

New Brunswick Public Library Service

STATISTICS 2017 – 2018



Service Points



Foreword

The New Brunswick Public Library Service is pleased to present the New Brunswick Public Libraries 2017-2018 Statistics Report. The report covers the period of April 1, 2017 to March 31, 2018.

New Brunswick public libraries are a valued and well-used resource. Usage trends show that members of the public are using public libraries for more things. More than 245,000 New Brunswickers borrow millions of items every year from our public libraries. New Brunswickers rely on the collection and on staff to help them get answers to hundreds of thousands of reference questions annually. This year, New Brunswickers used NBPLS e-library services more than 6.9 million times, and more than 280,000 New Brunswickers participated in a variety of library programs that promote reading, lifelong learning, self-sufficiency, as well as information and computer literacy.

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

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

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Public Library System Overview

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

New Brunswick Public Library Service

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

Provincial Librarian and
Executive Director: Sylvie Nadeau

Library Regions

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

Regional Director: Nadine Goguen
(Acting)

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

Chaleur

Regional Director: Georgette
Lavail

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

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

Regional Director: Patrick
Provencher

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

Fundy

Regional Director: Brian Steeves

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

York

Regional Director: Sarah Kilfoil

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

Achievements

We are pleased to offer an overview of our achievements for 2017-2018. These achievements are in addition to the many local initiatives such as story hours, guest speakers, author visits, special programs, etc.

Use of Public Libraries

- Answered 206,860 requests for information¹.
- Served 246,580 members of public libraries (33% of New Brunswickers).
- Library patrons borrowed or consulted 4,105,406 items through their public library.
- Library patrons used 399 public access computers 220,206 times².
- 281,516 people took part in 24,972 programs such as story hours, lectures, Babies in the Library, book clubs and author visits offered in public libraries.
- 11,708 young people read 293,394 books as part of the annual Summer Reading Club.
- 6,914,743 uses were made of NBPLS online services³.

Administration

- Five library resource centres continued operating seven days a week as part of a pilot project.

Public Services

- New Brunswickers celebrated Canadian Library Month in October 2017 with the theme *A visit will get you thinking*. The public participated in programs and services that focused on the resources and technology they can access at their library.
- Public libraries held library card membership drives to promote library programs and services by reaching people in new venues – parks, family resource centres, pow-wows, community fairs and recreation centres.
- Public libraries began delivering workshops in their communities on *Every Child Ready to Read* – an evidence based program for delivering children’s programs focused on the principles of singing, reading, writing, talking and playing. Libraries gave workshops to parents/caregivers as well as community groups who provide services to children (e.g. early childhood education centers and family resource centres.)
- Public libraries developed and delivered Indigenous themed programs for children and adults with a focus on books and films that support public awareness of Indigenous history, culture and reconciliation.

- Public library patrons were able to check out free passes to the New Brunswick Museum and the Beaverbrook Art Gallery with their library card, in addition to Kings Landing Historical Settlement, and the Village historique acadien.

1 Includes online reference questions.

2 Includes use of adaptive workstations.

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

Provincial Statistics – Summary

	2017-2018	2016-2017
Provincial Population ¹	747,101	747,101
Population Served [†]	450,569	450,942
Percentage of Population Served	60.3%	60.4%
Total Patrons (Memberships) ^{2†}	246,580	240,555
Total Membership as Percentage of Total Population	33.0%	32.2%
Public Libraries	52	52
Public-School Libraries	11	11
Total Circulation [†]	2,721,572	2,753,867
Circulation per Membership	11.04	11.45
In-House Use [†]	1,383,834	1,404,291
Usage per Membership [†]	16.65	17.29
Total Holdings [†]	1,976,404	1,975,481
Total Holdings per Capita	2.65	2.64
Budget Allocation ^{3†}	\$15,756,130.00	\$15,701,000.00
Total Budget Allocation per Capita ^{4†}	\$21.09	\$21.02
Total Municipal Contribution [†]	\$5,248,991.52	\$5,227,891.97
Total School District Contribution [†]	\$663,357.02	\$663,228.66
Municipal Contribution per Capita ^{4†}	\$7.03	\$7.00
Titles Catalogued	32,476	29,321

1 Population figures are based on the 2016 Census of Canada.

2 A cleanup of expired memberships is undertaken at the end of each fiscal year.

3 Includes New Brunswick Public Library Service budget, which includes the budget allocated to the provincial office and the five regions. Also includes the provincial estimated revenue from fines in the amount of \$200,000, distributed at the beginning of the year among the 5 library regions from the provincial office.

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

† See Appendix A for definitions.

Provincial Programs

	2017-2018	2016-2017
Summer Reading Club^{1†}		
Children Registered	11,708	11,112
Books Read	293,394	291,062
Hackmatack Program[†]		
Children Registered	1,227	1,269
Babies in the Library^{2†}		
Participants	5,173	4,756

Computers and Reference Tools

	2017-2018	2016-2017
Licensed Electronic Reference Tools [†]	19	19
Full-Text Periodicals Available Online	14,755	12,128
Public Access Computers [†]	399	404
Adaptive Workstation ^{3†} Use	12,871	14,082
Total Public Access Computer Use ^{4†}	220,206	231,013
Number of Unique Wireless Users [†]	244,624	192,380

E-library Services

	2017-2018	2016-2017
Visits to the NBPLS Website [†]	2,966,532	3,819,899
Visits to the Online Catalogue [†]	530,898	493,495
Visits to Electronic Library New Brunswick [†]	3,131,213	3,089,225
Use of Online Reference Service ^{5†}	1,108	1,635
Online Renewal of Loans ^{6†}	284,992	279,810
E-library Services - Total Use	6,914,743	7,684,064

- 1 Includes figures for the Preschool Summer Reading Program (see Appendix A for definitions). 2017-2018 Summer Reading Club figures are from the summer of 2017; 2016-2017 figures are from the summer of 2016.
 - 2 Participants include the babies, their older siblings in attendance, as well as their parents or caregivers.
 - 3 Figure represents the use of 63 adaptive workstations.
 - 4 Includes adaptive workstation use.
 - 5 Reflects the number of email exchanges through the online reference service.
 - 6 Includes 1,626 transactions performed by patrons at self-check units.
- † See Appendix A for definitions.

Virtual Branch¹

Electronic Library - Downloadable Holdings	2017-2018	2016-2017
eBooks	35,373	30,960
Audiobooks	5,369	4,656
Video	197	195
Total	40,939	35,811

Electronic Library - Circulation	2017-2018	2016-2017
eBooks	156,913	155,802
Audiobooks	48,558	44,733
Video	39	75
Total	205,510	200,610

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

Grants[†] Received by NBPLS in 2017-2018

Library Collections for Adult Learners \$59,000.00
 Funds provided by the Department of Post-Secondary Education, Training and Labour for the purchase of library collections to support adult learners and adult literacy.

Student Employment 2017-2018¹

Program	Number of Students	Number of Weeks	Salaries
Summer Reading Club	81	891	\$343,035.00 ²

Contribution of the New Brunswick Public Libraries Foundation

\$343,320.41 The total amount allocated to the library regions by the New Brunswick Public Libraries Foundation. This amount is not necessarily spent in the same fiscal year.

\$709,388.00 The total value of gifts-in-kind of books, CDs and DVDs received by the New Brunswick Public Libraries Foundation. This figure represents the value of all donated library materials that were added to the collection.

\$1,052,708.41 **Total Contribution of the New Brunswick Public Libraries Foundation**

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

2 Estimated total value of student positions based on the pay rate of \$11.00 per hour for 35 hours per week.

† See Appendix A for definitions.

Provincial Office

Library Positions¹	
Librarians [†] - Full-time	14.00
Librarians - Part-time	0.00
Other Staff [†] - Full-time	4.00
Total	18.00

Revenue	
Budget	\$2,007,974.00
Fines Collected ²	\$110,873.30

Expenditures	
Salaries & Benefits [†]	\$1,047,944.24
Collection Development ^{3†}	\$225,387.75
Operations [†]	\$779,365.63
Total	\$2,052,697.62

Library Science Professional Collection – Holdings	Provincial Office	A-W-K
Books [†]	539	4,195
Periodicals [†]	4	22
Sound Recordings [†]	8	30
Video Recordings [†]	24	498
Total Holdings	575	4,745

Library Science Professional Collection – Circulation	Provincial Office	A-W-K
Holds [†]	795	1,111
Total Circulation - Physical Items	1,603	600

Collections Management	
Titles Catalogued	32,476
Items Processed [†]	120,622

- 1 Includes permanent positions only. Does not include temporary employees. Figures are expressed as full-time equivalencies (FTEs).
- 2 The provincial estimated revenue from fines in the amount of \$200,000 was distributed at the beginning of the year among the five library regions from the Provincial Office.
- 3 This figure includes the annual purchase of licences that allow access to electronic reference tools in libraries and through the NBPLS website (see page 15). This figure also includes money allocated to the provincial

professional collection, books for the Hackmatack program and gifts of library materials presented to commemorate library anniversaries, as well as any additional allocations to the regions over the course of the year.

† See Appendix A for definitions.

Library Regions

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

Population²						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Population Served	148,704	57,193	111,519	39,783	93,370	450,569
Total Regional Population	216,608	109,018	168,089	87,248	166,138	747,101
Percentage of Population Served	68.7%	52.5%	66.3%	45.6%	56.2%	60.3%

Library Positions - (Library Regions)³						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Librarians						
Full-time	14.00	12.00	15.00	10.00	17.00	68.00
Part-time	0.00	0.00	0.00	0.00	0.00	0.00
Other Staff						
Full-time	39.00	22.00	24.00	28.00	38.00	151.00
Part-time	3.00	4.00	10.00	4.50	3.50	25.00
Total	56.00	38.00	49.00	42.50	58.50	244.00

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

2 Based on 2016 Census of Canada.

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

† See Appendix A for definitions.

Finances

Revenue						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Budget Allocation	\$3,228,369.00	\$2,319,120.00	\$2,746,243.00	\$2,490,881.00	\$2,963,543.00	\$13,748,156.00

Fines and Fees						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Fines Collected ¹	\$24,499.12	\$15,793.65	\$24,963.34	\$13,722.12	\$31,895.07	\$110,873.30
Fees / Other	\$14,994.59	\$7,450.07	\$15,597.69	\$11,073.24	\$13,293.86	\$62,409.45

Expenditures						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Salaries & Benefits ²	\$2,849,366.99	\$1,940,857.39	\$2,487,807.02	\$2,093,522.11	\$2,626,517.05	\$11,998,070.56
Collection Development - Total (Regions) ³	\$203,584.19	\$275,210.79	\$103,261.22	\$264,911.66	\$190,876.32	\$1,037,844.18
Collection Development - Regular Budget [†]	\$87,500.00	\$87,500.00	\$87,500.00	\$87,500.00	\$87,500.00	\$437,500.00
Collection Development - Operational & Salary Savings [†]	\$116,084.19	\$187,710.79	\$15,761.22	\$177,411.66	\$103,376.32	\$600,344.18
Operations	\$177,828.05	\$122,112.36	\$148,967.30	\$143,504.43	\$158,575.88	\$750,988.02
Total Regional Expenditures	\$3,230,779.23	\$2,338,180.54	\$2,740,035.54	\$2,501,938.20	\$2,975,969.25	\$13,786,902.76

Partners Spending⁴						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Total Municipal Contribution	\$1,516,264.57	\$699,044.49	\$1,360,298.16	\$711,168.92	\$962,215.38	\$5,248,991.52
School District Contribution - Operations / Collections [†]			\$15,313.79	\$37,259.70	\$76,625.77	\$129,199.26
School District Recoveries [†]			\$109,952.63	\$56,276.18	\$367,928.95	\$534,157.76

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

Expenditures¹

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Total Salary Expenditures as Percentage of Total Expenditures	88.2%	83.0%	90.8%	83.7%	88.3%	87.0%
Total Collection Development Expenditures as Percentage of Total Expenditures	6.3%	11.8%	3.8%	10.6%	6.4%	7.5%
Total Collection Development Expenditures Per Capita (By Region) ²	\$0.94	\$2.52	\$0.61	\$3.04	\$1.15	\$1.39
Total Operations Expenditures as Percentage of Total Expenditures	5.5%	5.2%	5.4%	5.7%	5.3%	5.4%

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

Collection Development

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL	PER CAPITA ¹
Collection Development - Regular Budget	\$87,500.00	\$87,500.00	\$87,500.00	\$87,500.00	\$87,500.00	\$437,500.00	\$0.59
Collection Development - Operational & Salary Savings	\$116,084.19	\$187,710.79	\$15,761.22	\$177,411.66	\$103,376.32	\$600,344.18	\$0.80
Collection Development - Provincial Office Expenditures ²	\$45,077.55	\$45,077.55	\$45,076.91	\$45,077.55	\$45,077.55	\$225,387.11	\$0.30
Collection Development - Donations & Grants ³	\$41,235.15	\$21,981.20	\$33,226.47	\$46,162.09	\$189,559.65	\$332,164.56	\$0.44
Collection Development - New Brunswick Public Libraries Foundation Funding Allocation ⁴	\$67,753.65	\$55,442.84	\$65,569.44	\$58,442.15	\$61,850.44	\$309,058.52	\$0.41
Provincial Level Grant - Amount	\$11,800.00	\$11,800.00	\$11,800.00	\$11,800.00	\$11,800.00	\$59,000.00	\$0.08
Collection Development Contributions from All Sources	\$369,450.54	\$409,512.38	\$258,934.04	\$426,393.45	\$499,163.96	\$1,963,454.37	\$2.63

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

2 This figure includes the annual purchase of licences for electronic reference tools, eBooks and audiobooks available through the NBPLS website (\$196,502.99), funds allocated to the provincial professional collection (\$4,389.23), books for the Hackmatack program (\$22,126.16) and gifts of library materials presented to commemorate library anniversaries (\$2,369.37). It also includes any additional allocations to regions over the course of the year (\$0).

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

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

† See Appendix A for definitions.

Community Support[†]

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Volunteer Hours	4,523.75	476.00	7,429.25	4,080.25	2,907.50	19,416.75
Number of Volunteers	150	30	185	349	102	816
Number of Board Members	102	75	62	90	107	436

Donations and Grants - Library Collections ¹						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Cash	\$35,186.50	\$21,565.15	\$24,837.95	\$44,594.22	\$28,074.04	\$154,257.86
Adopt-a-Book Program [†]	\$298.65	\$416.05	\$864.52	\$1,567.87	\$6,970.61	\$10,117.70
Grants	\$5,750.00	\$0.00	\$7,524.00	\$0.00	\$154,515.00	\$167,789.00
Total - Donations and Grants - Library Collections	\$41,235.15	\$21,981.20	\$33,226.47	\$46,162.09	\$189,559.65	\$332,164.56

Other Donations and Grants						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Cash	\$10,439.20	\$9,622.95	\$279,821.01	\$21,101.90	\$5,685.89	\$326,670.95
In Kind	\$0.00	\$8,564.56	\$2,357.23	\$18,756.12	\$1,393.40	\$31,071.31
Grants	\$300.00	\$0.00	\$40,366.71	\$54,550.65	\$22,250.00	\$117,467.36
Total - Other Donations and Grants	\$10,739.20	\$18,187.51	\$322,544.95	\$94,408.67	\$29,329.29	\$475,209.62
Total Donations and Grants	\$51,974.35	\$40,168.71	\$355,771.42	\$140,570.76	\$218,888.94	\$807,374.18

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

† See Appendix A for definitions.

Patrons (Memberships)¹

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Juvenile	14,413	6,522	12,201	8,043	14,910	56,089
Adult	48,725	24,970	45,731	23,853	46,240	189,519
Total	63,138	31,492	57,932	31,896	61,150	245,608

Holdings – Physical Items¹

Books						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Books - English						
Juvenile	84,379	29,257	103,720	62,263	120,759	400,378
Young Adult	11,837	6,031	16,159	9,224	19,024	62,275
Adult	130,841	48,255	194,212	86,862	179,802	639,972
Subtotal	227,057	83,543	314,091	158,349	319,585	1,102,625
Books - French						
Juvenile	97,121	77,808	27,268	61,659	43,089	306,945
Young Adult	7,778	11,976	2,618	7,633	3,709	33,714
Adult	58,880	86,718	11,410	68,012	19,272	244,292
Subtotal	163,779	176,502	41,296	137,304	66,070	584,951
Books - Bilingual & Other Languages						
Books - Bilingual	2,627	1,496	2,448	1,921	1,274	9,766
Books - Other Languages	880	58	4,197	154	2,322	7,611
Subtotal	3,507	1,554	6,645	2,075	3,596	17,377
Books						
Total Holdings - Books	394,343	261,599	362,032	297,728	389,251	1,704,953

Non-Book Materials[†]						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Periodicals [†]	427	496	602	686	481	2,692
Sound Recordings [†]	10,635	7,547	15,087	14,143	24,797	72,209
Microforms ^{2†}	1,741	478	6,881	1,079	1,989	12,168
Video Recordings [†]	21,069	10,679	29,331	19,888	33,745	114,712
Talking Books [†]	9,290	2,499	2,312	2,231	3,035	19,367
Other Materials [†]	1,647	1,627	1,692	1,357	2,455	8,778
Total Holdings - Non-Book Materials	44,809	23,326	55,905	39,384	66,502	229,926
Total Holdings - Physical Items	439,152	284,925	417,937	337,112	455,753	1,934,879

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

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

† See Appendix A for definitions.

Circulation – Physical Items¹

Books						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Books - English						
Juvenile	128,832	20,636	150,154	46,953	189,558	536,133
Young Adult	13,841	4,410	11,608	5,346	21,797	57,002
Adult	178,009	42,929	191,235	77,003	202,511	691,687
Subtotal	320,682	67,975	352,997	129,302	413,866	1,284,822
Books - French						
Juvenile	187,955	83,454	32,584	70,953	77,524	452,470
Young Adult	5,805	10,250	734	5,425	5,684	27,898
Adult	40,826	78,949	2,939	44,537	10,269	177,520
Subtotal	234,586	172,653	36,257	120,915	93,477	657,888
Books - Bilingual & Other Languages						
Books - Bilingual	1,400	884	850	1,261	1,583	5,978
Books - Other Languages	656	71	671	106	1,723	3,227
Subtotal	2,056	955	1,521	1,367	3,306	9,205
Books						
Total Circulation - Books	557,324	241,583	390,775	251,584	510,649	1,951,915

Non-Book Materials						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Periodicals	10,940	5,966	11,580	7,250	12,403	48,139
Sound Recordings	21,443	4,448	15,274	10,351	28,616	80,132
Talking Books	7,550	146	477	467	750	9,390
Video Recordings	68,723	29,646	112,534	55,399	130,962	397,264
DAISY Players ^{2†}	100	49	90	41	79	359
Other Materials	6,294	4,076	6,277	3,437	7,176	27,260
Total Circulation - Non-Book Materials	115,050	44,331	146,232	76,945	179,986	562,544
Total Circulation - Physical Items	672,374	285,914	537,007	328,529	690,635	2,514,459

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	NBPLS
Circulation per Membership	10.65	9.08	9.27	10.30	11.29	10.24
Circulation per Item	1.53	1.00	1.28	0.97	1.52	1.30
Circulation per Book	1.41	0.92	1.08	0.85	1.31	1.14

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

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

† See Appendix A for definitions.

Services

Interlibrary Loans^{1†}		
	2017-2018	2016-2017
Borrowed	3,597	2,823
Loaned	1,006	1,020
Total	4,603	3,843

Holds and Reference Questions						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Holds [†]	120,300	41,286	67,649	53,111	89,183	371,529
Reference Questions [†]	44,573	21,870	64,035	33,702	41,572	205,752

Visits[†]						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Number of Visits	345	159	1,461	392	2,165	4,522
Number of Participants	4,772	1,978	24,329	6,437	43,990	81,506
Traffic ^{2†}	543,752	254,791	676,699	227,344	616,669	2,319,255
Room Use ^{3†}	909	3,895	1,548	1,277	747	8,376

- 1 In April 2015, NBPLS centralized interlibrary loan (ILL) service. All ILL transactions are managed by the York Regional Office. The number of interlibrary loans borrowed represents the number of times an ILL was picked up at an NBPLS library. The number of interlibrary loans loaned represents the number of times an organization outside of NBPLS received an item owned by an NBPLS library.
 - 2 Traffic figures are reported as generated by people counter devices. All libraries had people counters in 2017-2018.
 - 3 Does not include bookings that were cancelled.
- † See Appendix A for definitions.

Programs

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Programs† (Juvenile)						
Number of Programs	3,236	1,974	4,625	2,175	2,478	14,488
Number of Participants	41,357	20,700	63,960	30,610	41,808	198,435
Programs (Young Adult)						
Number of Programs	220	189	350	118	530	1,407
Number of Participants	1,498	1,108	2,434	1,323	8,551	14,914
Programs (Adult)						
Number of Programs	2,047	1,419	2,288	1,741	1,582	9,077
Number of Participants	11,530	8,512	17,355	16,785	13,985	68,167
All Programs						
Total Programs	5,503	3,582	7,263	4,034	4,590	24,972
Total Participants	54,385	30,320	83,749	48,718	64,344	281,516

Indigenous Programs†						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Programs (Juvenile)						
Number of Programs	39	56	73	33	98	299
Number of Participants	388	622	1,221	604	1,265	4,100
Programs (Young Adult)						
Number of Programs	2	8	0	3	13	26
Number of Participants	10	109	0	31	303	453
Programs (Adult)						
Number of Programs	38	18	13	19	11	99
Number of Participants	417	110	66	187	282	1,062
All Programs						
Total Indigenous Programs	79	82	86	55	122	424
Total Indigenous Program Participants	815	841	1,287	822	1,850	5,615

Promotional Activities in the Community†						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Number of Activities	89	80	59	114	71	413
Deposits†	113	101	48	69	59	390

† See Appendix A for definitions.

Library Services by Mail^{1†}

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

Patrons (Memberships) - Books-by-Mail Service [†]							
	LSBM	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Juvenile	114	41	0	9	1	27	192
Adult	629	149	12	12	14	14	830
Total	743	190	12	21	15	41	1,022

Patrons (Memberships) - Talking Books Service [†]							
	LSBM	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Juvenile	2	47	7	9	13	12	90
Adult	318	106	63	121	123	121	852
Total	320	153	70	130	136	133	942

Circulation – Books-by-Mail

Books	
	Books-by-Mail
Books - English	
Juvenile	3,912
Young Adult	955
Adult	14,421
Subtotal	19,288
Books - French	
Juvenile	900
Young Adult	258
Adult	1,933
Subtotal	3,091
Books - Bilingual & Other Languages	
Books - Bilingual	101
Books - Other Languages	6
Subtotal	107
Books	
Total Circulation - Books	22,486

Non-Book Materials	
	Books-by-Mail
Periodicals	563
Sound Recordings	6,566
Talking Books	7,052
Video Recordings	2,864
DAISY Players	79
Other Materials	36
Total Circulation - Non-Book Materials	17,160
Total Circulation - Books-by-Mail Service	39,646

Circulation – Talking Books Service²

	LSBM	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	PO	TOTAL
English								
Audiobooks	5,436	536	84	411	292	744	3	7,506
Talking Books (Cassettes) ³	321	42	0	9	8	25	1	406
Talking Books (DAISY CDs)	5,845	367	54	464	387	588	5	7,710
Other Media	1,113	1,268	361	1,574	1,654	1,325	13	7,308
Subtotal	12,715	2,213	499	2,458	2,341	2,682	22	22,930
French								
Audiobooks	73	117	5	1	78	3	0	277
Talking Books (Cassettes) ³	26	0	0	0	0	0	0	26
Talking Books (DAISY CDs)	834	84	88	0	68	139	0	1,213
Other Media	100	804	1,387	6	342	171	1	2,811
Subtotal	1,033	1,005	1,480	7	488	313	1	4,327
Talking Books								
Total Circulation - Talking Books Service	13,748	3,218	1,979	2,465	2,829	2,995	23	27,257

1 Library Services by Mail serves all areas of the province from the AWK Regional Office in Moncton using the collection of the Moncton Public Library and drawing on all other collections as needed. The branch is made up of two divisions: the Books-by-Mail Service and the Talking Books Service.

2 Data represents the use of collections by the patrons of the Talking Books Service.

3 The Talking Books (Cassettes) were discontinued on August 2016.

† See appendix A for definitions.

Public Libraries

Albert-Westmorland-Kent Library Region

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

Chaleur Library Region

Location	Name	Employee in Charge
Atholville	Raymond Lagacé Public Library	Kevin Soussana
Bas-Caraquet	Claude LeBouthillier Public Library	Mylène May Gionet
Bathurst	Bathurst Public Library	Judith Lagacé
Beresford	Mgr. Robichaud Public Library	Marie-Claude Gagnon
Campbellton	Campbellton Centennial Library	Eva Fischer (Acting)
Caraquet	Mgr. Paquet Public Library	Irène Guraliuc
Dalhousie	Dalhousie Centennial Library	Francis Hébert (Acting)
Lamèque	Lamèque Public Library	Lison Gaudet
Petit-Rocher	Petit-Rocher Public Library	Sonia Godin
Shippagan	Laval Goupil Public Library	Mélissa Godin-Cormier
Tracadie	Tracadie Public Library	Marie-Claude Gagnon (Acting)

Fundy Library Region

Location	Name	Employee in Charge
Campobello	Campobello Public Library	Kate Johnston
Grand Manan*	Grand Manan Library	Kendra Neves
Kennebecasis	Kennebecasis Public Library	Laura Corscadden
Saint John*	Le Cormoran Library	Mireille Mercure
Saint John	Saint John Free Public Library	Joann Hamilton-Barry
Saint John East	Saint John Free Public Library, East Branch	Emily King
Saint John West	Saint John Free Public Library, West Branch	Robin Sexton-Mayes
St. Andrews	Ross Memorial Library	Lesley Wells
St. Stephen	St. Croix Public Library	Elva Hatt
Sussex	Sussex Regional Library	Alison Stickings (Acting)

Haut-Saint-Jean Library Region

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

* Public-School Library

York Library Region

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

* Public-School Library

Albert-Westmorland-Kent Library Region

	Population Served	Size (sq. m.)	Hours Open per Week	Number of Employees ¹	Total Holdings - Physical Items	Total Patrons (Memberships)
Bouctouche	2,361	167.00	30.00	2.00	15,506	1,482
Cap-Pelé	2,425	495.00	30.00	2.00	22,466	1,470
Dieppe	25,384	800.00	41.00	4.00	41,756	7,781
Dorchester	1,096	135.00	15.00	0.50	9,413	302
Hillsborough	1,277	42.00	30.00	1.00	6,543	766
Memramcook	4,778	325.00	30.00	1.00	14,982	1,164
Moncton	71,889	3,344.00	57.00	16.00	131,019	29,696
Petitcodiac	1,383	150.00	30.00	1.00	11,345	945
Port Elgin ²	0	52.00	30.00	1.00	7,415	0
Richibucto	1,266	223.00	30.00	2.00	15,192	2,108
Riverview	19,667	799.00	38.00	3.00	38,990	5,633
Rogersville	1,166	244.00	30.00	1.00	9,003	672
Sackville	5,331	427.00	30.00	1.00	16,200	2,154
Saint-Antoine	1,733	429.00	30.00	2.00	19,677	1,732
Salisbury	2,284	169.00	30.00	1.00	13,428	1,663
Shediac	6,664	303.00	38.00	3.00	53,522	4,405

	English Books Circulation	French Books Circulation	All Other Materials ³ Circulation	Total Circulation - Physical Items	Circulation per Membership
Bouctouche	4,140	7,599	2,814	14,553	9.82
Cap-Pelé	4,673	10,131	2,944	17,748	12.07
Dieppe	21,780	67,210	18,324	107,314	13.79
Dorchester	1,942	5	503	2,450	8.11
Hillsborough	6,047	67	916	7,030	9.18
Memramcook	2,193	6,401	1,019	9,613	8.26
Moncton	129,990	78,627	42,364	250,981	8.45
Petitcodiac	7,580	77	904	8,561	9.06
Port Elgin	2,058	7	561	2,626	0.00
Richibucto	10,069	6,879	3,379	20,327	9.64
Riverview	55,091	2,663	8,051	65,805	11.68
Rogersville	1,590	2,551	1,172	5,313	7.91
Sackville	15,381	731	2,796	18,908	8.78
Saint-Antoine	4,377	14,719	1,926	21,022	12.14
Salisbury	12,772	613	2,393	15,778	9.49
Shediac	21,387	33,049	9,663	64,099	14.55

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

2 In August 2017 the Port Elgin Public Library closed indefinitely due to problems with the facility.

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

Chaleur Library Region

	Population Served	Size (sq. m.)	Hours Open per Week	Number of Employees ¹	Total Holdings - Physical Items	Total Patrons (Memberships)
Atholville	3,570	385.00	30.50	1.00	13,016	1,186
Bas-Caraquet	1,305	256.00	32.50	1.50	14,479	750
Bathurst	11,897	867.00	41.00	4.00	47,902	6,297
Beresford	4,288	274.00	32.50	2.00	20,881	2,401
Campbellton	6,883	1,506.00	57.00	8.50	58,219	6,041
Caraquet	4,248	434.00	32.50	2.00	16,632	2,421
Dalhousie	3,126	719.00	30.50	2.50	32,903	2,686
Lamèque	1,285	564.00	32.50	1.50	13,888	1,238
Petit-Rocher	1,897	212.00	32.50	2.00	17,556	2,026
Shippagan	2,580	418.00	32.50	2.00	15,396	1,442
Tracadie	16,114	660.50	32.00	2.00	24,843	4,991

	English Books Circulation	French Books Circulation	All Other Materials ² Circulation	Total Circulation - Physical Items	Circulation per Membership
Atholville	1,009	3,465	632	5,106	4.31
Bas-Caraquet	201	9,568	2,161	11,930	15.91
Bathurst	29,784	18,656	7,946	56,386	8.95
Beresford	2,825	20,620	3,191	26,636	11.09
Campbellton	17,651	16,430	15,094	49,175	8.14
Caraquet	1,354	16,255	2,086	19,695	8.14
Dalhousie	10,265	8,005	3,802	22,072	8.22
Lamèque	494	12,835	1,887	15,216	12.29
Petit-Rocher	1,458	20,803	1,914	24,175	11.93
Shippagan	562	15,061	2,190	17,813	12.35
Tracadie	2,113	30,690	4,148	36,951	7.40

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

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

Fundy Library Region

	Population Served	Size (sq. m.)	Hours Open per Week	Number of Employees ¹	Total Holdings - Physical Items	Total Patrons (Memberships)
Campobello	872	89.00	15.00	0.50	8,198	411
Grand Manan	2,360	320.00	42.50	2.00	27,412	1,533
Kennebecasis²	30,229	2,064.00	49.50	5.00	63,219	12,942
Le Cormoran	67,575	560.00	48.00	2.00	32,310	1,571
Saint John	67,575	4,552.00	57.00	16.50	145,558	17,464
Saint John East	67,575	424.00	42.00	3.50	23,371	5,516
Saint John West	67,575	416.00	42.00	3.50	29,102	7,093
St. Andrews	1,786	492.00	29.00	1.50	20,934	1,846
St. Stephen	4,415	403.00	35.00	2.00	28,595	3,906
Sussex	4,282	720.00	36.00	3.00	36,092	5,643

	English Books Circulation	French Books Circulation	All Other Materials ³ Circulation	Total Circulation - Physical Items	Circulation per Membership
Campobello	1,685	22	851	2,558	6.22
Grand Manan	16,001	76	3,257	19,334	12.61
Kennebecasis	108,884	4,792	26,593	140,269	10.84
Le Cormoran	946	27,692	1,421	30,059	19.13
Saint John	65,913	1,696	58,770	126,379	7.24
Saint John East	31,976	284	12,275	44,535	8.07
Saint John West	51,212	513	13,802	65,527	9.24
St. Andrews	17,618	235	6,667	24,520	13.28
St. Stephen	22,168	398	8,896	31,462	8.05
Sussex	36,289	547	14,910	51,746	9.17

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

2 Population served represents the combined population of partner communities.

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

Haut-Saint-Jean Library Region

	Population Served	Size (sq. m.)	Hours Open per Week	Number of Employees ¹	Total Holdings - Physical Items	Total Patrons (Memberships)
Edmundston	16,580	1,654.00	57.00	10.50	63,060	7,853
Florenceville-Bristol	1,604	394.00	34.00	2.00	28,262	2,953
Grand Falls	5,326	479.00	31.00	2.00	33,056	3,905
Hartland	957	340.00	35.00	2.00	19,331	1,549
Kedgwick ²	1,964	297.00	31.00	2.00	16,033	1,152
Nackawic	941	210.00	35.00	1.50	18,714	1,573
Perth-Andover	1,590	345.00	30.00	1.50	22,895	1,685
Plaster Rock	1,023	266.00	33.00	1.50	17,920	1,129
Saint-François ³	1,076	483.00	30.00	2.00	17,927	989
Saint-Léonard	1,300	315.00	31.00	2.00	21,847	1,340
Saint-Quentin	2,194	465.00	30.00	2.50	25,953	1,830
Woodstock	5,228	1,060.00	41.00	4.00	38,139	5,925

	English Books Circulation	French Books Circulation	All Other Materials ⁴ Circulation	Total Circulation - Physical Items	Circulation per Membership
Edmundston	14,492	58,040	17,630	90,162	11.48
Florenceville-Bristol	19,223	266	7,059	26,548	8.99
Grand Falls	8,559	11,795	7,886	28,240	7.23
Hartland	11,746	198	6,146	18,090	11.68
Kedgwick	280	12,128	2,747	15,155	13.16
Nackawic	7,818	319	1,851	9,988	6.35
Perth-Andover	12,411	133	6,307	18,851	11.19
Plaster Rock	8,686	72	2,246	11,004	9.75
Saint-François	633	5,784	1,760	8,177	8.27
Saint-Léonard	1,537	9,598	1,436	12,571	9.38
Saint-Quentin	595	21,795	3,133	25,523	13.95
Woodstock	43,093	667	19,842	63,602	10.73

- 1 Includes permanent positions only. Does not include temporary employees. Figures are expressed as full-time equivalencies (FTEs).
- 2 Population served represents the population of the Rural Community of Kedgwick as published in the 2016 Census of Canada. The figure was adjusted in 2017 according to the "2016 Population and Dwelling Count Amendments".
- 3 Population served represents the combined population of partner communities.
- 4 All other materials includes books in languages other than English or French as well as audiovisual materials, periodicals, etc.

York Library Region

	Population Served	Size (sq. m.)	Hours Open per Week	Number of Employees ¹	Total Holdings - Physical Items	Total Patrons (Memberships)
Chatham	17,537	572.00	30.00	2.00	25,469	3,120
Chipman	1,104	225.00	33.50	2.00	16,612	920
Doaktown	792	688.00	35.00	2.00	23,455	823
Dre M. Michaud ²	58,270	823.00	50.00	3.00	36,238	3,814
Fredericton ²	58,270	2,925.00	57.00	18.50	136,802	31,055
Harvey	358	112.50	30.50	1.00	13,290	897
McAdam	1,151	242.00	35.00	1.00	9,269	563
Minto	2,305	268.00	32.00	2.00	12,539	1,190
Nashwaaksis ²	58,270	675.00	50.00	4.00	30,874	4,439
Newcastle	17,537	936.00	35.00	3.00	36,881	4,784
Oromocto	9,223	650.00	50.00	5.00	57,708	7,158
Père Louis Lamontagne	17,537	340.00	35.00	2.00	20,916	824
Stanley	412	198.00	31.00	1.00	14,099	712
Upper Miramichi	2,218	375.00	35.00	2.00	19,208	849

	English Books Circulation	French Books Circulation	All Other Materials ³ Circulation	Total Circulation - Physical Items	Circulation per Membership
Chatham	19,082	399	8,336	27,817	8.92
Chipman	7,924	25	2,299	10,248	11.14
Doaktown	7,312	3	2,128	9,443	11.47
Dre M. Michaud	2,936	55,507	5,977	64,420	16.89
Fredericton	234,000	12,091	125,882	371,973	11.98
Harvey	4,726	373	1,178	6,277	7.00
McAdam	2,052	30	688	2,770	4.92
Minto	6,711	29	1,397	8,137	6.84
Nashwaaksis	45,160	1,763	10,350	57,273	12.9
Newcastle	20,776	178	7,332	28,286	5.91
Oromocto	50,151	4,622	11,987	66,760	9.33
Père Louis Lamontagne	582	18,419	3,506	22,507	27.31
Stanley	6,681	5	1,105	7,791	10.94
Upper Miramichi	5,175	16	1,023	6,214	7.32

- 1 Includes permanent positions only. Does not include temporary employees. Figures are expressed as full-time equivalencies (FTEs).
- 2 Population figures were adjusted in 2017 according to the "2016 Population and Dwelling Count Amendment".
- 3 All other materials includes books in languages other than English or French as well as audiovisual materials, periodicals, etc.

Municipal Funding

Albert-Westmorland-Kent Library Region

	Size (sq. m.)	Municipal Contribution ¹		Total Municipal Contribution	Population Served	Municipal Contribution per Capita ²
		Capital ³	Operations			
Bouctouche	167.00	\$0.00	\$12,229.25	\$12,229.25	2,361	\$5.18
Cap-Pelé	495.00	\$0.00	\$101,866.00	\$101,866.00	2,425	\$42.01
Dieppe	800.00	\$0.00	\$243,700.00	\$243,700.00	25,384	\$9.60
Dorchester	135.00	\$602.25	\$8,211.57	\$8,813.82	1,096	\$8.04
Hillsborough	42.00	\$0.00	\$14,424.94	\$14,424.94	1,277	\$11.30
Memramcook	325.00	\$1,708.95	\$40,147.29	\$41,856.24	4,778	\$8.76
Moncton	3,344.00	\$44,192.00	\$732,489.00	\$776,681.00	71,889	\$10.80
Petitcodiac	150.00	\$0.00	\$17,340.00	\$17,340.00	1,383	\$12.54
Port Elgin⁴	52.00	\$0.00	\$9,179.37	\$9,179.37	0.00	\$0.00
Richibucto	223.00	\$0.00	\$21,261.00	\$21,261.00	1,266	\$16.79
Riverview	799.00	\$0.00	\$32,004.00	\$32,004.00	19,667	\$1.63
Rogersville	244.00	\$1,370.67	\$3,290.24	\$4,660.91	1,166	\$4.00
Sackville	427.00	\$0.00	\$28,479.00	\$28,479.00	5,331	\$5.34
Saint-Antoine	429.00	\$0.00	\$31,000.00	\$31,000.00	1,733	\$17.89
Salisbury	169.00	\$0.00	\$29,169.04	\$29,169.04	2,284	\$12.77
Shediac	303.00	\$0.00	\$143,600.00	\$143,600.00	6,664	\$21.55

Chaleur Library Region

	Size (sq. m.)	Municipal Contribution ¹		Total Municipal Contribution	Population Served	Municipal Contribution per Capita ²
		Capital ³	Operations			
Atholville	385.00	\$2,425.07	\$27,848.46	\$30,273.53	3,570	\$8.48
Bas-Caraquet	256.00	\$0.00	\$37,455.25	\$37,455.25	1,305	\$28.70
Bathurst	867.00	\$0.00	\$49,034.00	\$49,034.00	11,897	\$4.12
Beresford	274.00	\$0.00	\$44,774.09	\$44,774.09	4,288	\$10.44
Campbellton	1,506.00	\$0.00	\$267,973.00	\$267,973.00	6,883	\$38.93
Caraquet	434.00	\$0.00	\$46,562.10	\$46,562.10	4,248	\$10.96
Dalhousie	719.00	\$0.00	\$37,550.00	\$37,550.00	3,126	\$12.01
Lamèque	564.00	\$0.00	\$28,014.00	\$28,014.00	1,285	\$21.80
Petit-Rocher	212.00	\$0.00	\$30,120.80	\$30,120.80	1,897	\$15.88
Shippagan	418.00	\$37,147.00	\$39,297.00	\$76,444.00	2,580	\$29.63
Tracadie	660.00	\$0.00	\$50,843.72	\$50,843.72	16,114	\$3.16

1 Figures reported as submitted by partners.

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

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

4 In August 2017 the Port Elgin Public Library closed indefinitely due to problems with the facility.

Municipal and School District Funding Fundy Library Region

	Size (sq. m.)	Municipal Contribution ¹		School District Contribution ¹	
		Capital ²	Operations	Operations / Collections	Salaries
Campobello	89.00	\$0.00	\$6,768.10		
Grand Manan	320.00	\$33,200.00	\$0.00	\$12,313.79	\$38,976.69
Kennebecasis	2,064.00	\$8,265.00	\$209,660.00		
Le Cormoran³	560.00	\$1,568.42	\$16,492.64	\$3,000.00	\$70,975.94
Saint John⁴	5,392.00 ⁵	\$160,000.00	\$827,098.00		
St. Andrews	492.00	\$4,862.00	\$35,921.00		
St. Stephen⁶	403.00	\$0.00	\$0.00		
Sussex	720.00	\$5,347.00	\$51,116.00		

	Total Partner Contributions ⁷	Population Served	Municipal Contribution per Capita ⁸	School District Contribution per Capita ⁹	Total Partner Contributions per Capita
Campobello	\$6,768.10	872	\$7.76		\$7.76
Grand Manan	\$84,490.48	2,360	\$14.07	\$21.73	\$35.80
Kennebecasis	\$217,925.00	30,229	\$7.21		\$7.21
Le Cormoran	\$92,037.00	67,575	\$0.27	\$1.09	\$1.36
Saint John	\$987,098.00	67,575	\$14.61		\$14.61
St. Andrews	\$40,783.00	1,786	\$22.83		\$22.83
St. Stephen⁶	\$0.00	4,415	\$0.00		\$0.00
Sussex	\$56,463.00	4,282	\$13.19		\$13.19

- 1 Figures reported as submitted by partners.
- 2 Please see Appendix B for more details on capital expenditures.
- 3 Public-school library in a community centre; municipal contribution is from the community centre.
- 4 Multi-branch library funded by the same municipality.
- 5 Represents the combined square footage of all of Saint John Free Public Library's branches.
- 6 Municipal contribution figures were not available at time of printing.
- 7 Municipal contribution plus school district contribution.
- 8 Contribution per capita for municipalities is based on the municipal population as published in the 2016 Census of Canada.
- 9 School district contribution per capita is based on the municipal population.

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

	Size (sq. m.)	Municipal Contribution ¹		School District Contribution ¹	
		Capital ²	Operations	Operations / Collections	Salaries
Edmundston	1,654.00	\$0.00	\$149,530.00		
Florenceville- Bristol	394.00	\$55,322.68	\$31,238.99		
Grand Falls	479.00	\$0.00	\$27,598.00		
Hartland	340.00	\$26,745.44	\$26,333.36		
Kedgwick	297.00	\$0.00	\$53,949.00		
Nackawic ³	210.00	\$2,020.00	\$25,739.61	\$12,036.81	\$19,826.16
Perth-Andover	345.00	\$3,724.43	\$23,118.97		
Plaster Rock	266.00	\$700.00	\$5,300.00	\$25,222.89	\$36,450.02
Saint-François	483.00	\$0.00	\$87,474.00		
Saint-Léonard	315.00	\$1,105.43	\$32,751.68		
Saint-Quentin	465.00	\$0.00	\$44,593.33		
Woodstock	1,060.00	\$15,000.00	\$98,924.00		

	Total Partner Contributions ⁴	Population Served	Municipal Contribution per Capita ⁵	School District Contribution per Capita	Total Partner Contributions per Capita ⁶
Edmundston	\$149,530.00	16,580	\$9.02		\$9.02
Florenceville- Bristol	\$86,561.67	1,604	\$53.97		\$53.97
Grand Falls	\$27,598.00	5,326	\$5.18		\$5.18
Hartland	\$53,078.80	957	\$55.46		\$55.46
Kedgwick	\$53,949.00	1,964	\$27.47		\$27.47
Nackawic	\$59,622.58	941	\$29.50	\$33.86	\$63.36
Perth-Andover	\$26,843.40	1,590	\$16.88		\$16.88
Plaster Rock	\$67,672.91	1,023	\$5.87	\$60.29	\$66.15
Saint-François	\$87,474.00	1,076	\$81.30		\$81.30
Saint-Léonard	\$33,857.11	1,300	\$26.04		\$26.04
Saint-Quentin	\$44,593.33	2,194	\$20.33		\$20.33
Woodstock	\$113,924.00	5,228	\$21.79		\$21.79

1 Figures reported as submitted by partners.

2 See Appendix B for more details on capital expenditures.

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

4 Municipal contribution plus school district contribution.

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

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

Municipal and School District Funding

York Library Region

	Size (sq. m.)	Municipal Contribution ¹		School District Contribution ¹	
		Capital ²	Operations	Operations / Collections	Salaries
Chatham ³	572.00	\$54,000.00	\$65,570.00		
Chipman	225.00	\$4,200.00	\$23,776.91		
Doaktown	688.00	\$0.00	\$10,000.00	\$5,130.86	\$55,048.33
Dre M. Michaud ⁴	823.00	\$5,367.00	\$25,870.00	\$9,451.00	\$77,323.42
Fredericton ⁵	2,925.00	\$122,451.03	\$280,180.00		
Harvey	112.50	\$0.00	\$1,800.00	\$5,423.69	\$25,604.74
McAdam	242.00	\$0.00	\$34,111.87		
Minto	268.00	\$2,628.00	\$16,117.91		
Nashwaaksis ⁵	675.00	\$0.00	\$7,363.00	\$40,509.24	\$88,491.44
Newcastle ³	936.00	\$82,648.89	\$96,257.98		
Oromocto	650.00	\$1,694.21	\$76,416.58		
Père Louis Lamontagne ⁴	340.00	\$635.00	\$37,127.00	\$400.00	\$51,019.99
Stanley	198.00	\$0.00	\$5,000.00	\$5,670.25	\$26,689.38
Upper Miramichi	375.00	\$0.00	\$9,000.00	\$10,040.73	\$43,751.65

	Total Partner Contributions ⁶	Population Served	Municipal Contribution per Capita ⁷	School District Contribution per Capita ⁸	Total Partner Contributions per Capita
Chatham	\$119,570.00	17,537	\$6.82		\$6.82
Chipman	\$27,976.91	1,104	\$25.34		\$25.34
Doaktown	\$70,179.19	792	\$12.63	\$75.98	\$88.61
Dre M. Michaud	\$118,011.42	58,270	\$0.54	\$1.49	\$2.03
Fredericton	\$402,631.03	58,270	\$6.91		\$6.91
Harvey	\$32,828.43	358	\$5.03	\$86.67	\$91.70
McAdam	\$34,111.87	1,151	\$29.64		\$29.64
Minto	\$18,745.91	2,305	\$8.13		\$8.13
Nashwaaksis	\$136,363.68	58,270	\$0.13	\$2.21	\$2.34
Newcastle	\$178,906.87	17,537	\$10.20		\$10.20
Oromocto	\$78,110.79	9,223	\$8.47		\$8.47
Père Louis Lamontagne	\$89,181.99	17,537	\$2.15	\$2.93	\$5.09
Stanley	\$37,359.63	412	\$12.14	\$78.54	\$90.68
Upper Miramichi	\$62,792.38	2,218	\$4.06	\$24.25	\$28.31

1 Figures reported as submitted by partners.

2 See Appendix B for more details on capital expenditures.

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

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

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

Appendix A – Definitions

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

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

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

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

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

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

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

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

Collection Development: expenditure for the purchase of library materials.

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

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

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

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

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

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

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

Fines: revenue received from overdue fines.

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

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

Grants: funds awarded by outside agencies.

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

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

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

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

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

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

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

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

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

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

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

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

Microforms: materials on microfiche and microfilm.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Appendix B – Capital Projects

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

Location	Type of Project	Municipal Contribution ¹	Community Contribution ¹	Other Contributions ¹	Total Cost
Chatham	Bathroom Renovation and Sidewalk Repair	\$54,000.00	\$2,000.00	\$15,307.00	\$71,307.00
Florenceville-Bristol	Renovations	\$52,143.00	\$0.00	\$0.00	\$52,143.00
Fredericton	Air Handling Unit	\$122,451.03	\$0.00	\$0.00	\$122,451.03
Hartland	Emergency Exit	\$21,065.75	\$0.00	\$27,635.13	\$48,700.88
Moncton	Tax Return on Renovations	\$44,192.00	\$0.00	\$0.00	\$44,192.00
Newcastle	Carpets and External Stairs Replacement	\$82,648.89	\$0.00	\$0.00	\$82,648.89
Saint John	Creation of a Makerspace	\$80,000.00	\$0.00	\$0.00	\$80,000.00
Shippagan	Renovation / Loan Payment	\$37,147.00	\$0.00	\$0.00	\$37,147.00

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

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

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

¹ Figures reported as submitted by partners.

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