

New Brunswick Public Library Service

STATISTICS 2019 – 2020



Service Points



Foreword

The New Brunswick Public Library Service is pleased to present the New Brunswick Public Libraries 2019-2020 Statistics Report. The report covers the period of April 1, 2019 to March 31, 2020¹.

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 266,000 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 over 7.4 million times, and nearly 261,000 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.

1 On March 14, 2020, all programming and room booking was suspended because of the COVID-19 pandemic. On March 17th, all libraries closed for approximately two months.

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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, one public-college library, 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. For the public-college library, the partnership is between NBPLS and the New Brunswick College of Craft and Design (NBCCD). In this instance NBCCD contributes half the salaries, curriculum-related collection development, providing and maintaining the facility as well as furnishings and equipment required for the provision of quality public library service.

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, public-college library, 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, public-school and public-college library has a library board, with members appointed by the participating municipality or by an association of persons

acting as a municipality. The members of the public-college library board are appointed jointly by the Director of NBCCD and the Executive Director of NBPLS. 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

Executive Director: Kevin Cormier

Library Regions

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

Regional Director: Nadine Goguen

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 2019-2020. 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 202,326 requests for information¹.
- Served 266,581 members of public libraries (35.7% of New Brunswickers).
- Library patrons borrowed or consulted 4,094,347 items through their public library.
- Library patrons used 391 public access computers 191,474 times².
- 260,959 people took part in 22,900 programs such as story hours, lectures, Babies in the Library, book clubs and author visits offered in public libraries.
- 12,368 young people read 343,509 books as part of the annual Summer Reading Club.
- 7,442,728 uses were made of NBPLS online services³.

Administration

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

Collections

- NBPLS launched a three-year Wi-Fi Hotspot Lending Service in the Chaleur Library Region. As part of this new service, library patrons can ‘Borrow the Internet’ by checking out a Wi-Fi hotspot device at the 11 libraries of the Chaleur Region. The project is sponsored by the Port of Belledune in collaboration with the New Brunswick Public Libraries Foundation.

Public Services

- NBPLS collaborated with 11 New Brunswick tourist attractions to permit public library patrons to check out free passes. Partners included: Village historique acadien, Hopewell Rocks, Fundy Trail Parkway, NB Museum, NB Botanical Garden, NB Aquarium and Marine Centre, Le Pays de la Sagouine, Huntsman Fundy Discovery Aquarium, Kings Landing, Beaverbrook Art Gallery, and Musée acadien. Over 15,000 library passes were redeemed. The campaigns also resulted in more than 6,000 new library cards being issued.

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, and visits to the Electronic Library New Brunswick website.

Provincial Statistics – Summary

	2019-2020	2018-2019
Provincial Population ¹	747,101	747,101
Population Served [†]	450,977	450,569
Percentage of Population Served	60.4%	60.3%
Total Patrons (Memberships) ^{2†}	266,581	254,908
Total Membership as Percentage of Total Population	35.7%	34.1%
Public Libraries	52	52
Public-School Libraries	11	11
Public-College Libraries	1	1
Total Circulation [†]	2,736,826	2,738,980
Circulation per Membership	10.27	10.74
In-House Use [†]	1,357,521	1,369,584
Usage per Membership [†]	15.36	16.12
Total Holdings [†]	2,000,464	2,007,262
Total Holdings per Capita ³	2.68	2.69
Budget Allocation ^{4†}	\$15,374,000.00	\$15,634,000.00
Total Budget Allocation per Capita ^{3†}	\$20.58	\$20.93
Total Municipal Contribution [†]	\$5,998,053.37	\$5,344,850.79
Total School District Contribution [†]	\$635,960.04	\$688,254.87
Municipal Contribution per Capita ^{3†}	\$8.03	\$7.15
Titles Catalogued	36,647	45,954

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 Per capita figures are calculated based on the provincial population.

4 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.

† See Appendix A for definitions.

Provincial Programs

	2019-2020	2018-2019
Summer Reading Club^{1†}		
Children Registered	12,368	11,933
Books Read	343,509	344,639
Hackmatack Program[†]		
Children Registered	1,036	1,053
Babies in the Library^{2†}		
Participants	4,520	4,898

Computers and Reference Tools

	2019-2020	2018-2019
Licensed Electronic Reference Tools [†]	20	20
Full-Text Periodicals Available Online	6,259	7,075
Public Access Computers [†]	391	401
Adaptive Workstation Use ^{3†}	11,677	12,392
Total Public Access Computer Use ^{4†}	191,474	203,837
Number of Unique Wireless Users [†]	125,995	218,368

E-library Services

	2019-2020	2018-2019
Visits to the NBPLS Website [†]	3,323,823	2,839,955
Visits to the Online Catalogue [†]	580,950	557,221
Visits to Electronic Library New Brunswick [†]	3,535,373	3,464,997
Use of Online Reference Service ^{5†}	2,582	1,097
E-library Services - Total Use	7,442,728	6,863,270

1 Includes figures for the Preschool Reading Program (see Appendix A for definitions). 2019-2020 Summer Reading Club figures are from the summer of 2019. 2018-2019 figures are from the summer of 2018.

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.

† See Appendix A for definitions.

Virtual Branch¹

Electronic Library - Downloadable Holdings	2019-2020	2018-2019
eBooks	42,651	36,871
Audiobooks ²	6,023	5,370
Video	89	89
Total	48,763	42,330

Electronic Library - Circulation	2019-2020	2018-2019
eBooks	189,964	181,797
Audiobooks ²	78,564	66,984
Video	78	46
Total	268,606	248,827

- 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.
- 2 Pretnumerique.ca audiobooks were first added to the collection in November 2018.

Grants[†] Received by NBPLS in 2019-2020

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 2019-2020¹

Program	Number of Students	Number of Weeks	Salaries
Summer Reading Club	84	14	\$473,340.00 ²

Contribution of the New Brunswick Public Libraries Foundation

\$388,749.66 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.

\$627,631.70 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.

\$1,016,381.36 Total Contribution of the New Brunswick Public Libraries Foundation

1 Student positions awarded through a special allocation of funds from the Department of Post-Secondary Education, Training and Labour (PETL).

2 Estimated total value of student positions based on the pay rate of \$11.50 per hour for 35 hours per week.

† See Appendix A for definitions.

Provincial Office

Library Positions¹	
Librarians [†] - Full-time	15.00
Librarians - Part-time	0.00
Other Staff [†] - Full-time	8.00
Total	23.00

Revenue	
Budget	\$2,297,970.00
Fines Collected ²	\$103,148.52

Expenditures	
Salaries & Benefits [†]	\$1,770,218.20
Collection Development ^{3†}	\$219,280.95
Operations [†]	\$756,797.68
Total	\$2,746,296.83

Library Science Professional Collection⁴ – Holdings	Provincial Office	A-W-K
Books [†]	1,549	3,067
Periodicals [†]	22	2
Sound Recordings [†]	12	23
Video Recordings [†]	29	23
Total Holdings	1,612	3,115

Library Science Professional Collection⁴ – Circulation	Provincial Office	A-W-K
Holds [†]	696	281
Total Circulation - Physical Items	2,233	349

Collections Management	
Titles Catalogued	36,647
Items Processed [†]	121,104

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 p. 11). 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.
- 4 In September 2019, the provincial professional collection was relocated from the AWK Regional Office to the Provincial Office.
- † See Appendix A for definitions.

Library Regions

Service Points						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	NBPLS
Public Libraries	16	11	8	10	7	52
Public-School Libraries	0	0	2	2	7	11
Public-College Libraries	0	0	0	0	1	1
Library Services by Mail ^{1†}	1	0	0	0	0	1
Total	17	11	10	12	15	65

Population²						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	NBPLS
Population Served	149,112	57,193	111,519	39,783	93,370	450,977
Total Regional Population	216,608	109,018	168,089	87,248	166,138	747,101
Percentage of Population Served	68.8%	52.5%	66.3%	45.6%	56.2%	60.4%

Library Positions - (Library Regions)³						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Librarians						
Full-time	14.00	12.00	16.00	10.00	18.00	70.00
Part-time	0.00	0.00	0.00	0.00	0.00	0.00
Other Staff						
Full-time	35.00	22.00	25.00	28.00	39.00	149.00
Part-time	2.50	4.00	7.00	4.50	3.00	21.00
Total	51.50	38.00	48.00	42.50	60.00	240.00

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 the 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	\$2,986,795.00	\$2,203,317.00	\$2,676,594.00	\$2,310,487.00	\$2,898,837.00	\$13,076,030.00

Fines and Fees						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Fines Collected ¹	\$22,818.60	\$15,112.95	\$24,225.28	\$14,093.99	\$26,897.70	\$103,148.52
Fees / Other	\$45,759.50	\$31,269.14	\$34,343.85	\$31,059.20	\$39,607.45	\$182,039.14

Expenditures						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Salaries & Benefits ²	\$2,851,673.34	\$2,137,714.62	\$2,567,396.55	\$2,173,277.22	\$2,883,783.19	\$12,613,844.92
Collection Development - Total (Regions) ³	\$168,115.73	\$116,303.31	\$91,247.87	\$135,947.90	\$87,789.30	\$599,404.11
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 [†]	\$80,615.73	\$28,803.31	\$3,747.87	\$48,447.90	\$289.30	\$161,904.11
Operations	\$182,570.85	\$125,578.51	\$184,597.11	\$137,544.81	\$157,247.20	\$787,538.48
Total Regional Expenditures	\$3,202,359.92	\$2,379,596.44	\$2,843,241.53	\$2,446,769.93	\$3,128,819.69	\$14,000,787.51

Partners Spending ⁴						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Total Municipal Contribution	\$1,709,933.58	\$1,563,300.04	\$1,115,709.57	\$689,108.14	\$920,002.04	\$5,998,053.37
School District Contribution - Operations / Collections [†]			\$15,321.54	\$35,524.37	\$24,899.00	\$75,744.91
School District Recoveries [†]			\$113,419.68	\$56,516.12	\$390,279.33	\$560,215.13

- 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	89.0%	89.8%	90.3%	88.8%	92.2%	90.1%
Total Collection Development Expenditures as Percentage of Total Expenditures	5.2%	4.9%	3.2%	5.6%	2.8%	4.3%
Total Collection Development Expenditures Per Capita (By Region) ²	\$0.78	\$1.07	\$0.54	\$1.56	\$0.53	\$0.80
Total Operations Expenditures as Percentage of Total Expenditures	5.7%	5.3%	6.5%	5.6%	5.0%	5.6%

- 1 Expenditure and percentage figures on this page are calculated based on the budget allocated to the five library regions (see p. 16).
- 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	\$80,615.73	\$28,803.31	\$3,747.87	\$48,447.90	\$289.30	\$161,904.11	\$0.22
Collection Development - Provincial Office Expenditures ²	\$43,856.19	\$43,856.19	\$43,856.19	\$43,856.19	\$43,856.19	\$219,280.95	\$0.29
Collection Development - Donations & Grants ³	\$29,928.28	\$18,083.77	\$60,618.84	\$43,466.30	\$57,419.51	\$209,516.70	\$0.28
Collection Development - New Brunswick Public Libraries Foundation Funding Allocation ⁴	\$76,053.75	\$65,491.52	\$78,263.04	\$68,761.23	\$76,395.12	\$364,964.66	\$0.49
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	\$329,753.95	\$255,534.79	\$285,785.94	\$303,831.62	\$277,260.12	\$1,452,166.42	\$1.94

- 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 (\$192,311.93), books for the Hackmatack program (\$22,600.06) and funds allocated to the provincial professional collection (\$4,368.90). 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. 12).
- † See Appendix A for definitions.

Community Support[†]

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Volunteer Hours	3,995.50	574.85	5,791.20	4,331.50	3,279.60	17,972.65
Number of Volunteers	115	48	126	430	158	877
Number of Board Members	95	73	61	96	105	430

Donations and Grants - Library Collections ¹						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Cash	\$29,319.71	\$16,570.79	\$59,949.66	\$37,205.92	\$33,261.13	\$176,307.21
Adopt-a-Book Program [†]	\$608.57	\$1,512.98	\$669.18	\$5,060.38	\$5,968.22	\$13,819.33
Grants	\$0.00	\$0.00	\$0.00	\$1,200.00	\$17,204.00	\$18,404.00
Total - Donations and Grants - Library Collections	\$29,928.28	\$18,083.77	\$60,618.84	\$43,466.30	\$56,433.35	\$208,530.54

Other Donations and Grants						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Cash	\$9,429.15	\$3,607.20	\$63,034.74	\$19,779.59	\$40,868.66	\$136,719.34
In Kind	\$0.00	\$4,385.55	\$684.10	\$15,499.96	\$85.00	\$20,654.61
Grants	\$22,215.00	\$3,555.00	\$57,269.74	\$22,076.93	\$51,323.86	\$156,440.53
Total - Other Donations and Grants	\$31,644.15	\$11,547.75	\$120,988.58	\$57,356.48	\$92,277.52	\$313,814.48
Total Donations and Grants	\$61,572.43	\$29,631.52	\$181,607.42	\$100,822.78	\$148,710.87	\$522,345.02

1 In April 2014, in-kind donations for the library collection began to be reported by the New Brunswick Public Libraries Foundation (see p. 12).

† See Appendix A for definitions.

Patrons (Memberships)¹

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Juvenile	17,292	6,962	14,023	8,745	17,726	64,748
Adult	53,567	25,648	47,663	24,209	49,809	200,896
Total	70,859	32,610	61,686	32,954	67,535	265,644

Holdings – Physical Items¹

Books						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Books - English						
Juvenile	86,512	25,805	104,954	63,356	115,157	395,784
Young Adult	12,636	6,302	15,132	9,853	19,428	63,351
Adult	128,049	44,761	191,012	88,816	180,077	632,715
Subtotal	227,197	76,868	311,098	162,025	314,662	1,091,850
Books - French						
Juvenile	105,154	74,593	27,578	64,992	42,772	315,089
Young Adult	8,105	12,533	2,264	7,944	4,042	34,888
Adult	58,329	86,860	9,232	71,273	18,886	244,580
Subtotal	171,588	173,986	39,074	144,209	65,700	594,557
Books - Bilingual & Other Languages						
Books - Bilingual	2,628	1,604	2,658	2,183	1,568	10,641
Books - Other Languages	1,529	85	3,296	211	2,167	7,288
Subtotal	4,157	1,689	5,954	2,394	3,735	17,929
Books						
Total Holdings - Books	402,942	252,543	356,126	308,628	384,097	1,704,336
Non-Book Materials[†]						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Periodicals [†]	431	526	609	709	564	2,839
Sound Recordings [†]	11,588	8,346	13,712	14,728	19,738	68,112
Microforms ^{2†}	1,749	478	7,163	1,085	1,992	12,467
Video Recordings [†]	23,468	13,432	32,553	23,584	34,787	127,824
Talking Books [†]	10,789	3,252	3,148	2,900	4,166	24,255
Other Materials [†]	1,767	1,714	1,702	2,160	2,898	10,241
Total Holdings - Non-Book Materials	49,792	27,748	58,887	45,166	64,145	245,738
Total Holdings - Physical Items	452,734	280,291	415,013	353,794	448,242	1,950,074

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	133,512	18,946	150,982	43,230	187,791	534,461
Young Adult	12,473	3,812	10,883	5,000	19,261	51,429
Adult	173,825	40,471	190,067	72,935	196,360	673,658
Subtotal	319,810	63,229	351,932	121,165	403,412	1,259,548
Books - French						
Juvenile	193,913	78,028	32,010	67,573	72,092	443,616
Young Adult	5,710	8,165	696	4,271	4,490	23,332
Adult	40,689	78,598	2,416	42,736	9,972	174,411
Subtotal	240,312	164,791	35,122	114,580	86,554	641,359
Books - Bilingual & Other Languages						
Books - Bilingual	1,565	857	905	1,190	1,529	6,046
Books - Other Languages	3,033	127	635	81	1,017	4,893
Subtotal	4,598	984	1,540	1,271	2,546	10,939
Books						
Total Circulation - Books	564,720	229,004	388,594	237,016	492,512	1,911,846

Non-Book Materials						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Periodicals	9,271	5,308	8,951	6,379	9,921	39,830
Sound Recordings	16,489	3,670	11,970	7,589	19,571	59,289
Talking Books	7,662	443	720	1,095	506	10,426
Video Recordings	63,372	29,820	106,350	56,477	104,739	360,758
DAISY Players ^{2†}	147	44	82	47	66	386
Other Materials	24,546	11,224	17,118	8,750	21,814	83,452
Subtotal	121,487	50,509	145,191	80,337	156,617	554,141
Total Circulation - Physical Items	686,207	279,513	533,785	317,353	649,129	2,465,987

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	NBPLS
Circulation per Membership	9.68	8.57	8.65	9.63	9.61	9.28
Circulation per Item	1.52	1.00	1.29	0.90	1.45	1.26
Circulation per Book	1.40	0.91	1.09	0.77	1.28	1.12

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†}		
	2019-2020	2018-2019
Borrowed	3,070	3,904
Loaned	1,178	1,002
Total	4,248	4,906

Holds and Reference Questions						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Holds [†]	134,894	43,773	77,737	54,275	93,188	403,867
Reference Questions [†]	42,373	19,939	60,324	33,077	44,031	199,744

Visits^{2†}						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Number of Visits	273	179	1,571	169	2,065	4,257
Number of Participants	3,708	1,870	25,153	3,563	42,615	76,909
Traffic ^{3†}	516,832	255,530	681,588	242,549	664,135	2,360,634
Room Use ^{4†}	1,131	2,967	1,766	1,737	990	8,591

- 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 On March 14, 2020, all programming and room booking was suspended because of the COVID-19 pandemic. On March 17th, all libraries closed for approximately two months.
 - 3 Traffic figures are reported as generated by people counter devices.
 - 4 Does not include bookings that were cancelled.
- † See Appendix A for definitions.

Programs¹

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Programs[†] (Juvenile)						
Number of Programs	2,944	1,620	3,787	2,287	2,845	13,483
Number of Participants	42,564	17,926	51,294	33,645	43,291	188,720
Programs (Young Adult)						
Number of Programs	328	81	287	183	392	1,271
Number of Participants	1,520	613	2,137	1,859	4,506	10,635
Programs (Adult)						
Number of Programs	1,673	1,045	1,889	1,824	1,715	8,146
Number of Participants	10,228	6,561	13,835	17,195	13,785	61,604
All Programs						
Total Programs	4,945	2,746	5,963	4,294	4,952	22,900
Total Participants	54,312	25,100	67,266	52,699	61,582	260,959

Indigenous Programs[†]						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Programs (Juvenile)						
Number of Programs	39	34	35	28	129	265
Number of Participants	361	354	324	403	1,961	3,403
Programs (Young Adult)						
Number of Programs	0	1	4	3	0	8
Number of Participants	0	0	208	23	0	231
Programs (Adult)						
Number of Programs	23	16	11	6	19	75
Number of Participants	62	59	45	50	269	485
All Programs						
Total Indigenous Programs	62	51	50	37	148	348
Total Indigenous Program Participants	423	413	577	476	2,230	4,119

Promotional Activities in the Community[†]						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Number of Activities	74	77	100	142	98	491
Deposits [†]	85	54	59	22	248	468

¹ On March 14, 2020, all programming and room booking was suspended because of the COVID-19 pandemic. On March 17th, all libraries closed for approximately two months.

[†] 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	AWK	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Juvenile	136	1	0	0	0	1	138
Adult	889	6	2	3	0	1	901
Total	1,025	7	2	3	0	2	1,039

Patrons (Memberships) - Talking Books Service [†]							
	LSBM	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Juvenile	53	7	6	6	15	13	100
Adult	411	140	69	124	128	127	999
Total	464	147	75	130	143	140	1,099

Circulation – Books-by-Mail

Books	
	Books-by-Mail
Books - English	
Juvenile	4,130
Young Adult	660
Adult	13,729
Subtotal	18,519
Books - French	
Juvenile	1,155
Young Adult	97
Adult	1,840
Subtotal	3,092
Books - Bilingual & Other Languages	
Books - Bilingual	92
Books - Other Languages	7
Subtotal	99
Books	
Total Circulation - Books	21,710

Outreach Statistics 2019-2020

Non-Book Materials	
	Books-by-Mail
Periodicals	250
Sound Recordings	5,577
Talking Books	7,094
Video Recordings	3,730
DAISY Players	108
Other Materials	89
Total Circulation - Non-Book Materials	16,848
Total Circulation - Physical Items	38,558

Circulation – Talking Books Service²

	LSBM	A-W-K	CHALEUR	FUNDY	H-S-J	PO	YORK	TOTAL
English								
Audiobooks	4,476	497	400	875	366	9	569	7,192
Talking Books (Cassettes) ³	90	4	2	0	21	0	1	118
Talking Books (DAISY CDs)	6,053	447	214	711	864	4	448	8,741
Other Media	1,273	1,008	250	1,914	1,101	2	1,140	6,688
Subtotal	11,892	1,956	866	3,500	2,352	15	2,158	22,739
French								
Audiobooks	67	17	8	1	74	0	17	184
Talking Books (Cassettes)	3	0	0	0	0	0	0	3
Talking Books (DAISY CDs)	941	114	225	1	199	0	57	1,537
Other Media	137	428	1,398	21	529	0	478	2,991
Subtotal	1,148	559	1,631	23	802	0	552	4,715
Talking Books								
Total Circulation - Talking Books Service	13,040	2,515	2,497	3,523	3,154	15	2,710	27,454

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 in August 2016.

† See appendix A for definitions.

Public Libraries

Albert-Westmorland-Kent Library Region

Location	Name	Employee in Charge
Bouctouche	Gérald Leblanc Public Library	Monique Langis
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
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	Elizabeth Boutillier
Rogersville	Rogersville Public Library	Annick Goguen
Sackville	Sackville Public Library	Allan Alward
Saint-Antoine	Omer Léger Public Library	Sylvie Hébert
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	Laura Little
Beresford	Mgr. Robichaud Public Library	Julia Maury
Campbellton	Campbellton Centennial Library	Stéphane Dupuy
Caraquet	Mgr. Paquet Public Library	Irène Guraliuc
Dalhousie	Dalhousie Centennial Library	Joanie Tanguay
Lamèque	Lamèque Public Library	Lison Gaudet
Petit-Rocher	Petit-Rocher Public Library	Sonia Godin
Shippagan	Laval Goupil Public Library	Nadine Robichaud
Tracadie	Père Zoël Saulnier Public Library	Marie-Claude Gagnon

Fundy Library Region

Location	Name	Employee in Charge
Campobello	Campobello Public Library	Stephanie Gough
Grand Manan*	Grand Manan Library	Kendra Neves
Kennebecasis	Kennebecasis Public Library	Laura Corscadden (Acting)
Saint John*	Le Cormoran Library	Mireille Mercure
Saint John	Saint John Free Public Library	Laura Corscadden
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	Rebekah Wheaton
Sussex	Sussex Regional Library	Vanessa Black

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	Patrick Provencher (Acting)
Hartland	Dr. Walter Chestnut Public Library	Marsha MacDonald-Nason
Kedgwick	Kedgwick Public Library	Diane Thompson
Nackawic*	Nackawic Public-School Library	Paulette Tonner
Perth-Andover	Perth-Andover Public Library	Tammie Wright
Plaster Rock*	Plaster Rock Public-School Library	Patricia Corey
Saint-François	Mgr. Plourde Public Library	Tania St-Onge
Saint-Léonard	Dr. Lorne J. Violette Public Library	Sophie-Michèle Cyr
Saint-Quentin	La Moisson Public Library	Helene 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	Angela Nodwell-Beek
Fredericton*	Dre Marguerite Michaud Library	Olena Bedoieva
Fredericton	Fredericton Public Library	Julia Stewart
Fredericton*	Fredericton Public Library - Nashwaaksis	Candace Hare
Fredericton**	New Brunswick Library of Craft and Design	Andrea Koteles
Harvey*	Harvey Community Library	Josiane Jolin
McAdam	McAdam Public Library	Julian Christie
Minto	Minto Public Library	Mary Lambropoulos
Miramichi	Chatham Public Library	Jennifer Wilcox
Miramichi*	Médiathèque Père Louis Lamontagne	Geneviève Thériault-McGraw
Miramichi	Newcastle Public Library	Maureen Wallace
New Bandon*	Upper Miramichi Community Library	Gail Ross
Oromocto	Fay Tidd Public Library	Christin Sheridan
Stanley*	Stanley Community Library	Timothy Sarty

* Public-School Library

** Public-College 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	14,492	1,577
Cap-Pelé	2,425	495.00	30.00	2.00	24,101	1,590
Dieppe	25,384	800.00	41.00	4.00	43,143	9,090
Dorchester	1,096	135.00	15.00	0.50	9,020	314
Hillsborough	1,277	42.00	30.00	1.00	6,626	815
Memramcook	4,778	325.00	30.00	1.00	15,537	1,248
Moncton	71,889	3,344.00	57.00	16.50	133,880	33,142
Petitcodiac	1,383	150.00	30.00	1.00	11,610	1,030
Port Elgin ²	408	71.00	30.00	1.00	6,019	636
Richibucto	1,266	223.00	30.00	2.00	16,743	2,353
Riverview	19,667	799.00	38.00	3.00	38,066	6,186
Rogersville ³	1,166	250.00	30.00	1.00	10,135	823
Sackville	5,331	427.00	30.00	1.00	15,269	1,897
Saint-Antoine	1,733	429.00	30.00	2.00	21,161	1,964
Salisbury	2,284	169.00	30.00	1.00	11,854	1,696
Shediac	6,664	303.00	35.00	3.00	58,854	4,940

	English Books Circulation	French Books Circulation	All Other Materials ⁴ Circulation	Total Circulation - Physical Items	Circulation per Membership
Bouctouche	4,802	6,938	3,190	14,930	9.47
Cap-Pelé	4,837	13,392	2,939	21,168	13.31
Dieppe	23,322	64,937	18,834	107,093	11.78
Dorchester	1,725	21	296	2,042	6.50
Hillsborough	4,855	28	1,017	5,900	7.24
Memramcook	2,761	7,368	1,573	11,702	9.38
Moncton	127,497	80,864	40,989	249,350	7.52
Petitcodiac	7,946	94	1,441	9,481	9.20
Port Elgin	2,221	47	958	3,226	5.07
Richibucto	10,043	6,893	4,058	20,994	8.92
Riverview	56,015	3,033	9,538	68,586	11.09
Rogersville	1,443	3,530	3,498	8,471	10.29
Sackville	15,570	955	2,639	19,164	10.10
Saint-Antoine	4,105	16,354	3,809	24,268	12.36
Salisbury	11,075	783	2,545	14,403	8.49
Shediac	22,908	31,844	11,770	66,522	13.47

- 1 Includes permanent positions only. Does not include temporary employees. Figures are expressed as full-time equivalencies (FTEs).
- 2 The Port Elgin Public Library reopened to the public in a new location in June 2019.
- 3 The Rogersville Public Library closed temporarily on January 28, 2020, and reopened on February 11, 2020, in a new location.
- 4 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	11,915	1,216
Bas-Caraquet	1,305	256.00	32.50	1.50	16,768	854
Bathurst	11,897	867.00	41.00	4.00	46,518	6,387
Beresford	4,288	274.00	30.00	2.00	22,969	2,550
Campbellton	6,883	1,506.00	57.00	8.50	56,395	6,320
Caraquet	4,248	434.00	32.50	2.00	18,541	2,562
Dalhousie	3,126	657.00	30.50	2.50	28,290	2,680
Lamèque	1,285	564.00	32.50	1.50	13,313	1,430
Petit-Rocher ²	1,897	511.00	32.50	2.00	16,324	2,006
Shippagan	2,580	418.00	32.50	2.00	17,200	1,477
Tracadie	16,114	660.50	32.00	2.00	24,162	5,112

	English Books Circulation	French Books Circulation	All Other Materials ³ Circulation	Total Circulation - Physical Items	Circulation per Membership
Atholville	659	2,336	521	3,516	2.89
Bas-Caraquet	249	9,728	2,448	12,425	14.55
Bathurst	29,694	19,672	8,919	58,285	9.13
Beresford	2,637	22,539	3,750	28,926	11.34
Campbellton	15,206	16,773	14,476	46,455	7.35
Caraquet	1,142	17,941	3,116	22,199	8.66
Dalhousie	8,073	5,837	3,459	17,369	6.48
Lamèque	637	13,093	3,665	17,395	12.16
Petit-Rocher	804	7,904	899	9,607	4.79
Shippagan	1,169	13,475	3,861	18,505	12.53
Tracadie	2,727	35,223	6,325	44,275	8.66

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

2 The Petit-Rocher Public Library closed temporarily on May 18, 2019, and reopened on January 7, 2020, in a new location.

3 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	7,390	424
Grand Manan	2,360	320.00	42.50	2.00	20,753	1,564
Kennebecasis ²	30,229	2,064.00	49.50	5.00	61,777	14,327
Le Cormoran	67,575	560.00	48.00	2.00	29,493	1,669
Saint John	67,575	4,552.00	57.00	16.00	147,273	18,429
Saint John East	67,575	424.00	42.00	3.50	24,824	5,781
Saint John West	67,575	416.00	42.00	3.50	30,450	7,384
St. Andrews	1,786	492.00	36.00	1.50	21,486	2,028
St. Stephen	4,415	403.00	35.00	2.00	30,703	4,122
Sussex	4,282	720.00	36.00	3.00	38,079	5,949

	English Books Circulation	French Books Circulation	All Other Materials ³ Circulation	Total Circulation - Physical Items	Circulation per Membership
Campobello	1,336	4	604	1,944	4.58
Grand Manan	14,647	61	2,803	17,511	11.20
Kennebecasis	111,824	6,343	26,904	145,071	10.13
Le Cormoran	1,226	23,422	1,029	25,677	15.38
Saint John	62,929	2,031	58,880	123,840	6.72
Saint John East	32,061	348	10,911	43,320	7.49
Saint John West	50,259	1,041	14,030	65,330	8.85
St. Andrews	15,518	313	5,605	21,436	10.57
St. Stephen	24,449	602	8,570	33,621	8.16
Sussex	37,223	882	17,229	55,334	9.30

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 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	65,901	7,990
Florenceville-Bristol	1,604	394.00	34.00	2.00	27,189	3,066
Grand Falls	5,326	479.00	31.00	2.00	35,681	3,791
Hartland	957	340.00	35.00	2.00	21,246	1,627
Kedgwick ²	1,964	297.00	31.00	2.00	16,333	1,167
Nackawic	941	210.00	35.00	1.50	20,100	1,636
Perth-Andover	1,590	345.00	30.00	1.50	22,849	1,758
Plaster Rock	1,023	266.00	33.00	1.50	19,514	1,139
Saint-François ³	1,076	483.00	30.00	2.00	19,793	1,018
Saint-Léonard	1,300	315.00	31.00	2.00	23,139	1,348
Saint-Quentin	2,194	465.00	30.00	2.50	28,071	1,948
Woodstock	5,228	1,060.00	41.00	4.00	39,551	6,451

	English Books Circulation	French Books Circulation	All Other Materials ⁴ Circulation	Total Circulation - Physical Items	Circulation per Membership
Edmundston	14,272	53,378	20,060	87,710	10.98
Florenceville-Bristol	18,171	372	5,643	24,186	7.89
Grand Falls	8,335	11,596	7,750	27,681	7.30
Hartland	10,856	198	6,098	17,152	10.54
Kedgwick	549	10,252	2,733	13,534	11.60
Nackawic	8,214	183	1,623	10,020	6.12
Perth-Andover	11,777	118	6,640	18,535	10.54
Plaster Rock	6,987	35	2,364	9,386	8.24
Saint-François	658	7,923	2,154	10,735	10.55
Saint-Léonard	1,075	9,958	2,270	13,303	9.87
Saint-Quentin	701	19,759	3,353	23,813	12.22
Woodstock	39,419	637	20,834	60,890	9.44

- 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. 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 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	24,748	3,419
Chipman	1,104	225.00	33.50	2.00	15,821	980
Craft and Design ²	58,270	273.13	30.50	2.00	9,009	241
Doaktown	792	688.00	35.00	2.00	17,876	814
Dre M. Michaud ²	58,270	823.00	50.00	3.00	32,691	4,081
Fredericton ²	58,270	2,925.00	57.00	18.00	131,476	34,628
Harvey	358	112.50	30.50	1.00	14,365	864
McAdam	1,151	242.00	35.00	1.00	10,104	587
Minto	2,305	268.00	31.00	2.00	11,095	1,277
Nashwaaksis ²	58,270	675.00	50.00	4.00	33,669	4,964
Newcastle	17,537	936.00	35.00	3.00	32,895	5,375
Oromocto	9,223	650.00	50.00	5.00	55,018	7,703
Père Louis Lamontagne	17,537	340.00	35.00	2.00	24,102	956
Stanley	412	198.00	31.00	1.00	12,638	711
Upper Miramichi	2,218	375.00	35.00	2.00	20,567	931

	English Books Circulation	French Books Circulation	All Other Materials ³ Circulation	Total Circulation - Physical Items	Circulation per Membership
Chatham	20,992	456	9,655	31,103	9.10
Chipman	6,906	13	1,822	8,741	8.92
Craft and Design	2,481	39	1,013	3,533	14.66
Doaktown	5,975	27	2,009	8,011	9.84
Dre M. Michaud	3,136	47,786	5,006	55,928	13.70
Fredericton	217,157	13,221	98,942	329,320	9.51
Harvey	6,133	346	1,097	7,576	8.77
McAdam	2,276	7	917	3,200	5.45
Minto	7,473	20	2,972	10,465	8.19
Nashwaaksis	43,798	2,524	9,388	55,710	11.22
Newcastle	22,250	466	8,934	31,650	5.89
Oromocto	48,563	4,952	10,984	64,499	8.37
Père Louis Lamontagne	816	16,598	3,641	21,055	22.02
Stanley	9,496	30	1,047	10,573	14.87
Upper Miramichi	5,589	21	1,640	7,250	7.79

- 1 Includes permanent positions only. Does not include temporary employees. Figures are expressed as full-time equivalencies (FTEs).
- 2 Population figures adjusted in 2017 according to the "2016 Population and Dwelling Count Amendment".
- 3 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	\$19,553.76	\$10,843.04	\$30,396.80	2,361	\$12.87
Cap-Pelé	495.00	\$0.00	\$99,253.00	\$99,253.00	2,425	\$40.93
Dieppe	800.00	\$0.00	\$254,946.00	\$254,946.00	25,384	\$10.04
Dorchester	135.00	\$0.00	\$11,658.03	\$11,658.03	1,096	\$10.64
Hillsborough	42.00	\$0.00	\$15,573.03	\$15,573.03	1,277	\$12.20
Memramcook	325.00	\$0.00	\$43,129.29	\$43,129.29	4,778	\$9.03
Moncton	3,344.00	\$44,192.00	\$788,081.00	\$832,273.00	71,889	\$11.58
Petitcodiac	150.00	\$0.00	\$21,980.00	\$21,980.00	1,383	\$15.89
Port Elgin⁴	71.00	\$7,486.94	\$8,348.89	\$15,835.83	408	\$38.81
Richibucto	223.00	\$2,500.00	\$21,084.00	\$23,584.00	1,266	\$18.63
Riverview	799.00	\$0.00	\$30,347.00	\$30,347.00	19,667	\$1.54
Rogersville⁵	250.00	\$60,912.50	\$9,207.30	\$70,119.80	1,166	\$60.14
Sackville	427.00	\$0.00	\$39,175.50	\$39,175.50	5,331	\$7.35
Saint-Antoine	429.00	\$0.00	\$32,000.00	\$32,000.00	1,733	\$18.47
Salisbury	169.00	\$30,022.00	\$15,140.30	\$45,162.30	2,284	\$19.77
Shediac	303.00	\$0.00	\$144,500.00	\$144,500.00	6,664	\$21.68

Chaleur Library Region

	Size (sq. m.)	Municipal Contribution ¹		Total Municipal Contribution	Population Served	Municipal Contribution per Capita ²
		Capital ³	Operations			
Atholville	385.00	\$0.00	\$35,436.24	\$35,436.24	3,570	\$9.93
Bas-Caraquet	256.00	\$0.00	\$43,979.25	\$43,979.25	1,305	\$33.70
Bathurst	867.00	\$0.00	\$38,597.81	\$38,597.81	11,897	\$3.24
Beresford	274.00	\$0.00	\$38,609.45	\$38,609.45	4,288	\$9.00
Campbellton	1,506.00	\$0.00	\$297,826.00	\$297,826.00	6,883	\$43.27
Caraquet	434.00	\$0.00	\$57,932.21	\$57,932.21	4,248	\$13.64
Dalhousie	657.00	\$12,000.00	\$38,000.00	\$50,000.00	3,126	\$15.99
Lamèque	564.00	\$0.00	\$31,664.23	\$31,664.23	1,285	\$24.64
Petit-Rocher⁶	511.00	\$800,000.00	\$25,995.58	\$825,995.58	1,897	\$435.42
Shippagan	418.00	\$35,563.00	\$47,329.00	\$82,892.00	2,580	\$32.13
Tracadie	660.50	\$0.00	\$60,367.27	\$60,367.27	16,114	\$3.75

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 The Port Elgin Public Library reopened to the public in a new location in June 2019.

- 5 The Rogersville Public Library closed temporarily on January 28, 2020, and reopened on February 11, 2020, in a new location.
- 6 The Petit-Rocher Public Library closed temporarily on May 18, 2019, and reopened on January 7, 2020, in a new location.

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	\$13,319.70		
Grand Manan	320.00	\$1,000.00	\$11,509.74	\$12,509.74	\$44,546.38
Kennebecasis	2,064.00	\$0.00	\$28,176.00		
Le Cormoran³	560.00	\$1,528.64	\$16,157.59	\$2,811.80	\$68,873.30
Saint John⁴	5,392.00 ⁵	\$0.00	\$883,277.00		
St. Andrews	492.00	\$13,473.00	\$75,283.00		
St. Stephen	403.00	\$3,000.00	\$52,582.90		
Sussex	720.00	\$1,275.00	\$15,127.00		

	Total Partner Contributions ⁶	Population Served	Municipal Contribution per Capita ⁷	School District Contribution per Capita ⁸	Total Partner Contributions per Capita
Campobello	\$13,319.70	872	\$15.27		\$15.27
Grand Manan	\$69,565.86	2,360	\$5.30	\$24.18	\$29.48
Kennebecasis	\$28,176.00	30,229	\$0.93		\$0.93
Le Cormoran	\$89,371.33	67,575	\$0.26	\$1.06	\$1.32
Saint John	\$883,277.00	67,575	\$13.07		\$13.07
St. Andrews	\$88,756.00	1,786	\$49.70		\$49.70
St. Stephen	\$55,582.90	4,415	\$12.59		\$12.59
Sussex	\$16,402.00	4,282	\$3.83		\$3.83

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

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

	Size (sq. m.)	Municipal Contribution ¹		School District Contribution ¹	
		Capital ²	Operations	Operations / Collections	Salaries
Edmundston	1,654.00	\$11,053.00	\$163,680.00		
Florenceville- Bristol	394.00	\$4,156.69	\$29,756.55		
Grand Falls	479.00	\$0.00	\$32,186.41		
Hartland ³	340.00	\$0.00	\$0.00		
Kedgwick	297.00	\$0.00	\$62,271.00		
Nackawic ⁴	210.00	\$3,763.00	\$25,326.49	\$12,779.17	\$21,486.49
Perth-Andover	345.00	\$8,735.89	\$22,334.74		
Plaster Rock	266.00	\$0.00	\$8,880.00	\$22,745.20	\$35,029.63
Saint-François	483.00	\$0.00	\$52,748.00		
Saint-Léonard	315.00	\$2,880.16	\$29,596.05		
Saint-Quentin	465.00	\$19,720.38	\$53,282.88		
Woodstock	1,060.00	\$51,650.87	\$107,086.03		

	Total Partner Contributions ⁵	Population Served	Municipal Contribution per Capita ⁶	School District Contribution per Capita ⁷	Total Partner Contributions per Capita
Edmundston	\$174,733.00	16,580	\$10.54		\$10.54
Florenceville- Bristol	\$33,913.24	1,604	\$21.14		\$21.14
Grand Falls	\$32,186.41	5,326	\$6.04		\$6.04
Hartland	\$0.00	957	\$0.00		\$0.00
Kedgwick	\$62,271.00	1,964	\$31.71		\$31.71
Nackawic	\$63,355.15	941	\$30.91	\$36.41	\$67.33
Perth-Andover	\$31,070.63	1,590	\$19.54		\$19.54
Plaster Rock	\$66,654.83	1,023	\$8.68	\$56.48	\$65.16
Saint-François	\$52,748.00	1,076	\$49.02		\$49.02
Saint-Léonard	\$32,476.21	1,300	\$24.98		\$24.98
Saint-Quentin	\$73,003.26	2,194	\$33.27		\$33.27
Woodstock	\$158,736.90	5,228	\$30.36		\$30.36

1 Figures reported as submitted by partners.

2 See Appendix B for more details on capital expenditures.

3 Municipal contribution figures were not available at time of printing.

4 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.

5 Municipal contribution plus school district contribution.

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

7 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	\$7,521.58	\$77,970.00		
Chipman	225.00	\$0.00	\$32,765.00		
Craft and Design ⁴	273.13	\$14,185.56	\$139,427.53		
Doaktown	688.00	\$0.00	\$10,000.00	\$635.00	\$56,782.82
Dre M. Michaud ⁵	823.00	\$7,796.00	\$28,538.00	\$9,437.00	\$76,479.05
Fredericton ⁶	2,925.00	\$9,226.86	\$264,606.45		
Harvey	112.50	\$0.00	\$1,800.00	\$2,043.00	\$28,393.00
McAdam	242.00	\$0.00	\$23,847.89		
Minto	268.00	\$0.00	\$18,924.45		
Nashwaaksis ⁶	675.00	\$0.00	\$7,205.00	\$5,805.00	\$88,794.51
Newcastle ³	936.00	\$14,068.65	\$113,899.00		
Oromocto	650.00	\$0.00	\$96,305.31		
Père Louis Lamontagne ⁵	340.00	\$714.42	\$37,200.34	\$2,561.00	\$57,121.51
Stanley	198.00	\$0.00	\$5,000.00	\$2,248.00	\$29,067.03
Upper Miramichi	375.00	\$0.00	\$9,000.00	\$2,170.00	\$53,641.41

	Total Partner Contributions ⁷	Population Served	Municipal Contribution per Capita ⁸	School District Contribution per Capita ⁹	Total Partner Contributions per Capita
Chatham	\$85,491.58	17,537	\$4.87		\$4.87
Chipman	\$32,765.00	1,104	\$29.68		\$29.68
Craft and Design	\$153,613.09	58,270	\$2.64		\$2.64
Doaktown	\$67,417.82	792	\$12.63	\$72.50	\$85.12
Dre M. Michaud	\$122,250.05	58,270	\$0.62	\$1.47	\$2.10
Fredericton	\$273,833.31	58,270	\$4.70		\$4.70
Harvey	\$32,236.00	358	\$5.03	\$85.02	\$90.04
McAdam	\$23,847.89	1,151	\$20.72		\$20.72
Minto	\$18,924.45	2,305	\$8.21		\$8.21
Nashwaaksis	\$101,804.51	58,270	\$0.12	\$1.62	\$1.75
Newcastle	\$127,967.65	17,537	\$7.30		\$7.30
Oromocto	\$96,305.31	9,223	\$10.44		\$10.44
Père Louis Lamontagne	\$97,597.27	17,537	\$2.16	\$3.40	\$5.57
Stanley	\$36,315.03	412	\$12.14	\$76.01	\$88.14
Upper Miramichi	\$64,811.41	2,218	\$4.06	\$25.16	\$29.22

- 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-college library; the municipal contribution is from the New Brunswick College of Craft and Design.
- 5 Public-school library in a community centre; municipal contribution is from the community centre.
- 6 The Fredericton and Nashwaaksis libraries are both funded by the City of Fredericton.
- 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.

Appendix A – Definitions

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

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

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

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

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

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

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

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

Collection Development: expenditure for the purchase of library materials.

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

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

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

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

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

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

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

Fines: revenue received from overdue fines.

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

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

Grants: funds awarded by outside agencies.

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

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

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

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

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

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

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

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

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

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

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

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

Microforms: materials on microfiche and microfilm.

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

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

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

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 Reading Program: a component of the province-wide Summer Reading Club 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
Petit-Rocher	Library Move	\$800,000.00	\$0.00	\$250,000.00	\$1,050,000.00
Rogersville	Library Move	\$60,912.50	\$0.00	\$50,000.00	\$110,912.50
Salisbury	Washroom Renovations & Wheelchair Access	\$30,022.00	\$500.00	\$16,120.00	\$46,642.00
Woodstock	Window Replacement	\$51,650.87	\$0.00	\$0.00	\$51,650.87

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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