525	10,051,821	11,595,454	16,523,740	16,523,740	28,119,194	1,442,427
Montréal Public Library	7,227,829	496,235	29,464	1,976	297	2,744,475	1,903,408	8,984,517	9,851,350	979,520		10,830,870	581,828
Calgary Library Board, City of	7,080,644	220,770	19,006	3,718	8,073	4,375,383	1,650,500	9,052,602	15,137,322	6,043,140	190,569	15,137,322	713,750
Edmonton Library Board, City of	5,013,409	615,404	21,219	7,774	10,009	1,279,319		4,281,734	5,379,443	5,522,046	6,282,952	11,622,395	209,593
Vancouver Public Library	4,832,952	176,138	6,654	7,795	4,262	1,397,775	1,138,852	4,559,480	5,316,832	3,824,364	0	11,018,043	441,335
Mississauga Library System	3,791,808	138,213	5,657	1,779	1,279	2,073,662	779,350	4,059,774	4,417,125	2,529,684			138,700
Ottawa Public Library	3,538,950	241,109	12,061	4,914	9,684	3,591,449	1,873,497	7,203,846	8,205,895	3,455,139	0	11,569,445	124,550
Halifax Public Libraries	2,654,108	216,143	10,178	3,224	5,037	957,740		1,474,484	1,832,119	2,318,532		4,150,651	243,324
Hamilton Public Library	2,630,502	221,923	11,346	1,299	761	730,808	502,250	1,866,927	2,435,516	2,304,182		4,739,698	149,650
Fraser Valley Regional Library	2,628,550	389,485	10,788	861	3,416		506,650		3,979,428	2,393,963		6,373,391	275,915
Surrey Public Library	2,337,855	160,069	6,082	6,041	4,243	1,241,892	520,156	3,264,334	3,561,391	1,951,706	1,951,706	6,033,253	194,532
Winnipeg Public Library	2,092,652	99,713	3,898	4,680	1,356	1,020,317	431,650	3,003,641	3,248,952	1,778,499	2,306,782	5,027,451	145,184
Brampton Library	1,912,489	117,571	5,214	2,372	1,520	1,231,225	6,646	2,117,723	2,420,134	824,347	863,022	3,247,481	259,000
New Brunswick Public Library Service/Service des bibliothèques publiques du Nouveau-Brunswick	1,780,956	221,073	19,438	1,617	3,926		1,410,901		2,565,275	600,521		3,165,796	173,924
London Public Library	1,715,544	130,247	7,970	1,109	1,365	1,044,700	114,660	2,063,647	2,404,067	1,792,035		4,196,102	468,897
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Median	2,654,108	220,770	10,788	2,489	3,416	1,279,319	779,350	4,059,774	3,979,428	2,318,532	1,407,364	6,203,322	243,324
N	15	15	15	15	15	13	13	13	15	15	8	14	15
Avg	4,177,992	281,192	13,875	3,443	3,709	1,952,397	1,052,157	4,768,041	5,490,020	3,522,761	3,514,846	8,945,078	370,841
Max	13,431,636	773,786	39,150	7,795	10,009	4,375,383	2,839,525	10,051,821	15,137,322	16,523,740	16,523,740	28,119,194	1,442,427
Min	1,715,544	99,713	3,898	861	297	730,808	6,646	1,474,484	1,832,119	600,521	0	3,165,796	124,550







## OUTPUT MEASURES REPORT 2024

<b>457K+ (15)</b>	<b>Registrations as % of Population</b>	<b>Cost per User</b>	<b>Visits per Capita</b>	<b>Cost per Visit</b>	<b>Circulation per Capita</b>	<b>Cost per Loan</b>	<b>Collection Turnover</b>	<b>Total Use</b>
Vancouver Public Library	58.17%	\$169.83	7.10	\$13.91	16.19	\$6.10	4.41	27,137,955
Calgary Library Board, City of	57.53%	\$93.11	4.98	\$10.76	10.64	\$5.03	11.23	40,747,386
Halifax Public Libraries	39.12%	\$156.55	5.34	\$11.46	8.36	\$7.33	5.43	18,673,798
Edmonton Library Board, City of	36.49%	\$166.61	4.21	\$14.44	9.76	\$6.23	8.38	39,179,117
Toronto Public Library	33.94%	\$230.52	4.16	\$18.80	8.71	\$8.98	2.51	88,038,122
Ottawa Public Library	33.78%	\$159.05	3.23	\$16.61	10.57	\$5.08	7.95	30,094,849
Hamilton Public Library	31.75%	\$174.00	4.50	\$12.26	8.12	\$6.81	3.90	14,680,319
Fraser Valley Regional Library	30.51%	\$159.62	3.32	\$14.65	8.06	\$6.04	8.40	14,664,094
Winnipeg Public Library	30.17%	\$147.86	2.48	\$17.98	5.96	\$7.48	4.43	22,392,243
Surrey Public Library	27.90%	\$137.23	3.43	\$11.17	8.84	\$4.33	6.04	12,846,376
London Public Library	27.89%	\$180.04	3.51	\$14.30	8.59	\$5.85	4.12	8,314,202
Mississauga Library System	27.10%	\$178.78	4.88	\$9.93	0.00		0.00	10,432,764
Montréal Public Library	23.07%	\$304.51	3.81	\$18.42	5.71	\$12.29	2.53	30,274,719
Brampton Library	21.93%	\$144.56	2.73	\$11.60	4.64	\$6.83	8.22	13,170,697
New Brunswick Public Library Service/Service des bibliothèques publiques du Nouveau-Brunswick	20.16%	\$218.03	2.96	\$14.84	5.26	\$8.35	1.71	8,179,593
								
<b>Median</b>	<b>30.51%</b>	<b>\$166.61</b>	<b>3.81</b>	<b>\$14.30</b>	<b>8.36</b>	<b>\$6.52</b>	<b>4.43</b>	<b>18,673,798</b>
<b>N</b>	<b>15</b>	<b>15</b>	<b>15</b>	<b>15</b>	<b>15</b>	<b>14</b>	<b>15</b>	<b>15</b>
<b>Avg</b>	<b>33.30%</b>	<b>\$174.69</b>	<b>4.04</b>	<b>\$14.08</b>	<b>7.96</b>	<b>\$6.91</b>	<b>5.29</b>	<b>25,255,082</b>
<b>Max</b>	<b>58.17%</b>	<b>\$304.51</b>	<b>7.10</b>	<b>\$18.80</b>	<b>16.19</b>	<b>\$12.29</b>	<b>11.23</b>	<b>88,038,122</b>
<b>Min</b>	<b>20.16%</b>	<b>\$93.11</b>	<b>2.48</b>	<b>\$9.93</b>	<b>0.00</b>	<b>\$4.33</b>	<b>0.00</b>	<b>8,179,593</b>

## COLLECTIONS HOLDINGS REPORT 2024

<b>457K+ (15)</b>	<b>Holdings (Items)</b>	<b>Holdings (Digitized Collections Locally Produced)</b>
Toronto Public Library	11,190,455	Yes
Montréal Public Library	4,278,694	No
Vancouver Public Library	2,496,938	Yes
New Brunswick Public Library Service/Service des bibliothèques publiques du Nouveau-Brunswick	1,851,369	No
Ottawa Public Library	1,454,954	No
Edmonton Library Board, City of	1,386,199	Yes
Calgary Library Board, City of	1,347,445	Yes
Hamilton Public Library	1,214,137	Yes
Winnipeg Public Library	1,134,492	Yes
London Public Library	1,019,406	Yes
Mississauga Library System	1,004,061	Yes
Surrey Public Library	998,611	No
Halifax Public Libraries	764,683	Yes
Fraser Valley Regional Library	758,470	
Brampton Library	395,231	Yes
		
Median	1,214,137	
N	15	14
Avg	2,086,343	
Max	11,190,455	
Min	395,231	

**STAFFING REPORT 2024**

<b>457K+ (15)</b>	<b>Hours per Week for an FTE</b>	<b>Librarians (FTE)</b>	<b>MLS Librarians (FTE)</b>	<b>NON-MLS Librarians (FTE)</b>	<b>Non-Librarian Staff (FTE)</b>	<b>Total FTEs</b>
New Brunswick Public Library Service/Service des bibliothèques publiques du Nouveau-Brunswick	36.25		77.00	218.50		0.0
Calgary Library Board, City of	35.00		24.60		484.70	484.7
Edmonton Library Board, City of	35.00	39.28	39.28	0.00	432.59	471.9
Fraser Valley Regional Library	35.00	42.00			203.00	245.0
Surrey Public Library	35.00	61.25			139.75	201.0
Vancouver Public Library	35.00	117.62	117.62	0.00	392.55	510.2
Winnipeg Public Library	35.00	52.00	52.00	0.00	223.00	275.0
Brampton Library	35.00	28.00	28.00	0.00	129.00	157.0
Hamilton Public Library	35.00	51.00		0.00	230.00	281.0
London Public Library	35.00	59.50			208.00	267.5
Ottawa Public Library	35.00	87.62			393.59	481.2
Toronto Public Library	35.00	610.00	610.00	0.00	1,296.20	1,906.2
Montréal Public Library	35.00	150.77	150.77	0.00	662.13	812.9
Mississauga Library System	35.00	75.00	75.00	0.00	259.00	334.0
Halifax Public Libraries	35.00	46.60	46.60	0.00	256.85	303.5
						
Median	35.00	59.50	63.50	0.00	257.93	303.5
N	15	13	10	10	14	15
Avg	35.08	109.28	122.09	21.85	379.31	448.7
Max	36.25	610.00	610.00	218.50	1,296.20	1,906.2
Min	35.00	28.00	24.60	0.00	129.00	0.0