

New Brunswick Public Library Service

STATISTICS 2016 – 2017



Service Points



Foreword

On behalf of the staff and partners of New Brunswick Public Library Service, I am pleased to present the New Brunswick Public Libraries 2016-2017 Statistics Report. The report covers the period of April 1, 2016 to March 31, 2017.

New Brunswick public libraries are a valued and well-used resource. Usage trends show that members of the public are using public libraries for more things. More than 240,000 New Brunswickers borrow millions of items every year from our public libraries. New Brunswickers rely on the collection and on staff to help them get answers to hundreds of thousands of reference questions annually. This year, New Brunswickers used NBPLS e-library services more than 7.6 million times, and more than 290,000 New Brunswickers participated in a variety of library programs that promote reading, lifelong learning, self-sufficiency, as well as information and computer literacy.

This year's report also features statistics on our virtual branch (Electronic Library New Brunswick) as well as our Library Services by Mail, our Indigenous programs and our outreach initiatives. These figures demonstrate the New Brunswick Public Library Service's commitment to serving New Brunswickers – even outside of library walls.

As the statistics demonstrate, New Brunswick public libraries are a key component of New Brunswick's infrastructure, supporting a culture of learning in New Brunswick.

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Public Library System Overview

In New Brunswick, public library services are offered through a partnership between the provincial government and participating municipalities. New Brunswick Public Library Service (NBPLS) is responsible for the management and development of public library services in the province. NBPLS is part of the New Brunswick Department of Post-Secondary Education, Training and Labour. NBPLS is made up of one provincial office, 5 regional offices, 52 public libraries, 11 public-school libraries, a virtual branch, and a Library Services by Mail branch.

Through NBPLS, the provincial government is responsible for strategic planning, general administration, provision and supervision of programs and services, human resources, collection development, cataloguing and processing of materials, management of the provincial catalogue, automation, as well as administrative, operational and professional support. Participating municipalities are responsible for providing and maintaining facilities as well as furnishings and equipment required for the provision of quality public library service.

For public-school libraries, school districts are a third partner, contributing half the salaries, curriculum-related collection development, and providing and maintaining necessary facilities to serve school users. In this type of partnership, participating municipalities have the same responsibilities towards the community as in partnership agreements for public libraries.

The provincial office of NBPLS is responsible for ensuring that the intent of the *New Brunswick Public Libraries Act* is carried out. It manages the provincial budget, sets standards, policies and guidelines, and ensures that they are respected.

The regional offices (Albert-Westmorland-Kent (AWK), Chaleur, Fundy, Haut-Saint-Jean (HSJ), and York) manage, supervise and coordinate the provision of public library services in their individual areas.

Public libraries, public-school libraries, and Library Services by Mail are responsible for providing direct service to New Brunswickers.

Each library region has a library designated as a resource centre. The resource centre plays a lead role in reference, children's, young adult / adult services, and circulation services for the region.

Each public or public-school library has a library board, with members appointed by the participating municipality or by an association of persons acting as a municipality. The library board oversees the management of the budget allocated by the municipality and ensures that the library facilities are adequate. It also plays a support role by promoting the library in the community and by ensuring that services offered meet the community's needs.

Several times a year, representatives from the public library boards from each region meet in regional forums to discuss common issues. The Regional Directors chair forum meetings. The regional forums elect one representative each to the New Brunswick Public Libraries Board.

Members of the public library boards (trustees) can belong to the New Brunswick Library Trustees Association Inc., an independent organization that promotes public library service in the province and fosters the education and training of library trustees.

The New Brunswick Public Libraries Board consists of five elected representatives, one from each region, plus eight additional members appointed from the public at large by the Minister responsible for public library service. The Executive Director also serves on the Board as a non-voting member. The Board studies issues, makes recommendations to the Minister, and assists the New Brunswick Public Libraries Foundation.

The New Brunswick Public Libraries Foundation, consisting of ten members, conducts fundraising activities and encourages, facilitates and carries out activities to improve funding for collections and services in public libraries.

For further information regarding the New Brunswick public library system or the information contained within this document, please visit the NBPLS website at <http://www.gnb.ca/publiclibraries> or address your inquiries to:

New Brunswick Public Library Service
570 Two Nations Crossing, Suite 2
Fredericton, NB
E3A 0X9

Phone: (506) 453-2354
Email: NBPLS-SBPNB@gnb.ca

New Brunswick Public Library Service

Provincial Office:
570 Two Nations Crossing, Suite 2
Fredericton, NB E3A 0X9
(506) 453-2354

Provincial Librarian and
Executive Director: Sylvie Nadeau

Library Regions

Albert-Westmorland-Kent (A-W-K)

Regional Director: Tina Bourgeois

Regional Office:
644 Main St., Suite 201
Moncton, NB E1C 1E2
(506) 869-6032

Chaleur

Regional Director: Georgette
Lavail (Acting)

Regional Office:
113A, Roseberry Street
Campbellton, NB E3N 2G6
(506) 789-6599

Haut-Saint-Jean (H-S-J)

Regional Director: Patrick
Provencher

Regional Office:
15 de l'Église St., Suite 102
Edmundston, NB E3V 1J3
(506) 735-2074

Fundy

Regional Director: Brian Steeves

Regional Office:
1 Market Square
Saint John, NB E2L 4Z6
(506) 643-7222

York

Regional Director: Sarah Kilfoil

Regional Office:
570 Two Nations Crossing, Suite 1
Fredericton, NB E3A 0X9
(506) 453-5380

Achievements

We are pleased to offer an overview of our achievements for 2016-2017. These achievements are in addition to the many local initiatives such as story hours, guest speakers, author visits, special programs, etc.

Use of Public Libraries

- Answered 212,343 requests for information¹.
- Served 240,555 members of public libraries (32.2% of New Brunswickers).
- Library patrons borrowed or consulted 4,158,158 items through their public library.
- Library patrons used 404 public access computers 231,013 times².
- 294,523 people took part in 23,176 programs such as story hours, lectures, Babies in the Library, book clubs and author visits offered in public libraries.
- 11,112 young people read 291,062 books as part of the annual Summer Reading Club.
- 7,684,064 uses were made of NBPLS online services³.

Administration

- Five library resource centres began operating seven days a week as part of a pilot project. The participating libraries are Fredericton Public Library, Moncton Public Library, Saint John Free Public Library – Central Branch, Mgr. W. J. Conway Public Library (Edmundston) and Campbellton Centennial Library.
- NBPLS developed a new provincial policy to support libraries that have resources and space available to exhibit works by artists and artisans, thereby enhancing the cultural and creative vitality of the community.

Public Services

- New Brunswickers celebrated New Brunswick Public Libraries Month in October 2016 with the theme *Cultivate Your Imagination*. The public participated in programs and services focused on New Brunswick books, music and films to celebrate the rich literary and cultural heritage of the province.
- NBPLS began piloting a partnership with the Institute for Canadian Citizenship in resource centre libraries and large libraries to offer Cultural Access Passes. These passes were given to new Canadians and allowed free admission to national parks, museums and historic sites across Canada. Participating libraries were acting as pick-up locations for the passes.

- Public library patrons were able to check out free passes to Kings Landing Historical Settlement and Village historique acadien with their library card.

1 Includes online reference questions.

2 Includes use of adaptive workstations.

3 Includes online reference questions, visits to the NBPLS website, visits to the online catalogue, visits to the Electronic Library New Brunswick website, and online renewals.

Provincial Statistics – Summary

	2016-2017	2015-2016
Provincial Population ¹	747,101	751,171
Population Served [†]	450,942	434,263
Percentage of Population Served	60.4%	57.8%
Total Patrons (Memberships) ^{2†}	240,555	228,117
Total Membership as Percentage of Total Population	32.2%	30.4%
Number of Public Libraries	52	52
Number of Public-School Libraries	11	11
Total Circulation [†]	2,753,867	2,745,774
Circulation per Membership	11.45	12.04
In-House Use [†]	1,404,291	1,403,931
Usage per Membership [†]	17.29	18.19
Total Holdings [†]	1,975,481	1,939,060
Total Holdings per Capita	2.64	2.58
Budget Allocation ^{3†}	\$15,701,000.00	\$14,786,111.81
Total Budget Allocation per Capita ^{4†}	\$21.02	\$19.68
Total Municipal Contribution [†]	\$5,227,891.97	\$5,490,311.60
Total School District Contribution [†]	\$663,228.66	\$666,732.70
Municipal Contribution per Capita ^{4†}	\$7.00	\$7.31
Titles Catalogued	29,321	36,856

- 1 Population figures for 2016-2017 are based on the 2016 Census of Canada. Population figures for 2015-2016 are based on the 2011 Census of Canada.
 - 2 A cleanup of expired memberships is undertaken at the end of each fiscal year.
 - 3 Includes New Brunswick Public Library Service budget, which includes the budget allocated to the provincial office and the five regions. Also includes the provincial estimated revenue from fines in the amount of \$200,000, distributed at the beginning of the year among the 5 library regions from the provincial office.
 - 4 Per capita figures are calculated based on the provincial population.
- † See Appendix A for definitions.

Provincial Programs

	2016-2017	2015-2016
Summer Reading Club^{1†}		
Children Registered	11,112	11,831
Books Read	291,062	320,414
Hackmatack Program[†]		
Children Registered	1,269	1,430
Babies in the Library^{2†}		
Participants	4,756	5,508

Computers and Reference Tools

	2016-2017	2015-2016
Licensed Electronic Reference Tools [†]	19	16
Full-Text Periodicals Available Online	12,128	2,327
Public Access Computers [†]	404	397
Adaptive Workstation ^{3†} Use	14,082	11,519
Total Public Access Computer Use ^{4†}	231,013	214,237
Number of Unique Wireless Users [†]	192,380	154,249

E-library Services

	2016-2017	2015-2016
Visits to the NBPLS Website ^{5†}	3,819,899	1,952,124
Visits to the Online Catalogue [†]	493,495	524,483
Visits to Electronic Library New Brunswick [†]	3,089,225	2,887,294
Use of Online Reference Service ^{6†}	1,635	1,016
Online Renewal of Loans ^{7†}	279,810	296,261
E-library Services - Total Use	7,684,064	5,661,178

- 1 Includes figures for the Read to Me Preschool Reading Program (see Appendix A for definitions). 2016-2017 Summer Reading Club figures are from the summer of 2016; 2015-2016 figures are from the summer of 2015.
 - 2 Participants include the babies, their older siblings in attendance, as well as their parents or caregivers.
 - 3 Figure represents the use of 63 adaptive workstations.
 - 4 Includes adaptive workstation use.
 - 5 NBPLS migrated to a new website in September 2015. The web analytics tool also changed at that time.
 - 6 Reflects the number of email exchanges through the online reference service.
 - 7 Includes 2,799 transactions performed by patrons at self-check units.
- † See Appendix A for definitions.

Virtual Branch¹

Electronic Library - Downloadable Holdings	2016-2017	2015-2016
eBooks	30,960	27,800
Audiobooks	4,656	4,474
Music ²	0	120
Video	195	193
Total	35,811	32,587

Electronic Library - Circulation	2016-2017	2015-2016
eBooks	155,802	156,985
Audiobooks	44,733	36,112
Music	0	2
Video	75	73
Total	200,610	193,172

- 1 The Virtual Branch – Electronic Library New Brunswick (ELNB) – was launched in December of 2010. Virtual branch content is provided through two platforms: OverDrive (primarily English) and pretumerique.ca (primarily French). Pretnumerique.ca holdings were first added to the collection in April 2014.
- 2 OverDrive Music files ceased to be available in June 2015.

Grants[†] Received by NBPLS in 2016-2017

Library Collections for Adult Learners \$100,000.00

Funds granted by the Canada - New Brunswick Job Fund Agreement for the purchase of library collections to support adult learners and adult literacy.

Student Employment 2016-2017¹

Program	Number of Students	Number of Weeks	Salaries
Summer Reading Club	73	719	\$268,007.25 ²

Contribution of the New Brunswick Public Libraries Foundation

\$266,671.76 The total amount allocated to the library regions by the New Brunswick Public Libraries Foundation. This amount is not necessarily spent in the same fiscal year.

\$994,003.00 The total value of gifts-in-kind of books, CDs and DVDs received by the New Brunswick Public Libraries Foundation. This figure represents the value of all donated library materials that were added to the collection.

\$1,260,674.76 **Total Contribution of the New Brunswick Public Libraries Foundation**

1 Student positions awarded by the Student Employment Experience Development (SEED) and a special allocation of funds from the Department of Post-Secondary Education, Training and Labour.

2 Estimated total value of student positions based on the pay rate of \$10.65 per hour for 35 hours per week.

† See Appendix A for definitions.

Provincial Office

Library Positions¹	
Librarians [†] - Full-time [†]	13.00
Librarians - Part-time [†]	0.00
Other Staff [†] - Full-time	4.00
Total	17.00

Revenue	
Budget	\$2,346,650.51
Fines Collected ²	\$117,770.06

Expenditures	
Salaries & Benefits [†]	\$1,016,679.48
Collection Development ^{3†}	\$311,881.51
Operations [†]	\$1,160,219.90
Total	\$2,488,780.89

Library Science Professional Collection – Holdings	Provincial Office	A-W-K
Books [†]	574	4,203
Periodicals [†]	4	21
Sound Recordings [†]	9	32
Video Recordings [†]	24	528
Total Holdings	611	4,784

Library Science Professional Collection – Circulation	Provincial Office	A-W-K
Holds [†]	337	1,090
Total Circulation - Physical Items	564	731

Collections Management	
Titles Catalogued	29,321
Items Processed [†]	113,469

1 Includes permanent positions only. Does not include temporary employees. Figures are expressed as full-time equivalencies (FTEs). In 2016-2017, a team of five Technical Support Analysts (TSAs) who work in the regions, as well as the Network and IT Support Manager at the Provincial Office were transferred to Service New Brunswick (SNB).

2 The provincial estimated revenue from fines in the amount of \$200,000 was distributed at the beginning of the year among the five library regions from the Provincial Office.

- 3 This figure includes the annual purchase of licences that allow access to electronic reference tools in libraries and through the NBPLS website (see page 15). This figure also includes money allocated to the provincial professional collection, books for the Hackmatack program and gifts of library materials presented to commemorate library anniversaries, as well as any additional allocations to the regions over the course of the year.
- † See Appendix A for definitions.

Library Regions

Service Points						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Public Libraries	16	11	8	10	7	52
Public-School Libraries	0	0	2	2	7	11
Library Services by Mail ^{1†}	1	0	0	0	0	1
Total	17	11	10	12	14	64

Population²						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Population Served	149,112	57,193	111,519	39,798	93,320	450,942
Total Regional Population	216,608	109,018	168,089	87,248	166,138	747,101
Percentage of Population Served	68.8%	52.5%	66.3%	45.6%	56.2%	60.4%

Library Positions - (Library Regions)³						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Librarians						
Librarians - Full-time	14.00	11.00	14.00	10.00	17.00	66.00
Librarians - Part-time	0.00	0.00	0.00	0.00	0.00	0.00
Other Staff						
Other Staff - Full-time	39.00	23.00	25.00	28.00	38.00	153.00
Other Staff - Part-time	3.00	4.00	9.50	4.50	3.50	24.50
Total	56.00	38.00	48.50	42.50	58.50	243.50

1 In 2016-2017, the Provincial Talking Books and Books-by-Mail Services were merged into one branch called Library Services by Mail. The branch is located in the Albert-Westmorland-Kent Regional Office, in Moncton.

2 Based on 2016 Census of Canada.

3 Includes permanent positions only, including public-school library employees. (50% of the salary cost for public-school library employees is contributed by school districts). Does not include temporary staff, such as the 19.5 positions that were created as part of the 7-Day Opening pilot project in the five resource centres. Figures are expressed as full-time equivalencies (FTEs).

† See Appendix A for definitions.

Finances

Revenue						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Budget Allocation	\$3,127,542.35	\$2,276,082.09	\$2,691,344.53	\$2,374,829.91	\$2,884,550.61	\$13,354,349.49

Fines and Fees						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Fines Collected ¹	\$24,505.36	\$15,848.95	\$28,498.27	\$15,189.91	\$33,727.57	\$117,770.06
Fees / Other	\$13,519.39	\$12,990.99	\$19,083.34	\$11,296.47	\$15,818.09	\$72,708.28

Expenditures						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Salaries & Benefits ²	\$2,842,819.00	\$1,998,140.23	\$2,464,875.22	\$2,098,603.62	\$2,581,279.84	\$11,985,717.91
Collection Development - Total (Regions) ³	\$145,590.30	\$171,043.96	\$116,643.37	\$128,993.89	\$184,423.66	\$746,695.18
Collection Development - Regular Budget [†]	\$92,500.00	\$92,500.00	\$92,500.00	\$92,500.00	\$92,500.00	\$462,500.00
Collection Development - Operational & Salary Savings [†]	\$53,090.30	\$78,543.96	\$24,143.37	\$36,493.89	\$91,923.66	\$284,195.18
Operations	\$146,852.03	\$119,163.08	\$111,622.71	\$153,068.38	\$119,427.42	\$650,133.62
Total Regional Expenditures (\$)	\$3,135,261.33	\$2,288,347.27	\$2,693,141.30	\$2,380,665.89	\$2,885,130.92	\$13,382,546.71

Partners Spending ⁴						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Total Municipal Contribution	\$1,537,234.44	\$691,324.69	\$1,684,169.40	\$619,615.48	\$695,547.96	\$5,227,891.97
School District Contribution - Operations / Collections [†]			\$14,264.72	\$36,804.18	\$74,330.55	\$125,399.45
School District Recoveries [†]			\$116,858.01	\$53,183.80	\$367,787.40	\$537,829.21

- 1 Fines collected offset the provincial estimated revenue from fines in the amount of \$200,000, which was distributed in advance by the provincial office to each region as part of their budget allocation.
 - 2 Salary figures do not include salary costs contributed by school districts (School District Recoveries).
 - 3 Includes collection development expenditures from both the regular budget and from operational & salary savings.
 - 4 Municipal and School District Contributions reflect the partner's spending in their areas of responsibility. The figures are reported as submitted by partners. These contributions are not included in the Total Revenue line.
- † See Appendix A for definitions.

Expenditures¹

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Total Salary Expenditures as Percentage of Total Expenditures	90.7%	87.3%	91.5%	88.2%	89.5%	89.6%
Total Collection Development Expenditures as Percentage of Total Expenditures	4.6%	7.5%	4.3%	5.4%	6.4%	5.6%
Total Collection Development Expenditures Per Capita (By Region) ²	\$0.67	\$1.57	\$0.69	\$1.48	\$1.11	\$1.00
Total Operations Expenditures as Percentage of Total Expenditures	4.7%	5.2%	4.1%	6.4%	4.1%	4.9%

- 1 Expenditure and percentage figures on this page are calculated based on the budget allocated to the five library regions (see page 21).
- 2 Total per capita figures are calculated based on the total provincial population. Expenditure per capita figures at the regional level are calculated based on the total population of each region.

Collection Development

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL	PER CAPITA ¹
Collection Development - Regular Budget	\$92,500.00	\$92,500.00	\$92,500.00	\$92,500.00	\$92,500.00	\$462,500.00	\$0.62
Collection Development - Operational & Salary Savings	\$53,090.30	\$78,543.96	\$24,143.37	\$36,493.89	\$91,923.66	\$284,195.18	\$0.38
Collection Development - Provincial Office Expenditures ²	\$62,376.29	\$62,376.29	\$62,376.30	\$62,376.31	\$62,376.32	\$311,881.51	\$0.42
Collection Development - Donations & Grants ³	\$33,075.12	\$18,864.49	\$36,349.94	\$39,222.41	\$40,749.37	\$168,261.33	\$0.22
Collection Development - New Brunswick Public Libraries Foundation Funding Allocation ⁴	\$92,425.38	\$92,684.44	\$88,677.65	\$74,638.16	\$78,306.94	\$426,732.57	\$0.57
Provincial Level Grant - Amount	\$20,000.00	\$20,000.00	\$20,000.00	\$20,000.00	\$20,000.00	\$100,000.00	\$0.13
Collection Development Contributions from All Sources	\$353,467.09	\$364,969.18	\$324,047.26	\$325,230.77	\$385,856.29	\$1,753,570.59	\$2.33

1 Per capita figures are calculated based on the provincial population.

2 This figure includes the annual purchase of licences for electronic reference tools, eBooks and audiobooks available through the NBPLS website (\$174,383.07), funds allocated to the provincial professional collection (\$6,395.41), books for the Hackmatack program (\$20,105.03) and gifts of library materials presented to commemorate library anniversaries (\$834.26). It also includes any additional allocations to regions over the course of the year (\$110,163.74).

3 Includes public donations (cash), donations to the Adopt-A-Book program and grants received by library regions and libraries. Does not include in kind donations, which were processed through the New Brunswick Public Libraries Foundation.

4 Actual expenditure on collections by the New Brunswick Public Libraries Foundation differs from the amount allocated as not all funds allocated to the region in a fiscal year are spent in the same fiscal year. An important portion of the allocation is based on the wishes of donors. Does not include anonymous in kind donations (see p. 17).

† See Appendix A for definitions.

Community Support[†]

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Volunteer Hours	5,155.00	602.00	6,966.00	4,868.25	3,627.25	21,218.50
Number of Volunteers	128	39	244	378	135	924
Number of Board Members	99	73	66	98	97	433

Donations and Grants - Library Collections ¹						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Cash	\$32,064.39	\$17,574.41	\$26,417.03	\$37,518.16	\$32,391.28	\$145,965.27
Adopt-a-Book Program [†]	\$1,010.73	\$1,290.08	\$794.81	\$1,704.25	\$8,351.09	\$13,150.96
Grants	\$0.00	\$0.00	\$9,138.10	\$0.00	\$0.00	\$9,138.10
Total - Donations and Grants - Library Collections	\$33,075.12	\$18,864.49	\$36,349.94	\$39,222.41	\$40,742.37	\$168,254.33

Other Donations and Grants						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Cash	\$1,381.85	\$11,524.75	\$42,991.36	\$15,874.29	\$266,334.47	\$338,106.72
In Kind	\$2,023.65	\$7,082.00	\$1,439.00	\$30,293.61	\$250.00	\$41,088.26
Grants	\$1,000.00	\$0.00	\$52,445.33	\$37,771.00	\$34,802.00	\$126,018.33
Total - Other Donations and Grants	\$4,405.50	\$18,606.75	\$96,875.69	\$83,938.90	\$301,386.47	\$505,213.31
Total Donations and Grants	\$37,480.62	\$37,471.24	\$133,225.63	\$123,161.31	\$342,128.84	\$673,467.64

1 In April 2014, in-kind donations for the library collection began to be reported by the New Brunswick Public Libraries Foundation (see p. 17).

† See Appendix A for definitions.

Patrons (Memberships)¹

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Juvenile	13,343	6,215	11,170	7,545	13,718	51,991
Adult	48,918	24,278	45,711	23,720	45,897	188,524
Total	62,261	30,493	56,881	31,265	59,615	240,515

Holdings – Physical Items¹

Books						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Books - English						
Juvenile	81,532	29,591	104,349	63,197	120,424	399,093
Young Adult	11,904	6,197	15,547	8,979	18,479	61,106
Adult	136,455	49,197	197,987	90,946	183,456	658,041
Subtotal	229,891	84,985	317,883	163,122	322,359	1,118,240
Books - French						
Juvenile	96,524	81,434	26,614	62,111	40,593	307,276
Young Adult	8,521	11,568	2,519	7,667	3,524	33,799
Adult	61,737	86,964	11,569	68,191	18,830	247,291
Subtotal	166,782	179,966	40,702	137,969	62,947	588,366
Books - Bilingual & Other Languages						
Books - Bilingual	2,737	1,499	3,099	1,912	1,254	10,501
Books - Other Languages	861	59	4,193	118	2,240	7,471
Subtotal	3,598	1,558	7,292	2,030	3,494	17,972
Books						
Total Holdings - Books	400,271	266,509	365,877	303,121	388,800	1,724,578

Non-Book Materials[†]						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Periodicals [†]	406	472	680	668	477	2,703
Sound Recordings [†]	10,765	7,182	14,193	13,298	24,269	69,707
Microforms ^{2†}	1,719	478	6,813	1,079	2,183	12,272
Video Recordings [†]	18,850	9,069	27,286	17,262	31,619	104,086
Talking Books [†]	8,986	2,092	1,882	1,890	2,471	17,321
Other Materials [†]	1,574	1,646	1,623	1,372	2,165	8,380
Total Holdings - Non-Book Materials	42,300	20,939	52,477	35,569	63,184	214,469
Total Holdings - Physical Items	442,571	287,448	418,354	338,690	451,984	1,939,047

1 Provincial Office and Electronic Library New Brunswick figures are not represented in these totals.

2 The number of microforms includes the number of catalogued microfiche and microfilm.

† See Appendix A for definitions.

Circulation – Physical Items¹

Books						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Books - English						
Juvenile	126,201	20,759	145,098	47,430	189,282	528,770
Young Adult	14,076	5,154	13,343	6,225	20,359	59,157
Adult	169,474	44,737	204,512	82,325	213,008	714,056
Subtotal	309,751	70,650	362,953	135,980	422,649	1,301,983
Books - French						
Juvenile	183,422	86,436	31,308	71,699	76,368	449,233
Young Adult	6,010	10,383	616	5,800	5,998	28,807
Adult	38,462	80,821	3,283	45,018	9,277	176,861
Subtotal	227,894	177,640	35,207	122,517	91,643	654,901
Books - Bilingual & Other Languages						
Books - Bilingual	1,153	786	739	1,004	1,315	4,997
Books - Other Languages	652	164	819	56	2,274	3,965
Subtotal	1,805	950	1,558	1,060	3,589	8,962
Books						
Total Circulation - Books	539,450	249,240	399,718	259,557	517,881	1,965,846

Non-Book Materials						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Periodicals	11,175	6,649	11,787	8,244	14,469	52,324
Sound Recordings	20,950	4,306	16,537	10,699	30,968	83,460
Talking Books	6,168	193	596	873	784	8,614
Video Recordings	71,612	28,325	124,862	51,362	145,886	422,047
DAISY Players ^{2†}	105	33	70	34	75	317
Other Materials	5,024	3,366	3,726	3,050	4,919	20,085
Total Circulation - Non-Book Materials	115,034	42,872	157,578	74,262	197,101	586,847
Total Circulation - Physical Items	654,484	292,112	557,296	333,819	714,982	2,552,693

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	NBPLS
Circulation per Membership	10.51	9.58	9.80	10.68	11.99	10.61
Circulation per Item	1.48	1.02	1.33	0.99	1.58	1.32
Circulation per Book	1.35	0.94	1.09	0.86	1.33	1.14

1 Provincial Office and Electronic Library New Brunswick figures are not represented in these totals.

2 The number of DAISY players circulated in the Albert-Westmorland-Kent Library Region includes players loaned through Library Services by Mail.

† See Appendix A for definitions.

Services

Interlibrary Loans^{1†}		
	2016-2017	2015-2016
ILL Borrowed	2,823	1,686
ILL Loaned	1,020	833
Total	3,843	2,519

Holds and Reference Questions						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Holds [†]	103,839	40,713	64,206	50,516	85,385	344,659
Reference Questions [†]	42,009	20,659	66,048	35,040	46,952	210,708

Visits[†]						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Number of Visits	266	173	1,448	502	2,250	4,639
Number of Participants	4,070	1,503	24,242	7,632	47,694	85,141
Traffic ^{2†}	491,999	243,494	681,030	213,271	620,246	2,250,040
Room Use ^{3†}	960	3,529	1,724	1,697	819	8,729

- 1 In April 2015, NBPLS centralized interlibrary loan (ILL) service. All ILL transactions are managed by the York Regional Office. The number of interlibrary loans borrowed represents the number of times an ILL was picked up at an NBPLS library. The number of interlibrary loans loaned represents the number of times an organization outside of NBPLS received an item owned by an NBPLS library.
 - 2 Traffic figures are reported as generated by people counter devices. All libraries except Raymond Lagacé Public Library in Atholville had people counters in 2016-2017.
 - 3 Does not include bookings that were cancelled.
- † See Appendix A for definitions.

Programs

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Programs† (Juvenile)						
Number of Programs	2,477	1,715	4,396	1,937	2,379	12,904
Number of Participants	37,034	22,263	72,703	31,220	42,138	205,358
Programs (Young Adult)						
Number of Programs	226	204	267	144	511	1,352
Number of Participants	1,367	809	2,570	2,130	10,090	16,966
Programs (Adult)						
Number of Programs	2,064	1,570	2,095	1,737	1,454	8,920
Number of Participants	11,728	11,531	16,832	17,442	14,666	72,199
All Programs						
Total Programs	4,767	3,489	6,758	3,818	4,344	23,176
Total Participants	50,129	34,603	92,105	50,792	66,894	294,523

Indigenous Programs†						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Programs (Juvenile)						
Number of Programs	33	40	30	13	32	148
Number of Participants	431	980	276	191	519	2,397
Programs (Young Adult)						
Number of Programs	2	1	0	6	0	9
Number of Participants	30	40	0	98	0	168
Programs (Adult)						
Number of Programs	24	6	2	12	11	55
Number of Participants	435	59	10	194	36	734
All Programs						
Total Indigenous Programs	59	47	32	31	43	212
Total Indigenous Program Participants	896	1,079	286	483	555	3,299

Promotional Activities in the Community†						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Number of Activities	193	81	83	167	86	610
Number of Participants	6,450	4,005	6,109	5,540	7,462	29,566
Deposits†	127	93	35	85	45	385

† See Appendix A for definitions.

Library Services by Mail^{1†}

NAME	EMPLOYEE IN CHARGE
Library Services by Mail (LSBM)	Marianne LeBlanc

Patrons (Memberships) - Books-by-Mail Service [†]							
	LSBM	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Juvenile	51	48	1	3	2	30	135
Adult	426	170	9	7	4	9	625
Total	477	218	10	10	6	39	760

Patrons (Memberships) - Talking Books Service [†]							
	LSBM	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Juvenile	0	39	7	7	7	11	71
Adult	267	89	50	110	106	101	723
Total	267	128	57	117	113	112	794

Circulation – Books-by-Mail

Books	
	Books-by-Mail
Books - English	
Juvenile	2,898
Young Adult	810
Adult	10,922
Subtotal	14,630
Books - French	
Juvenile	870
Young Adult	103
Adult	1,385
Subtotal	2,358
Books - Bilingual & Other Languages	
Books - Bilingual	50
Books - Other Languages	4
Subtotal	54
Books	
Total Circulation - Books	17,042

Non-Book Materials	
	Books-by-Mail
Periodicals	245
Sound Recordings	6,582
Talking Books	5,757
Video Recordings	2,146
DAISY Players	82
Other Materials	31
Total Circulation - Non-Book Materials	14,843
Total Circulation - Books-by-Mail Service	31,885

Circulation – Talking Books Service²

	LSBM	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
English							
Audiobooks	5,845	254	186	940	687	561	8,473
Talking Books (Cassettes)	311	13	3	7	58	29	421
Talking Books (DAISY CDs)	4,809	297	104	577	693	706	7,186
Other Media	1,078	1,081	271	2,284	1,327	834	6,875
Subtotal	12,043	1,645	564	3,808	2,765	2,130	22,955
French							
Audiobooks	98	23	1	2	53	0	177
Talking Books (Cassettes)	30	0	0	0	0	0	30
Talking Books (DAISY CDs)	595	92	82	4	122	48	943
Other Media	65	400	317	20	488	138	1,428
Subtotal	788	515	400	26	663	186	2,578
Talking Books							
Total Circulation - Talking Books Service	12,831	2,160	964	3,834	3,428	2,316	25,533

- 1 Library Services by Mail serves all areas of the province from the AWK Regional Office in Moncton using the collection of the Moncton Public Library and drawing on all other collections as needed. The branch is made up of two divisions: the Books-by-Mail Service and the Talking Books Service.
 - 2 Data represents the use of collections by the patrons of the Talking Books Service.
- † See appendix A for definitions.

Public Libraries**Albert-Westmorland-Kent Library Region**

Location	Name	Employee in Charge
Bouctouche	Gérald Leblanc Public Library	Sylvie LeBlanc
Cap-Pelé	Cap-Pelé Public Library	Michele-Ann Goguen
Dieppe	Dieppe Public Library	Nathalie Brun
Dorchester	Dorchester Public Library	Krista Johansen
Hillsborough	Hillsborough Public Library	Victoria Stroud (Acting)
Memramcook	Memramcook Public Library	Lynn Bourgeois (Acting)
Moncton	Moncton Public Library	Chantale Bellemare
Petitcodiac	Petitcodiac Public Library	Danny Jacobs
Port Elgin	Port Elgin Public Library	Kathleen Grigg
Richibucto	Richibucto Public Library	Sylvie Bourque
Riverview	Riverview Public Library	Lynn Cormier
Rogersville	Rogersville Public Library	Stéphanie Caissie (Acting)
Sackville	Sackville Public Library	Allan Alward
Saint-Antoine	Omer-Léger Public Library	Paulette Léger
Salisbury	Salisbury Public Library	Cathy MacDonald
Shediac	Shediac Public Library	Gabrielle LeBlanc

Chaleur Library Region

Location	Name	Employee in Charge
Atholville	Raymond Lagacé Public Library	Kevin Soussana
Bas-Caraquet	Claude LeBouthillier Public Library	Mylène May Gionet
Bathurst	Bathurst Public Library	Judith Lagacé
Beresford	Mgr-Robichaud Public Library	Marie-Claude Gagnon (Acting)
Campbellton	Campbellton Centennial Library	Jocelyn Paquette
Caraquet	Mgr-Paquet Public Library	Irène Guraliuc (Acting)
Dalhousie	Dalhousie Centennial Library	Sandra B. Carter
Lamèque	Lamèque Public Library	Lison Gaudet
Petit-Rocher	Petit-Rocher Public Library	Sonia Godin
Shippagan	Laval-Goupil Public Library	Irène Guraliuc (Acting)
Tracadie	Tracadie Public Library	Amel Boudina (Acting)

Fundy Library Region

Location	Name	Employee in Charge
Campobello	Campobello Public Library	Stephanie Milbury
Grand Manan*	Grand Manan Library	Kendra Neves
Kennebecasis	Kennebecasis Public Library	Tiffany Bartlett
Saint John*	Le Cormoran Library	Mireille Mercure
Saint John	Saint John Free Public Library	Joann Hamilton-Barry
Saint John East	Saint John Free Public Library, East Branch	Emily King
Saint John West	Saint John Free Public Library, West Branch	Robin Sexton-Mayes
St. Andrews	Ross Memorial Library	Lesley Wells
St. Stephen	St. Croix Public Library	Elva Hatt
Sussex	Sussex Regional Library	Vanessa Black

Haut-Saint-Jean Library Region

Location	Name	Employee in Charge
Edmundston	Mgr. W.J. Conway Public Library	Patrick Provencher (Acting)
Florenceville-Bristol	Andrew and Laura McCain Public Library	Julie Craig
Grand Falls	Grand Falls Public Library	Mark McCumber (Acting)
Hartland	Dr. Walter Chestnut Public Library	Jean Haywood
Kedgwick	Kedgwick Public Library	Diane Thompson
Nackawic*	Nackawic Public-School Library	Paulette Tonner
Perth-Andover	Perth-Andover Public Library	Tammie Wright
Plaster Rock*	Plaster Rock Public-School Library	Patricia Corey
Saint-François	Mgr. Plourde Public Library	Tania St-Onge
Saint-Léonard	Dr. Lorne J. Violette Public Library	Sophie-Michèle Cyr
Saint-Quentin	La Moisson Public Library	Hélène DuRepos Thériault
Woodstock	L.P. Fisher Public Library	Jenn Carson

* Public-School Library

York Library Region

Location	Name	Employee in Charge
Chipman	Chipman Public Library	Krista Blyth
Doaktown*	Doaktown Community-School Library	Belva Brown
Fredericton*	Dre Marguerite Michaud Library	Françoise Caron
Fredericton	Fredericton Public Library	Julia Stewart
Fredericton*	Fredericton Public Library - Nashwaaksis	Candace Hare
Harvey*	Harvey Community Library	Julian Christie (Acting)
McAdam	McAdam Public Library	Amy Heans (Acting)
Minto	Minto Public Library	Mary Lambropoulos
Miramichi	Chatham Public Library	Jennifer Wilcox
Miramichi*	Médiathèque Père Louis Lamontagne	Geneviève Thériault-McGraw
Miramichi	Newcastle Public Library	Catherine Reid
New Bandon*	Upper Miramichi Community Library	Gail Ross
Oromocto ¹	Fay Tidd Public Library	Christin Sheridan
Stanley*	Stanley Community Library	Timothy Sarty (Acting)

1 Oromocto Public Library was renamed as the Fay Tidd Public Library in November 2016.

* Public-School Library

Albert-Westmorland-Kent Library Region

	Population Served	Size (sq. m.)	Hours Open per Week	Number of Employees ¹	Total Holdings - Physical Items	Total Patrons (Memberships)
Bouctouche	2,361	167.00	30.00	2.00	16,228	1,389
Cap-Pelé	2,425	495.00	30.00	2.00	21,045	1,427
Dieppe	25,384	800.00	38.00	4.00	38,412	7,487
Dorchester	1,096	135.00	15.00	0.50	9,136	314
Hillsborough	1,277	42.00	30.00	1.00	6,277	680
Memramcook	4,778	325.00	30.00	1.00	14,557	1,154
Moncton ²	71,889	3,344.00	57.00	16.00	136,291	29,181
Petitcodiac	1,383	150.00	30.00	1.00	10,961	894
Port Elgin	408	52.00	30.00	1.00	7,421	534
Richibucto	1,266	223.00	30.00	2.00	16,510	1,957
Riverview	19,667	799.00	38.00	3.00	37,393	5,520
Rogersville	1,166	244.00	30.00	1.00	8,790	631
Sackville	5,331	427.00	30.00	1.00	15,314	1,612
Saint-Antoine	1,733	429.00	30.00	2.00	18,772	1,598
Salisbury	2,284	169.00	30.00	1.00	12,733	1,624
Shediac	6,664	303.00	38.00	3.00	60,309	4,244

	English Books Circulation	French Books Circulation	All Other Materials ³ Circulation	Total Circulation - Physical Items	Circulation per Membership
Bouctouche	3,954	6,859	1,498	12,311	8.86
Cap-Pelé	5,283	10,650	3,426	19,359	13.57
Dieppe	21,194	63,004	19,062	103,260	13.79
Dorchester	1,673	21	552	2,246	7.15
Hillsborough	6,728	24	891	7,643	11.24
Memramcook	2,552	6,261	1,051	9,864	8.55
Moncton	128,874	76,187	45,512	250,573	8.59
Petitcodiac	8,872	74	774	9,720	10.87
Port Elgin	3,527	11	1,100	4,638	8.69
Richibucto	9,215	5,897	2,296	17,408	8.90
Riverview	54,346	2,111	8,314	64,771	11.73
Rogersville	1,426	2,515	1,384	5,325	8.44
Sackville	10,562	575	2,530	13,667	8.48
Saint-Antoine	4,192	16,165	1,633	21,990	13.76
Salisbury	11,541	173	2,546	14,260	8.78
Shediac	20,775	34,856	9,202	64,833	15.28

1 Includes permanent positions only. Does not include temporary employees. Figures are expressed as full-time equivalencies (FTEs).

2 In April 2016, the five resource centre libraries (Moncton Public Library, Campbellton Centennial Library, Saint John Free Public Library, Mgr W.J. Conway Public Library in Edmundston and Fredericton Public Library) began a pilot project to assess the feasibility of those libraries being open seven days a week.

- 3 All other materials includes books in languages other than English or French as well as audiovisual materials, periodicals, etc.

Chaleur Library Region

	Population Served	Size (sq. m.)	Hours Open per Week	Number of Employees ¹	Total Holdings - Physical Items	Total Patrons (Memberships)
Atholville ²	3,570	385.00	30.50	1.00	12,401	1,203
Bas-Caraquet	1,305	256.00	32.50	1.50	16,567	699
Bathurst	11,897	867.00	41.00	4.00	44,580	6,311
Beresford	4,288	274.00	32.50	2.00	22,868	2,403
Campbellton ³	6,883	1,506.00	57.00	8.50	55,088	5,851
Caraquet	4,248	434.00	32.50	2.00	18,812	2,393
Dalhousie	3,126	719.00	30.50	2.50	30,750	2,671
Lamèque	1,285	564.00	32.50	1.50	12,582	1,196
Petit-Rocher	1,897	212.00	32.50	2.00	16,353	1,914
Shippagan	2,580	418.00	32.50	2.00	16,690	1,457
Tracadie ⁴	16,114	660.50	32.00	2.00	23,135	4,384

	English Books Circulation	French Books Circulation	All Other Materials ⁵ Circulation	Total Circulation - Physical Items	Circulation per Membership
Atholville	1,085	4,781	830	6,696	5.57
Bas-Caraquet	193	9,606	1,516	11,315	16.19
Bathurst	32,264	18,328	7,619	58,211	9.22
Beresford	3,125	21,454	3,501	28,080	11.69
Campbellton	18,364	17,866	15,184	51,414	8.79
Caraquet	999	17,695	2,537	21,231	8.87
Dalhousie	10,234	7,579	3,302	21,115	7.91
Lamèque	414	11,220	1,862	13,496	11.28
Petit-Rocher	1,419	19,613	2,035	23,067	12.05
Shippagan	618	15,728	2,241	18,587	12.76
Tracadie	1,735	33,614	3,088	38,437	8.77

- 1 Includes permanent positions only. Does not include temporary employees. Figures are expressed as full-time equivalencies (FTEs).
- 2 In February 2015, the Village of Atholville amalgamated with the Local Service Districts of Saint-Arthur and Val D'Amours. The population served figure represents the population of the amalgamated community as published in the 2016 Census of Canada.
- 3 In April 2016, the five resource centre libraries (Moncton Public Library, Campbellton Centennial Library, Saint John Free Public Library, Mgr W.J. Conway Public Library in Edmundston and Fredericton Public Library) began a pilot project to assess the feasibility of those libraries being open seven days a week.
- 4 In July 2014, the Town of Tracadie-Sheila amalgamated in whole or in part with 20 nearby Local Service Districts. The population served represents the population of the Tracadie Regional Municipality, as published in the 2016 Census of Canada.
- 5 All other materials includes books in languages other than English or French as well as audiovisual materials, periodicals, etc.

Fundy Library Region

	Population Served	Size (sq. m.)	Hours Open per Week	Number of Employees ¹	Total Holdings - Physical Items	Total Patrons (Memberships)
Campobello	872	89.00	15.00	0.50	8,301	433
Grand Manan	2,360	320.00	42.50	2.00	26,657	1,514
Kennebecasis ²	30,229	2,064.00	49.50	5.00	61,208	12,182
Le Cormoran	67,575	560.00	48.00	2.00	32,230	1,588
Saint John ³	67,575	4,552.00	57.00	16.50	151,852	17,423
Saint John East	67,575	424.00	42.00	3.50	23,315	5,428
Saint John West	67,575	416.00	42.00	3.50	28,222	7,067
St. Andrews	1,786	492.00	29.00	1.50	19,900	1,786
St. Stephen	4,415	403.00	36.00	2.00	27,962	3,807
Sussex	4,282	720.00	37.00	3.00	35,208	5,644

	English Books Circulation	French Books Circulation	All Other Materials ⁴ Circulation	Total Circulation - Physical Items	Circulation per Membership
Campobello	2,139	39	898	3,076	7.10
Grand Manan	15,093	56	3,369	18,518	12.23
Kennebecasis	104,254	4,396	27,039	135,689	11.14
Le Cormoran	1,027	27,169	1,957	30,153	18.99
Saint John	70,896	1,588	67,797	140,281	8.05
Saint John East	35,813	378	13,114	49,305	9.08
Saint John West	54,901	491	14,073	69,465	9.83
St. Andrews	17,668	220	7,560	25,448	14.25
St. Stephen	22,480	273	8,828	31,581	8.30
Sussex	38,383	595	14,441	53,419	9.46

1 Includes permanent positions only. Does not include temporary employees. Figures are expressed as full-time equivalencies (FTEs).

2 Population served represents the combined population of partner communities.

3 In April 2016, the five resource centre libraries (Moncton Public Library, Campbellton Centennial Library, Saint John Free Public Library, Mgr W.J. Conway Public Library in Edmundston and Fredericton Public Library) began a pilot project to assess the feasibility of those libraries being open seven days a week.

4 All other materials includes books in languages other than English or French as well as audiovisual materials, periodicals, etc.

Haut-Saint-Jean Library Region

	Population Served	Size (sq. m.)	Hours Open per Week	Number of Employees ¹	Total Holdings - Physical Items	Total Patrons (Memberships)
Edmundston ²	16,580	1,654.00	57.00	10.50	60,844	7,788
Florenceville-Bristol	1,604	394.00	34.00	2.00	27,285	2,871
Grand Falls	5,326	479.00	31.00	2.00	35,010	3,871
Hartland	957	340.00	35.00	2.00	20,562	1,536
Kedgwick ³	1,979	297.00	31.00	2.00	15,565	1,165
Nackawic	941	210.00	35.00	1.50	20,102	1,414
Perth-Andover	1,590	345.00	30.00	1.50	22,617	1,629
Plaster Rock	1,023	266.00	33.00	1.50	19,595	1,143
Saint-François ⁴	1,076	483.00	30.00	2.00	19,365	994
Saint-Léonard	1,300	315.00	31.00	2.00	23,432	1,351
Saint-Quentin	2,194	465.00	30.00	2.50	24,320	1,828
Woodstock	5,228	1,060.00	41.00	4.00	36,437	5,659

	English Books Circulation	French Books Circulation	All Other Materials ⁵ Circulation	Total Circulation - Physical Items	Circulation per Membership
Edmundston	16,456	58,330	17,288	92,074	11.82
Florenceville-Bristol	20,909	322	7,883	29,114	10.14
Grand Falls	8,662	11,877	6,559	27,098	7.00
Hartland	12,034	194	5,689	17,917	11.66
Kedgwick	382	12,267	2,565	15,214	13.06
Nackawic	8,151	156	1,936	10,243	7.24
Perth-Andover	14,022	201	4,760	18,983	11.65
Plaster Rock	9,004	29	1,807	10,840	9.48
Saint-François	576	6,488	2,439	9,503	9.56
Saint-Léonard	2,274	11,204	1,924	15,402	11.40
Saint-Quentin	575	20,852	2,954	24,381	13.34
Woodstock	42,829	497	19,296	62,622	11.07

1 Includes permanent positions only. Does not include temporary employees. Figures are expressed as full-time equivalencies (FTEs).

2 In April 2016, the five resource centre libraries (Moncton Public Library, Campbellton Centennial Library, Saint John Free Public Library, Mgr W.J. Conway Public Library in Edmundston and Fredericton Public Library) began a pilot project to assess the feasibility of those libraries being open seven days a week.

3 Population served represents the population of the Rural Community of Kedgwick as published in the 2016 Census of Canada.

4 Population served represents the combined population of partner communities.

5 All other materials includes books in languages other than English or French as well as audiovisual materials, periodicals, etc.

York Library Region

	Population Served	Size (sq. m.)	Hours Open per Week	Number of Employees ¹	Total Holdings - Physical Items	Total Patrons (Memberships)
Chatham	17,537	572.00	30.00	2.00	25,110	3,192
Chipman	1,104	225.00	33.50	2.00	16,224	915
Doaktown	792	688.00	35.00	2.00	22,810	821
Dre M. Michaud	58,220	823.00	50.00	3.00	34,948	3,786
Fredericton ²	58,220	2,925.00	57.00	18.50	133,308	30,019
Harvey	358	112.50	30.50	1.00	14,581	951
McAdam	1,151	242.00	35.00	1.00	8,687	588
Minto	2,305	268.00	32.00	2.00	12,085	1,146
Nashwaaksis	58,220	675.00	50.00	4.00	33,797	4,166
Newcastle	17,537	936.00	35.00	3.00	35,255	4,762
Oromocto	9,223	650.00	51.00	5.00	57,788	6,978
Père Louis Lamontagne	17,537	340.00	35.00	2.00	19,322	734
Stanley	412	198.00	31.00	1.00	13,877	708
Upper Miramichi	2,218	375.00	35.00	2.00	21,451	842

	English Books Circulation	French Books Circulation	All Other Materials ³ Circulation	Total Circulation - Physical Items	Circulation per Membership
Chatham	18,904	479	9,397	28,780	9.02
Chipman	8,256	35	1,827	10,118	11.06
Doaktown	8,192	6	2,158	10,356	12.61
Dre M. Michaud	2,682	56,388	6,299	65,369	17.27
Fredericton	248,996	11,523	144,544	405,063	13.49
Harvey	5,606	213	1,253	7,072	7.44
McAdam	2,469	23	899	3,391	5.77
Minto	7,102	24	1,373	8,499	7.42
Nashwaaksis	38,633	1,481	9,485	49,599	11.91
Newcastle	21,256	124	6,843	28,223	5.93
Oromocto	46,444	3,715	11,359	61,518	8.82
Père Louis Lamontagne	653	17,576	3,136	21,365	29.11
Stanley	6,720	26	865	7,611	10.75
Upper Miramichi	6,288	15	1,190	7,493	8.90

1 Includes permanent positions only. Does not include temporary employees. Figures are expressed as full-time equivalencies (FTEs).

- 2 In April 2016, the five resource centre libraries (Moncton Public Library, Campbellton Centennial Library, Saint John Free Public Library, Mgr W.J. Conway Public Library in Edmundston and Fredericton Public Library) began a pilot project to assess the feasibility of those libraries being open seven days a week.
- 3 All other materials includes books in languages other than English or French as well as audiovisual materials, periodicals, etc.

Municipal Funding

Albert-Westmorland-Kent Library Region

	Size (sq. m.)	Municipal Contribution ¹		Total Municipal Contribution	Population Served	Municipal Contribution per Capita ²
		Capital ³	Operations			
Bouctouche	167.00	\$0.00	\$12,025.00	\$12,025.00	2,361	\$5.09
Cap-Pelé	495.00	\$0.00	\$100,823.00	\$100,823.00	2,425	\$41.58
Dieppe	800.00	\$0.00	\$245,282.00	\$245,282.00	25,384	\$9.66
Dorchester	135.00	\$0.00	\$7,995.73	\$7,995.73	1,096	\$7.30
Hillsborough	42.00	\$0.00	\$11,403.70	\$11,403.70	1,277	\$8.93
Memramcook	325.00	\$2,109.47	\$39,794.80	\$41,904.27	4,778	\$8.77
Moncton	3,344.00	\$44,192.00	\$723,282.00	\$767,474.00	71,889	\$10.68
Petitcodiac	150.00	\$0.00	\$15,336.00	\$15,336.00	1,383	\$11.09
Port Elgin	52.00	\$0.00	\$9,173.04	\$9,173.04	408	\$22.48
Richibucto	223.00	\$0.00	\$18,970.00	\$18,970.00	1,266	\$14.98
Riverview	799.00	\$0.00	\$29,762.00	\$29,762.00	19,667	\$1.51
Rogersville	244.00	\$1,500.00	\$7,145.66	\$8,645.66	1,166	\$7.41
Sackville	427.00	\$46,040.28	\$32,444.81	\$78,485.09	5,331	\$14.72
Saint-Antoine	429.00	\$0.00	\$32,880.00	\$32,880.00	1,733	\$18.97
Salisbury	169.00	\$0.00	\$14,074.95	\$14,074.95	2,284	\$6.16
Shediac	303.00	\$0.00	\$143,000.00	\$143,000.00	6,664	\$21.46

Chaleur Library Region

	Size (sq. m.)	Municipal Contribution ¹		Total Municipal Contribution	Population Served	Municipal Contribution per Capita ²
		Capital ³	Operations			
Atholville	385.00	\$0.00	\$25,298.80	\$25,298.80	3,570	\$7.09
Bas-Caraquet	256.00	\$0.00	\$37,455.25	\$37,455.25	1,305	\$28.70
Bathurst	867.00	\$0.00	\$49,034.00	\$49,034.00	11,897	\$4.12
Beresford	274.00	\$0.00	\$41,353.68	\$41,353.68	4,288	\$9.64
Campbellton	1,506.00	\$0.00	\$267,973.00	\$267,973.00	6,883	\$38.93
Caraquet	434.00	\$0.00	\$49,643.90	\$49,643.90	4,248	\$11.69
Dalhousie	719.00	\$0.00	\$38,510.00	\$38,510.00	3,126	\$12.32
Lamèque	564.00	\$0.00	\$26,863.00	\$26,863.00	1,285	\$20.91
Petit-Rocher	212.00	\$0.00	\$30,058.06	\$30,058.06	1,897	\$15.85
Shippagan	418.00	\$39,349.00	\$39,609.00	\$78,958.00	2,580	\$30.60
Tracadie	660.50	\$0.00	\$46,177.00	\$46,177.00	16,114	\$2.87

1 Figures reported as submitted by partners.

2 Contribution per capita for municipalities is based on the municipal population as published in the 2016 Census of Canada.

3 Please see Appendix B for more details on capital expenditures.

Municipal and School District Funding

Fundy Library Region

	Size (sq. m.)	Municipal Contribution ¹		School District Contribution ¹	
		Capital ²	Operations	Operations / Collections	Salaries
Campobello	89.00	\$0.00	\$5,223.82		
Grand Manan	320.00	\$20,321.00	\$0.00	\$11,264.72	\$48,682.31
Kennebecasis	2,064.00	\$7,602.00	\$206,080.00		
Le Cormoran³	560.00	\$1,698.41	\$14,616.83	\$3,000.00	\$68,175.70
Saint John⁴	5,392.00 ⁵	\$379,348.47	\$867,461.00		
St. Andrews	492.00	\$0.00	\$61,407.00		
St. Stephen	403.00	\$0.00	\$63,409.47		
Sussex	720.00	\$9,546.24	\$47,455.16		

	Total Partner Contributions ⁶	Population Served	Municipal Contribution per Capita ⁷	School District Contribution per Capita ⁸	Total Partner Contributions per Capita
Campobello	\$5,223.82	872	\$5.99		\$5.99
Grand Manan	\$80,268.03	2,360	\$8.61	\$25.40	\$34.01
Kennebecasis	\$213,682.00	30,229	\$7.07		\$7.07
Le Cormoran	\$87,490.94	67,575	\$0.24	\$1.05	\$1.29
Saint John	\$1,246,809.47	67,575	\$18.45		\$18.45
St. Andrews	\$61,407.00	1,786	\$34.38		\$34.38
St. Stephen	\$63,409.47	4,415	\$14.36		\$14.36
Sussex	\$57,001.40	4,282	\$13.31		\$13.31

- 1 Figures reported as submitted by partners.
- 2 Please see Appendix B for more details on capital expenditures.
- 3 Public-school library in a community centre; municipal contribution is from the community centre.
- 4 Multi-branch library funded by the same municipality.
- 5 Represents the combined square footage of all of Saint John Free Public Library's branches.
- 6 Municipal contribution plus school district contribution.
- 7 Contribution per capita for municipalities is based on the municipal population as published in the 2016 Census of Canada.
- 8 School district contribution per capita is based on the municipal population.

Municipal and School District Funding Haut-Saint-Jean Library Region

	Size (sq. m.)	Municipal Contribution ¹		School District Contribution ¹	
		Capital ²	Operations	Operations / Collections	Salaries
Edmundston	1,654.00	\$11,584.00	\$139,340.00		
Florenceville- Bristol	394.00	\$8,528.91	\$34,608.26		
Grand Falls	479.00	\$1,197.80	\$25,268.55		
Hartland	340.00	\$2,395.00	\$41,922.00		
Kedgwick	297.00	\$802.00	\$31,651.00		
Nackawic ³	210.00	\$2,400.00	\$23,511.31	\$11,432.46	\$17,811.31
Perth-Andover	345.00	\$9,024.89	\$22,160.99		
Plaster Rock	266.00	\$500.00	\$5,500.00	\$25,371.72	\$35,372.49
Saint-François	483.00	\$2,066.77	\$87,051.23		
Saint-Léonard	315.00	\$1,134.35	\$29,808.41		
Saint-Quentin	465.00	\$4,836.00	\$41,152.83		
Woodstock	1,060.00	\$1,028.83	\$92,142.35		

	Total Partner Contributions ⁴	Population Served	Municipal Contribution per Capita ⁵	School District Contribution per Capita	Total Partner Contributions per Capita ⁶
Edmundston	\$150,924.00	16,580	\$9.10		\$9.10
Florenceville- Bristol	\$43,137.17	1,604	\$26.89		\$26.89
Grand Falls	\$26,466.35	5,326	\$4.97		\$4.97
Hartland	\$44,317.00	957	\$46.31		\$46.31
Kedgwick	\$32,453.00	1,979	\$16.40		\$16.40
Nackawic	\$55,155.08	941	\$27.54	\$31.08	\$58.61
Perth-Andover	\$31,185.88	1,590	\$19.61		\$19.61
Plaster Rock	\$66,744.21	1,023	\$5.87	\$59.38	\$65.24
Saint-François	\$89,118.00	1,076	\$82.82		\$82.82
Saint-Léonard	\$30,942.76	1,300	\$23.80		\$23.80
Saint-Quentin	\$45,988.83	2,194	\$20.96		\$20.96
Woodstock	\$93,171.18	5,228	\$17.82		\$17.82

1 Figures reported as submitted by partners.

2 See Appendix B for more details on capital expenditures.

3 The municipality of Nackawic pays 50% of the school district salary costs (25% of the total salary costs). This figure is included in the figures reported by the school district.

4 Municipal contribution plus school district contribution.

5 Contribution per capita for municipalities is based on the municipal population as published in the 2016 Census of Canada.

6 School district contribution per capita is based on the municipal population.

Municipal and School District Funding

York Library Region

	Size (sq. m.)	Municipal Contribution ¹		School District Contribution ¹	
		Capital ²	Operations	Operations / Collections	Salaries
Chatham ³	572.00	\$39,738.87	\$65,770.00		
Chipman	225.00	\$200.00	\$23,776.91		
Doaktown	688.00	\$0.00	\$10,000.00	\$5,144.86	\$53,031.21
Dre M. Michaud ⁴	823.00	\$8,595.00	\$24,225.00	\$9,213.00	\$75,842.54
Fredericton ⁵	2,925.00	\$3,193.40	\$259,776.01		
Newcastle ³	936.00	\$12,670.00	\$90,944.00		
Harvey	112.50	\$1,800.00	\$0.00	\$5,718.77	\$25,093.61
McAdam	242.00	\$0.00	\$10,616.48		
Minto	268.00	\$0.00	\$18,966.90		
Nashwaaksis ⁵	675.00	\$0.00	\$7,577.20	\$37,764.22	\$85,323.78
Oromocto	650.00	\$0.00	\$67,183.93		
Père Louis Lamontagne ⁴	340.00	\$314.25	\$36,200.01	\$1,755.00	\$49,825.84
Stanley	198.00	\$0.00	\$5,000.00	\$5,113.06	\$25,711.84
Upper Miramichi	375.00	\$3,000.00	\$6,000.00	\$9,621.64	\$52,958.58

	Total Partner Contributions ⁶	Population Served	Municipal Contribution per Capita ⁷	School District Contribution per Capita ⁸	Total Partner Contributions per Capita
Chatham	\$105,508.87	17,537	\$6.02		\$6.02
Chipman	\$23,976.91	1,104	\$21.72		\$21.72
Doaktown	\$68,176.07	792	\$12.63	\$73.45	\$86.08
Dre M. Michaud	\$117,875.54	58,220	\$0.56	\$1.46	\$2.02
Fredericton	\$262,969.41	58,220	\$4.52		\$4.52
Newcastle	\$103,614.00	17,537	\$5.91		\$5.91
Harvey	\$32,612.38	358	\$5.03	\$86.07	\$91.10
McAdam	\$10,616.48	1,151	\$9.22		\$9.22
Minto	\$18,966.90	2,305	\$8.23		\$8.23
Nashwaaksis	\$130,665.20	58,220	\$0.13	\$2.11	\$2.24
Oromocto	\$67,183.93	9,223	\$7.28		\$7.28
Père Louis Lamontagne	\$88,095.10	17,537	\$2.08	\$2.94	\$5.02
Stanley	\$35,824.90	412	\$12.14	\$74.82	\$86.95
Upper Miramichi	\$71,580.22	2,218	\$4.06	\$28.21	\$32.27

1 Figures reported as submitted by partners.

2 See Appendix B for more details on capital expenditures.

3 The Chatham and Newcastle public libraries are both funded by the City of Miramichi.

4 Public-school library in a community centre; municipal contribution is from the community centre.

- 5 The Nashwaaksis and Fredericton libraries are both funded by the City of Fredericton.
- 6 Municipal contribution plus school district contribution.
- 7 Contribution per capita for municipalities is based on the municipal population as published in the 2016 Census of Canada.
- 8 School district contribution per capita is based on the municipal population.

Appendix A – Definitions

Adaptive Workstation: a public access computer with specialized hardware and software for patrons who self-identify as having a print disability.

Adopt-a-Book: a program designed to improve collection building in public libraries by offering a direct way for patrons to buy library materials for their library.

Babies in the Library: a provincial program for babies from birth to 18 months. Caregivers and babies share books, movement, songs, action rhymes and more.

Books: refers to physical format only, unless otherwise indicated.

Books-by-Mail Service: a service offered to residents of New Brunswick who are unable to visit a library. Library books are sent to a patron's mailing address free of charge.

Budget Allocation: all funding awarded by the Province to the public library system. The revenue from fines is allocated to the regions at the beginning of each fiscal year and revenue is then collected by the Provincial Office throughout the year.

Capital: municipal spending for the purchase of land, building construction or renovation, furniture, or equipment.

Circulation: items loaned to library patrons (including items loaned (downloaded) via Electronic Library New Brunswick). Does not include material consulted in-house.

Collection Development: expenditure for the purchase of library materials.

Collection Development Contributions from All Sources: expenditure for the purchase of library materials from all sources, which includes funds from the regular budget, operational and salary savings, donations and grants, and the contributions of the New Brunswick Public Libraries Foundation. Also includes the provincial office contribution through the purchase of electronic resources, materials purchased for the professional collection, books purchased for the Hackmatack program, gifts of library materials presented to commemorate library anniversaries, and any additional funds allocated during the year.

Collection Development - Operational & Salary Savings: funds from salary savings from vacant positions and from savings on operational costs that are invested in collection development by the regional offices.

Collection Development - Regular Budget: funds allocated to the library regions at the beginning of the fiscal year from the provincial budget for the purchase of materials for public libraries.

Community Support: expressed in contributions of time, money and materials to public libraries. Includes money donated for newspaper and periodical subscriptions.

DAISY Player: device that supports the special features of the DAISY (Digital Accessible Information System) audiobook format.

Deposits: block loans of library materials to institutions outside the public library system.

Fees, Other: revenue received through fees for lost materials, issuing temporary cards, the sale of used books, etc.

Fines: revenue received from overdue fines.

Full-Text Periodicals Available Online: number of periodicals for which the full text of the articles can be consulted via electronic reference tools.

Full-Time: a full-time employee works 36.25 hours per week.

Grants: funds awarded by outside agencies.

Hackmatack Program: a literary program designed for young readers in Atlantic Canada where children aged nine to twelve (grades 4 to 6) read from a selection of outstanding Canadian books and vote for the winners of the Hackmatack Children's Choice Book Award.

Hold: a request placed in the libraries' online catalogue or a self-check unit for a patron.

Holdings: all materials available in public libraries in New Brunswick (including Electronic Library New Brunswick).

In Kind Donations (collections): primarily includes donated books and other library materials added to public library collections and calculated at the rate of \$15 per item.

In Kind Donations (other): includes donated items other than books and library materials that are valued by purchase receipt or appraised value. Example: furniture, work of art, etc.

In-house Use: the number of materials used inside the library and not checked out. Includes any items removed from their usual location by library users, or by staff for library users. The figure is calculated using a formula established following a four-year study of in-house use, which established in-house use at 55% of circulation.

Indigenous Program: A planned presentation given at a scheduled time by library staff or another resource person that involves some element of Indigenous cultures.

Interlibrary Loan: items borrowed from or loaned to a library outside the New Brunswick public library system in response to patron requests.

Items Processed: the number of documents that staff in the regional Collections Management Units have prepared for circulation. This includes applying barcodes and spine labels and creating item records in the catalogue.

Librarians: all permanent employees who have a Master's degree from a library and/or information studies education program accredited by the American Library Association.

Library Services by Mail: services offered to residents of New Brunswick who are unable to visit a library. Library books and alternative format items are sent to a patron's mailing address free of charge.

Licensed Electronic Reference Tools: number of products purchased that provide access to electronic reference or learning resources.

Microforms: materials on microfiche and microfilm.

Municipal Contribution: total money spent by municipalities to cover their areas of responsibility and other expenses. Municipal funding is subdivided into operations and capital expenditure.

Non-Book Materials: includes all materials available in formats other than the book.

Online Reference Service: NBPLS' virtual reference service where reference questions can be sent and answered by email.

Online Renewal of Loans: renewals of loaned materials made by patrons using the libraries' online catalogue or a self-check unit.

Operations/Collections: money spent by school districts in the operation of public-school libraries other than for reimbursed salaries. Includes improvements to the facility and excludes the cost of textbooks for the school.

Operations (Municipal): municipal spending for rent, heat, electricity, equipment contracts or rental, maintenance, cleaning, snow removal, repairs, mortgage payments and insurance.

Operations (Provincial): provincial expenditure for day-to-day operation of the public library system such as office supplies, automation, equipment and travel.

Other Materials: includes, among other things, kits, vertical files, and public use software.

Other Staff: all permanent employees who are not professional librarians.

Part-Time: a part-time employee works fewer than 36.25 hours per week.

Patrons (Memberships): number of people who have obtained a library card to enable them to use the services of the public library system.

Periodicals: magazines, newspapers and other publications issued in instalments. Reported as the number of individual subscriptions.

Population Served: census population of communities in which there is a public library or public-school library.

Program: a planned presentation or activity given at a scheduled time by library staff or another resource person to a group of library users.

Promotional Activities in the Community: Services or programs offered outside of the library that are designed to reach new users, such as un-served or underserved groups. It also includes activities designed to inform New Brunswickers about services and programs offered by the library (ex. presentations about the library in community groups or schools; career days; community book displays/kiosks).

Public Access Computer Use: total number of times a public access computer was checked out to a patron, including computers managed by PC Reservation software and adaptive workstations.

Public Access Computers: computers available for public use for Internet access, office applications (e.g. word processing), educational software, etc.

Read to Me Preschool Reading Program: a component of the province-wide Summer Reading Club Program aimed at promoting reading to children who are not yet able to read for themselves.

Reference Question: a request for information made directly by a library user to staff that involves the knowledge, use, recommendation, interpretation or instruction in the use of information sources by library staff. A reference transaction can be made by a patron in person, over the phone, by regular mail, by fax or online (through the Online Reference Service). Information sources can be printed, audiovisual or electronic, and may refer to a source outside the library.

Room Use: number of times that library rooms (such as meeting rooms or study rooms) were used by a group other than NBPLS employees.

Salaries and Benefits: provincial expenditure for staff salaries and benefits.

School District Contribution: total of the salary and benefits costs (see School District Recoveries) and spending for operations and collections as defined in public-school library partnerships.

School District Recoveries: reimbursement to the regional offices of 50% of the costs of salaries and benefits incurred in the operation of public-school libraries.

Sound Recordings: audio materials for use by the public (ex. compact discs, Playaways, etc.).

Summer Reading Club: a province-wide program aimed at promoting reading to children and youth during the summer.

Talking Books: audio collections restricted for the use of people with print disabilities.

Talking Books Service: a service for lending alternative format collections offered to New Brunswick residents with print disabilities who are unable to visit a library.

Traffic: The number of times that someone enters the library. These figures are compiled by a device that counts people automatically. Staff then divide the daily total by two to take into account that fact that people enter and exit the library.

Unique Wireless Users: patrons who have connected to the library's wireless Internet service at least once during the day. Patrons who connect to the service multiple times in a single day are counted as one user.

Usage: the number of library materials used (circulation and in-house use).

Usage per Membership: the number of materials used (circulation and in-house use) divided by the number of library patrons.

Video Recordings: all video recordings on videocassette or disc (includes Blu-ray).

Visit: a scheduled or unscheduled visit by a group to use the resources of a public library that does not involve a planned presentation by staff or other resource person.

Visits to Electronic Library New Brunswick: number of times that the NBPLS virtual branch was loaded by an Internet browser.

Visits to the NBPLS Website: number of times that the NBPLS website was loaded by an Internet browser.

Visits to the Online Catalogue: number of sessions initiated by patrons on the online catalogue.

Appendix B – Capital Projects

Expansions, Moves & Renovations Valued in Excess of \$25,000

Location	Type of Project	Municipal Contribution ¹	Community Contribution ¹	Other Contributions ¹	Total Cost
Moncton	Washroom Addition; Installation of Door Operator	\$44,192.00	\$0.00	\$0.00	\$44,192.00
Sackville	Internal and External Renovations	\$46,040.28	\$0.00	\$0.00	\$46,040.28
Shippagan	Renovation / Loan Payment	\$39,349.00	\$0.00	\$0.00	\$39,349.00

Municipal Contribution: cost borne by local government or the association of persons acting as a municipality.

Community Contribution: money contributed through community action such as fundraising and donations from local businesses.

Other Contributions: money that cannot be defined as having been contributed by either the municipality or the community.

¹ Figures reported as submitted by partners.

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