

New Brunswick Public Library Service

STATISTICS 2018 – 2019



Service Points



Foreword

The New Brunswick Public Library Service is pleased to present the New Brunswick Public Libraries 2018-2019 Statistics Report. The report covers the period of April 1, 2018 to March 31, 2019.

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 254,000 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 6.8 million times, and nearly 272,000 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.

Table of Contents

Public Library System Overview	5
Achievements	8
Provincial Statistics – Summary	10
Provincial Programs.....	11
Computers and Reference Tools	11
E-library Services.....	11
Virtual Branch	12
Provincial Office.....	14
Library Regions.....	16
Library Services by Mail	25
Public Libraries	27
Appendix A – Definitions	41
Appendix B – Capital Projects.....	46
Index	47

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 library¹, 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

1 In September 2018, the New Brunswick Library of Craft and Design joined the York Library Region as a public-college library.

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

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 2018-2019. 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 216,836 requests for information¹.
- Served 254,908 members of public libraries (34.1% of New Brunswickers).
- Library patrons borrowed or consulted 4,108,564 items through their public library.
- Library patrons used 401 public access computers 203,837 times².
- 271,931 people took part in 24,303 programs such as story hours, lectures, Babies in the Library, book clubs and author visits offered in public libraries.
- 11,933 young people read 344,639 books as part of the annual Summer Reading Club.
- 6,863,270 uses were made of NBPLS online services³.

Administration

- Five library resource centres continued operating seven days a week as part of a pilot project.
- Established and opened the New Brunswick Library of Craft and Design, a partnership between NB Public Library Service and the New Brunswick College of Craft and Design. The new library, located in Fredericton, has a mandate to serve the students and instructors of the college as well as the general public and the arts and craft community across the province.
- Released a *Strategic Plan for Indigenous Library Services 2019-2022* which focuses on providing library programs, services, and collections to promote Mi'kmaq, Wolastoqiyik, Peskotomuhkati cultures, histories and languages.

Collections

- The Fredericton Public Library launched the first music lending instrument library in Atlantic Canada in partnership with Sun Life.
- Invested in mental health collections in the New Brunswick Public Library Service in partnership with MindCare NB and the Royal Bank of Canada.

Public Services

- Public library patrons were able to check out free passes to the Musée acadien and the Antique Automobile Museum, in addition to the New Brunswick Museum, the

Beaverbrook Art Gallery, Kings Landing Historical Settlement, and 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, and visits to the Electronic Library New Brunswick website.

Provincial Statistics – Summary

	2018-2019	2017-2018
Provincial Population ¹	747,101	747,101
Population Served [†]	450,569	450,569
Percentage of Population Served	60.3%	60.3%
Total Patrons (Memberships) ^{2†}	254,908	246,580
Total Membership as Percentage of Total Population	34.1%	33.0%
Public Libraries	52	52
Public-School Libraries	11	11
Public-College Libraries ³	1	N/A
Total Circulation [†]	2,738,980	2,721,572
Circulation per Membership	10.74	11.04
In-House Use [†]	1,369,584	1,383,834
Usage per Membership [†]	16.12	16.65
Total Holdings [†]	2,007,262	1,976,404
Total Holdings per Capita ⁴	2.69	2.65
Budget Allocation ^{5†}	\$15,634,000.00	\$15,756,130.00
Total Budget Allocation per Capita ^{4†}	\$20.93	\$21.09
Total Municipal Contribution [†]	\$5,344,850.79	\$5,248,991.52
Total School District Contribution [†]	\$688,254.87	\$663,357.02
Municipal Contribution per Capita ^{4†}	\$7.15	\$7.03
Titles Catalogued	45,954	32,476

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 In September 2018, the New Brunswick Library of Craft and Design joined the York Library Region as a public-college library.

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

5 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

	2018-2019	2017-2018
Summer Reading Club^{1†}		
Children Registered	11,933	11,708
Books Read	344,639	293,394
Hackmatack Program[†]		
Children Registered	1,053	1,227
Babies in the Library^{2†}		
Participants	4,898	5,173

Computers and Reference Tools

	2018-2019	2017-2018
Licensed Electronic Reference Tools [†]	20	19
Full-Text Periodicals Available Online	7,075	14,755
Public Access Computers [†]	401	399
Adaptive Workstation ^{3†} Use	12,392	12,871
Total Public Access Computer Use ^{4†}	203,837	220,206
Number of Unique Wireless Users [†]	218,368	244,624

E-library Services

	2018-2019	2017-2018
Visits to the NBPLS Website [†]	2,839,955	2,966,532
Visits to the Online Catalogue [†]	557,221	530,898
Visits to Electronic Library New Brunswick [†]	3,464,997	3,131,213
Use of Online Reference Service ^{5†}	1,097	1,108
E-library Services - Total Use	6,863,270	6,629,751⁶

1 Includes figures for the Preschool Reading Program (see Appendix A for definitions). 2018-2019 Summer Reading Club figures are from the summer of 2018. 2017-2018 figures are from the summer of 2017.

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 In 2019, the formula for calculating total e-library usage was modified to exclude online renewals. The total from 2017-2018 has been adjusted in this report accordingly.

† See Appendix A for definitions.

Virtual Branch¹

Electronic Library - Downloadable Holdings	2018-2019	2017-2018
eBooks	36,871	35,373
Audiobooks ²	5,370	5,369
Video	89	197
Total	42,330	40,939

Electronic Library - Circulation	2018-2019	2017-2018
eBooks	181,797	156,913
Audiobooks ²	66,984	48,558
Video	46	39
Total	248,827	205,510

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). Pretumerique.ca holdings were first added to the collection in April 2014.

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

Grants[†] Received by NBPLS in 2018-2019

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 2018-2019¹

Program	Number of Students	Number of Weeks	Salaries
Summer Reading Club	81	972	\$382,725.00 ²

Contribution of the New Brunswick Public Libraries Foundation

\$347,569.36 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.

\$685,438.00 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.

\$1,033,007.36 **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 \$11.25 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	\$1,733,988.82
Fines Collected ²	\$106,431.61

Expenditures	
Salaries & Benefits [†]	\$1,113,905.95
Collection Development ^{3†}	\$207,837.12
Operations [†]	\$534,316.21
Total	\$1,856,059.28

Library Science Professional Collection – Holdings	Provincial Office	A-W-K
Books [†]	538	4,268
Periodicals [†]	4	19
Sound Recordings [†]	8	31
Video Recordings [†]	24	498
Total Holdings	574	4,816

Library Science Professional Collection – Circulation	Provincial Office	A-W-K
Holds [†]	318	1,246
Total Circulation - Physical Items	2,134	482

Collections Management	
Titles Catalogued	45,954
Items Processed [†]	131,584

- 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.

† 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
Public-College Libraries ¹	0	0	0	0	1	1
Library Services by Mail ^{2†}	1	0	0	0	0	1
Total	17	11	10	12	15	65

Population³						
	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)⁴						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Librarians						
Full-time	14.00	12.00	15.00	10.00	18.00	69.00
Part-time	0.00	0.00	0.00	0.00	0.00	0.00
Other Staff						
Full-time	35.00	22.00	26.00	28.00	39.00	150.00
Part-time	2.50	4.00	7.50	4.50	3.50	22.00
Total	51.50	38.00	48.50	42.50	60.50	241.00

1 In September 2018, the New Brunswick Library of Craft and Design joined the York Library Region as a public-college library.

2 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.

3 Based on the 2016 Census of Canada.

4 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	\$3,336,226.37	\$2,289,877.55	\$2,820,890.27	\$2,472,240.47	\$2,980,776.52	\$13,900,011.18

Fines and Fees						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Fines Collected ¹	\$22,553.76	\$15,698.00	\$23,822.68	\$22,666.51	\$21,690.66	\$106,431.61
Fees / Other	\$19,019.25	\$17,893.27	\$20,311.79	\$16,266.57	\$20,898.92	\$94,389.80

Expenditures						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Salaries & Benefits ²	\$2,948,124.46	\$2,050,429.66	\$2,520,131.19	\$2,073,425.08	\$2,759,539.14	\$12,351,649.53
Collection Development - Total (Regions) ³	\$149,427.20	\$109,767.19	\$115,757.05	\$188,893.81	\$76,766.94	\$640,612.19
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 [†]	\$61,927.20	\$22,267.19	\$28,257.05	\$101,393.81	\$-10,733.06	\$203,112.19
Operations	\$189,612.30	\$164,178.46	\$166,197.14	\$171,470.10	\$187,998.62	\$879,456.62
Total Regional Expenditures	\$3,287,163.96	\$2,324,375.31	\$2,802,085.38	\$2,433,788.99	\$3,024,304.70	\$13,871,718.34

Partners Spending ⁴						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Total Municipal Contribution	\$1,553,288.74	\$800,229.92	\$1,394,648.46	\$702,755.47	\$893,928.20	\$5,344,850.79
School District Contribution - Operations / Collections [†]			\$12,835.32	\$39,039.35	\$80,733.02	\$132,607.69
School District Recoveries [†]			\$124,253.07	\$56,815.37	\$374,578.74	\$555,647.18

- 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	89.7%	88.2%	89.9%	85.2%	91.2%	89.0%
Total Collection Development Expenditures as Percentage of Total Expenditures	4.5%	4.7%	4.1%	7.8%	2.5%	4.6%
Total Collection Development Expenditures Per Capita (By Region) ²	\$0.69	\$1.01	\$0.69	\$2.17	\$0.46	\$0.86
Total Operations Expenditures as Percentage of Total Expenditures	5.8%	7.1%	5.9%	7.0%	6.2%	6.3%

- 1 Expenditure and percentage figures on this page are calculated based on the budget allocated to the five library regions (see p. 17).
- 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	\$61,927.20	\$22,267.19	\$28,257.05	\$101,393.81	\$-10,733.06	\$203,112.19	\$0.27
Collection Development - Provincial Office Expenditures ²	\$41,443.22	\$41,443.22	\$41,766.10	\$41,443.22	\$41,741.37	\$207,837.13	\$0.28
Collection Development - Donations & Grants ³	\$42,866.11	\$18,744.62	\$39,822.84	\$41,028.73	\$99,054.21	\$241,516.51	\$0.32
Collection Development - New Brunswick Public Libraries Foundation Funding Allocation ⁴	\$66,798.65	\$61,060.24	\$74,678.92	\$69,023.83	\$70,789.21	\$342,350.85	\$0.46
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	\$312,335.18	\$242,815.27	\$283,824.91	\$352,189.59	\$300,151.73	\$1,491,316.68	\$2.00

- 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 (\$181,378.25), books for the Hackmatack program (\$21,650.03), gifts of library materials presented to commemorate library anniversaries (\$621.03) and funds allocated to the provincial professional collection (\$4,187.81). 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. 13).
- † See Appendix A for definitions.

Community Support[†]

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Volunteer Hours	3,866.30	546.42	5,896.55	4,544.75	3,174.40	18,028.42
Number of Volunteers	131	48	171	433	139	922
Number of Board Members	95	67	61	92	114	429

Donations and Grants - Library Collections¹						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Cash	\$41,426.46	\$18,272.60	\$39,341.04	\$39,310.83	\$78,536.62	\$216,887.55
Adopt-a-Book Program [†]	\$439.65	\$472.02	\$405.00	\$1,717.90	\$6,457.59	\$9,492.16
Grants	\$1,000.00	\$0.00	\$76.80	\$0.00	\$14,060.00	\$15,136.80
Total - Donations and Grants - Library Collections	\$42,866.11	\$18,744.62	\$39,822.84	\$41,028.73	\$99,054.21	\$241,516.51

Other Donations and Grants						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Cash	\$14,616.80	\$4,205.02	\$298,796.49	\$13,708.06	\$20,383.82	\$351,710.19
In Kind	\$4,297.76	\$9,754.96	\$1,216.44	\$40,849.60	\$1,700.01	\$57,818.77
Grants	\$4,281.00	\$2,685.00	\$70,100.10	\$26,355.29	\$33,806.54	\$137,227.93
Total - Other Donations and Grants	\$23,195.56	\$16,644.98	\$370,113.03	\$80,912.95	\$55,890.37	\$546,756.89
Total Donations and Grants	\$66,061.67	\$35,389.60	\$409,935.87	\$121,941.68	\$154,944.58	\$788,273.40

1 In April 2014, in-kind donations for the library collection began to be reported by the New Brunswick Public Libraries Foundation (see p. 13).

† See Appendix A for definitions.

Patrons (Memberships)¹

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Juvenile	15,751	6,842	13,108	8,298	16,359	60,358
Adult	50,235	25,462	46,257	23,892	47,754	193,600
Total	65,986	32,304	59,365	32,190	64,113	253,958

Holdings – Physical Items¹

Books						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Books - English						
Juvenile	86,864	25,225	102,101	62,734	117,600	394,524
Young Adult	12,491	5,873	15,931	9,318	19,196	62,809
Adult	132,035	44,862	195,918	86,384	190,298	649,497
Subtotal	231,390	75,960	313,950	158,436	327,094	1,106,830
Books - French						
Juvenile	102,506	75,471	27,928	62,848	45,216	313,969
Young Adult	7,758	12,218	2,177	7,729	3,880	33,762
Adult	57,300	85,808	10,413	68,133	20,363	242,017
Subtotal	167,564	173,497	40,518	138,710	69,459	589,748
Books - Bilingual & Other Languages						
Books - Bilingual	2,724	1,679	2,490	2,097	1,561	10,551
Books - Other Languages	1,518	69	3,657	160	2,344	7,748
Subtotal	4,242	1,748	6,147	2,257	3,905	18,299
Books						
Total Holdings - Books	403,196	251,205	360,615	299,403	400,458	1,714,877

Non-Book Materials[†]						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Periodicals [†]	440	505	600	694	542	2,781
Sound Recordings [†]	11,242	8,051	14,244	14,255	24,342	72,134
Microforms ^{2†}	1,749	478	7,036	1,085	1,992	12,340
Video Recordings [†]	23,957	13,616	32,747	22,934	39,652	132,906
Talking Books [†]	8,419	2,877	2,747	2,575	3,581	20,199
Other Materials [†]	1,725	1,511	1,711	1,564	2,597	9,108
Total Holdings - Non-Book Materials	47,532	27,038	59,085	43,107	72,706	249,468
Total Holdings - Physical Items	450,728	278,243	419,700	342,510	473,164	1,964,345

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	132,062	20,414	150,537	46,254	194,305	543,572
Young Adult	12,122	3,866	10,382	5,346	19,833	51,549
Adult	178,139	41,753	190,773	75,871	201,480	688,016
Subtotal	322,323	66,033	351,692	127,471	415,618	1,283,137
Books - French						
Juvenile	190,785	82,375	33,089	64,979	75,919	447,147
Young Adult	5,854	8,996	856	4,267	5,389	25,362
Adult	40,895	81,141	2,516	44,505	10,212	179,269
Subtotal	237,534	172,512	36,461	113,751	91,520	651,778
Books - Bilingual and Other Languages						
Books - Bilingual	1,463	923	970	1,275	1,676	6,307
Books - Other Languages	999	92	616	67	1,363	3,137
Subtotal	2,462	1,015	1,586	1,342	3,039	9,444
Books						
Total Circulation - Books	562,319	239,560	389,739	242,564	510,177	1,944,359

Non-Book Materials						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Periodicals	10,347	5,863	9,951	7,632	11,049	44,842
Sound Recordings	18,129	3,432	11,966	8,227	23,142	64,896
Talking Books	6,512	134	473	893	443	8,455
Video Recordings	67,525	32,244	113,265	59,026	121,618	393,678
DAISY Players ^{2†}	164	59	67	41	65	396
Other Materials	6,721	4,398	6,331	3,773	10,170	31,393
Subtotal	109,398	46,130	142,053	79,592	166,487	543,660
Total Circulation - Physical Items	671,717	285,690	531,792	322,156	676,664	2,488,019

	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	NBPLS
Circulation per Membership	10.18	8.84	8.96	10.01	10.55	9.80
Circulation per Item	1.49	1.03	1.27	0.94	1.43	1.27
Circulation per Book	1.39	0.95	1.08	0.81	1.27	1.13

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†}		
	2018-2019	2017-2018
Borrowed	3,904	3,597
Loaned	1,002	1,006
Total	4,906	4,603

Holds and Reference Questions						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Holds [†]	137,262	43,668	74,320	55,305	95,013	405,568
Reference Questions [†]	43,242	27,128	64,277	32,370	48,722	215,739

Visits[†]						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Number of Visits	291	175	1,500	271	2,114	4,351
Number of Participants	4,102	1,602	25,048	5,881	42,161	78,794
Traffic ^{2†}	567,426	267,325	702,945	246,783	641,125	2,425,604
Room Use ^{3†}	1,022	2,982	1,771	1,564	800	8,139

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.

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	3,302	1,902	4,251	2,356	2,637	14,448
Number of Participants	43,677	17,856	59,093	30,952	45,377	196,955
Programs (Young Adult)						
Number of Programs	251	192	451	155	331	1,380
Number of Participants	1,425	1,091	2,673	2,207	4,334	11,730
Programs (Adult)						
Number of Programs	2,010	1,402	1,882	1,766	1,415	8,475
Number of Participants	11,789	7,278	15,602	17,096	11,481	63,246
All Programs						
Total Programs	5,563	3,496	6,584	4,277	4,383	24,303
Total Participants	56,891	26,225	77,368	50,255	61,192	271,931

Indigenous Programs†						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Programs (Juvenile)						
Number of Programs	44	26	40	17	114	241
Number of Participants	529	660	557	187	2,194	4,127
Programs (Young Adult)						
Number of Programs	0	1	0	10	14	25
Number of Participants	0	1	0	229	275	505
Programs (Adult)						
Number of Programs	28	16	5	17	17	83
Number of Participants	296	93	68	219	371	1,047
All Programs						
TOTAL Indigenous Programs	72	43	45	44	145	349
TOTAL Indigenous Program Participants	825	754	625	635	2,840	5,679

Promotional Activities in the Community†						
	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Number of Activities	67	89	73	117	83	429
Deposits†	133	90	53	53	92	421

† 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	119	34	0	7	2	14	176
Adult	727	78	13	12	17	15	862
Total	846	112	13	19	19	29	1,038

Patrons (Memberships) - Talking Books Service [†]							
	LSBM	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	TOTAL
Juvenile	5	50	7	6	15	11	94
Adult	354	120	73	124	135	129	935
Total	359	170	80	130	150	140	1,029

Circulation – Books-by-Mail

Books	
	Books-by-Mail
Books - English	
Juvenile	3,945
Young Adult	725
Adult	14,607
Subtotal	19,277
Books - French	
Juvenile	1,146
Young Adult	134
Adult	2,162
Subtotal	3,442
Books - Bilingual & Other Languages	
Books - Bilingual	115
Books - Other Languages	2
Subtotal	117
Books	
Total Circulation - Books	22,836

Non-Book Materials	
	Books-by-Mail
Periodicals	465
Sound Recordings	6,694
Talking Books	6,032
Video Recordings	3,615
DAISY Players	145
Other Materials	51
Total Circulation - Non-Book Materials	17,002
Total Circulation - Physical Items	39,838

Circulation – Talking Books Service²

	LSBM	A-W-K	CHALEUR	FUNDY	H-S-J	YORK	PO	TOTAL
English								
Audiobooks	5,727	599	168	358	405	677	6	7,940
Talking Books (Cassettes) ³	107	7	1	0	8	4	0	127
Talking Books (DAISY CDs)	5,531	435	68	524	918	484	2	7,962
Other Media	1,548	977	270	1,646	1,383	1,018	4	6,846
Subtotal	12,913	2,018	507	2,528	2,714	2,183	12	22,875
French								
Audiobooks	205	63	12	0	81	7	0	368
Talking Books (Cassettes) ³	10	0	0	0	0	0	0	10
Talking Books (DAISY CDs)	901	99	80	0	102	50	0	1,232
Other Media	251	471	1,416	49	490	299	0	2,976
Subtotal	1,367	633	1,508	49	673	356	0	4,586
Talking Books								
Total Circulation - Talking Books Service	14,280	2,651	2,015	2,577	3,387	2,539	12	27,461

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	Laura Mason
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	Geneviève Thériault-McGraw (Acting)
Beresford	Mgr. Robichaud Public Library	Julia Maury (Acting)
Campbellton	Campbellton Centennial Library	Eva Fischer (Acting)
Caraquet	Mgr. Paquet Public Library	Irène Guraliuc
Dalhousie	Dalhousie Centennial Library	Joanie Tanguay (Acting)
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 ¹	Marie-Claude Gagnon

1 The Tracadie Public Library was renamed Père Zoël Saulnier Public Library in August 2018.

Fundy Library Region

Location	Name	Employee in Charge
Campobello	Campobello Public Library	Alexandra Brooks Robinson (Acting)
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	Rebekah Wheaton (Acting)
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	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	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	Belva Brown
Fredericton*	Dre Marguerite Michaud Library	Françoise Caron
Fredericton	Fredericton Public Library	Julia Stewart
Fredericton*	Fredericton Public Library - Nashwaaksis	Candace Hare
Fredericton**	New Brunswick Library of Craft and Design	Andrea Koteles (Acting)
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	Dana Horrocks
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	16,478	1,505
Cap-Pelé	2,425	495.00	30.00	2.00	22,769	1,537
Dieppe	25,384	800.00	41.00	4.00	43,299	8,314
Dorchester	1,096	135.00	15.00	0.50	9,736	321
Hillsborough	1,277	42.00	30.00	1.00	6,326	777
Memramcook	4,778	325.00	30.00	1.00	14,725	1,185
Moncton	71,889	3,344.00	57.00	16.50	132,718	30,924
Petitcodiac	1,383	150.00	30.00	1.00	11,730	964
Port Elgin ²	0	52.00	0.00	1.00	7,428	0
Richibucto	1,266	223.00	30.00	2.00	16,473	2,212
Riverview	19,667	799.00	38.00	3.00	40,214	5,843
Rogersville	1,166	244.00	30.00	1.00	9,803	706
Sackville	5,331	427.00	30.00	1.00	17,354	2,279
Saint-Antoine	1,733	429.00	30.00	2.00	20,168	1,822
Salisbury	2,284	169.00	30.00	1.00	13,806	1,665
Shediac	6,664	303.00	38.00	3.00	56,216	4,621

	English Books Circulation	French Books Circulation	All Other Materials ³ Circulation	Total Circulation - Physical Items	Circulation per Membership
Bouctouche	4,367	6,917	2,582	13,866	9.21
Cap-Pelé	4,825	12,325	3,744	20,894	13.59
Dieppe	22,163	64,627	17,181	103,971	12.51
Dorchester	2,171	30	449	2,650	8.26
Hillsborough	4,765	48	908	5,721	7.36
Memramcook	2,437	7,935	1,069	11,441	9.65
Moncton	129,979	82,820	37,238	250,037	8.09
Petitcodiac	7,669	108	1,024	8,801	9.13
Port Elgin	0	0	0	0	0.00
Richibucto	10,045	5,598	2,995	18,638	8.43
Riverview	56,143	3,033	8,749	67,925	11.63
Rogersville	1,362	2,952	2,207	6,521	9.24
Sackville	17,274	718	2,616	20,608	9.04
Saint-Antoine	3,981	14,115	2,370	20,466	11.23
Salisbury	13,056	654	2,654	16,364	9.83
Shediac	22,569	32,067	8,858	63,494	13.74

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 temporarily due to problems with the facility.

3 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	12,310	1,190
Bas-Caraquet	1,305	256.00	32.50	1.50	15,951	795
Bathurst	11,897	867.00	41.00	4.00	45,223	6,359
Beresford	4,288	274.00	32.50	2.00	22,192	2,469
Campbellton	6,883	1,506.00	57.00	8.50	54,242	6,120
Caraquet	4,248	434.00	32.50	2.00	17,781	2,468
Dalhousie	3,126	657.00	34.50	2.50	27,216	2,646
Lamèque	1,285	564.00	32.50	1.50	12,511	1,305
Petit-Rocher	1,897	212.00	32.50	2.00	18,649	2,055
Shippagan	2,580	418.00	32.50	2.00	16,639	1,446
Tracadie ²	16,114	660.50	32.00	2.00	26,217	5,437

	English Books Circulation	French Books Circulation	All Other Materials ² Circulation	Total Circulation - Physical Items	Circulation per Membership
Atholville	879	2,587	739	4,205	3.53
Bas-Caraquet	209	9,726	2,635	12,570	15.81
Bathurst	31,116	18,954	7,571	57,641	9.06
Beresford	2,556	22,156	3,478	28,190	11.42
Campbellton	16,581	17,011	16,391	49,983	8.17
Caraquet	1,104	16,426	2,079	19,609	7.95
Dalhousie	8,091	6,789	3,869	18,749	7.09
Lamèque	481	12,839	2,415	15,735	12.06
Petit-Rocher	1,572	18,041	2,043	21,656	10.54
Shippagan	893	14,513	2,174	17,580	12.16
Tracadie	2,299	33,146	3,615	39,060	7.18

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

2 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	8,138	412
Grand Manan	2,360	320.00	42.50	2.00	21,023	1,541
Kennebecasis ²	30,229	2,064.00	49.50	5.00	63,984	13,565
Le Cormoran	67,575	560.00	48.00	2.00	30,695	1,649
Saint John	67,575	4,552.00	57.00	16.50	147,643	17,776
Saint John East	67,575	424.00	42.00	3.50	24,593	5,618
Saint John West	67,575	416.00	42.00	3.50	31,349	7,195
St. Andrews	1,786	492.00	36.00	1.50	21,819	1,926
St. Stephen	4,415	403.00	35.00	2.00	29,475	3,992
Sussex	4,282	720.00	36.00	3.00	37,812	5,681

	English Books Circulation	French Books Circulation	All Other Materials ³ Circulation	Total Circulation - Physical Items	Circulation per Membership
Campobello	1,461	33	611	2,105	5.11
Grand Manan	15,902	85	2,869	18,856	12.24
Kennebecasis	110,643	5,356	26,082	142,081	10.47
Le Cormoran	1,003	26,181	1,059	28,243	17.13
Saint John	65,159	1,833	59,129	126,121	7.10
Saint John East	30,299	244	9,913	40,456	7.20
Saint John West	51,713	1,109	14,134	66,956	9.31
St. Andrews	16,592	245	6,340	23,177	12.03
St. Stephen	23,293	542	7,986	31,821	7.97
Sussex	35,280	795	15,383	51,458	9.06

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	61,910	7,910
Florenceville-Bristol	1,604	394.00	34.00	2.00	28,894	3,011
Grand Falls	5,326	479.00	31.00	2.00	34,765	3,746
Hartland ²	957	340.00	35.00	2.00	20,327	1,557
Kedgwick ³	1,964	297.00	31.00	2.00	15,433	1,168
Nackawic ⁴	941	210.00	35.00	1.50	19,251	1,596
Perth-Andover	1,590	345.00	30.00	1.50	21,890	1,730
Plaster Rock	1,023	266.00	33.00	1.50	18,927	1,135
Saint-François ⁵	1,076	483.00	30.00	2.00	19,237	1,007
Saint-Léonard	1,300	315.00	31.00	2.00	22,889	1,339
Saint-Quentin	2,194	465.00	30.00	2.50	27,060	1,862
Woodstock	5,228	1,060.00	41.00	4.00	37,774	6,115

	English Books Circulation	French Books Circulation	All Other Materials ⁶ Circulation	Total Circulation - Physical Items	Circulation per Membership
Edmundston	15,250	53,515	20,658	89,423	11.31
Florenceville-Bristol	20,050	165	6,241	26,456	8.79
Grand Falls	7,887	11,757	9,217	28,861	7.70
Hartland	11,072	203	5,938	17,213	11.06
Kedgwick	508	10,768	2,118	13,394	11.47
Nackawic	7,379	277	1,607	9,263	5.80
Perth-Andover	12,641	106	5,861	18,608	10.76
Plaster Rock	7,676	29	2,452	10,157	8.95
Saint-François	976	6,020	1,969	8,965	8.90
Saint-Léonard	1,272	8,703	2,316	12,291	9.18
Saint-Quentin	625	21,343	3,560	25,528	13.71
Woodstock	41,971	794	18,852	61,617	10.08

- 1 Includes permanent positions only. Does not include temporary employees. Figures are expressed as full-time equivalencies (FTEs).
- 2 A renovation project was undertaken at the Dr. Walter Chestnut Library in 2018-2019. The library was closed to the public from November 25, 2018 to January 1, 2019.
- 3 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".
- 4 A renovation project was undertaken at the Nackawic Public-School Library in 2018-2019. The library was closed to the public from June 20 to July 8, 2018.
- 5 Population served represents the combined population of partner communities.
- 6 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	27,452	3,387
Chipman	1,104	225.00	33.50	2.00	17,172	937
Craft and Design ²	58,270	273.13	30.50	2.00	9,235	206
Doaktown	792	688.00	35.00	2.00	17,426	834
Dre M. Michaud ³	58,270	823.00	50.00	3.00	38,671	3,929
Fredericton ³	58,270	2,925.00	57.00	18.50	138,588	32,535
Harvey	358	112.50	30.50	1.00	13,952	856
McAdam	1,151	242.00	35.00	1.00	9,831	570
Minto	2,305	268.00	31.00	2.00	12,427	1,211
Nashwaaksis ³	58,270	675.00	50.00	4.00	32,755	4,616
Newcastle	17,537	936.00	35.00	3.00	31,881	5,160
Oromocto	9,223	650.00	50.00	5.00	54,518	7,400
Père Louis Lamontagne	17,537	340.00	35.00	2.00	22,811	881
Stanley	412	198.00	31.00	1.00	14,646	697
Upper Miramichi	2,218	375.00	35.00	2.00	20,068	891

	English Books Circulation	French Books Circulation	All Other Materials ⁴ Circulation	Total Circulation - Physical Items	Circulation per Membership
Chatham	19,180	429	9,637	29,246	8.63
Chipman	7,477	8	1,968	9,453	10.09
Craft and Design	939	1	456	1,396	6.78
Doaktown	6,875	21	2,578	9,474	11.36
Dre M. Michaud	2,899	50,650	4,428	57,977	14.76
Fredericton	228,704	14,347	112,947	355,998	10.94
Harvey	5,970	273	993	7,236	8.45
McAdam	1,934	4	625	2,563	4.50
Minto	6,873	45	1,708	8,626	7.12
Nashwaaksis	45,722	2,127	9,787	57,636	12.49
Newcastle	22,252	193	6,959	29,404	5.70
Oromocto	52,389	6,075	11,381	69,845	9.44
Père Louis Lamontagne	746	17,249	3,619	21,614	24.53
Stanley	7,981	9	1,185	9,175	13.16
Upper Miramichi	5,238	29	1,144	6,411	7.20

- 1 Includes permanent positions only. Does not include temporary employees. Figures are expressed as full-time equivalencies (FTEs).
- 2 In September 2018, the New Brunswick Library of Craft and Design joined the York Library Region as a public-college library.
- 3 Population figures adjusted in 2017 according to the "2016 Population and Dwelling Count Amendment".
- 4 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	\$20,787.17	\$20,787.17	2,361	\$8.80
Cap-Pelé	495.00	\$0.00	\$97,574.00	\$97,574.00	2,425	\$40.24
Dieppe	800.00	\$0.00	\$253,769.00	\$253,769.00	25,384	\$10.00
Dorchester	135.00	\$0.00	\$10,420.00	\$10,420.00	1,096	\$9.51
Hillsborough	42.00	\$0.00	\$15,296.28	\$15,296.28	1,277	\$11.98
Memramcook	325.00	\$790.12	\$40,393.07	\$41,183.19	4,778	\$8.62
Moncton	3,344.00	\$44,192.00	\$741,681.00	\$785,873.00	71,889	\$10.93
Petitcodiac	150.00	\$0.00	\$18,634.00	\$18,634.00	1,383	\$13.47
Port Elgin⁴	52.00	\$0.00	\$0.00	\$0.00	0	\$0.00
Richibucto	223.00	\$0.00	\$23,584.00	\$23,584.00	1,266	\$18.63
Riverview	799.00	\$0.00	\$32,019.00	\$32,019.00	19,667	\$1.63
Rogersville	244.00	\$938.01	\$6,217.83	\$7,155.84	1,166	\$6.14
Sackville	427.00	\$0.00	\$33,953.85	\$33,953.85	5,331	\$6.37
Saint-Antoine	429.00	\$0.00	\$31,000.00	\$31,000.00	1,733	\$17.89
Salisbury	169.00	\$16,120.00	\$22,119.41	\$38,239.41	2,284	\$16.74
Shediac	303.00	\$0.00	\$143,800.00	\$143,800.00	6,664	\$21.58

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	\$15,813.10	\$30,026.93	\$45,840.03	3,570	\$12.84
Bas-Caraquet	256.00	\$0.00	\$38,727.50	\$38,727.50	1,305	\$29.68
Bathurst	867.00	\$0.00	\$48,244.00	\$48,244.00	11,897	\$4.06
Beresford	274.00	\$0.00	\$46,861.02	\$46,861.02	4,288	\$10.93
Campbellton	1,506.00	\$0.00	\$274,506.00	\$274,506.00	6,883	\$39.88
Caraquet	434.00	\$0.00	\$72,806.80	\$72,806.80	4,248	\$17.14
Dalhousie	657.00	\$10,000.00	\$28,000.00	\$38,000.00	3,126	\$12.16
Lamèque	564.00	\$0.00	\$33,400.74	\$33,400.74	1,285	\$25.99
Petit-Rocher	212.00	\$0.00	\$30,142.67	\$30,142.67	1,897	\$15.89
Shippagan	418.00	\$74,306.00	\$50,694.48	\$125,000.48	2,580	\$48.45
Tracadie	660.50	\$0.00	\$46,700.68	\$46,700.68	16,114	\$2.90

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 temporarily 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
Campobello³	89.00	\$0.00	\$0.00		
Grand Manan	320.00	\$34,785.00	\$4,981.69	\$10,076.85	\$54,742.66
Kennebecasis	2,064.00	\$8,265.00	\$217,130.00		
Le Cormoran⁴	560.00	\$1,333.92	\$20,072.84	\$2,758.47	\$69,510.41
Saint John⁵	5,392.00 ⁶	\$0.00	\$820,696.00		
St. Andrews	492.00	\$12,700.00	\$75,964.00		
St. Stephen	403.00	\$34,966.05	\$51,958.96		
Sussex	720.00	\$57,706.00	\$54,089.00		

	Total Partner Contributions ⁷	Population Served	Municipal Contribution per Capita ⁸	School District Contribution per Capita ⁹	Total Partner Contributions per Capita
Campobello	\$0.00	872	\$0.00		\$0.00
Grand Manan	\$104,586.20	2,360	\$16.85	\$27.47	\$44.32
Kennebecasis	\$225,395.00	30,229	\$7.46		\$7.46
Le Cormoran	\$93,675.64	67,575	\$0.32	\$1.07	\$1.39
Saint John	\$820,696.00	67,575	\$12.14		\$12.14
St. Andrews	\$88,664.00	1,786	\$49.64		\$49.64
St. Stephen	\$86,925.01	4,415	\$19.69		\$19.69
Sussex	\$111,795.00	4,282	\$26.11		\$26.11

- 1 Figures reported as submitted by partners.
- 2 Please see Appendix B for more details on capital expenditures.
- 3 Municipal contribution figures were not available at time of printing.
- 4 Public-school library in a community centre; municipal contribution is from the community centre.
- 5 Multi-branch library funded by the same municipality.
- 6 Represents the combined square footage of all of Saint John Free Public Library's branches.
- 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	\$15,180.00	\$149,530.00		
Florenceville- Bristol	394.00	\$8,893.61	\$35,167.01		
Grand Falls	479.00	\$0.00	\$31,423.92		
Hartland	340.00	\$980.91	\$47,308.70		
Kedgwick	297.00	\$0.00	\$56,835.00		
Nackawic ³	210.00	\$2,742.00	\$24,695.91	\$13,857.79	\$19,795.91
Perth-Andover	345.00	\$4,210.11	\$25,590.33		
Plaster Rock	266.00	\$2,150.00	\$4,350.00	\$25,181.56	\$37,019.46
Saint-François	483.00	\$0.00	\$56,460.00		
Saint-Léonard	315.00	\$678.76	\$31,636.74		
Saint-Quentin	465.00	\$0.00	\$51,989.58		
Woodstock	1,060.00	\$56,754.88	\$96,178.01		

	Total Partner Contributions ⁴	Population Served	Municipal Contribution per Capita ⁵	School District Contribution per Capita	Total Partner Contributions per Capita ⁶
Edmundston	\$164,710.00	16,580	\$9.93		\$9.93
Florenceville- Bristol	\$44,060.62	1,604	\$27.47		\$27.47
Grand Falls	\$31,423.92	5,326	\$5.90		\$5.90
Hartland	\$48,289.61	957	\$50.46		\$50.46
Kedgwick	\$56,835.00	1,964	\$28.94		\$28.94
Nackawic	\$61,091.61	941	\$29.16	\$35.76	\$64.92
Perth-Andover	\$29,800.44	1,590	\$18.74		\$18.74
Plaster Rock	\$68,701.02	1,023	\$6.35	\$60.80	\$67.16
Saint-François	\$56,460.00	1,076	\$52.47		\$52.47
Saint-Léonard	\$32,315.50	1,300	\$24.86		\$24.86
Saint-Quentin	\$51,989.58	2,194	\$23.70		\$23.70
Woodstock	\$152,932.89	5,228	\$29.25		\$29.25

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	\$14,964.23	\$79,698.00		
Chipman	225.00	\$1,815.00	\$23,777.00		
Craft and Design ⁴	273.13	\$34,405.43	\$79,831.40		
Doaktown	688.00	\$0.00	\$10,000.00	\$6,187.66	\$54,490.84
Dre M. Michaud ⁵	823.00	\$7,676.00	\$27,420.00	\$9,102.00	\$78,075.42
Fredericton ⁶	2,925.00	\$20,659.00	\$286,241.00		
Harvey	112.50	\$0.00	\$1,800.00	\$5,602.24	\$25,092.17
McAdam	242.00	\$0.00	\$30,567.00		
Minto	268.00	\$0.00	\$16,486.72		
Nashwaaksis ⁶	675.00	\$0.00	\$9,461.00	\$42,440.59	\$90,470.39
Newcastle ³	936.00	\$12,537.67	\$107,181.25		
Oromocto	650.00	\$0.00	\$76,954.06		
Père Louis Lamontagne ⁵	340.00	\$597.00	\$35,986.00	\$1,953.00	\$53,120.26
Stanley	198.00	\$0.00	\$5,000.00	\$5,585.62	\$27,290.51
Upper Miramichi	375.00	\$1,870.44	\$9,000.00	\$9,861.91	\$46,039.15

	Total Partner Contributions ⁷	Population Served	Municipal Contribution per Capita ⁸	School District Contribution per Capita ⁹	Total Partner Contributions per Capita
Chatham	\$94,662.23	17,537	\$5.40		\$5.40
Chipman	\$25,592.00	1,104	\$23.18		\$23.18
Craft and Design	\$114,236.83	58,270	\$1.96		\$1.96
Doaktown	\$70,678.50	792	\$12.63	\$76.61	\$89.24
Dre M. Michaud	\$122,273.42	58,270	\$0.60	\$1.50	\$2.10
Fredericton	\$306,900.00	58,270	\$5.27		\$5.27
Harvey	\$32,494.41	358	\$5.03	\$85.74	\$90.77
McAdam	\$30,567.00	1,151	\$26.56		\$26.56
Minto	\$16,486.72	2,305	\$7.15		\$7.15
Nashwaaksis	\$142,371.98	58,270	\$0.16	\$2.28	\$2.44
Newcastle	\$119,718.92	17,537	\$6.83		\$6.83
Oromocto	\$76,954.06	9,223	\$8.34		\$8.34
Père Louis Lamontagne	\$91,656.26	17,537	\$2.09	\$3.14	\$5.23
Stanley	\$37,876.13	412	\$12.14	\$79.80	\$91.93
Upper Miramichi	\$66,771.50	2,218	\$4.90	\$25.20	\$30.10

- 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
Craft and Design	Relocation and Renovation	\$34,405.43	\$0.00	\$0.00	\$34,405.43
Florenceville-Bristol	Final Payment on Renovation ²	\$5,193.00	\$0.00	\$0.00	\$5,193.00
Hartland	Renovations to Library ³	\$0.00	\$19,661.56	\$0.00	\$19,661.56
Shippagan	Renovation / Loan Payment	\$37,153.00	\$0.00	\$0.00	\$37,153.00
St. Stephen	Steel Roof	\$28,986.05	\$0.00	\$0.00	\$28,986.05
Sussex	Upgrade to Interior Lighting and New Roof	\$57,706.00	\$0.00	\$5,285.00	\$62,991.00
Woodstock	Window Replacement	\$56,754.88	\$0.00	\$0.00	\$56,754.88

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.

2 Figure represents the final payment for renovations completed in 2017-2018.

3 Figure represents a partial payment for renovations completed in 2018-2019. Remainder to be paid in 2019-2020.

Index

Books-by-Mail Service: 25-26

See also: Library Services by Mail

Capital projects: 46

Circulation: 10, 12, 14, 22, 25-26, 30-34

Collection development: 17-19

Community support: 20

Computer use: 11

Definitions: 41-45

E-library services: 11

Electronic Library New Brunswick

See: virtual branch

Employees: 14, 16, 27-34

Finances: 17

Grants: 13, 19-20

Holdings: 10, 12, 14, 21, 30-34

Holds: 14, 23

Hours open per week: 30-34

Interlibrary Loans: 23

Libraries

Locations and names: 27-29

Size: 30-34, 36-39

Library Services by Mail: 16, 25-26

Employee in charge: 25, 27-29

Memberships

See: patrons (memberships)

Municipal contribution: 10, 12, 17, 36-39, 46

OverDrive

See: virtual branch

Patrons (memberships): 10, 12, 21, 25, 30-34

Population: 10, 12, 16, 30-34, 36-39

Pretnumerique.ca

See: virtual branch

Programs: 11, 24

Programs, Indigenous: 24

Promotional Activities: 24

Reference questions: 23

Online Reference Service: 11

School district contribution: 12, 17, 37-39

Service points: 10, 12, 16

Talking Books Service: 25-26

See also: Library Services by Mail

Virtual branch: 12