

Smith-Ennismore-Lakefield Public Library



Library Service Review and Future Service Strategy



Planning Context Report June, 2010

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1.0 INTRODUCTION

1.1. Study Purpose

The purpose of the Library Service Review and Future Service Strategy, as identified in the Terms of Reference for the Study, is to review the current services of the Smith-Ennismore-Lakefield Public Library and “provide a guiding document for the Board and staff in the operations of the Library system over a five to ten year planning horizon”. The study builds on recent successes of the Library and ultimately will provide strategic directions and detailed recommendations to ensure the Library is well positioned to keep abreast of emerging trends and future needs. The scope of the study is fairly broad, involving the identification of facility and space requirements, and implications for services and technology, collections and programs, staffing and operations, management and governance. This report documents the findings from Phases One and Two of the study process, including documentation of the Planning Context for the Study and summarizing the input received during the consultation process.

1.2. Planning Context Report

The Planning Context Report documents the findings of the first two phases of the study process. The Planning Context establishes the context for the study and the subsequent phases of the work program. Statistics Canada Census data from 2001 and 2006, reports and statistical information available from the Township and County web-sites, and relevant information from the Township's Planning and Building Department, as well as the City of Peterborough's Planning Department, are used to develop a socio-demographic profile of the service area and future growth projections. Relevant library trends and best practices are included as a basis for discussion. An overview of the current state of Smith-Ennismore-Lakefield Public Library's services is presented, based primarily on statistical information provided by the Library and library visits by the consultant. Relevant library planning guidelines and standards are reviewed, existing services are compared to these guidelines, and a preliminary projection of future space needs is estimated based on population projections and customary planning guidelines.

Consultation activities summarized in this report include key informant interviews with Library and municipal staff, elected representatives, community leaders, service partners, and others with a knowledge of the study area communities and an interest in the library, focus groups and public meetings in the three communities served by branch libraries, and a focus group with staff. An on-line in-library survey was conducted with 300 library users, stratified to ensure adequate representation from each branch.

This report presents relevant background information that will be important for subsequent phases of the analysis. At this early stage in the study process, there is no attempt to analyze this information, nor does this report include recommendations for current or future service delivery. Information from consultation activities is summarized in general themes and presented as reported by the individuals and groups involved – no attempt has been made to verify the accuracy of this input or to confirm the perceptions and opinions of those providing input. The opinions expressed by those involved in consultations are not necessarily shared by the consultant.

2.0 POPULATION AND SOCIO-DEMOGRAPHIC ANALYSIS

Population and socio-demographic information documented in this section were retrieved from the 2001 and 2006 Statistics Canada Community Profiles, municipal and economic development websites, and discussions with municipal planning departments.

2.1. Location and Context

The Township of Smith-Ennismore-Lakefield covers the largest geographic area of any Township in the County of Peterborough. The Township is largely a rural community, with the three distinct urban centres of: Lakefield, Bridgenorth and Ennismore. Smith-Ennismore-Lakefield is located in central-eastern Ontario in Peterborough County, approximately 285 km south-west of Ottawa, and approximately 100 km (1 hour) north-east of the Greater Toronto Area. The southeast portion of the Township borders the City of Peterborough. The eastern portion of the Township borders the Otonabee River, and above Lakefield includes Lake Katchewanooka, Clear Lake and Stoney Lake. The Township's northern border is formed by the shorelines of Pigeon, Buckhorn, Lower Buckhorn and Lovesick Lakes. Figure 2.1 illustrates the Township's location among the southern Townships of Peterborough County.

Figure 2.1: Smith-Ennismore-Lakefield Location within Peterborough County



2.2. Population Change

The Township of Smith-Ennismore-Lakefield is the most populated municipality in the County of Peterborough. As seen in Table 2.1 below, from 2001 to 2006 the population of the Township of Smith-Ennismore-Lakefield increased by 6.1%. Over the same time period, the Province as a whole grew by 6.6%.

Table 2.1: Township of Smith-Ennismore-Lakefield Population Change (2001-2006)

	Smith- Ennismore- Lakefield	Ontario
Population in 2006	17,413	12,160,282
Population in 2001	16,414	11,410,046
Population Change 2001 and 2006 (%)	6.1%	6.6%

Source: Statistics Canada, 2006 Census of Canada

2.2.1. Growth Projections

Population projections for the County of Peterborough municipalities were prepared by a consultant on behalf of the County's Planning Department in 2008, updating 2002 forecasts and providing additional detail to forecasts developed during the Province's Places to Grow plan and the Growth Plan for the Greater Golden Horseshoe¹. Factors affecting future growth in the County municipalities include the following:

- Identification of the Greater Peterborough Area as a growth area in the Provincial document, Places to Grow: Growth Plan for the Greater Golden Horseshoe
- The County's strategic location one hour to the north-east of the GTA, and improvements to the automobile, bus and rail transportation linkages between the Peterborough area and the GTA;
- Highway 407's planned extension east to Highway 35/115;
- Demand for residential development in the south-west area of the County which will provide affordable housing for young families working in Oshawa and other parts of Durham Region;
- Movement to the County's small communities by empty nesters and retirees seeking a quieter, more rural lifestyle;
- Commercial development along Highway 115;
- The growing demand for ethanol and locally grown food creating new employment opportunities in the County and expansion of employment opportunities at Darlington.

¹ 2008. Population Projections, The County of Peterborough: 2006 to 2031. Lapointe Consulting, for the County of Peterborough Planning Department.

In 2006, Smith-Ennismore-Lakefield made up approximately 30.7% of the County's total population. By 2036 the population of the Township is projected to increase overall by 5,611 residents, for a total population of 23,024². Population growth will result in growing demand for library services over the coming years.

Table 2.2: Smith-Ennismore-Lakefield Population Projections 2006-2036

	Projected Population	% Change
2006	17,413	
2011	18,690	7.3
2016	19,945	6.7
2021	21,002	5.3
2025	21,905	4.3
2031	22,554	3.0
2036	23,024	2.1

Source: Statistics Canada, 2006 Census of Canada, and Lapointe Consulting. 2008. Population Projections, The County of Peterborough: 2006 to 2031, for the County of Peterborough Planning Department. Reference Scenario shown above.

The Township of Smith-Ennismore-Lakefield Official Plan policies favour development in settlement areas as defined by the Provincial Growth Plan, particularly those areas that are already serviced. The only serviced area in the Township with capacity to accept development at the present time, according to the Township's Building and Planning Department³, is within the Lakefield Urban Area. According to the County of Peterborough Official Plan⁴ the Township has designated the community of Lakefield as the primary growth centre for the municipality. To that end, the Township is actively working with the development community to advance the planning status of lands in Lakefield South and Lakefield East to make them "development ready" for residential development. It is also making capital improvements to Lakefield's water supply and sanitary sewerage services to increase their capacity to accommodate new residential, commercial and/or industrial development in the area. In terms of the location of future growth, Building and

² The Reference Scenario for population projections was applied. Refer to: 2008. Population Projections for the County of Peterborough: 2006 to 2036, Lapointe Consulting: Table 47: Municipal Population Projections for Peterborough County, 2006-2036, Reference Scenario.

³ E-mail correspondence with Robert Lamarre, Manager of Building and Planning, Township of Smith-Ennismore-Lakefield, May 2010.

⁴ October 2008. Consolidated Official Plan for the County of Peterborough.

Planning Department representatives note that the majority of population growth projected over the next 10 years will occur in the Lakefield area.

Bridgenorth is also currently undergoing pressure for growth, however due to the intensity of development in this area and the mixture of existing land uses, a secondary plan will be necessary to guide the future growth and development in this community. Transportation issues must also be addressed, as the community is currently only serviced by a single collector road and the existing commercial core experiences congestion at peak times. Population increases for Bridgenorth are not anticipated during the timeframe of this plan.

Growth in the City of Peterborough may also impact the demand for library services in the Smith-Ennismore-Lakefield Township, since the City has the potential to experience significant growth at their northern boundary through a number of subdivision developments⁵. This secondary plan area encompasses developments along Chemong Road and in the Carnegie development area, directly south of the Township's Smith Ward and only a few kilometres from the hamlet of Bridgenorth. The Bridgenorth Branch is closer to these new City residents than the Peterborough Public Library facilities, therefore these developments could have an impact on circulation and branch traffic at the Township's Bridgenorth location.

The City of Peterborough has prepared a Secondary Plan for the Chemong Planning Area bordering the southern boundary of the Township⁶. This plan projects a population of approximately 3,900 to 4,400 by 2021, and beyond 2021, a potential build-out population of approximately 6,400 residents, pending planning approvals. The City's Transportation Plan Update⁷ projects a population increase from 15,547 in 2006 to 21,546 in 2036 (6,099 new residents) in the City's northern-most transportation zone that borders Smith-Ennismore-Lakefield Township, including the Chemong Planning Area and other lands to the east.

2.3. **Age Distribution**

The Township of Smith-Ennismore-Lakefield had an older population profile than the Province as a whole in 2006. For the Township as well as the Province as a whole, the highest proportion of residents were in the "family phase" of life, between the ages of 25 and 44 (20.2% and 28.4% respectively). The Province of Ontario had a slightly higher proportion of children and youth, or

⁵ E-mail correspondence with Brad Appleby, Subdivision Control and Special Projects, City of Peterborough, May 3, 2010.

⁶ November 30, 2009. Chemong Secondary Plan. Prepared by the City of Peterborough, Planning Division.

⁷ December, 2009. Transportation Plan Update. City of Peterborough, Planning Division.

residents between the ages of 0-19 (25.1%), compared to the Township in 2006 (22.1%). In contrast, the Township of Smith-Ennismore-Lakefield had a higher proportion of residents in the older age cohorts 55+ (30.9%), compared to the Province as a whole (24.9%). The proportion of residents in the Township of Smith-Ennismore-Smith between the ages of 0 and 19 decreased by 2.8%, while those aged 55+ increased by 4% between 2001 and 2006.

Table 2.3: Age Distribution

Age Cohort	Smith-Ennismore-Lakefield 2001 (%)	Smith-Ennismore-Lakefield 2006 (%)	Percent Change	Ontario 2006(%)
Age 0-4	4.1	4.1	0	5.5
Age 5-14	13.1	11.2	-1.9	12.7
Age 15-19	7.7	6.8	-0.9	6.9
Age 20-24	4.7	5.4	0.7	6.9
Age 25-44	22.5	20.2	-2.3	28.4
Age 45-54	17.0	17.3	0.3	15.3
Age 55-64	13.7	16.5	2.8	11.3
Age 65 +	17.2	18.4	1.2	13.6
Total*	100	100		100

2.3.1. Future Age Profile

Based on the forecasts prepared by the Ministry of Finance⁸, the proportion of Peterborough Census Division⁹ population between 0-24 years of age will decrease from 29% 2008 to 24% by 2036. The proportion of the population aged 55 years and over will increase from 32% in 2008 to 41% in 2036. The percentage of older adults aged 75 years and over is projected to increase from 9% of the total population in 2007 to 17% by 2031. Given the growing proportion of older adults, these forecasts point to the need for an increased range of services accessible to older adults in the years to come. While expanded services may be required for older adults as they comprise a larger proportion of the population, the overall population growth in Smith-Ennismore-Lakefield will bring many young families to new subdivisions. Consequently, the challenge for the Smith-

⁸ Ministry of Finance, Population Projections 2007-2031 for Census Divisions in Central Ontario. Available at: <http://www.fin.gov.on.ca/en/economy/demographics/projections/>

⁹ The Ministry of Finance Projections are only available at the Census Division level, and for Peterborough include the City of Peterborough and Peterborough County.

Ennismore-Lakefield Public Library will be to enhance services for older adults while continuing to expand services for families, children, students, and other users.

2.4. Education and Income

As seen in Table 2.4 below, education levels were somewhat lower in the Township of Smith-Ennismore-Lakefield than for the Province as a whole in 2006. The Township and the Province of Ontario had a similar proportion of residents with a high school diploma. The Township had a slightly higher proportion of residents with a college certificate or diploma or equivalent, while the Province as a whole had a higher proportion of residents with a university certificate, diploma, or degree.

Table 2.4: Selected Education Level Indicators

	Smith- Ennismore- Lakefield (2006)	Ontario (2006)
% of the population 15 years and over with:	84.0%	80.7%
A high school diploma	27.6%	26.7%
A college certificate or diploma or equivalent	23.5%	18.4%
A university certificate, diploma, or degree	14.3%	20.4%

Although there were differences in education levels, the median total income of persons 15 years of age and over and median family income were very similar: \$27,497 for the Township of Smith-Ennismore-Lakefield and \$27,258 for the Province as a whole. There was a slight difference in median household income as the Township of Smith-Ennismore-Lakefield was slightly higher, compared to the Province as a whole.

Table 2.5: Selected Income Characteristics

	Smith- Ennismore- Lakefield (2006)	Ontario (2006)
Median total income of persons 15 years of age and over	\$27,497	\$27,258
Median family income	\$70,398	\$69,156
Median household income	\$64,632	\$60,455

2.5. Language, Immigration and Culture

As indicated in Table 2.6, the Township of Smith-Ennismore-Lakefield had a significantly higher Canadian-born population (89.5%), compared to the Province as a whole (70.8%). In contrast, the Province as a whole had a substantially higher immigrant population (28.3%) and visible minority population (22.8%), compared to the Township of Smith-Ennismore-Lakefield (10.4% and 1.2% respectively). Of the visible minority population in the Township of Smith-Ennismore-Lakefield, 20% were of South Asian origin, 17.5% were of Chinese and Latin American origin, 15% were of Arab origin, 10% were of Black origin, and 5% were of Southeast Asian and Japanese origin.

The Township of Smith-Ennismore-Lakefield had a significantly higher proportion of residents whose first language was English only (92.9%), compared to the Province as a whole (68.4%). A similar proportion of residents in the Township of Smith-Ennismore-Lakefield indicated they spoke English at home (98.2%), compared to the Province as a whole (68.4%).

Table 2.6: Selected Immigration & Ethnicity Characteristics

	Smith-Ennismore-Lakefield (2006)	Ontario (2006)
Immigration and Ethnicity		
Canadian-born population	89.5%	70.8%
Immigrant population	10.4%	28.3%
Visible minority population	1.2%	22.8%

Table 2.7: Language Characteristics

Characteristic	Smith-Ennismore-Lakefield (2006)	Ontario (2006)
First Language Learned and Still Understood		
English only	92.9%	68.4%
Language spoken at Home		
English	98.2%	80.3%
Non-Official language	1.4%	15.1%

Table 2.8: Visible Minority Status

	Smith-Ennismore- Lakefield (2006) %	Ontario (2006) %
Total visible minority population	200	2,745,200
South Asian	20.0	28.9
Chinese	17.5	21.0
Latin American	17.5	5.4
Arab	15.0	4.1
Black	10.0	17.3
Filipino	5.0	7.4
Southeast Asian	5.0	4.0
Japanese	5.0	1.0
West Asian	0	3.5
Korean	0	2.5
Visible minority, n.i.e.	0	2.1
Multiple visible minority	0	2.8

2.6. Household and Family Composition

Both the Township of Smith-Ennismore-Lakefield and the Province as a whole had a similar proportion of households containing a couple with children (30.3% and 31.2% respectively). The Township of Smith-Ennismore-Lakefield had a significantly higher proportion of households containing a couple without children (41.9%), while the Province of Ontario had a significantly higher proportion of one-person households (24.3%). The Township of Smiths-Ennismore-Lakefield and the Province as a whole had a similar median family income (\$71,678 and \$71,884 respectively), while the Township had a slightly higher median household income (\$63,652) and the Province as a whole had a slightly higher median lone-parent income (\$38,448).

Table 2.9: Selected Household Characteristics

	Smith-Ennismore- Lakefield (2006)	Ontario (2006)
Total – all private households	6,730	4,555,025
Households containing a couple (married or common-law) with children	30.2%	31.2%
Households containing a couple (married or common-law) without children	41.9%	28.3%
One-person households	18.2%	24.3%
Other household types	9.7%	16.3%
Median household income – all households	\$63,652	\$60,455
Total – number of families	5,470	3,422,315
Number of married or common-law families	90.3%	84.2%
Median family income – couple families	\$71,768	\$71,884
Number of lone-parent families	9.6%	15.8%
Median family income – lone-parent families	\$36,995	\$38,448

2.7. Employment and Industry

The Province as a whole had a slightly higher participation rate and employment rate (67.1% and 62.8% respectively) compared to the Township of Smith-Ennismore-Lakefield (62.7% and 59.8% respectively). In contrast, the Township of Smith-Ennismore-Lakefield had a slightly lower unemployment rate (4.6%), compared to the Province as a whole (6.4%).

Table 2.10: Selected Labour Force Indicators

	Smith-Ennismore-Lakefield (2006)	Ontario (2006)
Participation Rate	62.7%	67.1%
Employment Rate	59.8%	62.8%
Unemployment Rate	4.6%	6.4%

The Township of Smith-Ennismore-Lakefield makes up 34% of the workforce in the County of Peterborough. The dominant industry in the Township of Smith-Ennismore-Lakefield is the retail and service sector, of which the tourism industry contributes significantly to the economy of the region. Peterborough and area businesses serving local, national, and international markets and providing regional employment opportunities include: Pepsico Foods (Quaker), General Electric, FisherCast Global, Siemens Milltronics, Minute Maid, SGS Lakefield Research, Savage Arms; and

Paluski Boats¹⁰. Other large employers include the Kawartha Pine Ridge District School Board, Peterborough Victoria Northumberland and Clarington Catholic District School Board, Trent University, Fleming College, and the Ontario Ministry of Natural Resources are other top employers in the Peterborough area.

Table 2.11 shows the percentage of the total employed labour force in Smith-Ennismore-Lakefield by location of work. The majority (51.8%) of employed residents worked in another municipality (most likely Peterborough) within Peterborough County, while 15.5% worked in Smith-Ennismore Lakefield. This compares to almost 50% of Ontario residents who live and work in the same municipality. Almost 10% (9.3%) of SEL residents worked at home, which was a higher rate than for the Province overall.

Table 2.11: Place of Work Status

	Smith-Ennismore -Lakefield (2006) %	Ontario (2006) %
% of Total Employed Labour Force that:		
Worked At Home	9.3	7.1
Worked At Usual Place	80.0	82.6
Worked in Smith-Ennismore- Lakefield/home municipality	15.5	49.6
Worked in another Township in Peterborough County/home County	51.8	12.9
Worked in another location in Ontario/home province	12.3	19.7
Worked out of Province	0.3	0.5
Worked outside of Canada	0.4	0.6

¹⁰From the Township Website, Community Profile information, available at:
<http://www.smithennismorelakefield.on.ca/en/resources/CommunityProfile.pdf>

3.0 LIBRARY TRENDS AND BEST PRACTICES

“We are not abandoning our built libraries with the advent of the Internet, but trying to make them more long lasting, more environmentally sound, more responsible as community centres and civic innovators”. (Fox, Bette Lee. Library Buildings 2007: Going, Going, Green. Library Journal, 12/15/2007.)

The function and roles of public libraries are changing with the growth of the Information Age. Libraries are no longer simply “warehouses” for print material that is borrowed by residents for off-site use. Increasingly, the library is an information and cultural centre supporting a wide range of community activities and objectives. In addition, there has been a marked shift in the ways in which people use libraries, with both in-library use and remote access increasing. The function and design of libraries are changing in response to these changing roles and demographic shifts, emerging technologies, and increasing consumer expectations.

In the discussion that follows we have briefly summarized the most significant trends and best practices affecting public libraries in Ontario. There is of course a substantial body of literature dealing with the future of libraries in North America. Consistent with the scope of this study, we have focused on trends and best practices of libraries serving rural/urban multi-branch systems. We have briefly noted the implications of these trends for the SEL Public Library at the end of this chapter.

3.1. Lifestyle and Societal Trends

The following broad categories of lifestyle and societal trends will continue to have impact on the future of library service delivery in Ontario. This list is not intended to be exhaustive -- instead it captures some of the more prevalent trends and emerging issues that may impact public libraries, and other municipal service providers. Trends are presented in alphabetical order and not priority or importance.

- Accessibility issues will be at the forefront of public library service delivery for many years to come. The Library's practices, legislation and policies will seek to reduce physical, financial, cultural and language barriers (among others) to accessing and using information.
- All Day Kindergarten which will be phased in across Ontario over the next 2-3 years, will have an impact on public library daytime pre-school programming and early literacy programs.
- Changes in Family Structure and Dynamics including the rise in non-traditional family structures (single parent, divorced parents, multiple-households, etc.), the predominance of

two working-parent households, commuter lifestyles. These changes and dynamics will continue to have implications for hours of operation and the delivery of library programs and services over the next 5 years.

- **Decline in Volunteerism.** Primarily in urban communities, there has been a significant decline in volunteerism over the past few decades. New strategies are required to address the needs and interests of library volunteers (shorter duration, more focused and meaningful tasks), to engage different sectors of the community in volunteering, and to recognize volunteer efforts.
- **Digital Divide.** Library users range from those who are the most intensive and capable web users; those who create web pages, write blogs, and upload videos and other digital content, to those who are “inactive” participants, who may be online but do not participate in any of the social media or interactive content. Public libraries continue to have a responsibility to all types of users, and must offer services that have at least some relevance and value to the entire spectrum of online users and to those users who do not or cannot (e.g., for reasons of literacy or education) participate online in any way.
- **Discretionary Time Deficit.** Trends over the past ten or more years indicate “lack of time” continues to be a barrier to participation in all “discretionary” activities, including public library usage. The growth in leisure time forecast in the 70s has not materialized, and people are increasingly pressed for time. While the leisure time balance may in fact start to shift with the changing age structure of the population, convenience (location, parking, open hours, and a range of e-services) will be a key consideration in accessing public library services over the next 5 years.
- **Desired Use of Leisure Time.** While commentators disagree on the extent to which Canadians will have more leisure time in the future, they generally predict a significant shift in the ways in which we will use our leisure time. These projections see a relative decline in traditional recreational activities and a significant increase in social networking, entertainment, and virtual experiences in our free time. Whether the public library or the private sector will be the primary recipient of this increased demand and expanded market is unclear.
- **Eco-Conscious Library Users and the heightened awareness in everything “eco-friendly” and “green”** has significant implications for all aspects of library service delivery including facility development and design, program development and delivery, materials development and processing, and information dissemination.
- **Health and Wellness Concerns** will continue to be a top-of-mind issue/concern to society, and an increasing focus for government spending in the coming years. Libraries that can provide accessible health/wellness resources or electronic information or links to other health information providers will be well positioned to meet growing demand for this type of information. However, the extent to which the library moves beyond its traditional role as an information provider and becomes more active as a programmer and lender of resources other than information to a health conscious community is unclear.

- Immigration. New immigrants to Canada in search of affordable housing will continue to locate in communities on the periphery of the country's largest cities. Research has shown that immigrants may have different expectations of public libraries, public and social services, and technology. The public library and its partners will have a key role to play in orienting newcomers to the community and the range of services available.
- Information Literacy. Libraries have a longstanding role in providing access to information and ensuring information literacy (i.e., teaching proficiency in finding information and assessing its relevance, authoritativeness, and value). The Public Library's role is increasingly important in a generally unregulated and ever-expanding digital universe.
- Labour Trends point to growing employment opportunities in health care, technology/computer systems, professional services, and small/ entrepreneurial businesses. Libraries that can partner with other agencies to provide training and employment services and other collaborations in these areas will increase their profile and relevance in the community.
- Partnership and Collaboration. Library partnerships are evolving and expanding, and the public library's role in helping the public navigate through the plethora of content and information available will continue to be an important one. Through a wide range of partnerships and collaborations with government, educational institutions, the private sector, and other agencies, public libraries will play an increasingly significant role in enabling people to select, assess and use information to best meet their needs.
- Private Schools, Alternative Schools and Home-Schooling options are on the rise, and community members are increasingly transferring their children from the public education system to private or niche schools within the public boards. As a result, the information needs of these school-age learners is a growing concern for public libraries.
- Screenagers. Those under the age of 25 now are not "passive recipients" of education or media; they learn differently and seek and use information differently than previous generations. The challenge for public libraries will be to continue to engage this segment of the population and ensure that the library resources and services remain relevant to their needs and interests.
- Web-Savvy Library Users. Library users are increasingly participating in a variety of Internet based-activities: browsing, borrowing, retrieving, downloading, and interacting with Web content. The majority of Internet users are experienced Web users and most have been online for more than five years. These experienced users expect quality, relevant, and efficient Web content from the Library.

- Zoomers. The aging of the population is resulting in a new wave of older adults (Zoomers, i.e., Baby Boomers with “zip”) with different expectations, needs, and interests than the previous generation. Meeting the diversity of needs of this growing segment of the population will require more resources and possibly different approaches to providing public library programs and services for older adults.

3.2. Technology Trends

With rapid developments in the field of computers and information technology, predicting the future of technology as it affects public library services is particularly challenging. Current trends, however, indicate that access to all forms of information and content will become increasingly associated with smaller, more powerful, and more versatile hand-held wireless devices. Some current and emerging trends and their implications for public libraries follow:

- In-Library Wireless Usage will Grow but there will be a continued need for data and electronic wiring throughout the library, as wireless (WiFi) networks are and will continue to be slower than wired networks for at least the short term. Worktables with plug-ins for laptops will be increasingly needed, and group workspace wired for laptops will be in high demand.
- Digital Download Kiosks are a relatively new feature in the library, requiring power outlets and a connection to the library’s network. These kiosks allow in-library users to download e-books, audiobooks, videos, music and games directly to their MP3 players, handheld devices (smart-phones, iPhones, iPods) or laptops.
- Increasing Demand for Audio & Video Live-Streaming which requires reliable high-speed access. Users are increasingly downloading and transferring video and audio content to iPods, Blackberries, Kindle & other e-book readers & devices.
- Web Content for Hand-Held Devices will increasingly be demanded. Since more library users are retrieving information through hand-held devices, web content needs to be amenable to these smaller, mobile devices. Examples include the always-on Amazon.com Kindle and the growing number of netbooks.
- Next Generation e-Book Readers are emerging. Current e-Book devices (Kindle, Sony & others) are growing in usage, and evolving into newer devices that operate as multipurpose 2-screen booklets that operate like a mini-laptop (Apple “Tablet”, Sony Reader). For example, the new Sony Reader Daily Edition adds wireless 3G connectivity, a 7-inch screen and a touchscreen. The company has also created a feature called Library Finder that allows users to search and borrow e-books from their local libraries for free. For the user, these digital activities are not replacements for reading books, newspapers, and magazines, etc., but are increasing the options for expanding communication and sharing content.

- User Contributions to Content. Library users are not only browsing, borrowing and downloading, but they are increasingly creating and interacting with content available through the web. User-contributed subject headings and “tagging” on library web pages are increasingly common. A variety of social networking tools are allowing users to comment on and interact with library web content in many other ways.
- “Cloud” Computing is an emerging technology trend attracting the attention of academic institutions and other information providers. The term “cloud” is a metaphor for the Internet, where in-house servers and data services are replaced by remote-hosted interfaces (web-enabled). Google and Amazon are two big, early providers in this remote-access applications sub-industry.
- Hardware Size Shrinking But Space Needs Growing. Although computer hardware is becoming more compact (LCD screens smaller than CRT monitors, CPUs shrinking), the total amount of space for a computer workstation is not significantly reduced. Conversely, the library’s main computer centre, housing the library’s servers, switches, routers, firewalls and related equipment will need to be larger to accommodate the additional servers necessary to support existing and emerging technologies, at least in the short term. (see Cloud Computing above).
- Libraries as Centres of Creativity and Engagement. While libraries have always been disseminators of information, innovative libraries are no longer content with one-way communication. Through elements of design, programming, and partnerships, they are increasingly fostering dialogue and exchange with library users. The spaces inside and outside libraries are the ideal locations for civic events, celebrations, fairs, festivals, “brown bag” lectures, political debates and mid-day concerts. Public art installations, temporary exhibits, and local history or geological displays help libraries establish a setting for social interaction, encouraging people to gather, talk, and learn.
- Computer Training Space and Equipment. The library’s role as a training centre for hands-on instruction in the use of computers, application software and Internet-based resources will continue to grow. Dedicated spaces will be required for learner’s desktop or laptop computers, printer/scanners and a trainer/instructor station with computers, an LCD projector and an on-site screen.

3.3. Library Facility and Service Trends

3.3.1. Libraries as a Focal Point in the Community

Increasingly, libraries are being thought of as the “centre” or “focal point” of a community. They are spacious, welcoming, highly visible, accessible places where people come together to gather information and exchange ideas. They can also provide a quiet refuge from the demands of urban life, an “oasis” for quiet reading, rest and relaxation within an otherwise lively urban centre. Whether customers come to participate in a book club, surf the “Net”, join a parent and tot program, or just curl up in a cozy chair sipping a coffee and browsing the latest periodicals, libraries are increasingly becoming community gathering places. In the trend towards urbanization, services have been retreating from some smaller rural communities, and the public library is often the last municipal presence in these communities. .

“To succeed today, libraries must master many different roles... Their new, multi-faceted missions must be supported with great design, strong amenities, and popular programs.”
Project for Public Spaces, How to Make your Library Great, Apr. 2007.

Design Considerations:

- Large reception area with community information area and comfortable places for sitting;
- Adequate spaces well designed for working and reading;
- Designated and appropriately designed and furnished areas for children, teens, and adults;
- Multi-purpose programming rooms;
- Attractive furnishings and interior design and décor, consideration to window placement and an abundance of natural light;
- Separate coffee kiosk, gas fireplaces, lounge areas;
- Comfortable quiet reading areas separated from program areas;
- Modern accessible washrooms; and
- Open concept and flexible, fully accessible, self guiding layout.

3.3.2. Libraries as High Profile, Civic Institutions

Canadians have a high awareness of libraries, and libraries are important to the fabric of Canadian cultural and economic life. Contemporary libraries are attractive, functional, flexible, barrier-free, high profile public spaces. They increasingly incorporate heritage, art and cultural displays and presentation spaces to promote learning, debate and the exchange of ideas in the community. Libraries and other cultural institutions provide “cultural capital” to their communities. As knowledge institutions, they contribute vitality to community life through their civic, creative, economic, architectural and cultural presence. For these impressive facilities, the outside environment is as important as the internal environment in the overall contribution. Ample parking, accessible pathways, reading gardens and attractive landscaping are considerations that add to an enjoyable, rewarding destination.

“The best libraries anchor communities. Because they are highly visible centres of civic life, these libraries instill public confidence in their neighbourhoods and catalyze further investment.”
Project for Public Spaces, How to Make your Library Great, Apr. 2007.

Design Considerations:

- Modern building with high quality design;
- Community garden, reading garden, sculpture garden and other landscaping to create a relationship to the outdoors and functional outdoor areas;
- Strong street orientation and visibility;
- Strong and direct orientation and access to public plazas or open space that can be used for special events and programming;
- Ease of access and egress onto major transportation routes;
- Use of glass to promote transparency and invite people inside the building;
- Wireless services extending to adjacent public square;
- Designated drop-off and waiting area; and
- Adequate and accessible parking.

3.3.3. Libraries as Multi-Service Providers

Lifelong learning, adult literacy, and reading readiness are examples of some of the traditional contributions libraries make to their communities. Libraries today provide an expanded range of benefits and services. They are emerging as forums for community learning and expression, serving as technological, employment, business development, cultural, art and heritage centres for their communities.

Entrepreneurs and small businesses, which increasingly form the foundation of the Canadian economy, are depending on today's libraries as they plan their products and services, investigate financial resources, and ultimately expand employment opportunities and prosperity in their communities. Parents, teachers and homeschoolers are using the library's programs and resources to improve literacy, computer-literacy, and as a complement to more traditional forms of education. Increasingly, libraries are providing employment services through linked databases with other government agencies. Research has always been a cornerstone of library service, and today's libraries provide an expanded research function with links to educational, institutional, and business databases in Canada and around the world.

"Because libraries are centrally located within neighbourhoods, they are ideal places to offer numerous community services – from child care to job placement to income tax advice to university extension courses."

Project for Public Spaces, How to Make your Library Great, Apr. 2007.

Design Considerations:

- Program areas, training areas, and computer labs;
- Space for partner services, such as community information centres, government service kiosks, job banks, and job training and ESL clinics;
- Linkages to educational, institutional and business databases; and
- Flexible layout accommodating a variety of programs and activities.

3.3.4. Libraries Fostering Two-Way Communication

While libraries have always been disseminators of information, innovative libraries are no longer content with one-way communication. Through elements of design, programming, and partnerships, they are increasingly fostering dialogue and exchange with library users. The spaces inside and outside libraries are the ideal locations for civic events, celebrations, fairs, festivals, "brown bag" lecture series, political debates and mid-day concerts. Public art installations, temporary exhibits, and local history or geological displays help libraries establish a setting for social interaction, encouraging people to gather, talk, and learn. "Themed" settings and facility components that are popular in the retail environment are contributing to the "experiential" aspect of visiting libraries. New spaces in public libraries including digital learning centres, gaming rooms,

and multi-media studios (where, for example, local youth can shoot a video or record music) are encouraging a new level of interaction for library users.

Design Considerations:

- Social spaces, presentation spaces and exhibit spaces integrated into lobby areas;
- Public art on display in the library;
- Integration of indoor and outdoor spaces;
- Adequate space for bulletin boards, racks and panels for pamphlets and brochures, as well as staff knowledge and awareness of community events, organizations and services;
- Prominent displays of local history, culture, natural history, geological features, etc.;
- Partner spaces such as government service kiosks, employment centres, etc.
- New spaces in the library include digital learning centres, gaming rooms, and multi-media studios.

3.3.5. Libraries as Centres for Technology and Innovation

The advent of the “Virtual Library” and technology in general has changed the way in which core library services are being delivered and will continue to have a major impact on future services. Libraries are offering more services online¹¹ (and doing so at an accelerating rate), including virtual/digital reference services¹², and electronic databases, and e-books¹³. According to a recent survey by Market Probe Canada, the Internet itself, rather than reducing library users, has become a catalyst for positive change, resulting in substantially higher use of the public library in order to access the Internet¹⁴. This result was substantiated by a recent study by American Library Association¹⁵, which found that more than 73% of

“Rather than threatening the traditional concept of the library, the integration of new information technology has actually become the catalyst that transforms the library into a more vital and critical intellectual center.”
Freeman, G.T., AIA, 2005. The Library as Place: Changes in Learning Patterns, Collections, Technology, and Use.

¹¹ Kibirige, Harry. June 2001. Internet Access in Public Libraries: Results of an End User Target Pilot Study, 1997-2000. Information Technology and Libraries, pp. 113-115.

¹² Smyth, Joanne. March 2003. Virtual Reference Transcript Analysis: A Few Models. Searcher, pp. 26-30.

¹³ Walker, Andy. June 16, 2003. Whither e-books? E-books story yet to unfold. Toronto Star, pg. D01.

¹⁴ Market Probe Canada. January 2006. Ontario Public Libraries Market Survey. Prepared for the Federation of Ontario Public Libraries.

¹⁵ American Library Association and Florida State University, October 2007. Libraries Connect Communities: Public Library Funding & Technology Access Study 2006-2007.

libraries surveyed say they are the only source of free public access to the Internet in their communities, and library use is increasing at an annual growth rate of more than 4.6% as a result. Libraries are also using technology to improve customer service.

Increasingly, support for community social and economic development is becoming a core function of the library in an information economy characterized by rapid change. Libraries are providing workshops and training in computer literacy, e-technology, and navigation through the information age. The library increasingly plays a role in supporting small businesses, home-based business, the self-employed and individuals who must continually upgrade skills or search for new careers in a changing marketplace. Through highly trained staff, state-of-the-art technologies, and accessible programming, libraries are contributing to the knowledge base of communities in many ways. Current trends indicate that access to all forms of library information and content will become increasingly associated with smaller, more powerful, and more versatile hand-held wireless devices. This will continue to impact on the way public libraries deliver their services.

"But are libraries still relevant in the age of the Internet? ...Libraries are thriving because of the Internet!"
McGuiggan, 2007, Urban Development Authority of Pittsburg.

Modern libraries are built with a focus on energy efficiency and sustainability. This may mean the layout and design of the library are compatible with the ecology of the building site; locally available building materials or recycled/historic materials are used; passive solar features are incorporated in the design; energy efficient interior fixtures and equipment are installed; "green" building systems are employed for heating, waste water treatment and energy generation. Many recent developments across North America are achieving the LEED (Leadership in Energy and Environmental Design) certification under the Canada Green Building Council (CaGBC) Program, while still others are incorporating sustainable design principles into their projects.

Design Considerations:

- Adequate space and well designed areas for individual study and group work;
- Daylighting¹⁶, appropriate task lighting and modern, functional furniture;
- Design and equipment fully compatible with current and emerging technologies;
- Adequate, well placed power outlets; plug-ins for laptops or wireless technology;
- Separate, designated Internet workstations and training areas;
- Incorporation of emerging technologies, wireless networks, downloadable audio books, etc.;
- Digital download kiosks, with a power supply and connection for a hand-held device to link with the library network;
- Terminals and hook-ups for access to high speed networks for downloading audio and video content;
- Reduced space needs for print reference materials and some non-fiction items;
- Increased space needs for DVDs and audiobooks; and
- Energy efficiency built into design and operations.

3.3.6. Libraries Part of an Active Streetscape

As libraries are increasingly connected to sidewalk networks, transit routes, bikeways and pathways, they are generating a critical mass of pedestrians that support active streetscapes. Civic squares are often developed adjacent to libraries, allowing for cross-programming, outdoor markets and fairs and community celebrations. When linked as a wireless hotspot, users who wish to use their own laptop computers to access the Internet and resources of the library can do so from adjacent green spaces and seating areas. These activities bring large numbers of people into a local area, and help provide an economic boost to the region. Located in a downtown setting, libraries can increase the flow of traffic to the area and contribute to the economic vitality of the downtown core. If located in a retail setting, modern libraries provide other benefits; they can improve the retail establishment's position as a "one-stop shopping" destination, attract customers who may be outside the "typical" profile of shoppers, and increase

"...along the street is where this illustrious institution truly connects with the city around it. A series of well-linked spaces –steps, plazas, little nooks and pathways – provide innumerable places for sitting, meeting, eating and chatting"
New York City Library, described in a Presentation at the 2005 OLA Superconference.

¹⁶ Controlled admission of natural light through windows to reduce or eliminate electric lighting.

spending during non-peak periods of retail operations' daily and yearly cycles.

Design Consideration:

- Strong street orientation and visibility;
- Accessible by a variety of transportation modes, and easy access for pedestrians and cyclists;
- Reading gardens, special event areas, children's play areas, and a variety of seating adjacent to the library;
- Wireless zone encompassing park and seating areas beyond the library;
- Walkway linkages, orientation, and functional relationship to a civic or public square outside the library.

3.3.7. Libraries with a Customer-First Focus

Today's libraries are adopting a customer-first focus. For many, this has resulted in: improved hours of operation; self-checkout technology; on-line booking systems to pay fines, register for programs and computers, and renew and reserve items; quiet spaces for study and work; comfortable spaces for socializing; light food and beverage services; expanded programming and dedicated resources for target groups (children, teens, seniors, cultural groups, students, etc.); helpful, available staff who engage with in-library user ("walk the floor"); as well as information-rich technology and training opportunities. Not only do these improvements better serve library customers, they also result in an operationally efficient library and a functional work environment for staff.

Public library staff roles are evolving with the changing role of the public library. Five years ago, staff who got out from behind the information desk, "walked" the floor and engaged users was a novel concept. Now staff might be hosting a video game tournament or helping kids use animation software to create a video out of clay puppets. Staff interactions with users are happening in the virtual library as well. Today's library staff are creating conversational loops with users on Facebook, Twitter and other social networking sites, to discuss important ideas of the day, current news topics, library innovations, new library content, etc. As an example of modern library staff role, a staff member might set up a Twitter feed or text-messaging service for "best reads", monitor online conversations via social networking sites, and use this information for book club discussions

or other programming at the physical library. As technology changes the way users interact with the library, it is also changing the way staff interact with users.

Design Considerations:

- Self-guiding layout, visible signage and self-serve features;
- Popular materials display shelves;
- Operationally efficient, design with user space situated to maximize casual surveillance by staff; good sight lines and visibility throughout the library;
- Appropriate staff/volunteer workspace, office space and a visible staff and volunteer presence throughout the library;
- Wide aisles and shelving designed for customer convenience;
- Self serve features including self-sort bookdrops, self-checkout, and on-line public access computer terminals throughout the library.

3.4. Implications for the Smith-Ennismore Lakefield Public Library

Many of the trends and best practices noted here reflect changes in the way people use public libraries (more in-library use requiring expanded reading and working areas); the role of the library in the community (dedicated programming space; expanded community information functions; expanded role of partnerships with other service providers, etc.); outreach to specific sectors of the community that have not traditionally been engaged by the library (e.g. youth lounges, newcomer services); improved amenities for users (e.g. food service, natural lighting, internal landscaping; reading gardens); and consideration to sustainability. All of these have facility and space implications. They require creative design and almost without exception more space than might have been customary in libraries of an earlier age. Indeed, it is these developments that largely explain why space standards have remained constant (or have increased) despite an increasing reliance on electronic information and less space devoted to print collections (particularly in the reference and non-fiction areas).

As noted above, these trends and best practices have implications for library spaces and services and this will be a consideration in future planning for the overall system. They also have implications for the existing facilities. The Bridgenorth Branch of the SEL Public Library is in many ways a fully-functional modern library reflective of these design trends. We understand that exterior landscaping is proceeding at this branch and there may be an opportunity to improve the

connection between interior and exterior spaces at this facility. This would correct the few limitations of the existing Bridgenorth Branch relative to these design best practices. The Ennismore Branch is also a bright, modern, and functional library that in some respects conforms to these design trends; however, space limitations and the overall size of the library will not allow all of the best practices noted here to be realized at the Ennismore branch. The impact of emerging technologies on these facilities and interior spaces has yet to be seen, but it is assumed that these changes can be accommodated within existing spaces at Bridgenorth, and to a much lesser extent at Ennismore.

While staff have done a very good job with the space available at the Lakefield Branch, there are limitations to what can be accomplished with the configuration of the building, the overall lack of space and the at-capacity situation for the shelving/collections, staff/volunteer space, and program areas. Opportunities to rectify these issues and to meet future needs will be discussed in a subsequent phase of the study.

4.0 SERVICE PROFILE

This section provides a profile of the facilities and services of the Smith-Ennismore-Lakefield Public Library. The three facilities are profiled based on information provided by the library and visual inspections by the consultant. Guidelines and standards relevant to rural/urban libraries are reviewed, and the SEL Public Library facilities are compared to a generic model based on a compilation of guidelines from across North America.

4.1. Library Profile

The Smith-Ennismore-Lakefield-Public Library includes the following three branches: The Bridgenorth Branch, the Ennismore Branch, and the Lakefield Branch. The administrative centre for the library system is located within the Bridgenorth Branch. Virtual library services augment those available at each of the locations, and include automated interlibrary loans, on-line catalogues and circulation, as well as various partnerships and collaborations with other service partners. Table 4.1 presents a profile of the Main library in Bridgenorth and the two community branches.

Table 4.1: Branch Library Profile

	BRIDGENORTH	ENNISMORE	LAKEFIELD
BRANCH INFORMATION			
1. Estimated Catchment Population (2006)	17,413 – Smith-Ennismore-Lakefield	Ennismore, Approx 4,000 to 5,000	Lakefield community 2,500
2. Geographic Area Served			
3. Branch Type	Branch/ Main	Community Branch	Community Branch
4. Total Holding Capacity	n/a	n/a	n/a
5. Collection Size (Volumes)*	27663	15581	18320
6. Reference Materials (Volumes)	332	72	236
7. Print Periodicals	37 includes 3 newspapers	30 includes 1 newspaper	25 includes 2 newspapers
8. Annual Circulation	74,229	21,788	37,889
9. Number of Visits	n/a	n/a	n/a
10. Number of Virtual Visits			
11. Total Weekly Hours of Operation	41	28	32
FACILITY/STAFFING			
12. Branch Size (Gross sq. feet)	5,500 Plus storage in old library	1900 & storage room (165 sq ft) on lower level	2,620
13. Facility meeting room/program space (sq. feet)	285 sq. ft. – Meeting Room, Access to Community Hall	261 sq. ft (no separate area) Optimist Hall Lease	Access to Centennial Room No separate area
14. Children’s storytime space (sq. feet)	450 sq. ft.; plus access to Community Hall	182 sq.ft.	Access to Centennial Room
15. Year Opened/Age of Facility	2009	1988	1992
16. Barrier free access	yes	yes	yes
17. Accessible washroom space (yes/no)	yes	Yes (needs work)	yes
18. Staff in FTE	2.14	.71	.71
19. Net Operating Budget (SEL)	396,477 - 2008 ; 780,833 – 2009		
EQUIPMENT			
20. # of public access computer workstations	12	6	7
21. # of public access computer workstations with internet access	10	5	6
22. Wireless Internet access	yes	yes	yes
23. Seating, # of user spaces	51	16	19

4.2. Recent Trends in Library Usage

Tables 4.2 through 4.7 document trends in library circulation and membership by branch over the past three years¹⁷. The opening of the new Bridgenorth branch in 2009 has had a significant impact in circulation, with a marked increase in circulation from 2008 to 2009 for Bridgenorth and a significant decline for Ennismore. Circulation at the Lakefield branch has remained relatively stable for the past two years, although both years were a decline from 2007 levels. Recent numbers suggest a slight rebounding to previous levels.

The opening of the new Bridgenorth branch has also had a significant impact on the number of new users taking out memberships at Bridgenorth. Internet usage has increased at Lakefield and Bridgenorth, but declined at Ennismore over the past year.

Table 4.8 shows the number of memberships held by non-residents by municipality. It is clear from the number of memberships held by Duoro-Dummer residents that the communities of Lakefield and Bridgenorth are considered service centres for many residents. Many residents on the northern part of the City of Peterborough also make use of SEL Public Library branches, likely because they consider the SEL Public Library more accessible than the City's Library branches.

Table 4.2: Circulation by Branch, 2007

	Bridgenorth	Ennismore	Lakefield	Total
Adult Books	38,108	11,313	21,446	70,867
Youth/Juvenile Books	9,599	7,290	8,471	25,360
Magazines	2,268	1,560	691	4,519
Non-Print Formats*	12,359	8,309	8,557	29,225
TOTAL Circulation	62334	28472	39165	129,971

*Language tapes, books on cassette and CD, music CDs, DVDs, video recordings.

¹⁷ Staff note that prior to December 2006, circulation figures were inflated, due to the inaccurate method of tracking inter-branch loans and duplication within the system. The new operating system was initiated in December 2006.

Table 4.3: Circulation by Branch, 2008

	Bridgenorth	Ennismore	Lakefield	Online Renewals	Total
Adult Books	38,464	11,969	20,466	928	71,827
Youth/Juvenile Books	8,594	7,039	7,170	312	23,115
Magazines	2,014	1,681	505	76	4,276
Non-Print Formats	11,554	7,161	8,961	134	27,810
TOTAL Circulation	60,626	27,850	37,102	1,450	127,028

Table 4.4: Circulation by Branch, 2009

	Bridgenorth	Ennismore	Lakefield	Online	Total
Adult Books	43,721	10,203	20,125	1,112	75,161
Youth/Juvenile Books	13,248	45,27	7,030	390	25,195
Magazines	2,548	1,335	673	91	4,647
Non-Print Formats	17,260	7,022	10,734	206	35,222
TOTAL Circulation	74,229	21,752	37,889	1,708	135,578

Table 4.5: Membership and Internet Usage By Branch, 2007

	Bridgenorth	Ennismore	Lakefield	Total
New Patrons	349	184	404	937
Internet Usage	3,349	2,155	7,095	12,599

Table 4.6: Membership and Internet Usage By Branch, 2008

	Bridgenorth	Ennismore	Lakefield	Total
New Patrons	272	149	375	796
Internet Usage	3,133	2,404	6,940	12,477

Table 4.7: Membership and Internet Usage by Branch, 2009

	Bridgenorth	Ennismore	Lakefield	Total
New Patrons	809	123	440	1,372
Internet Usage	5,604	1,672	9,466	16,742

Table 4.8: Non Resident Memberships by Municipality

Municipality	Number of Non-Resident Memberships
Douro-Dummer	237
City of Peterborough	222
City of Kawartha Lakes	142
Galway Cavendish Harvey	101
North Kawartha	68
Curve Lake	15
Cavan-Monaghan	7
Otonabee-South Monaghan	4

5.0 LIBRARY GUIDELINES, STANDARDS AND COMPARISONS

5.1. Space Planning Guidelines

The SEL Public Library currently provides roughly 10,020 gross square feet (GSF) of library space and serves a population (2006) of about 17,413 residents, indicating a per capita level of provision of 0.58 GSF (gross square feet) capita. In the Province of Ontario, the library space planning guideline of 0.6 GSF per capita has been widely applied to estimate library space needs for many years¹⁸. As noted further below, this guideline is used extensively in a number of library jurisdictions, but to the best of our knowledge has seldom been the subject of a detailed review and confirmation. An exception, however, is the work undertaken in 2005 by the Association of Rural and Urban Public Libraries of Ontario (ARUPLO) and its recent review of the 2005 document. The earlier study confirmed the guideline¹⁹. ARUPLO generally represents rural/urban systems similar to Smith-Ennismore-Lakefield and was based on emerging library trends in comparable libraries, therefore ARUPLO's²⁰ work is very relevant to this study.

It should also be noted that the 0.6 GSF/capita guideline is generally rooted in the functional service requirements of the library. This is illustrated in the 1986 Ontario government publication where very similar space allocations are determined using the guideline and working out the functional requirements of the library based on formulas to determine the amount of space required to accommodate a reasonable size collection; appropriate office space for staff; allowances for working areas, non-assigned space, etc. This more detailed space planning approach is often advocated as an alternative to per capita guidelines (see for example "An Alternative to Library Building Standards" Anders C. Dahlgreen, 1998; one of the earlier proponents of this approach). However, the experience of public libraries that have planned facility requirements using the per capita guidelines appears to closely approximate the results of this functional space planning approach. There are of course variations to this, particularly in library systems serving smaller populations and with specialized functions. However, one can argue that the per capita guideline has a strong foundation in the functional requirements of the library and therefore is backed by a

¹⁸ To the best of our knowledge the guideline, first appeared an Ontario Ministry of Citizenship and Culture pamphlet published in 1986.

¹⁹ The ARUPLO Guidelines are currently under review, and early indications are that many functional space requirements will be increased.(based on personal communication with Kathryn Goodhue, member of the ARUPLO review committee, Sept. 2008).

²⁰ ARUPLO, with the help of dmA, is currently reviewing this and other guidelines.

solid rationale. The legitimacy of the 0.6 GSF/capita guideline is also supported by a review of provision levels in other jurisdictions in Canada and the United States²¹.

In recent years the relevance of the 0.6 GSF/capita guideline has been questioned due to the increasing reliance on electronic information and the changing role of the library in the community. This is a relatively new topic and there has been little discussion of the impact of library trends on space requirements or planning standards in the literature. However, as discussed in Chapter 3.0, trends and best practices point to the development of larger, consolidated service points that suggest the guideline might be viewed as a minimum. For example, a single technology (computer) workstation requires 40-50 sq. ft. compared to the 25-30 sq. ft. required for a reading station. In addition, the need for social gathering space, program areas for adults, teens and children, computer training labs, and amenities such as light beverage and food service areas, comfortable chairs, etc., all suggest larger libraries²².

This observation is supported by ARUPLO in their 2005 report.. While the document retains the 0.6 GSF per capita guideline for urban centres of 35,000 population or greater, it notes with respect to facilities "the trend in library branch distribution models across North America is to larger, full-service libraries. The average size of an urban branch library is increasing"²³. Perhaps indicative of the function of libraries at the time, the 1986 guidelines also excluded program and assembly space from the recommended 0.6 GSF/capita. However, today all major libraries commit considerable space to programming areas to support a role that increasingly sees the library actively engaged in community issues, reading and literacy programs and other community information programs. For these reasons, a review of the literature would suggest that the 0.6 GSF/capita guideline remains valid and some planners might argue represents a minimum guideline for projecting future library space requirements²⁴.

The following discussion is a preliminary perspective on future library space requirements based on the current supply, the 0.6 GSF guideline, and population projections.

²¹ dmA has compiled library planning guidelines from jurisdictions throughout North America, and to a lesser extent, from the United Kingdom, Australia and New Zealand. While variations are apparent, there is also considerable consistency in the guidelines that have been adopted in these jurisdictions.

²² Boone, Morell. 2002. Library Design – the architect's view. A discussion with Tom Findley. Library Hi-Tech 20(3), pp. 388-292.

²³ Administrators of Rural and Urban Public Libraries of Ontario (ARUPLO). Guidelines for Rural/Urban Public Library Systems (2005). P. 7

²⁴ SOLS is in the process of reviewing and updating facility development standards, and a review of an early draft of this research document suggests an increase in the space standards overall will be recommended. See: Hushner, R., and Watson, K. March 2010. Making the Case for Your Library Building Project. Library Development Guide #5, Draft 11.

5.2. Future Space Requirements

The current library space available at all three locations includes 10,020 sq. ft. Based on application of library planning guideline of 0.6 sq. ft./capita, the 2006 population equates to a need for 10,448 sq. ft. of library space. The total amount of facility space available represents a deficit of about 500 sq. ft. If the population grows as projected in Table 5.1, and there is no change in the amount of library space over the next 20 years, the resulting deficit would be in the range of 4,000 sq. ft. by 2031.

Table 5.1: Preliminary Library Space Requirements Based on Projected Growth and Status Quo

	Projected Population	Library Space Requirement (GSF) @ 0.6 GSF/C	Deficit or Surplus (Assuming Status Quo)
2006	17,413	10,448	-428
2011	18,690	11,214	-1,194
2016	19,945	1,1967	-1,947
2021	21,002	12,601	-2,581
2025	21,905	13,143	-3,123
2031	22,554	13,532	-3,512
2036	23,024	13,814	-3,794

Based on these growth projections prepared on behalf of the County, if the status quo in terms of facility space is maintained, the library would require approximately 4,000 additional square feet of space to serve the population as it grows in the future to meet the minimum guideline. Consistent with the trends discussed in the previous section, we would argue that since the 0.6 GSF/C guideline was originally conceived, the role of the library has changed from one largely focused on "book drop-off and pick-up" to one where people are increasingly reading, working, and attending programs in the library. The needs for seating, in-library reading and working space, and program space have therefore increased since the guideline was originally developed. Although this study has only a 10-year timeframe, it would be prudent for the SEL PL to consider long term growth implications when planning future facility requirements. Preliminary library space requirement will be further reviewed and refined in subsequent phases of the study.

5.3. **Facility and Service Guidelines**

Library standards and guidelines are important tools and have been widely applied in the planning and assessment of library services, and the development of service delivery models. While the guidelines can be applied to describe appropriate types of libraries with different service indicators, the selection of a preferred service delivery model is often specific to the community and wide variations are noted.

In February of 2005, ARUPLO prepared revised Guidelines for Rural/Urban Public Library Systems. These guidelines are intended as a development tool for rural/urban and County library systems, and build on the approach taken in the development of the Ontario Public Library Guidelines. Table 5.4 below compares the ARUPLO guidelines for rural/urban library systems with the library services provided by the Smith Ennismore Lakefield Public Library.

Table 5.3: ARUPLO's Guidelines Compared to the Smith-Ennismore-Lakefield Public Library

	Large Branch	Medium Branch	Small Branch	Deposit Station	Bridgenorth	Ennismore	Lakefield
Population Served ²⁵	10-35,000	5-10,000	1-5,000	<1,000	Large	Small	Small
Size (sq. ft. min.)	7-21,000	3-7,000	2.5-3,500	1-2,500	5,500	1,900	2,620
Minimum Collection (Volumes)	30,000	20,000	10,000	7,500	27,663	15,581	18,320
Print Periodicals (Min.) ²⁶	80-100	40-50	10	-	37	30	25
Annual Circulation (Items) ²⁷	160,000	80,000	40,000	8,000	74,229	21,788	37,889
Weekly Hours of Operation (Min.)	35-60	25-35	20-25	12	41	28	32
Public Access Computers ²⁸	10-27	4-8	4	1-3	10	5	6
Seating (Users) ²⁹	50-175	25-50	25	5	51	16	19
Staffing (FTEs)	5-17.5	2.5-5	1-2.5	1	2.14	.71	.71

On the basis of population served, the Bridgenorth Branch would be expected to provide services within the range for a Large Branch in the ARUPLO hierarchy described above. The size of the library is, however, more consistent with a Medium Branch. The collection size approaches the minimum for a Large Branch, although the print periodicals fall short of the guidelines. Annual circulation is more consistent with a Medium Branch, although when taken together, circulation for the entire system approaches the OPL guideline of 8 circulations per capita. Weekly hours of operation are consistent with the guidelines for a Large Branch. Public access computers are at the

²⁵ Population served is assumed to be Township-wide for Bridgenorth, and considering the proximity of Bridgenorth, relatively localized for Ennismore. Lakefield's population was estimated based on an earlier Ward population and recent growth.

²⁶ ARUPLO Guidelines note that print periodicals may be adjusted according the number of electronic periodicals provided. Minimum of 2,500 electronic periodical titles should be available.

²⁷ ARUPLO Guidelines state minimum 8,000 circulations per year for a rural/urban branch. OPL guidelines suggest 8 circulations per capita. Both are applied here.

²⁸ ARUPLO Guidelines state a minimum of 3 public access workstations, and branches serving over 2,500 should have 1 additional workstation per 1,300 pop. Computer workstations should include high speed Internet access.

²⁹ OPL/ARUPLO Guidelines state 5 user spaces per 1,000 capita.

low end of the range, however these are complemented by the wireless services available (ARUPLO does not yet have a guideline related to wireless access). The user seating available in Bridgenorth meets the guidelines. Staffing is considerably lower than the guideline for a large branch, although it is recognized that the SEL PL system relies heavily on volunteers to complement the staff to user ratio.

On the basis of population served and given its proximity to Bridgenorth Branch, Ennismore operates like a Small Branch in the hierarchy described earlier, although its size is more consistent with a Deposit Station. Its collections, print periodicals and annual circulation meet the guidelines for a Small Branch. Ennismore's weekly hours of operation exceed the guidelines for a Small Branch, while the number of computer access stations meets the guidelines. Perhaps as a result of its smaller size overall, user seating is somewhat compromised and this branch does not meet the guideline for available seating. Like Bridgenorth, staffing at this branch does not meet the guidelines for a Small Branch, however this service is also complemented by volunteers.

Based on an estimate of the population served, the Lakefield Branch operates like a Small Branch in the hierarchy described. Its size, collections, and print periodicals and annual circulation all meet the guidelines for a Small Branch. Hours of operation and number of public access computers all exceed the guidelines for a Small Branch, however user seating again falls short. Consistent across the SEL system, staffing at this branch does not meet the guideline, however this service is complemented by volunteers.

5.4. Library Comparisons

In Appendix B, the Smith-Ennismore-Lakefield Public Library is compared to three other library systems using the 2008 Annual Survey of Public Libraries. The comparison libraries include Brock Township Public Library, Clearview Township Public Library, and Trent Hills Public Library. The libraries were chosen because, in the view of library and SOLS staff, they resembled Smith-Ennismore-Lakefield's library system with number of primary service points, total population and population distribution.

The data used in the comparisons were extracted from the 2008 Annual Survey of Public Libraries, with the exception of the population served by the library and the gross square footage of library space; 2006 Census Data was used to determine total population for the municipalities. The gross square footage calculation is not requested in the survey data, and was provided by staff at the

comparison libraries. Where necessary, the CEOs of the comparison libraries were contacted to provide clarification on information received.

Relative consistency is a major strength of the comparative data. With the exceptions noted above, all data was from the same source and for the same period. The Annual Survey provides definitions and explanations of data requirements and consequently, to a significant degree, we might expect the data to be comparable. However, because all libraries do not keep their internal data in the same manner, we should expect some variation in the items included under any one category in the survey. This may be most significant in the financial data.

While we can expect a fair degree of consistency in the interpretation and reporting of the information in the Annual Survey, it is much more difficult to adequately control for the wide range of variables that influence these data and consequently would be relevant to the analysis. No two library systems are exactly the same and while we have attempted to select systems that are generally comparable to Smith-Ennismore-Lakefield, there are dissimilarities that will have an impact on all of the variables being compared, including the financial data. Some of the more obvious differences that may have an impact in this regard are:

- The existence of other libraries beyond the municipal borders that may be providing service to residents served by these Libraries.
- Variations in the size and age of facilities and the functional limitations associated with these issues.
- Staff costs unrelated to service provision, including benefits, seniority, variations in pay scales, provision of services by volunteers, etc.
- Different administrative procedures affecting the manner in which the data may be compiled and reported.

Reviewing data for one year only is also a significant limitation to the extent that annual variations are customary. These may be most evident in the areas of "Project Grant" and "Donations" revenues and "Other" expenditures.

It was not possible to control these and other variables in this comparative analysis. While acknowledging this limitation, we still believe that the comparative analysis is instructive. There is no standard of library service that can be used as a benchmark for evaluation. Consequently, despite the limitations, these types of comparisons provide a useful benchmark against which to review services at the Smith-Ennismore-Lakefield Public Library.

5.4.1. Comparison Findings

As noted above, there are a number of considerations that suggest that comparisons among libraries must be treated with caution. We have briefly noted some of the observations that can be drawn from these comparisons in the discussion that follows. However, more work is required to determine the validity of the comparisons and the possible implications for the future of the SEL PL. The comparative data will be used, as relevant, in our phase three analysis and recommendations.

As shown in Appendix B, the Smith-Ennismore-Lakefield Library experiences high levels of use compared to the other case study libraries. Total circulation, circulation per capita, and circulation per hour of operation were all higher for SEL PL than for the average of all case study libraries profiled. In terms of service levels, SEL PL is also open more hours per week than any other library system profiled. In person library visits per week were slightly lower for SEL PL, however electronic visits per week were much higher than the average for all case study libraries profiled.

Despite the fact that the SEL PL is open more hours per week than other libraries profiled, total operating expenditures were at the low end of the range for the comparable libraries, and much lower than the average for all libraries profiled. Staffing expenditures were the lowest among all libraries profiled, and were only 65% of the average of all four case study libraries. The SEL also received the lowest municipal operating grant of any of the case study libraries profiled (72% of the average for all libraries profiled).

SEL PL's reliance on volunteers yields informative results with respect to overall staffing comparisons. When taken as a proportion of total operating expenditures, SEL's staffing costs are the lowest of all libraries profiled. SEL achieves a high level of service at a relatively low staffing cost due primarily to its reliance on volunteers. SEL PL's full and part time staffing costs per capita, per hour of operation, and per square foot are all among the lowest of all libraries profiled. In contrast, SEL has the highest number of volunteer staff and volunteer hours.

6.0 CONSULTATION ACTIVITIES

6.1. Key Informant Interviews, Focus Group Sessions and Community Meetings

The consultants conducted in-person interviews with senior municipal and library staff, current and former Library Board members, library supporters, community leaders, library partners, and other individuals knowledgeable about the community and/or the Smith-Ennismore-Lakefield Public Library. Interviews with municipal staff and staff focus group sessions were conducted primarily to compile technical information for our analysis; however, opinions were also expressed on study issues and these are included in the summary below. Community focus group sessions and community meetings were held with a selection of residents in Lakefield, Bridgenorth, and Ennismore. Participants in all of these sessions were asked to comment on the perceptions of the SEL Public library in the community; strengths and weaknesses of library facilities, programs and services; and the appropriateness of the existing service delivery model to meet future needs. There was limited attendance at the community meetings and many of those who came to these sessions also participated in focus groups or were interviewed.

Major themes from the key informant interviews, focus group sessions and community meetings are summarized in the following section. In the discussion that follows we have summarized those points where there was considerable agreement among those interviewed. We have not attributed comments to individuals as their confidentiality was guaranteed. The opinions are as expressed by the individuals participating and do not necessarily reflect the views of the consultants. The accuracy of the observations has not been verified.

Strengths of the Smith-Ennismore-Lakefield Public Library

- Most participants felt that residents of Smith-Ennismore-Lakefield are well served by the Library, and that most residents feel the library provides “above average” library services that are steadily improving.
- It was noted that the Township in recent years has increased Library expenditures, both operating and for the building of the Bridgenorth Branch.
- There were many positive comments related to the friendliness and helpfulness of the Library staff, the willingness of staff to assist with a variety of information requests, and the value of the services provided by the volunteers. Most key informants felt that the volunteer contribution was invaluable to the overall service provided by the library and was well received by the general public.

- The volunteer model was supported by some of those interviewed who indicated that volunteering in itself was a social benefit and a community activity to be encouraged and that the volunteers were ambassadors for the Library. They spread the word concerning Library services and encouraged residents to use the Library.
- There were many positive comments about the recently-opened Bridgenorth Branch as a model of a fully functioning, modern library. The library was seen as a destination for Township residents, and as having a role in bringing a Township-wide perspective to the Library system. Many felt that the Bridgenorth Library was a source of pride for the entire Township.
- Many felt that the collections, technologies and resources of the SEL PL were of very good quality and up-to date, but that more could be done to promote what is available to the general public and to encourage greater levels of use.
- Most key informants felt that the Library Board functions well and provides leadership and direction to library staff as required. While some specific issues were identified associated with governance (as discussed below) most could not identify issues or problems associated with the functioning of the Board.
- Many identified the recent improvements in library programming, such as the recent wellness education seminars, and the youth/teen programming that is in the planning stages, as a strength of the library and an example of how the library is responsive to emerging issues.

Areas for Improvement

Marketing, Promotion and Community Outreach

- Many felt that marketing and promotion was a weakness of the current Library and that more resources had to be invested here. However, it was also noted that marketing and promoting municipal services in Smith Ennismore Lakefield is a challenge because of the three population centres and the absence of a single community newspaper or other vehicle for communicating with residents. The new Township newsletter was seen as a partial solution to this problem.
- A number of participants felt that there are many non-users of the public library system among the general public simply because they not be aware of what is available. Most felt that the Library could do a better job of promoting the range of resources and services available, reaching out to different sectors of the community, and better engaging those sectors. The fact that non-users are not being researched as part of this study was identified as a weakness and it was suggested that efforts be made in the future to involve non-users in an assessment of library services in the Township.
- Many identified the Library website as a priority for improvement, to make it more attractive, user friendly, and interactive. A few pointed to the recently improved Township's website as

an example. The website was seen as a major limitation, both in meeting the needs of current users and reaching out to engage the community. The inability to effectively serve youth without an up-to-date website was noted. It was also noted that some areas of the Township still do not have high speed access and that this may have restricted or delayed website improvements.

- Library signage was frequently identified as an issue. Many felt that directional signage for most library branches is either in the wrong place or not clearly visible, and that there was a lack of a consistently recognizable library logo or theme for library signage overall. Some felt that a consistent logo for the Library would go a long way towards uniting the various communities in the Township.
- The potential to better serve and more actively engage seasonal residents was frequently noted.

Partnerships and Programs

- While many acknowledged the value of existing partnerships to both the community and the Library (Lakefield Literary Festival, Peterborough Learning Disabilities Partnership at Bridgenorth), most felt that the Library could do more to reach out to and engage other sectors of the community and make the Library a more lively and connected community space.
- Many mentioned the benefit of strengthening existing partnerships with the education sector and local schools, noting that most partnerships are on an informal basis at the present time. More could also be done to engage the local business community, local arts and cultural community, social service providers, and other service providers operating at the Township and County level.
- It was suggested that the Library explore options for partnering with other public library systems and the college and the university in Peterborough.
- Representatives of other organizations involved in the consultation program, including local churches and heritage/historical groups, expressed interest in partnerships.
- While expanded partnerships were generally supported, it was also noted that partnership development was labour intensive and would probably not be successful without additional investment in permanent staff.
- There was general support for additional programming, including programming for adults and youth. However, as with partnerships the limitations imposed by the existing staffing model were noted and in the case of Ennismore and Lakefield, facility limitations were also identified as a constraint.
- Recent improvements in programming aside, many felt that full day kindergarten would have a serious impact on children's daytime programming at the library and that the library would have to promote reading readiness in other ways, possibly through stronger partnerships with local primary schools.

Facilities/Spaces/Services

- The Lakefield Branch was viewed as a priority for improvement. The overall lack of space within the branch was seen as the largest issue. While most felt that the collections and computer resources of the facility were adequate, many identified the high shelving, lack of windows/interior light, lack of seating, lack of workspace, and lack of program space as issues to be addressed. It was noted that the Lakefield Branch may experience most of the new growth in the Township and this was an additional reason to explore facility improvements and expansion.
- In Lakefield the library is part of a larger municipal owned building (Memorial Hall) which is being considered as a possible cultural centre. The opportunity to pursue redevelopment of the library with the development of a cultural centre was noted. This is a project that is being pursued by local interests, and feasibility and planning studies have been undertaken. The synergies in programming, opportunities to share space and potentially human resources and the apparent fit between the library and cultural space were noted as reasons to explore this further. Some commentators saw the library and cultural centre as fully integrated facilities where users could move seamlessly between venues and where creative expression and artistic development would be encouraged. This concept was seen as particularly attractive to youth.
- Some participants felt that the Ennismore Branch appears crowded and cramped for space, although they acknowledged that even at peak times, workspaces, tables and chairs were usually available for users.
- Some participants were interested in more user amenities in Library branches such as coffee/light snack services, spaces for teen/youth, and quiet study rooms.
- Many felt that increased services, programs, and collections relevant to older adults (talking books, large print books) would be needed in the future.
- While hours of operation were generally not seen as an issue, there were requests for additional operating hours at Bridgenorth to accommodate student use of the library and community use of the library meeting room.

Staffing/Volunteers

(Note – some of the issues raised during staff focus groups sessions deal with issues that are beyond the scope of this study. They are reported here as stated by staff and other key informants; no attempt has been made to verify the perceptions or observations noted.)

- Some key informants and staff focus group participants felt that the library branch staffing was relatively “lean” in terms of professional staff, although the quality of service provided was always high.
- There were individuals interviewed who felt that the Library could not continue to provide quality services without a greater investment in permanent, professional staff. They were particularly concerned that as the library increasingly provides a wider range of services, adopts new roles in the community, expands programming and focuses on electronic information, that skilled, permanent staff must be available. However, this view was not shared by all. Some felt that volunteers could adequately do the job in the future and/or that additional resources for staff were not feasible.
- More emphasis on succession planning for library staff will be required in the future. A number of staff are nearing retirement age and a plan for replacement is required.
- More emphasis on training in the coming years to ensure that library staff remain up-to-date with emerging technologies and changing library services.
- Many felt that at least one staff member should be present in each branch for all hours that the library is open, because volunteers cannot be expected to respond to all queries and issues that may arise.
- The current permanent, paid staffing model was also an issue for some of those interviewed. The reliance on part-time staff was questioned. Greater job security and improved opportunities to supervise the branches would be realized with more full time and fewer part time positions. Full time staff would also provide greater capacity to address other specialized system-wide roles (such as marketing and programming). Among those who chose to comment, full time staff was often seen as desirable despite the possibility of higher staff costs.
- An important issue for this study will be to find ways to ensure that volunteers can continue to be supported in their role in the future.
- There were strongly mixed opinions on the future viability of a volunteer model of service delivery. Some felt that it will be increasingly difficult to recruit and retain volunteers in the future and that the Library will have no choice but to move to a staffing model that involves more paid personnel. Others, while acknowledging the trend towards declining in volunteerism in society, suggested that volunteers would continue to be available in SEL for the Library.

Governance

- Few of those participating in the consultation program had any direct contact with the Board or knowledge of its operations. Most that did were not aware of issues associated with the role or function of the Board. However, it was suggested that as part of this service review, governance should be examined. Questions were raised about the extent to which the Board has up to date policies; whether the Board is sufficiently focused on its policy role as versus operations; and most importantly, whether the Board has an active succession plan in place. It

was noted that the number of applicants has exceeded the number of positions in recent years, and the Board is actively recruiting individuals with specific skill sets and “new ideas”.

Other Issues

- The current practice of providing non-residents with library services at no cost was questioned by some of those interviewed. These individuals supported a non-resident fee. Others pointed out that the cost of monitoring non-resident fees might exceed the revenues and that volunteers would not be comfortable enforcing a non-resident fee.

Future Service Delivery Model

- While all of those interviewed with a long association with the Library indicated that services and service delivery was increasingly viewed from a system wide perspective, some felt that there were still issues where service was branch-specific. The need to view the Smith-Ennismore-Lakefield as one coordinated library system was still seen as an issue by some.
- Virtually all key informants felt that the three branch model was the most appropriate facility model over the life of this plan, acknowledging strong community ties and established patterns of use of local library branches. While most acknowledged that many Ennismore and Lakefield users also use the Bridgenorth Branch, the majority of those interviewed repeatedly stressed the importance of maintaining local service points in these communities. However, an alternate point of view was expressed by a few of those interviewed who while not necessarily advocating an immediate change indicated that the opening of the Bridgenorth branch had already altered patterns of library use and this needed to be monitored in the future to ensure that all branches continued to be well used.
- Most felt that while the Library will continue to have three branches for the foreseeable future, levels of service may vary among the branches and some specialized functions may only occur at a single branch.
- Most acknowledged the priority need to expand and improve upon the Lakefield branch, both to serve existing residents and increase use of this branch, but also in light of proposed residential development in the Lakefield area.
- While everyone acknowledged the contribution of volunteers in terms of service delivery, many felt that more staff resources with perhaps different skill sets would be required in the future to meet changing demand in terms of population growth, changing technologies and services in the library, to take on new responsibilities such as partnership development, and to also continue to provide meaningful support to the volunteers and volunteer roles.

6.2. Volunteer Focus Group Session

A focus group session was held with 10 current volunteers with the SEL Public Library. Main themes and issues identified during this session are highlighted below.

- Most participants found out about volunteer opportunities at the library through friends or family members. Other common ways of finding out were through signing up for a new library card or being recruited by the volunteer coordinator at the branch libraries.
- Most participants in the focus group sessions were over the age of 65 years, and were motivated to volunteer for a variety of reasons: to “give back to the community”, to “get out of the house”, “socialize”, and “stay connected to the community”.
- Volunteer roles included checking books in and out, renewing books, finding materials in the library, and processing and cataloguing new materials. Most volunteers had rarely assisted a patron with any type of information search involving the public access computers, or the library’s website.
- Most felt that the benefits that volunteers contribute to the library system include a friendly, welcoming presence in the library, accessibility to users, and to respond to basic needs and information requests. Most indicated that they often referred users to staff when their requests were beyond their abilities to respond.
- Many felt that the training they received was adequate to fulfill the roles they performed, and that recognition for their volunteer efforts was adequate and appreciated.
- When asked to consider the most significant barriers to attracting more volunteers to the library, most felt that lack of time was the most significant barrier. Many also felt that lack of public transportation was a barrier since many older adult volunteers do not drive, and must pair up with a driver to get to the nearest library branch.
- Participants were asked about their interest in receiving more technical training to meet the changing demand of library users in terms of information technology. Many felt that they would not be interested in learning about new technologies or other ways to access information, other than print material. A few acknowledged that library users expect professional services, and volunteer roles may be more limited in the future.
- When asked to identify issues that staff could assist with, participants felt that an updated volunteer policies and procedures manual would be helpful, particularly if it documented a procedure for relieving a volunteer of their duties or reassigning duties (when it was felt that they were not performing “up to par”). It was noted that a policy manual was in place, however not all volunteers may be aware of its existence.

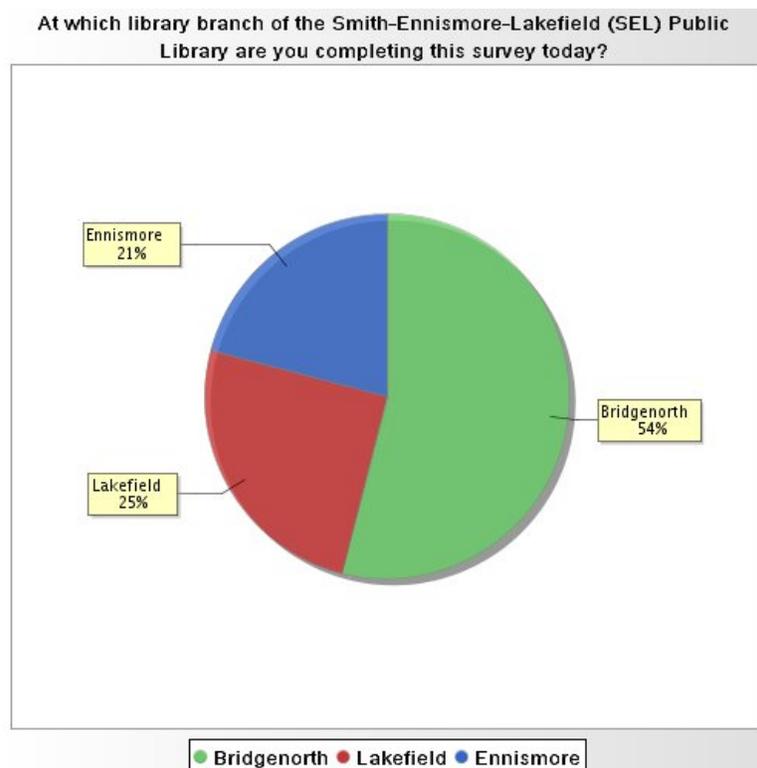
6.3. Online Survey of Library Users

6.3.1. Survey Purpose and Process

A library user survey was conducted online using public library computers at Smith-Ennismore-Lakefield Public Library (SEL PL) branches over a 2-week period during May 2010 and early June 2010. Staff followed a sampling methodology involving a cross-section of daytime and evening hours on weekdays and weekends that each branch was open to ensure participation by a random selection of library users. A total of 254 library users completed the survey, involving 135 users of the Bridgenorth Branch, 54 users of the Ennismore Branch, and 64 users of the Lakefield Branch. The response targets for each branch were roughly proportionate to circulation.

This report describes the results of the Online Library User Survey, but does not interpret the implications for the delivery of library services in Smith-Ennismore-Lakefield. The survey results will be considered in the development of the Future Services Strategy for the Library.

Figure 6.1: Branch Visited on Survey Day

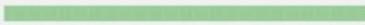
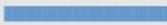


6.3.2. Survey Results

Library Usage

The majority of the respondents who completed the survey considered themselves as “avid or frequent” users of the SEL PL (59.4%) and an additional 27.2% considered themselves “frequent users” of the library. A small percentage of respondents were either “occasional” or infrequent users, as shown in Figure 6.2 below.

Figure 6.2: Frequency of Usage

How often have you used SEL Public Library over the past two years? Would you say you are an:		Response Percent	Response Total
Avid user (at least once every two weeks)		59.4%	151
Frequent user (at least once a month)		27.2%	69
Occasional user (at least once every six months)		11%	28
Infrequent user (once a year or less)		2.4%	6

Total # of respondents 256. Statistics based on 254 respondents; 0 filtered; 2 skipped.

Households with children were much more likely to be “avid users” than households without children. Users of the Lakefield and Ennismore Branches were more likely to be “avid users” than users of Bridgenorth Branch.

Reason for Visiting

The primary reason respondents gave for visiting the library was: “to borrow materials for myself” (72.7%). Other top reasons for visiting include “to browse collections/new materials section” (30.8%), “to borrow DVDs/videos” (25.3%), and “to access the Internet on a library computers” (20.6%). As shown in Figure 6.3, respondents visit the SEL PL library for a variety of other reasons.

Figure 3: Reason for Visiting the SEL PL

Why are you visiting this public library branch today? (Please check all that apply.)	Response Percent	Response Total
To borrow materials for myself	72.7%	184
To borrow materials for others	15%	38
To pick up materials that I have reserved remotely	8.7%	22
To browse collections / new materials section	30.8%	78
To borrow children's materials	9.5%	24
To access the Internet on a Library computer	20.6%	52
To use the Wireless connection	5.1%	13
To borrow books on tape or CD	9.9%	25
To borrow DVDs/videos	25.3%	64
To browse current magazines and/or newspapers	15.4%	39
To get information on a topic of personal interest	8.7%	22
To read, study, or work	7.5%	19
To do employment-related research	2.8%	7
To do a school-related assignment	1.6%	4
To access electronic databases	2.8%	7
To participate in a program or activity	0.4%	1
To take a child to a library program or activity	2.4%	6
To meet with friends	4%	10
Other (please specify):	6.7%	17
Total # of respondents 256. Statistics based on 253 respondents; 0 filtered; 3 skipped.		

Households with children were much more likely to visit the SEL PL to “borrow DVDs/Videos” than households without children, and were more likely to “access the Internet on a Library computer”.

Of those that indicated “other” (6.7%) when asked why they were visiting a particular branch, the following reasons were cited, based on 17 responses:

- Return/Renew Items (books, DVDs) (7)
- Volunteering (4)
- Copy/Fax Machine (3)
- Advertising (1)
- Internet Use (1)
- Use of the Recycled Magazine Box (1)

Areas and Services Accessed

Respondents were asked to indicate what areas and services of the library they would be accessing on the day of their visit. The most popular areas included “fiction/paperback section” (57.7%), “new books and recommended books” (51.6%), and “DVD collection (32.7%)”. Older adults (55 years of age and older) were much less likely to access the Internet on library computers or the DVD collections. Based on these results, visitors to the SEL PL appear more interested in popular materials than other items and services available. See Figure 6.4.

Figure 6.4: Areas and Services Accessed

What areas and services of the library will you be accessing today? (Please check all that apply.)	Response Percent	Response Total
Magazines and Newspapers	24.6%	61
New Books and Recommended Books Area	51.6%	128
Fiction/ Paperback Section	57.7%	143
Non-Fiction Collection	22.6%	56
Large Print Collection	18.1%	45
Staff/Volunteer Assistance with Selecting Items	7.3%	18
Talking Books on Cassette and CD	7.3%	18
Local History Collection	2.4%	6
Young Adult Collections and Programs	4%	10
Children's Collections and Programs	7.3%	18
DVD Collection	32.7%	81
Music CD Collection	8.1%	20
Study Areas	3.2%	8
Library Catalogue on Library Computers	8.5%	21
Internet on Library Computers	21%	52
Electronic Databases via the Library Website	2.4%	6
Wireless Internet via laptop	4.4%	11
eBooks, and/or eAudiobooks	1.2%	3
Inter-Library Loans	8.5%	21
Total # of respondents 256. Statistics based on 248 respondents; 0 filtered; 8 skipped.		

Use of Other Library Facilities

Over one third (37.4%) of library users surveyed said they regularly use another library other than the one they were visiting on the day of the survey. Of those, 71.6% use another branch of the SEL PL, and 35.8% use another public library in a nearby Township or City.

Figure 6.5: Regular Use of Other Library



Figure 6.6: Other Libraries Used Regularly

If yes, is the other library you regularly use:	Response Percent	Response Total
Another public library branch in SEL Township	71.6%	68
A public library in a nearby Township or City	35.8%	34
A library at a school or educational institution	14.7%	14
A library at your place of work	2.1%	2

Total # of respondents 256. Statistics based on 95 respondents; 0 filtered; 161 skipped.

In terms of overall responses, users of the Ennismore Branch were much more likely to use the Bridgenorth Branch in addition to the one they were visiting than any other branch of the SEL PL. Bridgenorth users were also much more likely to use the Ennismore Branch than the Lakefield Branch. Over one quarter (26.4%) of SEL PL users also make use of the City of Peterborough Public Library. Bridgenorth and Lakefield users were more likely than Ennismore users to also make use of the City of Peterborough Public Library.

Figure 6.7: Other Public Library Branches Used

Which other public library branch(es) do you use on a regular basis?(Please check all that apply.)		Response Percent	Response Total
Bridgenorth Branch		54%	47
Ennismore Branch		44.8%	39
Lakefield Branch		39.1%	34
City of Peterborough Public Library		26.4%	23
City of Kawartha Lakes Public Library		2.3%	2
Other Public Library (Please Specify):		13.8%	12
Total # of respondents 256. Statistics based on 87 respondents; 0 filtered; 169 skipped.			

In addition to those listed, respondents who indicated “other” (13.8%) were asked to specify which other Branches they visit. Responses (n=12) included:

- Buckhorn (2)
- Millbrook (2)
- Trent University (2)
- Newmarket (1)
- Carleton-Ottawa (1)
- Port Perry (1)
- Aurora (1)
- Paris (1)
- Windsor (1)
- Mattice (1)
- Mobile Library, Mahone Bay, Nova Scotia (1)

More than one-third (29.7%) of respondents indicated that they use other libraries because they have “a more convenient location”, followed by “better selection of resources and materials” and “more convenient hours of operation”.

Figure 6.8: Reasons for Using Other Libraries

Why do you regularly use another library branch, in addition to the one you are visiting today? (Please check all that apply.)	Response Percent	Response Total
More convenient location	29.7%	27
More convenient hours of operation	19.8%	18
Better selection of resources/materials	24.2%	22
More access to computers/Internet	7.7%	7
More pleasant atmosphere	5.5%	5
The other branch is designated as my "home" branch for picking up reserved materials	13.2%	12
Other (please specify):	40.7%	37
Total # of respondents 256. Statistics based on 91 respondents; 0 filtered; 165 skipped.		

Respondents who indicated "other" reasons (40.7%) for visiting other libraries cited the following (based on 37 responses):

- Variety/Difference of Selection (9)
- Convenience/Close to other Amenities (5)
- In/Near Area of Residence (4)
- Work (2)
- Hours (2)
- Book clubs (1)
- Family has a Membership (1)
- Educational Purposes (1)

All survey respondents were asked if the branch they were visiting on survey day was closest to their place of residence. The majority (76%) indicated that the branch visited was closest to their place of residence. For those who were visiting a branch that was not closest to their place of residence, the main reasons for doing so were "this branch's collections better meets my needs" (39.3%), and "more convenient hours of operation". Ennismore and Lakefield users were more likely to be surveyed at the branch closest to their place of residence. Over one third (36.5%) of

Bridgenorth users indicated that the Bridgenorth Branch they were visiting was not closest to their place of residence.

Figure 6.9: Branch Closest to Place of Residence?

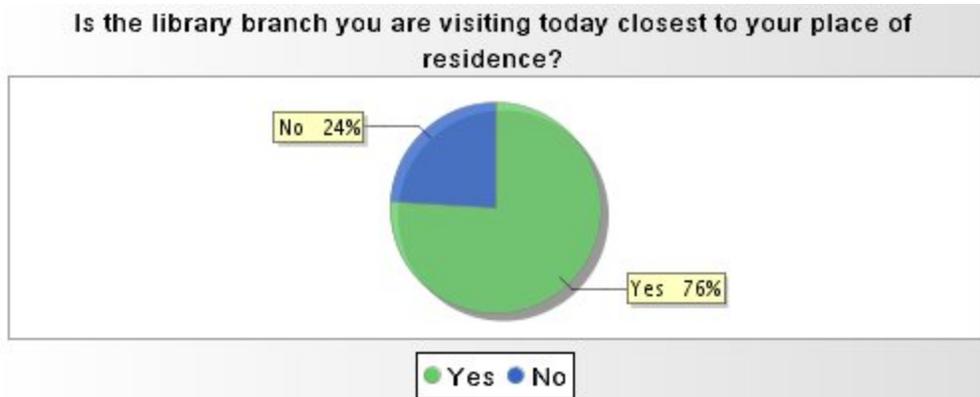


Figure 6.10: Reason for Visiting Branch Not Closest To Residence

If no, what are the main reasons you chose to visit this library branch instead of the branch closest to your place of residence? (Please check all that apply.)	Response Percent	Response Total
This branch's hours of operation are more convenient to my daily schedule / routine	32.8%	20
This branch is close to where I work or go to school	18%	11
This branch's collection better meets my needs	39.3%	24
This branch provides more space for reading and studying	14.8%	9
This branch provides better Internet access	11.5%	7
This branch provides a more pleasant atmosphere	27.9%	17
This branch is located closer to the services I use (banks, shopping, etc.)	24.6%	15
This branch's programs/activities better meet my needs or the needs of my household	1.6%	1
This branch is designated as my "home" branch for picking up reserved materials	11.5%	7
Other (please specify):	24.6%	15

Total # of respondents 256. Statistics based on 61 respondents; 0 filtered; 195 skipped.

Respondents who indicated "other" reasons for visiting a branch that was not closest to their place of residence (24.6%) gave the following reasons (based on 15 responses):

- Volunteering (3)
- Hours of Operation/Schedule Constraints (3)
- Close to other Facilities/Amenities (3)
- Selection of Items (books, DVDs) (2)
- Parking (1)
- Close to Vacation Area (1)

Satisfaction and Improvements

Overall, library users are very satisfied with quality of service provided by the SEL PL. The majority (98%) rated the quality of service provided by the library to be either a 3 or 4, on a scale from 1 to 4 where 1 equals “very poor quality” and 4 equals “very high quality”. Bridgenorth Branch users were more likely than other library users to rate the library “very high quality”. Lakefield Branch users were more likely to rate the SEL PL a “3” on the scale from 1 to 4. Respondents with children in the household and older adult respondents were more likely to indicate that the SEL PL provides a “very high quality” of service.

Figure 6.11: Overall Satisfaction

Overall, on a scale from 1 to 4, where 1 means "very poor quality" and 4 means "very high quality", how would you rate the quality of service provided to you by SEL Public Library?	Response Percent	Response Total
1 (very poor quality)	0.4%	1
2	1.6%	4
3	25.6%	65
4 (very high quality)	72.4%	184
Total # of respondents 256. Statistics based on 254 respondents; 0 filtered; 2 skipped.		

Respondents were also relatively satisfied with the various features and services of the library. The mean or average score shown in Figure 6.12 was calculated based on the total number of respondents to each feature, and reflects an average rating on a scale from 1 to 5, where 1 represents “Very Dissatisfied” and 5 represents “Very Satisfied”. The features and services with the highest levels of satisfaction include “the welcoming feel of the library” and the “appearance and upkeep of the library”. As shown in Figure 5, “areas and resources for teens”, “signage and visibility from the street”, and “areas for general library programs” received the lowest average score of all the features and services. Lakefield Branch users were more likely than those from other branches to be less than satisfied with “areas for general library programs”. Ennismore Branch users were more likely than those from other branches to be less than satisfied with “functional areas for reading/working/study”.

Figure 6.12: Satisfaction with Features and Services

How satisfied are you and the members of your household with the following features of this branch of the SEL Public Library?							
	Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Response Total	Average Score
Hours of operation	2% (5)	2.8% (7)	13.1% (33)	36.3% (91)	45.8% (115)	251	4.2
Selection of material	1.6% (4)	1.2% (3)	11.4% (28)	38.8% (95)	46.9% (115)	245	4.3
Access to the Internet on library computers	3.9% (6)	1.3% (2)	4.5% (7)	37.7% (58)	52.6% (81)	154	4.3
Wireless Internet access	4.7% (5)	0.9% (1)	4.7% (5)	36.4% (39)	53.3% (57)	107	4.3
Physical accessibility of the library building (e.g. for people with disabilities, parents with strollers)	4% (7)	2.3% (4)	4.6% (8)	34.5% (60)	54.6% (95)	174	4.3
Parking	3.4% (8)	4.6% (11)	5% (12)	32.4% (77)	54.6% (130)	238	4.3
Functional areas for reading/working/study	3.4% (7)	2.9% (6)	6.2% (13)	34.1% (71)	53.4% (111)	208	4.3
Welcoming and comfortable "feel" of the library	3.8% (9)	0.4% (1)	2.5% (6)	23.8% (57)	69.5% (166)	239	4.5
Access to virtual/electronic services and resources	3.2% (5)	1.9% (3)	5.8% (9)	42.6% (66)	46.5% (72)	155	4.3
Comfortable seating	3.2% (7)	1.8% (4)	6.4% (14)	32.3% (71)	56.4% (124)	220	4.4
Areas and resources for children	3.2% (4)	3.2% (4)	8.7% (11)	32.5% (41)	52.4% (66)	126	4.3
Areas and resources for teens	4.7% (5)	7.5% (8)	8.5% (9)	30.2% (32)	49.1% (52)	106	4.1
Access to public computers with office software	6% (7)	1.7% (2)	5.1% (6)	37.6% (44)	49.6% (58)	117	4.2
Areas for general library programs and activities	5.4% (8)	5.4% (8)	2.7% (4)	43.9% (65)	42.6% (63)	148	4.1
Signage/visibility from the street	4% (9)	3.5% (8)	14.1% (32)	36.1% (82)	42.3% (96)	227	4.1
Appearance and upkeep of the library	4.1% (10)	2% (5)	4.9% (12)	22.8% (56)	66.3% (163)	246	4.5
Noise level within the library	3.6% (9)	2.8% (7)	7.7% (19)	30.2% (75)	55.6% (138)	248	4.3
Light levels within the library	3.6% (9)	1.2% (3)	4.8% (12)	27.8% (69)	62.5% (155)	248	4.4
Average rating							4.3

*Mean Score represents a score between 1 and 5, where 1= very dissatisfied and 5= very satisfied.

Respondents were asked to indicate the "one thing" that the SEL Public Library could do to better meet their needs. Based on 254 responses, the following things were cited:

- Expanded Selection (books, DVDs, audiobooks, etc.) (51)
- Expanded/Improved Hours (35)
- Satisfied as is (28)
- More (or better access to) Computers (9)
- Limit Noise/Distracton (9)
- Expand Programs (8)
- Fix up/Aesthetics (6)
- Improve Software/Website (5)
- More Space (5)
- Provide Comfortable Space (3)
- Improve Sidewalk/Walkway (2)
- Let Users Know if There's A Hold On Books (2)
- Provide Consistent Levels of Service (2)
- Improve Parking (2)
- Better Internet (2)
- Display New Releases (2)
- Limit Undeserved Late Fees (2)
- Provide Food/Drinks (2)
- Longer Internet Access (2)
- Better Seating (2)
- Provide Study Area (1)
- Safer Entry (1)
- Web Instruction (1)
- Provided Information on other Libraries (1)
- Longer Borrow Time (1)
- Mac Friendly Downloads (1)
- No Surveys (1)
- Improve Signage (1)

- Train Volunteers (1)
- Not Pay at Peterborough Public Library (1)

Respondents were also provided with a list of options for improving library services. Almost one-fifth (17.7%) of respondents indicated “nothing else”. The most common responses include “increase the hours of operation”, followed by “improve or expand the collections”, and “have Sunday openings”. Ennismore and Lakefield users were more likely to suggest “increase the hours of operation”, and “increase/improve the areas for reading in the library”. Bridgenorth users were more likely to suggest “have Sunday openings”.

Figure 6.13: Other Things the Library Could Do to Meet User Needs

What else could SEL Public Library do to better meet your needs? (Please check all that apply.)	Response Percent	Response Total
Build another branch closer to my home	2.9%	7
Increase the hours of operation	40.9%	99
Have Sunday openings	26.4%	64
Improve or expand the collections	40.1%	97
Provide additional computers with Internet access	7%	17
Improve the wireless services	4.1%	10
Improve the physical accessibility of the library building (e.g. for people with disabilities, parents with strollers)	5%	12
Improve the virtual/web/remote library services	3.7%	9
Increase/ improve the areas for reading in the library	12.8%	31
Increase/ improve the areas for studying or working	7.4%	18
Increase/ improve the circulation desk area	7.9%	19
Provide more or improved adult programming (e.g. author's readings, lectures, writing workshops, book clubs)	14%	34
Provide improved areas, programs, and/or resources for children	7.9%	19
Improve services for youth and teens	8.3%	20
Improve parking	8.7%	21
Make the library more welcoming, comfortable	2.5%	6
Provide light beverage (coffee/tea/water) and food services	17.8%	43
Improve the appearance/upkeep of the library	7%	17

Those who indicated “other” things the library could do (9.9%) provided the following things (based on 24 responses):

- Nothing; it’s already enjoyable (6)
- Expand/Improve Selection (3)
- Provide Drinks (2)
- Expand Evening Hours (2)
- Improve/Provide More Software (2)
- Fix up/Aesthetics (2)
- Expand Programs (1)
- Lighting (1)
- Outdoor Seating (1)
- Increase Space (1)
- Provide Computers for After School Activities (1)
- Instruct Volunteers to remain appropriate (1)

There were also several comments expressing respondents’ appreciation of the library staff and volunteers, as well as overall enjoyment and pleasure while using the library’s services.

The Internet and the Library

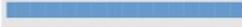
Respondents were asked if they have access to the Internet from a computer at home, work or school. Almost all of the respondents (81.1%) do, and 18.9% said that they have accessed the SEL PL website from any of these locations. Older adults and Lakefield Branch users were less likely to have access to the Internet at a location other than the library. Of those who have Internet access, 60.7% have accessed the SEL PL website from home, work, or school.

Figure 6.14: Internet Access

Do you have access to the Internet from a computer at home, work or school?		Response Percent	Response Total
Yes		81.1%	206
No		18.9%	48

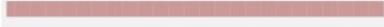
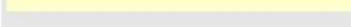
Total # of respondents 256. Statistics based on 254 respondents; 0 filtered; 2 skipped.

Figure 6.15: Use of SEL PL Website

If yes, have you ever accessed the SEL Public Library website from any of these computers?		Response Percent	Response Total
Yes		60.7%	125
No		39.3%	81
Total # of respondents 256. Statistics based on 206 respondents; 0 filtered; 50 skipped.			

For those who have accessed the SEL PL website, the most common reasons for doing so were “to access the library’s on-line catalogue” (75.2%), “to renew library materials” (60.8%) and to “place holds on library materials” (56%). Almost 1/3 accessed the website to “learn about library programs and services”.

Figure 6.16: Reason for Visiting SEL PL Website

If yes, for which of the following reasons? (Please check all that apply.)		Response Percent	Response Total
To learn about library programs and services		29.6%	37
To access the library's online catalogue		75.2%	94
To renew library materials		60.8%	76
To place holds on library materials		56%	70
To access online databases		10.4%	13
To get reading recommendations		6.4%	8
To find library recommended websites		4.8%	6
Other (please specify):		8%	10
Total # of respondents 256. Statistics based on 125 respondents; 0 filtered; 131 skipped.			

Other reasons for visiting the SEL PL website offered by respondents include (based on 10 responses):

- Searching Hours of Operation (4)
- Book Availability (1)
- Government Information (1)
- Looking at Personal Usage History (1)
- Volunteering (1)
- General Interest (1)

Over half of Library website users find the SEL PL website to be “very easy” to use (59.2%), while another fifth (20.8%) find it “somewhat easy”.

Figure 6.17: Ease of Use of Library Website

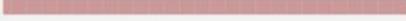
How easy do you find the SEL Public Library website to use?		Response Percent	Response Total
Very easy		59.2%	74
Somewhat easy		20.8%	26
Neither easy nor difficult		14.4%	18
Somewhat difficult		4%	5
Very difficult		1.6%	2
Comments:			6
Total # of respondents 256. Statistics based on 125 respondents; 0 filtered; 131 skipped.			

When asked how easy they find the SEL Public Library website to use, respondents were given the opportunity to provide additional comments. Based on 6 responses, the following comments were noted:

- Update the Website (1)
- Add a Hotmail Link (1)
- Provide Explanation Upon Login (1)
- Make Usability Changes (1)
- Uninterested in using the Internet (1)
- Infrequently use the Website (1)

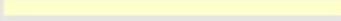
All respondents who indicated they have access to the Internet at home, work, or school were asked about the impact of Internet access on their use of the SEL PL. Two thirds (66%) indicated that their use of the SEL PL has remained the same since they have had Internet access, and an additional 23% indicated that their use of the library has increased. Regarding use of remote services, it would appear that the availability of these services has not negatively impacted library visitation. Less than 2% of respondents visit the library less and use the remote services more.

Figure 6.18: Impact of Internet on Library Use

We are interested in finding out the impact of the Internet on your use of the SEL Public Library's facilities and services. Since you have had Internet access, would you say that your use of the SEL Public Library has increased, decreased or remained the same, and in what way has the Internet affected your in-person visits? (Please check all that apply)		Response Percent	Response Total
Increased		23.9%	47
Decreased		4.1%	8
Remained the same		66%	130
Use the remote services of the Library more, do not visit in person as often		1.5%	3
Use the remote services of the Library more, but still visit in person as often		14.7%	29
Use the remote services of the Library more, and visit in person more		5.1%	10
Total # of respondents 256. Statistics based on 197 respondents; 0 filtered; 59 skipped.			

The majority of respondents (56.7%) indicated that while visiting the SEL PL, they do not access the Internet. Of those that do use the Internet, many more use the in-library computers than use the wireless services. Older adults were much less likely to use the Internet while visiting the SEL PL. Lakefield Branch users were the least likely to make use of the Internet while visiting the SEL PL.³⁰

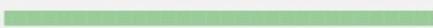
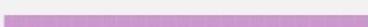
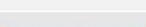
Figure 6.19: Use of the Internet while Visiting the SEL PL

When you visit SEL Public Library do you usually use the Internet on library computers, or do you access the Internet using Wireless services on your own laptop or other hand-held devices?		Response Percent	Response Total
Use the in-library computers to access the Internet		32.3%	82
Use laptop or hand-held device (iPhone, etc.) to access the wireless Internet service		5.1%	13
Both of the above		5.9%	15
None of the above/ don't access the Internet while visiting the library		56.7%	144
Total # of respondents 256. Statistics based on 254 respondents; 0 filtered; 2 skipped.			

³⁰ Staff noted that the number of people accessing the Internet and using the Wireless services increases significantly during the summer months when seasonal residents arrive.

The most common reasons given for accessing the Internet while visiting the library were: “to search for information” (71.8%), “to access email” (60.9%), and to “access social networking sites”, or “to access a printer” (both 23.6%). Reasons for accessing the Internet did not vary depending on which library branch was used, or household type. Older adults were less likely to use the Internet at the library overall, and much less likely to access social networking sites. They were more likely to access the Internet to access a printer.

Figure 6.20: Reasons for Accessing the Internet

Why do you use the Internet at the Library? (Please check all that apply.)	Response Percent	Response Total
To search for information 	71.8%	79
To download leisure material 	11.8%	13
To download educational material 	11.8%	13
To do a job search 	14.5%	16
To access email 	60.9%	67
To access gaming sites 	4.5%	5
To access msn, facebook, twitter, or other social networking sites 	23.6%	26
To access a printer 	23.6%	26
Other (please specify): 	5.5%	6
Total # of respondents 256. Statistics based on 110 respondents; 0 filtered; 146 skipped.		

When asked why they use the Internet at the Library, the respondents that indicated “other” (5.5%) gave the following reasons (based on 6 responses):

- Browsing Information (2)
- Better than Home (2)
- Volunteering (1)
- To Access Work-related Websites (1)

Travel Time and Distance

The majority of respondents (85.4%) drive or are driven to the SEL PL.. Just over 1/ 10 (11.8%) walk to the library and a few use other forms of transportation as shown in Figure 6.21 below. Many more Lakefield users walk to the SEL PL than users of the other two branches.

Figure 6.21: Travel Mode to SEL PL

How do you TYPICALLY travel to the SEL branch you use most frequently? (please select ONLY ONE mode of transportation)	Response Percent	Response Total
Drive myself or driven by someone else 	85.4%	217
Walk 	11.8%	30
Bicycle/scooter/skateboard 	2%	5
Taxi 	0.4%	1
Wheelchair/ walker or other mobility assisted mode	0%	0
Other (please specify): 	0.4%	1
Total # of respondents 256. Statistics based on 254 respondents; 0 filtered; 2 skipped.		

The majority (66.5%) of respondents can access the SEL PL in less than 10 minutes of travel time. Almost one-third (31.3%) can access the library in less than 5 minutes. Few travel more than 20 minutes to access the library (9.1%).

Figure 6.22: Travel Time to SEL PL

Based on driving time, approximately how many minutes would it take you to travel from your place of residence to the SEL Public Library branch you use most frequently?	Response Percent	Response Total
5 minutes or less 	31.1%	79
6 to 10 minutes 	35.4%	90
11 to 20 minutes 	24.4%	62
21 to 30 minutes 	7.9%	20
more than 30 minutes 	1.2%	3
Total # of respondents 256. Statistics based on 254 respondents; 0 filtered; 2 skipped.		

When asked if they typically combine their trip to the library with other activities, most respondents indicated that they do at least some of the time. "Shopping", "errands such as banking, post office, etc.", and "other activities" were the activities that respondents most often combined with trips to the library. Ennismore users were less likely to combine trips to the library with other activities.

Figure 6.23: Combined Activities

How often do you typically combine the following activities with a trip to a library branch?				
	Most of the Time	Some of the Time	Never	Response Total
Shopping	33.6% (85)	51.8% (131)	14.6% (37)	253
Errands such as banking, post office, etc.	28.1% (71)	48.6% (123)	23.3% (59)	253
Recreational activities for you or household members (gym workout/soccer/hockey)	9.5% (24)	22.6% (57)	67.9% (171)	252
Dropping off or picking up children from school/daycare	4.1% (10)	12.3% (30)	83.5% (203)	243
Visiting friends	6.7% (17)	29.4% (74)	63.9% (161)	252
Other activities	10.8% (26)	47.1% (113)	42.1% (101)	240

Total # of respondents 256. Statistics based on 254 respondents; 0 filtered; 2 skipped.

Programs and Services

The majority of the respondents indicated that they or members of their household are somewhat familiar (56%) with the programs available at the SEL PL. Only 15.1% indicated they were not at all familiar. Respondents with children in the household were more likely to state that they were “very familiar” with SEL PL’s programs. Lakefield users were more likely to indicate that they were “very familiar” with programs available at the library.

Figure 6.24: Familiarity with Programs Offered

To what extent are you or other members of your household familiar with the programs available at the SEL Public Library?		Response Percent	Response Total
Very familiar		29%	73
Somewhat familiar		56%	141
Not at all familiar		15.1%	38

Total # of respondents 256. Statistics based on 252 respondents; 0 filtered; 4 skipped.

Respondents were asked to indicate their interest (or interest by other family members) in attending a number of different programs. Almost 30% were not interested in attending programs at the library. Overall, the top programs respondents expressed an interest in were; “author visits”, “computer instruction” and “self improvement, health, and wellness programs.” Households with

children were more interested in programs and general, and particularly in "author visits", "parenting programs" and "teen programs".

Those who provided "other" (5.3%) programs of interest cited the following (based on 13 responses):

- Programming for Young Children (2)
- Environmental Information (1)
- Public Interest Lectures (1)
- Coin Collecting Workshops (1)
- E-commerce (1)
- Social Media (1)
- DVD Nights and Discussion (1)
- Computer Instruction (1)

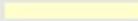
Respondents also took this opportunity to also note that they would participate if time permits, and would be willing to pay for extras such as these programs.

Figure 6.25: Interest in Attending Programs at SEL PL

Would you or other members of your household be interested in attending any of the following types of programs at the Library? (Please check all that apply.)	Response Percent	Response Total
Author visits	30.8%	76
Book clubs	17%	42
Parenting programs	9.3%	23
Writing workshops	15%	37
Teen programs (gaming, movie nights, etc.)	10.1%	25
Computer instruction	29.1%	72
Instruction in arts, crafts, hobbies	21.5%	53
Self-improvement, health and wellness	27.9%	69
Home and garden improvement	27.5%	68
None of the above/Not interested	29.1%	72
Other programs, or comments:	5.3%	13
Total # of respondents 256. Statistics based on 247 respondents; 0 filtered; 9 skipped.		

When asked about interest in other electronic services the library could provide, there was a considerable amount of interest in “streaming DVDs from the Library website” and accessing “downloadable audio books” from the Library website.

Figure 6.26: Interest in Other Electronic Services

Would you or other members of your household be interested in using any of the following electronic services if available at the SEL Public Library? Please check all that apply.	Response Percent	Response Total
Downloadable audio books 	31.4%	50
Participating in a Library blog 	3.8%	6
Borrowing computer games 	24.5%	39
Borrowing eBook readers 	23.3%	37
Streaming DVDs from the Library website 	41.5%	66
Streaming CDs from the Library website 	28.9%	46
Other (please specify): 	28.9%	46
Total # of respondents 256. Statistics based on 159 respondents; 0 filtered; 97 skipped.		

“Other” (29.8%) types of electronic services mentioned included (based on 46 responses):

- None (30)
- DVDs/Movies (1)
- History (1)

Demographics and Respondent Characteristics

The following tables provide a demographic profile of the survey respondents. The majority of respondents were female, aged 35 to 54. There was a higher proportion of older adults among respondents than in the population as a whole, and a relatively similar proportion of households with children compared to the population as a whole. This is relatively consistent with other surveys conducted in libraries on similar projects, and helps develop a profile of frequent in-library users.

Bridgenorth and Lakefield users were more likely to be 55 years of age and older than users of the Ennismore Branch.

Figure 6.27: Respondent Gender

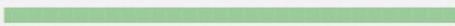
Are you:		Response Percent	Response Total
Female		74%	188
Male		24.8%	63
Declined/No Response		1.2%	3
Total # of respondents 256. Statistics based on 254 respondents; 0 filtered; 2 skipped.			

Figure 6.28: Respondent Age Category

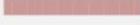
Which of the following categories best describes your age?		Response Percent	Response Total
15-19		5.9%	15
20-34		8.3%	21
35-54		23.2%	59
55-64		30.3%	77
65 years of age or older		29.9%	76
Declined/No Response		2.4%	6
Total # of respondents 256. Statistics based on 254 respondents; 0 filtered; 2 skipped.			

Figure 6.29: Number of People in Household

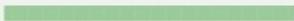
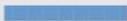
Including yourself, how many people regularly live in your household?		Response Percent	Response Total
1 person		15.4%	39
2 people		48.4%	123
3 people		13%	33
4 people		10.6%	27
5 people or more		11.4%	29
Declined/No Response		1.2%	3
Total # of respondents 256. Statistics based on 254 respondents; 0 filtered; 2 skipped.			

Figure 6.30: Household Description

Which of the following best describes your household?		Response Percent	Response Total
One adult		13.8%	35
Couple without dependent child(ren)		40.9%	104
Couple with dependent child(ren)		21.3%	54
Couple with dependent child(ren) and one or more other adults		2.4%	6
One parent with dependent child(ren)		2%	5
One parent with dependent child(ren) and one or more other adults		2%	5
Two or more adults sharing a residence		15.4%	39
Declined/No Response		2.4%	6
<small>Total # of respondents 256. Statistics based on 254 respondents; 0 filtered; 2 skipped.</small>			

Close to half of respondents were retired (48%), and only 38.6% were either employed full or part time. This is also reflective of an older population among survey respondents.

Figure 6.31: Employment Status

Which of the following categories describes your present status?		Response Percent	Response Total
Retired		48%	122
Employed full-time		20.5%	52
Employed part-time		18.1%	46
Not currently employed		5.1%	13
Full-time family caregiver		3.1%	8
Student		7.5%	19
Declined/No Response		1.2%	3
Other (please specify):		2.4%	6
<small>Total # of respondents 256. Statistics based on 254 respondents; 0 filtered; 2 skipped.</small>			

Those who indicated "other" (2.4%) categories of employment cited the following (based on 6 responses):

- Self-employed (5)
- Medically Retired (1)

Fifteen percent of respondents operate a business from home, and only 3% of respondents are involved in homeschooling. Of those, half have used the library to support homeschooling efforts. When asked if they are or have in the past used the SEL Public Library's programs, services, or resources to support home-schooling of household members, respondents were provided the opportunity to elaborate on their response. One respondent expressed their enjoyment in participating in the Silver Birch Club.

Figure 6.32: Home Business

Do you operate a business from your home?		Response Percent	Response Total
Yes		15%	38
No		85%	216

Total # of respondents 256. Statistics based on 254 respondents; 0 filtered; 2 skipped.

Figure 6.33: Home Schooling Status

In the past, or at the present time, are any members of your household home-schooled? (i.e., don't regularly attend a school, but are taught at home).		Response Percent	Response Total
Yes		3.1%	8
No		94.5%	240
Don't Know/No Response		2.4%	6

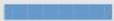
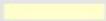
Total # of respondents 256. Statistics based on 254 respondents; 0 filtered; 2 skipped.

Do you or have you in the past used the SEL Public Library's programs, services, or resources to support home-schooling of household members?		Response Percent	Response Total
Yes		50%	4
No		50%	4
Please elaborate on your response:			1

Total # of respondents 256. Statistics based on 8 respondents; 0 filtered; 248 skipped.

Respondents were asked to provide the location of their permanent place of residence. Based on the results, more Ennismore residents participated in the survey (27.2%) than residents from any other location. Almost 8% of respondents were from the City of Peterborough, 6% were from another location within the County, and over 10% were from other locations. Given that this survey was conducted in SEL's Library Branches, it can be concluded that the SEL PL has a fairly wide reach.

Figure 6.34: Location of Residence

Where is your permanent place of residence?	Response Percent	Response Total
Bridgenorth 	14.2%	36
Lakefield 	18.1%	46
Ennismore 	27.2%	69
Other location within the Township of Smith-Ennismore-Lakefield 	16.1%	41
City of Peterborough 	7.9%	20
Other location within Peterborough County 	5.9%	15
Other (please specify): 	10.6%	27
Total # of respondents 256. Statistics based on 254 respondents; 0 filtered; 2 skipped.		

When respondents were asked where their permanent place of residence was, 10.6% indicated "other" and provided the following areas (based on 27 responses):

- City of Karwartha Lakes (3)
- Omemee (3)
- Douro Township (2)
- Toronto (2)
- Out of Province (2)
- Ennismore Area (1)
- Peterborough (1)
- Scarborough (1)
- Paris (1)
- Aurora (1)
- Toronto (1)
- Ottawa (1)
- Woodview (1)
- Markham (1)
- Chatham (1)
- Mississauga (1)
- Waterloo (1)

- Newmarket (1)
- Gannons Narrows (1)
- Galway Cavendish Township (1)

Figure 6.35: Total household Income of Responding Households

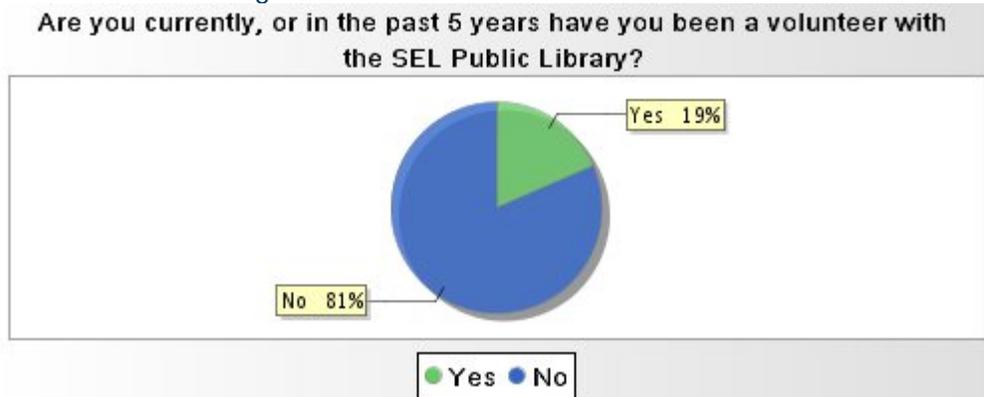
Almost 40% of respondents declined to respond to a question asking them to provide their total household income before taxes. The most common income category for responding households was between \$20,000 and \$50,000, including almost 1/5 of responding households. The response rate for this question was too low to allow any meaningful comparisons based on income.

What was your total household income before taxes for 2009? Was it...	Response Percent	Response Total
Less than \$20,000	5.2%	13
\$20,000 to less than \$50,000	19.1%	48
\$50,000 to less than \$60,000	7.2%	18
\$60,000 to less than \$80,000	10.4%	26
\$80,000 to less than \$100,000	8.4%	21
\$100,000 to less than \$150,000	6.4%	16
\$150,000 to less than \$200,000	3.2%	8
\$200,000 or more	0.8%	2
Don't know/No Response	39.4%	99
Total # of respondents 256. Statistics based on 251 respondents; 0 filtered; 5 skipped.		

Interest in Volunteerism

Almost 20% (19%) of respondents have been in the past 5 years or are currently volunteers with the SEL Public Library.

Figure 6.36: Current or Past Volunteers



Of those who were not current volunteers, one-fifth (19.3%) would be interested in volunteering at the library in the future.

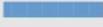
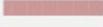
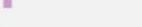
Figure 6.37: Interest in Volunteering in the Future

Would you be interested in volunteering at the SEL Public Library in the future?		Response Percent	Response Total
Yes		19.3%	40
No		45.9%	95
Don't Know		34.8%	72

Total # of respondents 256. Statistics based on 207 respondents; 0 filtered; 49 skipped.

The main reasons for not being interested in volunteer in the future include “too busy/no time” (51.6%), “not interested” (17.2%), and “volunteer elsewhere” (11.8%).

Figure 6.38: Reasons for Not Being Interested in Volunteering

If no, what are the main reasons why you would not be interested in volunteering for the SEL Public Library?	Response Percent	Response Total
Too busy/no time 	51.6%	48
Not interested 	17.2%	16
Volunteer elsewhere 	16.1%	15
Health issues or physical limitations 	11.8%	11
Dissatisfied with a previous volunteer experience at the library 	1.1%	1
Other (please specify): 	22.6%	21
Total # of respondents 256. Statistics based on 93 respondents; 0 filtered; 163 skipped.		

Those who indicated "other" (22.6%) reasons for not being interested in volunteering provided the following (based on 21 responses):

- Seasonal/Unpredictable Residency (11)
- Working Full-time (3)
- Language Barrier (1)
- Health (1)
- Visitor (1)
- Busy (2)
- Family Already Volunteers (1)

Other Comments

Respondents were given the opportunity to provide any additional comments that they would like to make about the SEL Public Library services in general or any of the library branches. Based on 103 responses (40%), the following comments of relevance to this study were noted:

- Overall Happy with Library- resources, atmosphere, etc. (30)
- Overall Happy with Staff- helpfulness, friendly, etc. (19)
- Fix up/Aesthetics (4)
- Better DVD Selection Needed(3)
- Expansion of Facilities Needed(2)

- More Unabridged Audiobooks (2)
- Create a Library Youth Group (2)
- Provide Evening Tutor Classes (1)
- Should be More than One Exit (1)
- Problems with Undeserved Late Fees (1)
- Should Advertise for Programs (1)
- Use Downstairs for More Space (1)
- Improve Seating (1)
- Expand Hours (1)
- SEL Residents Should Have A Free Library Card at Peterborough Public Library (1)
- Mac Friendly Downloads (1)
- Create a Recent Books Display (1)
- More Magazines (1)
- Enforce Quiet (1)
- More 1st Addition Large Print Books (1)

While many of the detailed comments may be beyond the scope of this study, the full list of comments was provided to SEL PL staff for their consideration and future service planning.

APPENDIX A: PUBLIC CONSULTATION PARTICIPANTS

Key Informant Interview Participants

Name	Position
Ron Millen	Reeve, Township
Mary Smith	Deputy Reeve
Lane Vance	Library CEO/Treasurer, Township
Councillor Sherry Senis	Councillor, Smith Ward
Tania Goncalves	Special Projects, Township
Sherry Boyce-Found	Chamber of Commerce
Brenda Neill	Community Member
Janice Lavalley	CAO Township
Becky Rogers	Peterborough Public Library
Anita Locke	Councillor, Lakefield Ward
Donna Ballantyne	Councillor, Ennismore Ward
Kristi McKay	Learning Disabilities Association, Peterborough

Volunteer Focus Group Participants

Name	Volunteer Location
Bev McLuhan	Lakefield
Pat Stegenga	Lakefield
Anna Skorski	Bridgenorth
Stella Bryant	Bridgenorth
Diane Johnson	Bridgenorth
Anna Thompson	Bridgenorth
Anna Thompson	Bridgenorth
Donnie Stedman	Lakefield
Barb Brown	Ennismore
Marilyn Johns	Ennismore
Ann Herron	Ennismore

Staff Focus Group Participants

Name	Staff Position
Sarah Payne	Assistant Librarian
Jill Warren	Lakefield Branch Librarian
Joan MacDonald	Coordinating Librarian
Pat Westwood	Ennismore Branch Librarian
Kathleen Charlton	Children's Programming Coordinator

Community Focus Group Sessions

Note: Focus group participant names are not identified here to protect the confidentiality of the participants.

Bridgenorth Focus Group Session: 5 participants

Lakefield Library Focus Group Session: 4 participants

Ennismore PL Focus Group Session: 6 participants

APPENDIX B: LIBRARY COMPARISONS

	Service Indicators	SEL PL	Brock Twp. PL	Clearview Twp. PL	Trent Hills PL
A	LIBRARY SYSTEM				
A1	Population Served	17,413	11,979	14,088	12,247
A2	Active Cardholders	6,161	3,969	5,527	8,841
A3	Total Annual Circulation	127,028	47,436	142,694	86,951
A4	Number of Branches	3	3	3	3
A5	Total Weekly Hours of Operation (All Branches)	90	68	88	76
A6	Total Volumes Held	67,027	62,822	63,779	50,802
A7	Library Visits/Week	865	1,539	1,036	799
A8	Electronic Visits/Week	612	258	50	0
A9	Total Square Footage of All Branches	10,020	7,365 ³¹	6,761	14,200
B	FINANCIAL DATA				
B1	Total Operating Revenues \$	383,153	562,890	830,883	371,388
B2	Local Operating Grant \$	254,027	448,500	396,501	316,138
B3	Self Generated Revenues \$	55,319	4,674	26,181	13,515
B4	Project Grants \$	12,811	32,907	11,150	2,295
B5	Donations \$	2,544	9,998	16,450	1,137
B6	Provincial Funding \$	37,113	21,717	25,803	33,099
B7	Other \$	21,339	45,094	354,798 ³²	5,204
B8	Total Operating Expenditures \$	366,578	566,809	511,364	360,517
B9	Materials Expenditures \$	76,753	27,194	68,658	45,720
B10	Staffing Expenditures \$	181,579	405,657	331,782	206,208
B11	Facility Expenditures \$	47,292	33,514	57,904	71,010
B12	Telecommunication \$	6,909	8,764	4,053	10,016
B13	Computer Services \$	15,305	34,786	6,034	11,473
B14	Debt Charges \$	10,000	812	0	0
B15	Other \$	28,740	56,082	42,933	16,090

³¹ Brock Twp's Sunderland facility is a joint use library located in a public school. While 50% of the facility space is dedicated to the public library component, 75% of the total facility space was included in the total square footage, assuming some overlap with service areas, seating, etc..

³² Includes debt services and reserve fund revenues (\$50,283), and contract revenues from the Township of Mulmur (\$4,515).

	Service Indicators	SEL PL	Brock Twp. PL	Clearview Twp. PL	Trent Hills PL
C	STAFFING				
C1	Total Full-Time Staff	1	2	1	2
C2	Total Librarians	0	1	1	0
C3	Total Part-Time Staff	3	12	10	12
C4	Total Volunteers	170	30	21	8
C5	Total Full-Time Hours/Week	35	70	35	70
C6	Total Part-Time Hours/Week	70	149	203	119
C7	Total Volunteer Hours/Week	367	12	36	36

Indicator	SEL PL	Brock Twp. PL	Clearview Twp. PL	Trent Hills PL
CIRCULATION				
Per Capita	7.30	3.96	10.13	7.10
Per Hours Operation	1,419.31	697.59	1,621.52	1,144.09
Per Square Footage	12.68	6.44	21.11	6.12
Total Full-Time Staff Hours	3,629.37	677.66	4,076.97	1,242.16
Total Part-Time Staff Hours	1,814.69	318.36	702.93	730.68
CARDHOLDERS				
Per Capita	0.35	0.33	0.39	0.72
Per Hours Operation	68.84	58.37	62.81	116.33
Per Square Footage	0.61	0.54	0.82	0.62
Total Full-Time Staff Hours	176.03	56.70	157.91	126.30
Total Part-Time Staff Hours	88.01	26.64	27.23	74.29
TOTAL LIBRARY VISITS				
Per Capita	0.05	0.13	0.07	0.07
Per Hours Operation	9.66	22.63	11.77	10.51
Per Square Footage	0.09	0.21	0.15	0.06
Total Full-Time Staff Hours	24.71	21.99	29.60	11.41
Total Part-Time Staff Hours	12.36	10.33	5.10	6.71

Figure B:3 - Library Comparisons: Comparable Data - Key Financial Indicators

	SEL PL				Brock Township PL			
	Per Capita	Per Cardholder	Per Hr. of Operation	Per Total Sq. Ft.	Per Capita	Per Cardholder	Per Hr. of Operation	Per Total Sq. Ft.
FINANCIAL INDICATORS								
Total Operating Revenues \$	22.00	62.19	4,281.04	38.24	46.99	141.82	8,277.79	76.43
Total Operating Expenditures \$	21.05	59.50	4,095.84	36.58	47.32	142.81	8,335.43	76.96
Materials Expenditures \$	4.41	12.46	857.58	7.66	2.27	6.85	399.91	3.69
Staffing Expenditures \$	10.43	29.47	2,028.82	18.12	33.86	102.21	5,965.54	55.08
Facility Expenditures \$	2.72	7.68	528.40	4.72	2.80	8.44	492.85	4.55
	Clearview Township PL				Trent Hills PL			
	Per Capita	Per Cardholder	Per Hr. of Operation	Per Total Sq. Ft.	Per Capita	Per Cardholder	Per Hr. of Operation	Per Total Sq. Ft.
FINANCIAL INDICATORS								
Total Operating Revenues \$	58.98	150.33	9,441.85	122.89	30.32	42.01	4,886.68	26.15
Total Operating Expenditures \$	36.30	92.52	5,810.95	75.63	29.44	40.78	4,743.64	25.39
Materials Expenditures \$	4.87	12.42	780.20	10.16	3.73	5.17	601.58	3.22
Staffing Expenditures \$	23.55	60.03	3,770.25	49.07	16.84	23.32	2,713.26	14.52
Facility Expenditures \$	4.11	10.48	658.00	8.56	5.80	8.03	934.34	5.00

Figure B:4 - Selected Financial Indicators

	SEL PL	Brock Twp. PL	Clearview Twp. PL	Trent Hills PL
Proportionate Breakdown of Total Operating Revenue				
Local Grant	66.30	79.68	47.72	85.12
Self Generated Revenue	14.44	0.83	3.15	3.64
Project Grants	3.34	5.85	1.34	0.62
Donations	0.66	1.78	1.98	0.31
Provincial Funding	9.69	3.86	3.11	8.91
Other	5.57	8.01	42.70	1.40
Totals	100.00	100.00	100.00	100.00
Proportionate Breakdown of Total Operating Expenses				
Materials	20.94	4.80	13.43	12.68
Staffing	49.53	71.57	64.88	57.20
Facilities	12.90	5.91	11.32	19.70
Telecommunication	1.88	1.55	0.79	2.78
Computer Services	4.18	6.14	1.18	3.18
Debt Charges	2.73	0.14	0.00	0.00
Other	7.84	9.89	8.40	4.46
Totals	100.00	100.00	100.00	100.00

Figure B: 5 - Library Comparisons: Comparable Data - Staffing Indicators

	SEL PL	Brock Twp. PL	Clearview Twp. PL	Trent Hills PL
Total Full-Time Staff Hours				
Per Capita	0.002	0.006	0.002	0.006
Per Hr. of Operation	0.39	1.03	0.40	0.92
Per Square Ft.	0.00	0.01	0.01	0.00
Total Part-Time Staff Hours				
Per Capita	0.00	0.01	0.01	0.01
Per Hr. of Operation	0.78	2.19	2.31	1.57
Per Square Ft.	0.01	0.02	0.03	0.01

