

BURNABY PUBLIC LIBRARY

2008

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.

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THE BURNABY PUBLIC LIBRARY BOARD

2008

Ms Ruth Hardy
Mr Gary Wong
Mr Andy Chiang
Mr Iqbal Dhanani
Ms Linda Eaves
Mr. Ernest Y. (Ernie) Maitland
Ms Karen Purdy
Ms Mondee Redman
Councillor Nick Volkow

Chief Librarian

Chair
Vice Chair

City Council Representative

Secretary to the Board

BURNABY PUBLIC LIBRARY 2008

OVERVIEW

	2008	2007
POPULATION SERVED	216,336	205,477
RESIDENT USERS	64,482	59,712
USER VISITS	1,823,429	1,864,140
WEBSITE VISITS	763,239	780,324
CATALOGUED ITEMS OWNED	549,854 *	539,712 *
ITEMS LOANED	3,644,913	3,680,199
ITEMS LOANED PER CAPITA	16.85	17.9
USER ENQUIRIES	192,391	208,308
EMPLOYEES	257	256
STAFF (FTEs)	124.63	123.13
OPERATING EXPENDITURE	\$9,737,961	\$9,599,842
OPERATING COST PER CAPITA	\$45.01	\$46.72
BOOKS & OTHER MATERIALS EXPENDITURE	\$1,454,546	\$1,465,503
VALUE OF ITEMS LOANED (Estimate from 'on loan' counts)	\$40,870,978	\$41,748,812
VALUE OF ITEMS LOANED PER CAPITA	\$188.92	\$203.18
PROVISION FROM GENERAL REVENUE (ACTUAL) PER CAPITA	\$36.39	\$37.53
LIBRARY OPERATING EXPENDITURE AS % OF CITY EXPENDITURE	2.88%	3.11%

*does not include paperbacks, magazines, other language books and paperbacks, pamphlets.

2008 STATISTICAL SUMMARY

BRANCH	ITEMS OWNED	ITEMS LOANED	USER ENQUIRIES	USER VISITS (*)	STAFF F/T EQUIV WEEKLY(**)	HOURS OPEN	DAYS OPEN
Metrotown	358,898	1,687,120	104,038	898,045	54.54	73	349
McGill	164,486	948,027	48,547	440,739	22.15	67	350
Cameron	65,275	474,136	14,300	251,551	11.57	64	331 **
Kingsway	85,279	451,322	21,968	233,094	12.37	67	331 **
Home Library Service	15,677	35,315	3,538		3.33	37.5	
Off-site	10687						
Admin/Tech. Services					20.67		
TOTAL	688,780	3,680,199	192,391	1,823,429	124.63		

* Turnstile count at Metrotown and McGill branches, estimate based on sample at Cameron and Kingsway branches.

** Kingsway and Cameron Branches opened on Sundays on June 1, 2008. Hours open are as of December 2008.

FINANCIAL STATEMENTS

<u>EXPENDITURES</u>	<u>2008</u>	<u>2007</u>
<u>Salaries</u>	<u>6,881,294</u>	<u>6,661,677</u>
<u>Materials</u>		
Books	757,665	776,876
Periodicals	112,561	104,010
Paperbacks	248,273	231,030
Binds	6,200	4,833
Cassettes, CD's	55,007	71,411
Microforms	27,315	35,028
Video/DVD	116,280	126,611
Electronic Databases	116,600	100,581
CD Roms	0	1,653
ESL Materials	14,645	13,470
	<u>1,454,546</u>	<u>1,465,503</u>
<u>Other Expenditures</u>	<u>892,805</u>	<u>973,340</u>
Total	9,228,645	9,100,520
Surplus for the year	384,136	281,862
Commitments carried forward	<u>125,180</u>	<u>217,460</u>
	<u>9,737,961</u>	<u>9,599,842</u>

<u>REVENUES</u>	<u>2008</u>	<u>2007</u>
Library Fees and Fines	423,188	489,610
Prov. Government Grant	552,768	569,109
Federal Grants	8,294	1,520
Endowment Fund (Interest)	16,735	15,700
Comp. for Non-Res. Use	244,769	135,995
Miscellaneous Revenue	29,257	28,436
Prior Year's Surplus	499,322	542,472
City Stabilization Funding	92,133	105,980
Prov. from General Revenue	<u>7,871,495</u>	<u>7,711,020</u>
	<u>9,737,961</u>	<u>9,599,842</u>

BURNABY PUBLIC LIBRARY

STATEMENT OF RESERVES

	Balance 2008 Jan 01	Contribution From Op/City Capital Budget	Investment Income	Expenditures	Balance 2008 Dec 31
General Purpose Reserve	48,776	0	2,605	0	51,381
Equip. Repl. (Vehicles)	132,482	2,000	7,139	0	141,621
Equip. Repl. (Misc.)	119,014	1,000	6,204	18,159	108,059
Automation Reserve	24,359	1,000	978	20,363	5,974
	<u>\$324,631</u>	<u>\$4,000</u>	<u>\$16,926</u>	<u>\$38,522</u>	<u>\$307,035</u>

ENDOWMENT FUND

	Balance 2008 Jan 01	New Deposits	Investment Income	Expenditures	Balance 2008 Dec 31
Picard Trust	69,688	0	3,722	1,750	71,660
Cox Trust	302,951	0	16,179	10,750	308,380
Simnett Trust	24,125	1,000	1,295	500	25,920
Perrot Trust	91,257	2,737	4,943	3,500	95,437
Sundry	151,333	1,080	8,121	235	160,299
	<u>\$639,354</u>	<u>\$4,817</u>	<u>\$34,260</u>	<u>\$16,735</u>	<u>\$661,696</u>

STATISTICAL TRENDS - RESOURCES

YEAR	2008	2007	2006	2005	2004	1998
Number of Employees	257	256	235	232	225	206
Number of staff (full time equivalent)	124.63	123.13	121.36	120.59	120.05	112.55
Full Time Staff	67	65.00	66.00	64.00	64.00	62.00
Temporary Full Time Staff	2	3	0	0.58	0	0
Part Time Staff	37.5	37.20	37.93	39.10	39.01	34.30
Auxiliary Staff	18.08	17.93	17.43	16.91	17.04	16.25
Collections (selected categories)						
Catalogued books	480,290	489,103	485,413	484,382	473,511	463,165
Uncatalogued books	113,880	97,733	96,335	94,630	96,624	85,504
Sound Recordings & CDRoms	594,170	586,836	581,748	579,012	570,135	
Video	26,404	25,886	21,635	22,246	22,649	34,616
DVD	15,665	18,433	20,060	23,822	25,554	22,323
Audiobooks	19,468	14,976	10,610	7,291	4,301	n/a
	5,369	5,439	6,484	6,686	6,876	7,146

STATISTICAL TRENDS - USAGE

YEAR	2008	2007	2006	2005	2004	1998
User visits	1,823,429	1,864,140	1,844,276	1,961,857	2,026,616	1,813,257
Website visits	763,239	780,324	742,021	703,046	636,706	n/a
<hr/>						
Loans by branch:						
Bob Prittie Metrotown	1,687,120	1,770,805	1,700,106	1,887,999	1,951,011	1,879,119
McGill	942,352	948,027	930,693	988,697	989,255	749,812
Cameron	506,606	474,136	478,394	514,388	515,668	533,437
Kingsway	473,520	451,322	433,061	451,408	436,761	418,841
Home Library Service	35,315	35,909	36,036	37,936	37,102	43,243
TOTAL	3,644,913	3,680,199	3,578,290	3,880,428	3,929,797	3,624,452
<hr/>						
Loans by selected category:						
Print Items	2,714,611	2,816,347	2,654,601	2,815,570	2,999,838	2,803,814
Music CDs	130,438	142,350	141,404	143,731	137,680	50,000 *
Video, DVD	644,397	653,628	648,724	646,115	679,926	488,798 **
<hr/>						
Loans per staff member	29,246	29,889	29,485	32,179	32,735	32,203
Loans per capita	17	17.9	17.6	19.1	19.1	19.3
<hr/>						
User enquiries	192,391	208,308	209,709	223,756	236,224	307,078
Database logins	89,462	46,750	35,176	21,711	24,890	n/a
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Interlibrary Loans						
Lent	6,265	6,108	6,499	6,543	6,648	6,795
Borrowed	1,731	1,894	2,072	1,465	1,425	1,545

* 1998 figures included cassettes & CD Roms. This is an approx figure for Music CDs only.

** Does not include DVDs.

ITEMS LOANED

<u>ADULT & TEEN</u>	<u>2008</u>	<u>2007</u>
Adult adventure	22367	23092
Adult Chinese book	49880	54141
Adult Chinese magazine	21455	20787
Adult Chinese paperback	218662	235397
Adult consumer magazine	4521	5603
Adult DVD	363,045	272,479
Adult ESL	40436	40892
Adult fiction	99506	100042
Adult graphic novel	7325	5881
Adult literacy	601	515
Adult magazine	78865	79917
Adult mystery	112860	113270
Adult non-fiction	600260	644565
Adult other language book	402	457
Adult other language pamphlet	4456	5886
Adult pamphlet	1710	2085
Adult paperback	193307	200913
Adult romance	55023	57541
Adult science fiction	34581	35722
Adult spoken fiction cassette	5593	7311
Adult spoken language cassette	1424	2162
Adult spoken non-fiction cassette	2042	3022
Adult taped book	1204	1589
Adult video film	55954	92036
Adult video music	1793	3019
Adult video non-fiction	23898	41112
Adult western	1269	1245
CD Classical	17926	18493
CD Folk/Blues	13986	15927
CD Jazz	11982	14213
CD Language	3863	2971
CD Musical	1358	1197
CD Pop/Rock	54221	56713
CD Sound Effects	1859	1611
CD Spoken word	12523	10900
Teen Fiction	30086	22584
Teen graphic novel	22481	10734
Teen magazine	1841	1798
Teen non-fiction	2289	3551
Teen paperback	42147	38024
TOTAL	2,219,001	2,249,397

<u>CHILDRENS</u>	<u>2008</u>	<u>2007</u>
Children's board books	53518	49772
Children's CD music	30965	32836
Children's CD spoken	32874	23591
Children's CDROM	4412	7920
Children's Chinese material	8208	10273
Children's DVD	199706	185489
Children's ESL	5831	7369
Children's fiction	86960	87434
Children's first book	21104	23201
Children's folk and fairytale	13384	15030
Children's French book	16267	17955
Children's graphic novel	57031	35254
Children's Hindi book	16	13
Children's Italian book	25	44
Children's Korean book	40	0
Children's magazine	6533	7294
Children's non-fiction	170108	179783
Children's paperback	259087	242165
Children's paperback reader	90362	76448
Children's picturebook	178247	186868
Children's Punjabi book	61	47
Children's reader	57156	56616
Children's seasonal book	9914	11023
Children's Spanish book	209	176
Children's spoken cassette	8233	22262
Children's storage material	583	638
Children's storybook	34287	35541
Children's storytime kit	364	214
Children's taped book	26	17
Children's video	27221	59493
Interlibrary loan	1435	1396
Large print	20227	21371
Parent-Teacher resources	4688	5294
TOTAL	1,399,082	1,402,827

STATISTICAL TRENDS - COSTS**BURNABY PUBLIC LIBRARY - INPUT INDICATORS**

YEAR	2008	2007	2006	2005	2004	1998
POPULATION	216,336	205,477	202,799	202,966	205,261	187,922
Operating expenditure on library service	\$9,228,645	\$9,100,521	\$8,874,391	\$8,320,788	\$8,330,133	\$6,842,319
Per capita	\$42.66	\$44.29	\$43.76	\$41.00	\$40.58	\$36.41
Constant \$ (2002)	\$37.82	\$40.08	\$40.52	\$38.68	\$39.02	\$41.90
Percent of City expenditure*	2.88%	3.11%	3.22%	3.07%	3.33%	3.93%
Provision from general revenue* (Actual)	\$7,454,312	\$7,179,173	\$6,947,148	\$6,584,971	\$6,546,311	\$5,566,530
Per capita	\$34.46	\$34.94	\$34.26	\$32.44	\$31.89	\$29.62
Constant \$ (2002)	\$30.55	\$31.61	\$31.72	\$30.60	\$30.66	\$34.09
Cost per user visit	\$5.06	\$4.88	\$4.81	\$4.24	\$4.11	\$3.77
Constant \$ (2002)	\$4.49	\$4.41	\$4.51	\$4.00	\$3.95	\$4.34
Cost per item loaned	\$2.53	\$2.47	\$2.48	\$2.14	\$2.12	\$1.51
Constant \$ (2002)	\$2.24	\$2.23	\$2.30	\$2.02	\$2.04	\$1.74
Consumer Price Index (Vancouver, 2002 = 100)	112.8	110.2	108	106	104	86.9

*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	2008	2007	2006	2005	2004	1998
POPULATION	216,336	205,477	202,799	202,966	205,261	187,922
Materials Expenditure	\$1,454,546	\$1,465,503	\$1,363,651	\$1,415,432	\$1,399,017	\$1,425,976
Percent of operating cost	15.8%	16.1%	15.4%	17.0%	16.8%	20.8%
Per capita	\$6.72	\$7.13	\$6.72	\$6.97	\$6.82	\$7.59
Constant \$ (2002)	\$6.27	\$6.56	\$6.23	\$6.52	\$6.46	\$8.73
Consumer Price Index, BC Reading Material (2002 = 100)	107.2	108.6	107.8	106.9	105.6	86.9
Salaries/Benefits Expenditure	\$6,881,294	\$6,661,677	\$6,441,603	\$6,067,445	\$5,947,923	\$4,257,057
Percent of operating cost	74.6%	73.2%	72.6%	72.9%	71.4%	70.7%
Per capita	\$31.81	\$32.42	\$31.76	\$29.89	\$28.98	\$25.76
Constant \$ (2002)	\$28.20	\$29.42	\$29.41	\$28.20	\$27.86	\$27.76
Consumer Price Index (Vancouver, 2002 = 100))	112.8	110.2	108	106	104	92.8

PROGRAMMES

YEAR	NUMBER HELD						TOTAL ATTENDANCE					
	2008	2007	2006	2005	2004	1998	2008	2007	2006	2005	2004	1998
<u>CHILDREN'S</u>												
Storytimes	426	376	355	363	358	267	17,164	15,113	14,738	15,559	15,285	7,480
Special programmes	89	38	43	31	22	5	9,800	9,173	7,974	8,005	984	345
Summer Reading Club	4	4	4	4	4	4	6,240	6,214	6,168	6,432	7,450	5,553
Visits from outside groups	56	22	12	11	15	6	1,562	671	303	197	158	110
Visits from schools, daycare centres, kindergartens	112	90	146	132	166	241	3,070	2,232	3,552	3,264	3,993	5,713
Visits to schools, daycare centres, kindergartens, outside groups	136	263	289	246	277	226	4996	8,243	8,784	8,163	10,176	n/a
<u>ADULT*</u>	233	160	95	35	n/a	n/a	3,059	2,021	1,249	411	n/a	n/a
TOTAL	1,056	793	849	787	838	749	42,832	41,646	41,519	41,620	38,046	19,201

*Tracking of adult programmes began in May 2005

ITEMS LOANED/BORROWED THROUGH INTERLINK

ITEMS LOANED TO INTERLINK RESIDENTS

YEAR	2008	2007	2006	2005	2004	1998
Bowen Island	435	450	797	559	518	242
Coquitlam	189,708	167,725	168,355	183,377	188,895	179,731
Fraser Valley	44,975	48,727	46,933	48,070	51,572	51,924
Gibsons	442	904	727	896	555	n/a
Lillooet Area	40	7	n/a	n/a	n/a	n/a
New Westminster	90,298	87,408	85,403	90,290	87,695	87,431
North Vancouver City	7,117	7,942	7,204	6,894	6,749	7,486
North Vancouver District	11,157	11,741	11,321	10,440	12,427	7,860
Pemberton	49	36	55	83	62	n/a
Port Moody	36,003	29,905	30,192	34,726	35,645	38,726
Richmond	18,731	18,608	19,568	21,350	19,714	18,394
Sechelt	680	764	541	521	517	n/a
Squamish	318	309	543	708	716	358
Surrey	42,882	42,539	42,558	42,867	42,946	40,160
Vancouver	482,422	553,640	448,701	506,485	542,378	533,334
West Vancouver	2,853	2,962	2,084	2,438	2,481	1,865
Whistler	259	283	237	283	163	136
TOTALS	928,369	973,950	865,219	949,987	993,033	967,647

ITEMS BORROWED BY BURNABY RESIDENTS

YEAR	2008	2007	2006	2005	2004	1998
Bowen Island	137	13	76	5	40	58
Coquitlam	17,347	16,134	14,474	15,277	14,213	11,391
Fraser Valley	5,319	4,446	4,924	3,244	3,933	2,704
Gibsons	350	489	120	34	71	n/a
Lillooet Area	0	1	n/a	n/a	n/a	n/a
New Westminster	99,364	98,056	96,498	95,456	99,172	79,455
North Vancouver City	6,364	5,520	5,559	5,202	4,724	1,911
North Vancouver District	11,256	8,024	9,698	9,002	6,856	5,848
Pemberton	0	0	4	50	48	n/a
Port Moody	4,453	4,963	5,122	4,005	4,139	2,810
Richmond	52,593	55,664	62,065	54,987	51,861	11,561
Sechelt	50	93	86	89	163	n/a
Squamish	475	306	148	18	82	6
Surrey	9,883	8,787	9,110	6,923	6,979	6,029
Vancouver	340,231	274,185	380,293	357,372	346,313	287,060
West Vancouver	7,098	6,958	4,761	5,829	6,864	3,247
Whistler	789	411	291	259	392	184
TOTALS	555,709	484,050	593,229	557,752	545,850	412,264

HOME LIBRARY SERVICE

YEAR	2008	2007	2006	2005	2004	1998
Number of..						
Printed books patrons registered	676	685	692	688	699	647
Taped books patrons registered	161	152	152	161	161	220
Individual institutions served	46	46	47	49	50	54
Individual private homes served	143	152	167	179	185	172
Deposit collections served	2	2	2	2	2	3
User visits recorded	9,345	9,546	9,999	10,041	10,134	10,330
Stops visited	1,812	1,937	2,029	2,071	2,123	2,019
Items loaned	35,466	35,909	36,035	37,936	37,102	43,243

BURNABY PUBLIC LIBRARY COMPARED WITH OTHER MUNICIPAL LIBRARIES WITHIN INTERLINK (2008)**

BOOKS AND RELATED MATERIALS EXPENDITURE PER CAPITA

<u>CITY</u>	<u>POPULATION</u>	<u>MATERIALS EXPENDITURE</u>	<u>MATERIALS EXPENDITURE PER CAPITA</u>
West Vancouver	46,145	\$415,735	\$9.01
Vancouver	613,240	\$4,676,356	\$7.63
Richmond	186,628	\$1,397,748	\$7.49
North Vancouver District	88,799	\$634,743	\$7.15
North Vancouver City	48,032	\$329,211	\$6.85
Burnaby	216,336	\$1,454,546	\$6.72
New Westminster	62,607	\$356,495	\$5.69
Port Moody	30,000	\$124,208	\$4.14
Surrey	433,000	\$1,687,589	\$3.90
Coquitlam	120,536	\$401,743	\$3.33
Regional Total/Average	1,845,323	\$11,478,374	\$6.22

BOOKS & MATERIALS AS % OF OPERATING EXPENDITURE

<u>CITY</u>	<u>OPERATING EXPENDITURE</u>	<u>MATERIALS EXPENDITURE</u>	<u>MATERIALS PERCENT</u>
Richmond	\$8,018,004	\$1,397,748	17.4%
Burnaby	\$9,737,961	\$1,454,546	14.9%
Surrey	\$12,562,195	\$1,687,589	13.4%
North Vancouver District	\$5,197,999	\$634,743	12.2%
North Vancouver City	\$2,747,238	\$329,211	12.0%
New Westminster	\$2,993,107	\$356,495	11.9%
Vancouver	\$44,468,909	\$4,676,356	10.5%
Coquitlam	\$4,087,018	\$401,743	9.8%
West Vancouver*	\$4,598,567	\$415,735	9.0%
Port Moody	\$1,408,744	\$124,208	8.8%
Regional Total/Average	\$95,819,742	\$11,478,374	12.0%

SALARIES EXPENDITURE PER CAPITA

<u>CITY</u>	<u>POPULATION</u>	<u>SALARY EXPENDITURE</u>	<u>SALARY COSTS PER CAPITA</u>
West Vancouver	46,145	\$2,696,639	\$58.44
Vancouver	613,240	\$30,641,985	\$49.97
North Vancouver City	48,032	\$2,004,665	\$41.74
North Vancouver District	88,799	\$3,647,682	\$41.08
Port Moody	30,000	\$1,118,381	\$37.28
New Westminster	62,607	\$2,168,258	\$34.63
Burnaby	216,336	\$6,881,294	\$31.81
Richmond	186,628	\$5,368,687	\$28.77
Coquitlam	120,536	\$2,976,090	\$24.69
Surrey	433,000	\$8,935,025	\$20.64
Regional Total/Average	1,845,323	\$66,438,706	\$36.00

SALARIES EXPENDITURE AS % OF OPERATING EXPENDITURE

<u>CITY</u>	<u>OPERATING EXPENDITURE</u>	<u>SALARY EXPENDITURE</u>	<u>SALARIES PERCENT</u>
Port Moody	\$1,408,774	\$1,118,381	79.4%
North Vancouver City	\$2,747,238	\$2,004,665	73.0%
Coquitlam	\$4,087,018	\$2,976,090	72.8%
New Westminster	\$2,993,107	\$2,168,258	72.4%
Surrey	\$12,562,195	\$8,935,025	71.1%
Burnaby	\$9,737,961	\$6,881,294	70.7%
North Vancouver District	\$5,197,999	\$3,647,682	70.2%
Vancouver	\$44,468,909	\$30,641,985	68.9%
Richmond	\$8,018,004	\$5,368,687	67.0%
West Vancouver*	\$4,598,567	\$2,696,639	58.6%
Regional Total/Average	\$95,819,772	\$66,438,706	69.3%

* West Vancouver's operating expenditures includes a significant capital expense in 2008 (\$935,504) for an RFID project

BURNABY PUBLIC LIBRARY COMPARED WITH OTHER MUNICIPAL LIBRARIES WITHIN INTERLINK (2008)

LIBRARY EXPENDITURE PER CAPITA

<u>CITY</u>	<u>POPULATION</u>	<u>OPERATING EXPENDITURE *</u>	<u>LIBRARY EXPENDITURE PER CAPITA</u>
West Vancouver***	46,145	\$4,598,567	\$99.65
Vancouver	613,240	\$44,468,909	\$72.51
North Vancouver District	88,799	\$5,197,999	\$58.54
North Vancouver City	48,032	\$2,747,238	\$57.20
New Westminster	62,607	\$2,993,107	\$47.81
Port Moody	30,000	\$1,408,774	\$46.96
Burnaby	216,336	\$9,737,961	\$45.01
Richmond	186,628	\$8,018,004	\$42.96
Coquitlam	120,536	\$4,087,018	\$33.91
Surrey	433,000	\$12,562,195	\$29.01
Regional Total/Average	1,845,323	\$95,819,772	\$51.93

CITY SUPPORT PER CAPITA

<u>CITY</u>	<u>POPULATION</u>	<u>CITY SUPPORT</u>	<u>CITY SUPPORT PER CAPITA</u>
West Vancouver	46,145	\$3,908,130	\$84.69
Vancouver	613,240	\$37,326,114	\$60.87
North Vancouver City	48,032	\$2,480,534	\$51.64
North Vancouver District	88,799	\$4,181,643	\$47.09
New Westminster	62,607	\$2,925,258	\$46.72
Port Moody**	30,000	\$1,263,284	\$42.11
Richmond**	186,628	\$6,872,700	\$36.83
Burnaby**	216,336	\$7,963,628	\$36.81
Coquitlam	120,536	\$3,509,964	\$29.12
Surrey**	433,000	\$10,726,000	\$24.77
Regional Total/Average	1,845,323	\$81,157,255	\$43.98

TOTAL AREA OF FACILITIES PER CAPITA

<u>CITY</u>	<u>POPULATION</u>	<u>SQUARE METERS</u>	<u>SQUARE METERS PER CAPITA</u>
West Vancouver	46,145	5,340	0.116
North Vancouver District	88,799	6,689	0.075
Vancouver	613,240	45,262	0.074
North Vancouver City	48,032	3,345	0.070
New Westminster	62,607	3,800	0.061
Burnaby	216,336	9,807	0.045
Port Moody	30,000	1,198	0.040
Richmond	186,628	6,482	0.035
Coquitlam	120,536	3,389	0.028
Surrey	433,000	11,955	0.028
Regional Total/Average	1,845,323	97,267	0.053

ITEMS LOANED PER CAPITA

<u>CITY</u>	<u>POPULATION</u>	<u>ITEMS LOANED</u>	<u>ITEMS LOANED PER CAPITA</u>
Richmond	186,628	4,358,371	23.4
West Vancouver	46,145	1,042,456	22.6
North Vancouver District	88,799	1,773,811	20.0
Burnaby	216,336	3,644,913	16.8
Vancouver	613,240	9816155	16.0
North Vancouver City	48,032	705,318	14.7
Port Moody	30,000	567,498	12.8
New Westminster	62,607	803,510	12.8
Coquitlam	120,536	1,183,302	9.8
Surrey	433,000	4,030,945	9.3
Regional Total/Average	1,845,323	27,358,781	14.8

* PLSB figures include capital expenditures but exclude contributions to reserves.

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

*** West Vancouver's operating expenditures includes a significant capital expense in 2008 (\$935,504) for an RFID project