

## **Commentary on the 2000-2001 CARL Statistics: An Introduction and Retrospective Overview**

### **General Observations:**

As stated before in previous editions of the *CARL Statistics*, there are inherent problems associated with making inter-library comparisons based solely on the numbers presented in this volume. Libraries tend to count what can be readily counted: mostly input measures such as expenditures, staffing and collection size. Measuring what matters: *the frequency with which the patron gets what they want, when they want it, at the lowest possible cost to patron and institution*, is not easily done. There is an increasing body of empirical research concerning student satisfaction with various university services, including library services (e.g. the work of the Canadian Undergraduate Survey Consortium), but not yet a comprehensive and consistent user satisfaction survey of all CARL libraries that could serve as a valid performance indicator.

In using the numbers in this volume, the reader should be aware of the uncertainties associated with some of the measures. Despite the best efforts of the compilers, local interpretations of the statistical definitions at the point of collection may vary slightly. As well, numbers such as collection counts are nearly always based on estimates, since conducting a detailed inventory of a research library is a herculean task, rarely attempted.

Nevertheless, the numbers presented do represent the best available data for making comparisons between Canadian research libraries and can yield valid comparisons especially when compared to overall university expenditures or student enrolments. As well, year over year comparisons of the same measure, or ratios of measures, for a given library should yield valid information about changes in that library. Taken as a whole, the 31 years of CARL statistics represent an invaluable picture of the changes in Canadian research libraries over a period of tremendous growth in Canadian universities and their constituent libraries.

In an attempt to improve the validity, comparability and usefulness of the annual statistics, CARL modified and extended its annual statistical questionnaire for the 1996-97 statistics published in May 1998. The present publication represents the fifth annual statistical report using these new definitions and the third to contain a textual commentary. Some data elements in the current statistics were not collected in earlier years and some definitions have been altered, particularly those relating to serials. Consequently, retrospective comparisons with earlier data either cannot be made, or must be made with care.

When comparing data, particularly averages, over a number of years, it is only valid to do so for libraries that consistently reported data in the same categories for the years in question.

It is with the above provisos in mind that the reader should use the information presented in this publication. The reader is also referred to the companion volume, *CARL 1999-2000 Ratios*, which present data relating selected library statistics to overall university expenditure and enrolment.

## 1.0 EXPENDITURES

### 1.1 Collections Expenditures

*(See Expenditures, Table V – Library materials expenditures in 2000-2001)*

Total library materials expenditures increased in 2000-01 compared to 1999-00 in 25 out of 29 CARL libraries. Expenditures fell at Queen's, Waterloo, Windsor and CISTI. For all CARL libraries, total materials expenditures (excluding contract binding) increased on average from \$6.12 million to \$6.34 million: a healthy increase of 8.4%. (The overall Consumer Price Index increased by 3.0% from May 2000 to April 2001.)

In 2000-01 the libraries together spent a total of \$192.4 million on library materials (plus another \$3.7 million on contract binding).

The picture is more mixed for print monograph expenditures. Among the CARL libraries, 9 of 29 reported a decline in expenditures on print monographs between 1999-00 and 2000-01, although the average expenditure for all libraries rose from \$1.45 million to \$1.57 million. Toronto reported monograph expenditures of \$8.51 million, more than twice the next largest spender in this category: Alberta at \$3.93 million. Compared to the previous year, Regina more than doubled expenditures in this category: from \$0.40 million to \$0.92 million. New Brunswick spent the least on printed monographs: \$0.39 million, up from \$0.29 million the year before.

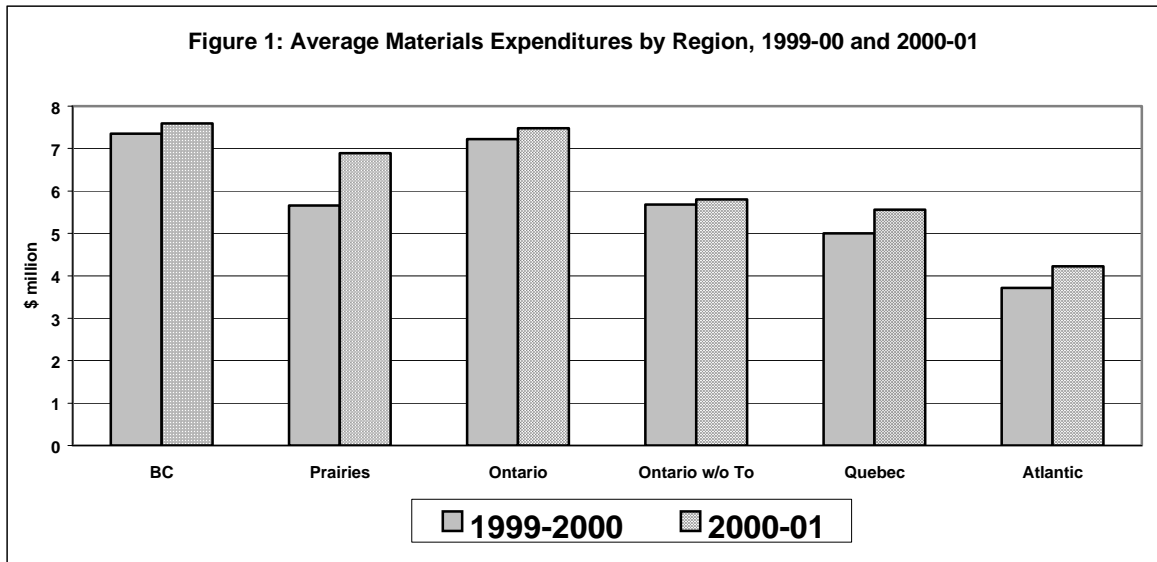
Reporting for the category of electronic monographs is rather spotty. For those reporting data in this category for both 1999-00 and 2000-01 expenditures mostly declined. Expenditures were small in all libraries except Alberta, Calgary and Toronto.

Expenditures on print serials increased in 21 of the 28 CARL libraries reporting data for 1999-00 and 2000-01. (CISTI, last year's second biggest spender, did not report data for 2000-01). However, average expenditure on print serials actually fell slightly in Ontario due to declines at Carleton, Guelph, Waterloo and Windsor. The overall national average expenditure on print serials was \$3.62 million, not including CISTI.

Average national expenditures on electronic serials were \$1.01 million for those libraries reporting. Of the 23 libraries reporting data in both years, expenditures rose in 19. UBC was the leading spender in this category (\$2.85 million), slightly ahead of Toronto (\$2.30 million). Altogether the 23 libraries reporting spent a total of \$25.3 million on electronic serials, a significant increase from the year before. Significantly, in all but two (Waterloo and New Brunswick) of the libraries reporting a drop in print serial expenditures, electronic serial expenditures increased.

The national pattern of overall library materials expenditures remained relatively unchanged from the previous year. The highest average regional library expenditure was in BC (\$7.59 million), followed by Ontario (\$7.48 million), the Prairies (\$6.89 million), Québec (\$5.56 million) and the Atlantic (\$4.22 million). As in 1999-00, Toronto had the largest materials expenditure (\$22.6 million), well ahead of UBC in second place (\$12.44 million) and Alberta (\$12.41 million). CISTI (\$11.73 million) dropped from third to fourth place from the year before. New Brunswick (\$1.99 million) reported the lowest materials expenditures falling behind Regina (\$2.49 million). The National Library, which receives most of its collection through legal deposit, spent \$2.65 million on materials.

Figure 1 shows the variation in average library materials expenditures (excluding contract binding) by region compared to the previous year.



## 1.2 Overall Expenditures

*(See Expenditures, Table VI - Summary of library expenditures in 2000-2001)*

When all expenditures are factored in (materials, staff and other operating costs) CARL libraries reported an average overall expenditure of \$18.53 million in the 2000-01 fiscal year. This is up from \$17.71 million in the previous year, an increase of 4.6% - slightly more than the CPI. Of the 29 member institutions, 7 reported a year-over-year decrease in expenditures. Toronto continues to lead in total expenditures, spending a whopping \$65.01 million. This is almost enough to run the entire University of Regina. Of the universities, UBC (\$33.21 million) and Alberta (\$29.00 million) are next in overall expenditures. However, CISTI (\$41.94 million) and the National Library (\$37.30 million) both spent more than UBC, reflecting the many other activities of these national institutions. (It should be noted that a large part of CISTI's expenditures are offset by revenue from the sale of products and services.)

In 2000-01 CARL member institutions expended 52.55% of their total on salaries, 36.51% on material and 10.94% on other operating expenses. In 1999-00 the percentages were 53.05%, 35.26% and 11.69% respectively. Variations by region are not great, but Québec continues to spend the highest proportion of overall expenditures on salaries (58.12%). This is offset in Québec by the lowest proportion of expenditures on general operating (4.82%). The Atlantic region maintains the greatest proportion of expenditures on library materials (41.62%). Of the universities, McMaster has the distinction of spending the highest proportion on library materials - 48.94%. At the other end of the scale, UQAM spends 29.70% of every dollar on materials.

### 1.3 Salaries and Employment

*(See Expenditures, Table V- Salary and other operating expenditures in 2000-2001 and 2001-02 Salary Survey tables)*

As noted above, and continuing a trend started several years ago, expenditures on staffing continued to drop slightly as a percentage of total library expenditures. However, in absolute terms, average expenditures on salaries and fringe benefits increased slightly in every region. For all members the average salary expenditure was \$9.74 million, up from \$9.40 million the year before.

For 24 university libraries reporting, 5 showed a decrease in expenditures on professional staff and 4 showed a decrease in expenditures on support staff; 13 of 26 university libraries reporting data spent less on casual staff than the year before.

In 2000-01, the number of FTE professional librarians on staff at CARL libraries averaged 45.2, up a shade from 45.1 the year before. However the total number of professional staff increased on average from 56.6 to 57.1, continuing the trend of previous years. The average number of support staff FTE declined slightly from 130.7 to 130.0. The number of casual staff FTE declined from 25.1 to 24.0. Total average FTE staff numbers remained almost the same at 210.3 per institution. It appears that there has been at least a temporary pause in the decline in employment of professional librarians and permanent support staff and the shift towards increased use of casuals.

The 2001-02 salary survey shows that the average length of professional experience for the professional staff of CARL university libraries has dropped slightly (by 0.32 years) compared to the year before. There is also a 0.21-year drop in the average experience in the reporting library. These numbers reflect a slow but continuing trend towards the renewal of the professional workforce: something observed last year. Nevertheless with an average professional career experience of 18.95 years (14.70 years in their current institution), the CARL professional staff could still use some continuing renewal. The picture varies across the country. Ottawa appears to have the oldest professional staff with an average professional experience of 23.74 years, while Laval has the longest-serving professionals: 21.81 years with their current employer.

While median and average professional salaries do not vary greatly by region, they do vary significantly between individual institutions. Carleton reports the highest average (\$77,394) and median (\$82,072) professional salary. Western Ontario reports the lowest average (\$54,284) and median (\$52,235) professional salaries. York and UQAM report the highest average salaries for administrative librarians, while York and Carleton report the highest average salaries for non-administrative librarians. Although data is incomplete, there seems to be a significant difference between the salaries of non-administrative librarians and other professional staff, with the non-librarians earning an average of \$10-15 thousand less.

Despite some indications of a gradual renewal of the CARL professional staff, there were 185 professionals in CARL university libraries earning more than \$80,000 in 2001-02, compared to 122 the year before and 110 the year before that. Those universities that have close linkages between the faculty and librarian contracts, such as Carleton and York, have proportionally the largest number of highly paid non-administrative staff.

## 2.0 COLLECTIONS

*(See Expenditures, Tables I to III)*

With the exception of Simon Fraser, all CARL institutions added more volumes than they withdrew from their collections in 2000-01. Net additions ranged from 399,113 at the National Library and 173,146 at Toronto to 9,042 at Montréal. Total collection sizes grew by over 1.2 million volumes (some institutions report volume counts differently – please refer to the footnotes).

In terms of overall collection size at the end of the reporting period, Toronto continues to house Canada's largest collection with 9.35 million volumes. Alberta (5.62 million) and UBC (4.17 million) have the next largest university collections. The National Library houses a collection of 7.67 million volumes. CISTI reports only a bibliographic count, as it does not generally bind its largely serial collection, making comparisons difficult. McGill's collection of 3.24 million volumes is also a bibliographic count.

Last year we reported an increasing ratio between the collections of the three largest university collections (Toronto, Alberta and UBC) and the three smallest (UNB, Sherbrooke and Regina). Nevertheless, there does appear to be a continuing divergence in size between Canada's largest research libraries and their smaller counterparts – the inevitable consequence of their huge differences in purchasing power.

Of the 22 university libraries that consistently reported data for monograph purchases in the three years 1998-99, 1999-00 and 2000-01, the average number of monographs purchased increased steadily from 22,916 to 23,508 to 24,843. This reinforces the statement made last year that the previous trend of sacrificing the monograph budget to protect the serials collection has ended for the time being. This could well be the result of the influx of external money into electronic serials provided through the Canadian National Site Licensing Project (CNSLP).

It is difficult to make direct comparisons between types of serial subscriptions in 2000-01 and previous years, due to changes in definitions and their interpretation. The average CARL university library received 11,811 "hard copy" (print and microform) serial titles, both purchased and not-purchased. At the same time the average university library received (under bibliographic control) 4,786 electronic titles. Toronto has the largest number of current serial titles in hard copy format (31,418) followed closely by Alberta (30,308). The National Library with 37,060 current serials has the largest number of current hard copy serial titles in Canada. At the other end of the spectrum, Regina receives 3,534 hard copy serial titles.

Toronto receives by far the largest number of electronic serial titles (14,053), followed by York (8,587). The smallest number of electronic serial titles is received by Ottawa (1,095 current titles). It is difficult to compare numbers with previous years because of changes in reporting, but it is clear that there has been a remarkable increase in the number of electronic titles received over the last few years. For the first time, four CARL libraries reported receiving a greater number of electronic serial titles than hard copy titles in 2000-01 and electronic titles now make up a significant proportion of serial collections in all CARL university libraries. The shift towards a mostly electronic serials collection is well under way at CARL institutions.

The rate of serial cancellation has eased considerably compared to recent years. In 1999-00 six libraries reported cancelling more than 500 titles each. Of these, two libraries cancelled more than 1,200 titles. In 2000-01, only one library (Manitoba) reported more than 500 cancellations. At the

same time, the annual dollar value of serials cancelled has declined substantially. Nevertheless some libraries are still making substantial cuts to their serial expenditures through cancellations. In 2000-01, Carleton reported the highest value of serial cancellations (\$631,543 for 388 titles), followed by Windsor (\$527,790 for 416 titles).

It should be noted there are several variables to keep in mind when interpreting the numbers reported for serial collections (*Expenditures, Table III – Serials Collections*). Frequently, libraries are obliged to purchase both electronic and print versions of the same title. Many government publications are received “on deposit” in electronic and print format. As well, libraries receive bundled packages of electronic titles from a variety of vendors. Some of these bundles may include titles that are not needed, e.g. medical titles in universities without medical schools. Finally, there is a myriad of free serial material available on the Web. Some libraries attempt to systematically select such free material and provide some form of bibliographic control, thus inflating their electronic serial holdings relative to a library that does not do this - although the same material is actually available to anyone.

### **3.0 INTER and INTRA-LIBRARY LENDING ACTIVITY**

*(See Document Delivery questionnaire for the year 2000-2001, Tables I-V)*

#### **3.1 Inter-Institutional Document Delivery**

This is an area of library activity that has benefited from technology in recent years. All but two libraries (Toronto and Western) report using Inter-Library Loan (ILL) software for borrowing, and all but two (Toronto and Montréal) use ILL software for lending. There are several products being used, however, Aviso remains the most common.

Apart from the traditional paper form, 13 of the 27 universities allow users to place an ILL request by email and 22 allow the use of a Library Web page. Six libraries allow the user to place a request by telephone and 16 accept requests by Fax. Four libraries support the entering of requests via the integrated library system. Fifteen university libraries support automatic parsing of electronic requests into their ILL management package.

Most, although not all, university libraries support communication with users through email, Web, telephone and Fax. Three support user communication through the ILS. Five libraries allow the user to view the status of their ILL request online.

Fee policies vary. For the provision of photocopies from other libraries to their users, 18 CARL universities charge a user fee. Twelve charge a flat fee; the rest charging a fee that varies with the amount of copying provided, or with the type of user. For the provision of originals, 13 libraries charge users a fee, of which 7 charge a flat fee.

Only 4 university libraries place a limit on loan requests from faculty members. The same four libraries also limit loan requests from graduate students. Seven libraries limit loan requests from undergraduates.

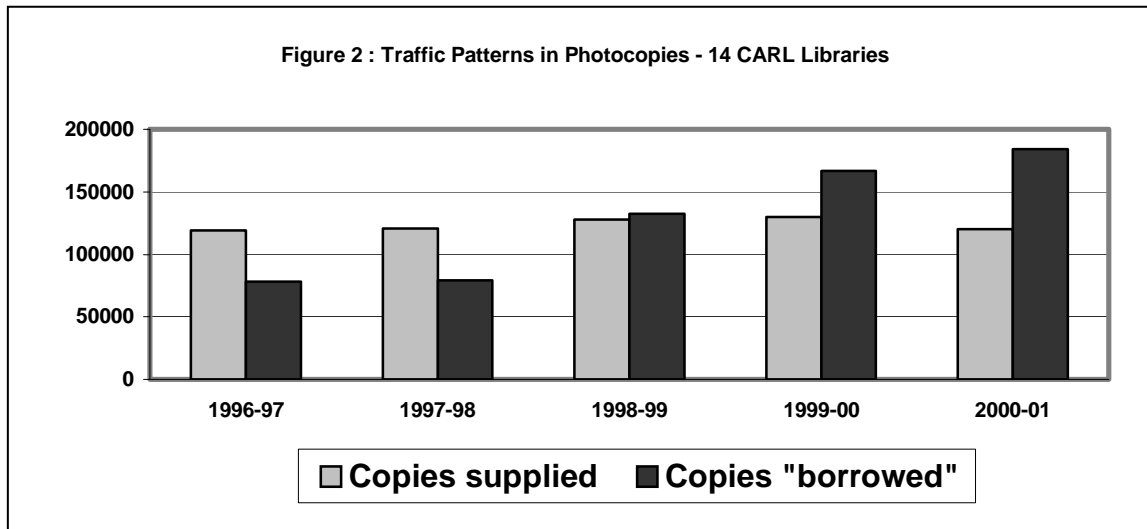
A few institutions allow document suppliers to deliver material directly to the requesting end user, but generally libraries retain their position as intermediary in the process of document delivery from outside suppliers.

Only Manitoba and Sherbrooke claim not to have a contract with an outside document delivery supplier. CISTI is the major document delivery supplier cited.

When dealing with requests from other institutions, Alberta reported filling the largest volume (103,442). Calgary (56,783) and Waterloo (53,927) were in second and third place. CISTI, the national document delivery centre for science, reported filling 791,780 requests. Not surprisingly, traffic was much lower from the smaller CARL libraries, with Sherbrooke filling only 3,279 requests.

On the other side of the coin, Guelph was the biggest importer of material, reporting 61,735 incoming filled requests. Simon Fraser (42,333) and Alberta (39,481) were the second and third largest importers. Not surprisingly, the country's largest library and largest research university, Toronto, was relatively self-sufficient importing only 9,692 documents from other institutions.

Figure 2 shows graphically the "balance of trade" in photocopies for a representative sample of CARL university libraries that have reported consistently over the five year period (Ontario and Québec minus Toronto and Sherbrooke). It shows the number of copies received (from other institutions and document delivery suppliers) versus the number supplied over the last 5 years. As a reflection of their declining ability to stock the journals needed by their clientele, libraries are increasingly relying on external sources for photocopies. At the same time there is no indication yet that the wider availability of electronic journals is dampening this demand for hard copy document delivery.



Traffic is, however, declining in the supply of photocopies to other institutions. This is probably a reflection of the success of CISTI and other document delivery suppliers in offering one-stop shopping to libraries.

### 3.2 Intra-Institutional Document Delivery

Increasingly CARL libraries are getting involved in delivering documents pro-actively to the end users on their campuses from their own collections. Twelve of the 27 university libraries deliver copies to users. Ten also deliver originals. 50% of libraries offer the service to all users, while the

other 50% limit the service to specific groups of users. Four libraries offering such services charge a fee. A variety of communication channels are used to place service requests.

Generally traffic volumes for intra-institutional services are light. However, UBC is an exception, reporting the delivery of 41,230 copies and 2,384 originals.

## **4.0 EMERGING SERVICES**

*(See Emerging Services questionnaire for the year 2000-2001)*

The tables on “emerging” services are largely self-explanatory and need little commentary. Some interesting items to note are:

Only one university (McGill) collects a distinct student fee for library services.

One interesting new question describes the “Chapters” phenomenon of opening coffee shops in libraries. Ten CARL university libraries provide a coffee shop in the library building and 8 have coffee shops in the library itself. Five of the 8 library coffee shops give the library a share of the profits.

Five libraries lend laptop computers and three lend wireless Ethernet cards for roaming online access to the campus network.

Only one library (Windsor) lends E-Book readers and, to date, none lend PDA's.

## **5.0 LIBRARY USE**

*(See Supplementary Questionnaire for the year 2000-2001)*

There have been several changes to definitions and categories for circulation over the last few years. It appears that total circulation transactions (excluding reserves) are down compared to the year before in 17 of the 26 CARL libraries reporting data. Last year, 15 of 27 reported a decline in circulation. It would appear that a long-term decline in circulation transactions per capita is being observed, which is consistent with increasing access to information in electronic form, either from the library or from public sources.

The same appears to be true with respect to reserve circulations. These numbers are down compared to the year before in all but 4 libraries reporting – a continuation of last year's trend. It is suggested that Once again electronic sources and the prevalence of copyright-cleared coursepacks are the likely cause.

In-house use of materials has always been notoriously difficult to measure. The numbers, however, indicate a decline in in-house use of library materials in 14 of the 20 CARL university libraries compared to the year before. For example the drop was 8.2% at Calgary, 7.4% at Toronto and 6.7% at Montréal. A similar decline was observed last year. The numbers seem to suggest that some users are substituting the use of electronic sources outside the library for the use of the library's physical collection.



## **6.0 SERVICE HOURS AND REFERENCE TRANSACTIONS**

*(See Supplementary questionnaire for the year 2000-2001)*

The average number of hours of service per week offered by CARL university libraries was 94 in 2000-01, compared to 91.7 the year before and continuing an upward trend. In contrast the average weekly service hours of the National Library and CISTI was 41.

The university libraries offered service at an average of 19 staff service points, again a slight increase from the year before (18.5).

Despite these increased service offerings, reference transactions continued their annual decline. Compared to the year before, these transactions were down in 22 of 27 CARL university libraries, a phenomenon observed last year. This trend would indicate that the Internet seems to be displacing one of the traditional functions of a library.

## **7.0 DATA SERVICES**

*(See Data Questionnaire for the year 2000-2001, Tables I and II)*

The present edition of the CARL Statistics includes, for the first time, the results of a questionnaire on data library services. These services were put in place largely as a result of the "Data Liberation Initiative" (DLI) through which large amounts of government statistical and geo-spatial data are made available to libraries.

All CARL university libraries except UQAM report having such a service. CARL Libraries devote considerable resources to this new type of service with an average commitment of 0.99 professional and 0.77 support staff members per library. Usage figures are hard to measure and incompletely reported, but of those reporting, Toronto (2,819) and Carleton (4,158) report the highest number of consultations.

All CARL university libraries are participating in the DLI. All but 4 university libraries are members of the Michigan-based ICPSR (Inter-University Consortium for Political and Social Research) data consortium.

Nine of the CARL university data libraries did not deal with geo-spatial (mapping) data. The others included this type of data.

CISTI and the National Library did not operate a data library and do not participate in the DLI.

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## **Commentaires sur les statistiques de l'ABRC 2000-2001 : une introduction et un survol rétrospectif**

### **Observations générales :**

Les éditions précédentes des *Statistiques de l'ABRC* l'ont déjà fait remarquer : il est impossible d'établir, sans faire face à des problèmes liés à la nature de l'opération, des comparaisons entre bibliothèques qui ne s'appuient que sur les chiffres présentés dans ce volume. Les bibliothèques ont l'habitude de compter ce qui est facile à compter, c'est-à-dire surtout des mesures de données d'entrée comme les dépenses, le personnel et la taille de la collection. Il n'est pas facile de mesurer ce qui compte vraiment : *la fréquence à laquelle les clients obtiennent ce qu'ils désirent, lorsqu'ils le désirent, au coût le plus bas pour le client et pour l'établissement*. L'ensemble des recherches empiriques concernant le niveau de satisfaction des étudiants face à différents services universitaires, incluant les services de bibliothèques (p. ex., les travaux du Canadian Undergraduate Survey Consortium), s'élargit, mais il n'existe pas encore, sur le niveau de satisfaction des utilisateurs de toutes les bibliothèques de l'ABRC, d'enquête complète et cohérente qui puisse servir d'indicateur de rendement valable.

Avant d'utiliser les chiffres contenus dans ce volume, les lecteurs doivent comprendre les incertitudes liées à certaines des mesures. Tous les efforts des compilateurs n'effacent pas que les interprétations locales des définitions statistiques peuvent varier légèrement selon le point de collecte. De plus, des chiffres comme ceux de la taille des collections sont presque toujours estimés, car la tâche d'inventorier minutieusement une bibliothèque de recherche est herculéenne et rarement entreprise.

Toutefois, les chiffres présentés ici constituent les meilleures données disponibles pour la comparaison des bibliothèques de recherche canadiennes et peuvent permettre des comparaisons valables, particulièrement si les dépenses globales ou les effectifs étudiants universitaires sont pris en compte. Les comparaisons d'une année à l'autre de la même mesure, ou des ratios de mesures, pour une bibliothèque donnée, devraient aussi fournir des renseignements sur les changements qui ont eu lieu dans cette bibliothèque. Pris dans leur ensemble, les 31 ans de statistiques de l'ABRC brosent un tableau inestimable des changements qu'ont connus les bibliothèques de recherche canadienne au cours d'une période de croissance considérable pour les universités canadiennes et leurs bibliothèques.

Pour tenter d'améliorer la validité, la comparabilité et l'utilité des statistiques annuelles, l'ABRC a modifié et amplifié son questionnaire statistique annuel à l'occasion de la collecte des statistiques de 1996-1997 publiées en mai 1998. La présente publication est donc la cinquième édition du rapport statistique annuel à utiliser ces nouvelles définitions et la troisième à comporter un commentaire textuel. Certaines données des statistiques actuelles n'étaient pas recueillies auparavant, ou ne l'étaient qu'à partir de définitions qui ont été modifiées, particulièrement en ce qui a trait aux périodiques. Par conséquent, des comparaisons rétrospectives utilisant des données antérieures ne peuvent être établies, ou ne peuvent l'être qu'avec prudence.

Il faut se rappeler que toute comparaison de données pour un certain nombre d'années, particulièrement dans le cas de moyennes, n'est valable que pour les bibliothèques ayant déclaré des données dans les mêmes catégories pour toutes les années en question.

C'est donc en tenant compte de ces mises en garde que le lecteur devrait se servir de l'information présentée dans cette publication. Le lecteur peut aussi consulter le volume complémentaire à celui-ci, *Ratios 1999-2000 de l'ABRC*, qui présente des données sur certaines statistiques de bibliothèques dans le contexte de l'ensemble des dépenses et des effectifs universitaires.

## 1.0 DÉPENSES

### 1.1 Dépenses de collections

*(Voir Dépenses, Tableau V – Dépenses d'acquisitions en 2000-2001)*

Les dépenses totales d'acquisitions ont augmenté en 2000-2001, comparativement à 1999-2000, dans 25 des 29 bibliothèques de l'ABRC. Les dépenses ont chuté à Queen's, à Waterloo, à Windsor et à l'ICIST. Pour l'ensemble des bibliothèques de l'ABRC, les dépenses totales d'acquisitions (à l'exclusion des contrats de reliure) sont passées en moyenne de 6,12 millions de dollars à 6,34 millions de dollars, soit une hausse vigoureuse de 8,4 %. (L'indice global des prix à la consommation a augmenté de 3 % de mai 2000 à avril 2001.)

En 2000-2001, l'ensemble des bibliothèques a dépensé un total de 192,4 millions de dollars en acquisitions (en plus de 3,7 millions de dollars en contrats de reliure).

L'image est moins nette pour les dépenses de monographies imprimées. Parmi les bibliothèques de l'ABRC, 9 sur 29 ont déclaré une baisse des dépenses de monographies imprimées entre 1999-2000 et 2000-2001, même si les dépenses moyennes pour l'ensemble des bibliothèques sont passées de 1,45 million de dollars à 1,57 million de dollars. Toronto a déclaré des dépenses de monographies de 8,51 millions de dollars, plus de deux fois celles du deuxième plus gros consommateur de cette catégorie : l'Université de l'Alberta, à 3,93 millions de dollars. Comparativement à l'année précédente, Regina a plus que doublé ses dépenses dans cette catégorie, passant de 0,40 million de dollars à 0,92 million de dollars. L'Université du Nouveau-Brunswick a dépensé le moins en monographies imprimées, soit 0,39 million de dollars, en hausse comparativement au 0,29 million de dollars de l'année précédente.

Les données dans la catégorie des monographies électroniques sont déclarés de façon plutôt clairsemée. Pour ceux ayant déclaré des données dans cette catégorie en 1999-2000 et en 2000-2001, les dépenses ont en général diminué. Les dépenses étaient faibles dans toutes les bibliothèques sauf aux universités de l'Alberta, de Calgary et de Toronto.

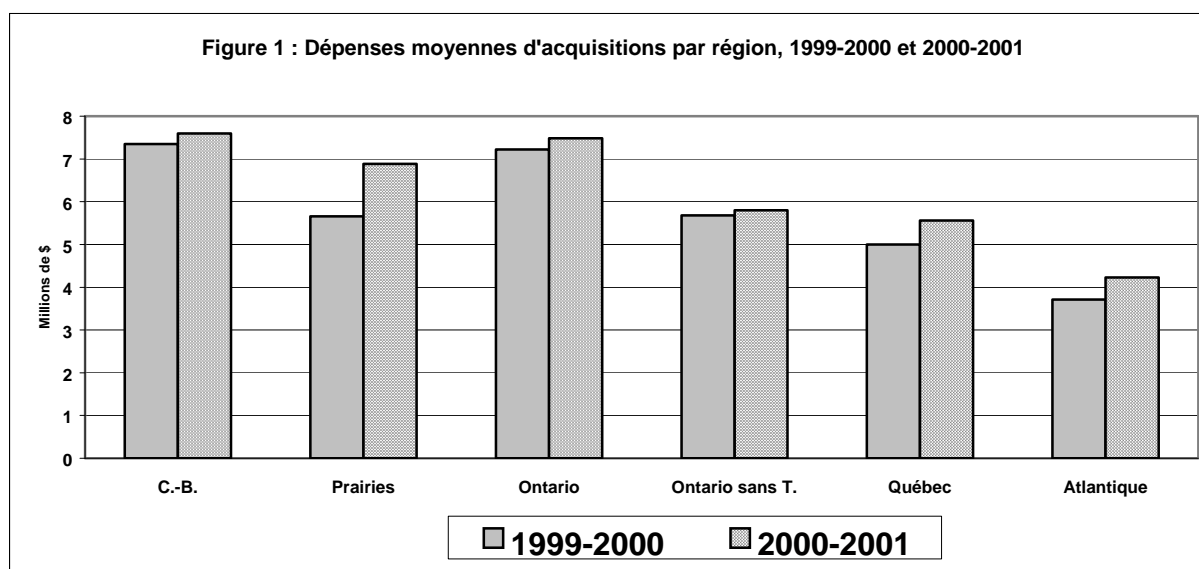
Les dépenses de périodiques imprimés ont augmenté dans 21 des 28 bibliothèques de l'ABRC ayant déclaré des données en 1999-2000 et en 2000-2001. (L'ICIST, qui avait dépensé le deuxième plus gros montant dans cette catégorie l'an passé, n'a pas déclaré de données en 2000-2001.) Toutefois, les dépenses moyennes de périodiques imprimés ont en fait légèrement diminué en Ontario à cause de baisses aux universités Carleton, de Guelph, de Waterloo et de Windsor. La moyenne globale nationale de dépenses de périodiques imprimés était de 3,62 millions de dollars, en excluant l'ICIST.

Les dépenses moyennes nationales de périodiques électroniques étaient de 1,01 million de dollars pour les bibliothèques déclarant des données. Les dépenses ont augmenté pour 19 des 23 bibliothèques ayant déclaré des données les deux années. L'Université de la Colombie-Britannique a dépensé le plus dans cette catégorie (2,85 millions de dollars), suivie de près par Toronto (2,30 millions de dollars). Ensemble, les 23 bibliothèques ont déclaré un total de 25,3 millions de dollars de dépenses de périodiques électroniques, en hausse considérable par rapport à l'année précédente. Fait notable, les dépenses de périodiques électroniques ont augmenté dans

toutes les bibliothèques ayant déclaré une chute des dépenses de périodiques imprimés, sauf deux (les universités de Waterloo et du Nouveau-Brunswick).

Le modèle national des dépenses globales d'acquisitions est resté à peu près le même par rapport à l'année précédente. La Colombie-Britannique avait les dépenses régionales moyennes les plus élevées (7,59 millions de dollars), suivie de l'Ontario (7,48 millions de dollars), des Prairies (6,89 millions de dollars), du Québec (5,56 millions de dollars) et de l'Atlantique (4,22 millions de dollars). Comme en 1999-2000, Toronto avait les dépenses d'acquisitions les plus élevées (22,6 millions de dollars), largement devant l'Université de la Colombie-Britannique (au deuxième rang avec 12,44 millions de dollars) et l'Université de l'Alberta (12,41 millions de dollars). L'ICIST (11,73 millions de dollars) est tombé au quatrième rang, du troisième l'année précédente. L'Université du Nouveau-Brunswick (1,99 million de dollars) a déclaré les plus faibles dépenses d'acquisitions, passant derrière Regina (2,49 millions de dollars). La Bibliothèque nationale, qui reçoit la majorité de sa collection par dépôt légal, a dépensé 2,65 millions de dollars d'acquisitions.

La figure 1 illustre l'évolution des dépenses moyennes d'acquisitions (à l'exclusion des contrats de reliure) par région, comparativement à l'année précédente.



## 1.2 Dépenses totales

*(Voir Dépenses, Tableau VI – Résumé des dépenses des bibliothèques en 2000-2001)*

Lorsqu'on tient compte de toutes les dépenses (acquisitions, personnel et autres coûts de fonctionnement), les bibliothèques de l'ABRC ont déclaré des dépenses totales moyennes de 18,53 millions de dollars au cours de l'exercice 2000-2001, soit une augmentation de 4,6 % (légèrement supérieure à l'IPC) par rapport aux 17,71 millions de dollars de l'année précédente. Des 29 établissements membres, sept ont déclaré une augmentation des dépenses par rapport à l'année précédente. Toronto mène encore au chapitre des dépenses totales, avec des dépenses énormes de 65,01 millions de dollars, soit un montant presque équivalent au budget d'exploitation total de l'Université de Regina. Parmi les universités, l'Université de la Colombie-Britannique (33,21 millions de dollars) et l'Université de l'Alberta (29 millions de dollars) arrivent aux prochains rangs du palmarès des dépenses totales. Toutefois, l'ICIST (41,94 millions de dollars) et la

Bibliothèque nationale (37,30 millions de dollars) dépensent tous deux plus que l'Université de la Colombie-Britannique, ce qui témoigne des nombreuses autres activités de ces institutions nationales. (Il faut noter qu'une large part des dépenses de l'ICIST sont couvertes par les revenus qu'il tire de ses produits et services.)

En 2000-2001, les établissements membres de l'ABRC ont dépensé 52,55 % de leur budget total en salaires, 36,51 % en acquisitions et 10,94 % en autres dépenses de fonctionnement. En 1999-2000, les pourcentages étaient de 53,05 %, 35,26 % et 11,69 % respectivement. Les variations régionales ne sont pas marquées, mais le Québec continue de dépenser la plus forte proportion de ses dépenses totales en salaires (58,12 %). En revanche, il débourse le plus faible pourcentage en coûts de fonctionnement généraux (4,82 %). La région de l'Atlantique dépense encore le plus, proportionnellement, en acquisitions (41,62 %). Des universités, c'est McMaster qui a le pourcentage le plus élevé de dépenses d'acquisitions, soit 48,94 %. À l'autre bout de l'échelle, l'UQAM dépense 29,70 % de chaque dollar en acquisitions.

### 1.3 Salaires et personnel

*(Voir Dépenses, Tableau V – Salaires et autres dépenses de fonctionnement dans les tableaux d'enquête sur les salaires en 2000-2001 et 2001-2002)*

Tel que susmentionné, et en continuation d'une tendance amorcée il y a plusieurs années, les dépenses de personnel continuent de diminuer légèrement en pourcentage des dépenses totales des bibliothèques. Toutefois, en chiffres absolus, les dépenses moyennes de salaires et d'avantages sociaux ont augmenté légèrement dans chaque région. Pour les membres, les dépenses moyennes de salaires étaient de 9,74 millions de dollars, en hausse comparativement aux 9,40 millions de dollars de l'année précédente.

Parmi les 24 bibliothèques universitaires déclarant des données dans cette catégorie, cinq ont indiqué une diminution des dépenses de personnel professionnel et quatre ont indiqué une diminution des dépenses de personnel de soutien; 13 des 26 bibliothèques universitaires déclarant des données ont dépensé moins en personnel auxiliaire que l'année précédente.

En 2000-2001, le nombre de bibliothécaires professionnels ETP à l'emploi des bibliothèques de l'ABRC était en moyenne de 45,2, soit un chiffre légèrement supérieur aux 45,1 de l'année précédente. Toutefois, le nombre total moyen d'employés professionnels est passé de 56,6 à 57,1, en poursuite de la tendance des années précédentes. Le nombre moyen d'employés de soutien ETP a diminué légèrement, tombant de 130,7 à 130,0. Le nombre d'employés auxiliaires ETP est passé de 25,1 à 24,0. Le nombre total moyen d'employés ETP, à 210,3 par établissement, n'a presque pas changé. La diminution de l'emploi de bibliothécaires professionnels et de personnel de soutien permanent et le virage vers l'utilisation accrue de personnel auxiliaire ont donc connu une pause, tout au moins temporaire.

L'enquête sur les salaires de 2001-2002 indique que la longueur moyenne de l'expérience professionnelle pour le personnel professionnel des bibliothèques universitaires de l'ABRC a diminué légèrement (de 0,32 année) comparativement à l'année précédente. Il y a aussi eu une diminution de 0,21 année de l'expérience moyenne chez les bibliothèques déclarant des données. Ces chiffres reflètent une tendance lente mais continue vers le renouveau de la main-d'œuvre professionnelle, qu'il était déjà possible de constater l'an passé. Toutefois, avec une expérience de carrière professionnelle moyenne de 18,95 ans (14,70 ans au sein de leur établissement actuel), le personnel professionnel de l'ABRC aurait intérêt à faire l'objet d'un certain renouveau continu. Le tableau n'est pas le même partout au pays. Ottawa semble avoir le personnel professionnel le plus

âgé, avec une expérience professionnelle moyenne de 23,74 années, alors que l'Université Laval a les professionnels qui sont en poste depuis le plus longtemps : 21,81 années avec leur employeur actuel.

Les salaires professionnels médians et moyens n'évoluent pas beaucoup de région en région, mais ils varient de façon importante entre établissements individuels. Carleton a déclaré le salaire professionnel moyen (77 394 \$) et médian (82 072 \$) le plus élevé. Western Ontario a déclaré le salaire professionnel moyen (54 284 \$) et médian (52 235 \$) le plus bas. York et l'UQAM ont déclaré les salaires moyens les plus élevés pour les bibliothécaires administratifs, alors que York et Carleton ont déclaré les salaires moyens les plus élevés pour les bibliothécaires non administratifs. Les données sont incomplètes, mais il semble y avoir une différence importante entre les salaires des bibliothécaires non administratifs et ceux d'autres employés professionnels. Les non-bibliothécaires gagnent, en moyenne, de 10 000 \$ à 15 000 \$ de moins.

En dépit de certains signes de renouveau graduel du personnel professionnel de l'ABRC, il y avait 185 professionnels dans les bibliothèques universitaires de l'ABRC qui gagnaient plus de 80 000 \$ en 2001-2002, comparativement à 122 l'année précédente et 100 il y a deux ans. Les universités où les bibliothécaires partagent le plus étroitement les avantages de la convention collective du corps professoral, comme Carleton et York, ont, en proportion, le nombre le plus élevé de personnel non administratif à salaire élevé.

## 2.0 COLLECTIONS

*(Voir Dépenses, Tableaux I à III)*

À l'exception de Simon Fraser, tous les établissements de l'ABRC ont ajouté à leurs collections plus de volumes qu'ils n'en ont retirés en 2000-2001. L'accroissement net allait de 399 113 à la Bibliothèque nationale et 173 146 à Toronto, à 9 042 à Montréal. La taille totale des collections a augmenté de plus de 1,2 million de volumes (certains établissements déclarent les comptes de volumes de façons différentes – veuillez consulter les notes de bas de page).

Au chapitre de la taille totale de la collection à la fin de la période de déclaration, Toronto continue de renfermer la plus vaste collection au Canada, avec 9,35 millions de volumes. Suivaient l'Alberta (5,62 millions) et l'Université de la Colombie-Britannique (4,17 millions). La Bibliothèque nationale renferme une collection de 7,67 millions de volumes. L'ICIST ne déclare qu'un compte bibliographique, puisqu'il ne fait généralement pas relier sa collection largement composée de périodiques, ce qui rend les comparaisons difficiles. Le chiffre de 3,24 millions de volumes pour la collection de McGill est aussi le résultat d'un compte bibliographique.

L'an passé, nous avons rapporté l'augmentation du ratio entre les trois plus vastes collections universitaires (Toronto, Alberta et Université de la Colombie-Britannique) et les trois plus petites (Université du Nouveau-Brunswick, Sherbrooke et Regina). La divergence de l'écart de taille entre les plus grandes bibliothèques de recherche du Canada et leurs pendantes plus petites semble continuer de s'amplifier – conséquence inévitable des différences énormes de leurs pouvoirs d'achat.

Dans les 22 bibliothèques universitaires qui ont déclaré des données sur l'achat de monographies pour chacune des trois années 1998-1999, 1999-2000 et 2000-2001, le nombre moyen de monographies achetées a augmenté régulièrement, passant de 22 916 à 23 508 à 24 843. Ces chiffres appuient la conclusion de l'an passé selon laquelle l'ancienne tendance de sacrifier le budget des monographies pour protéger la collection de périodiques a pris fin, pour le moment. Cette situation

pourrait bien être le résultat des entrées de fonds externes injectés dans les périodiques électroniques grâce au Projet canadien de licences de sites nationales (PCLSN).

Il est difficile de comparer directement les types d'abonnement à des périodiques pour 2000-2001 et les années précédentes, compte tenu des modifications des définitions et de leur interprétation. La bibliothèque universitaire moyenne de l'ABRC reçoit 11 811 titres de périodiques en « copie papier » (imprimés et microformes), achetés et non achetés. Simultanément, la bibliothèque universitaire moyenne a reçu (selon le contrôle bibliographique) 4 786 titres électroniques. Toronto possède le plus grand nombre de titres de périodiques courants en copie papier (31 418), suivi de près par l'Université de l'Alberta (30 308). La Bibliothèque nationale, avec ses 37 060 périodiques courants, a le plus grand nombre de copies papier de titres de périodiques courants au Canada. À l'autre extrême, Regina a reçu 3 534 copies papier de titres de périodiques.

Toronto est de loin l'université qui reçoit le plus grand nombre de titres de périodiques électroniques (14 053), suivie de York (8 587). L'Université d'Ottawa reçoit le plus petit nombre de titres de périodiques électroniques (1 095 titres courants). Il est difficile de comparer ces chiffres avec ceux des années précédentes à cause des changements intervenus dans la façon de déclarer les données, mais il est clair qu'il y a eu une augmentation remarquable du nombre de titres électroniques reçus au cours des dernières années. Pour la première fois, quatre bibliothèques de l'ABRC ont déclaré avoir reçu un plus grand nombre de titres de périodiques électroniques que de titres en copie papier en 2000-2001. Les titres électroniques représentent maintenant une proportion importante des collections de périodiques dans toutes les bibliothèques universitaires de l'ABRC. Le transfert vers une collection de périodiques essentiellement électroniques est bien amorcé dans les établissements de l'ABRC.

Le taux d'annulation d'abonnements à des périodiques a ralenti considérablement comparativement aux dernières années. En 1999-2000, six bibliothèques ont rapporté avoir annulé plus de 500 titres chacune. De ce nombre, deux bibliothèques ont annulé plus de 1 200 titres. En 2000-2001, seule une bibliothèque (Manitoba) a déclaré plus de 500 annulations. Simultanément, la valeur annuelle des périodiques annulées a diminué sensiblement. Toutefois, certaines bibliothèques sabrent encore dans leurs dépenses en périodiques par l'entremise d'annulations. En 2000-2001, Carleton a déclaré la plus forte valeur d'annulations de périodiques (631 543 \$ pour 388 titres), suivie de Windsor (527 790 \$ pour 416 titres).

Il faut remarquer qu'il faut tenir compte de plusieurs variables en interprétant les nombres déclarés pour les collections de périodiques (*Dépenses, Tableau III — Collections de périodiques*). Il arrive souvent que les bibliothèques doivent acquérir les versions électroniques et imprimés des mêmes titres. De nombreuses publications gouvernementales sont reçues « en dépôt » sous forme électronique et imprimée. De plus, les bibliothèques reçoivent des paquets groupés de titres électroniques de différents vendeurs. Certains de ces paquets peuvent comprendre des titres dont l'université n'a pas besoin, p. ex., des titres médicaux pour des universités sans faculté de médecine. Finalement, il y a une myriade de périodiques gratuits dans le Web. Certaines bibliothèques tentent de systématiquement sélectionner ces données gratuites et d'en garder un certain contrôle bibliographique, ce qui gonfle le nombre de leurs périodiques électroniques par rapport à celui de bibliothèques qui n'ont pas cette pratique, même si le même matériel est en fait accessible à tous.

### **3.0 PRÊTS ENTRE LES BIBLIOTHÈQUES et DANS LE MÊME ÉTABLISSEMENT**

*(Voir le questionnaire de livraison de documents pour l'année 2000-2001, Tableaux I-V)*

#### **3.1 Livraison de documents entre les établissements**

Ce domaine de l'activité des bibliothèques a profité des avancées technologiques au cours des dernières années. Toutes les bibliothèques, sauf deux (Toronto et Western), ont déclaré utiliser un logiciel de prêts entre bibliothèques (PEB) pour les emprunts, et toutes sauf deux (Toronto et Montréal) utilisent un logiciel de PEB pour les prêts. Plusieurs produits sont utilisés, mais Aviso reste le plus courant.

Mis à part le formulaire papier traditionnel, 13 universités sur 27 permettent aux utilisateurs de faire une demande de PEB par courriel et 22 le permettent par l'entremise de la page Web de la bibliothèque. Six bibliothèques permettent à l'utilisateur de faire sa demande par téléphone et 16 acceptent les demandes par télécopieur. Quatre bibliothèques acceptent les demandes à l'aide du système unifié de bibliothèque. Quinze bibliothèques universitaires analysent automatiquement les demandes électroniques par l'entremise de leur système de gestion des PEB.

La plupart, mais non la totalité des bibliothèques universitaires communiquent avec les utilisateurs par courriel, par le Web, par téléphone et par télécopieur. Trois bibliothèques communiquent avec les utilisateurs à l'aide du système unifié de bibliothèque. Cinq bibliothèques permettent à l'utilisateur de vérifier en direct l'état d'avancement de sa demande de PEB.

Les politiques de frais varient. Pour fournir des photocopies d'autres bibliothèques à leurs utilisateurs, 18 universités de l'ABRC perçoivent des frais d'utilisation. Douze d'entre elles perçoivent un tarif forfaitaire; le reste perçoit des frais dont le montant varie en fonction du nombre de photocopies ou du type d'utilisateur. Pour fournir des originaux, 13 bibliothèques perçoivent des frais d'utilisateurs, desquelles 7 perçoivent un tarif forfaitaire.

Seules quatre bibliothèques universitaires limitent le nombre de demandes de prêts des professeurs. Les mêmes quatre bibliothèques limitent aussi le nombre de demandes de prêts de la part d'étudiants diplômés. Sept bibliothèques limitent le nombre de demandes de prêts d'étudiants du premier cycle.

Quelques établissements permettent aux fournisseurs de documents de livrer le matériel directement au demandeur, mais les bibliothèques conservent généralement leur rôle d'intermédiaire dans le processus de livraison de documents venant de fournisseurs externes.

Seules les universités du Manitoba et de Sherbrooke ont déclaré ne pas avoir de contrat avec un fournisseur de documents externes. L'ICIST est le principal fournisseur de documents nommé.

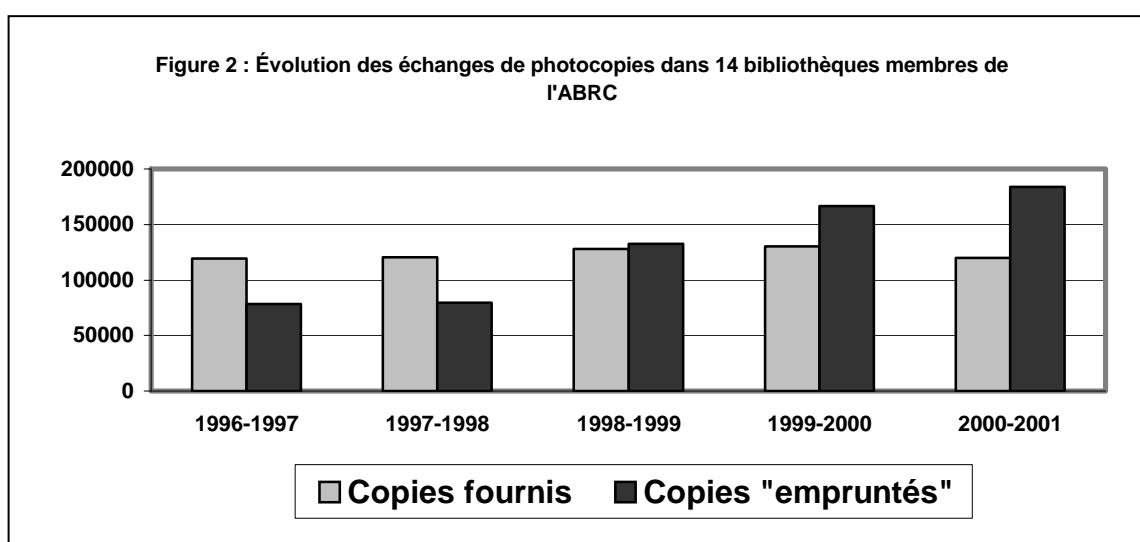
L'Université de l'Alberta a déclaré avoir accepté le plus grand volume de demandes d'autres établissements (103 442). Calgary (56 783) et Waterloo (53 927) arrivaient au deuxième et troisième rangs. L'ICIST, le centre national de livraison de documents scientifiques, a déclaré avoir accepté 791 780 demandes. Il est peu surprenant que le volume de transactions ait été beaucoup moindre pour les petites bibliothèques de l'ABRC, avec Sherbrooke n'acceptant que 3 279 demandes.

À l'inverse, Guelph était le plus grand importateur de matériel, déclarant 61 735 entrées de demandes acceptées. Simon Fraser (42 333) et Alberta (39 481) étaient les deuxième et troisième



plus grands importateurs. Sans surprise, la plus importante bibliothèque et université de recherche au pays, l'Université de Toronto, était relativement autosuffisante, n'important que 9 692 documents d'autres universités.

La figure 2 montre, sous forme graphique, la « balance commerciale » des photocopies pour un échantillon représentatif des bibliothèques universitaires de l'ABRC qui ont déclaré des données de façon uniforme au cours des cinq dernières périodes (l'Ontario et le Québec sans Toronto et Sherbrooke). On voit le nombre de copies reçues (d'autres établissements et fournisseurs de documents) par rapport au nombre fourni au cours des cinq dernières années. Symptôme de leur capacité réduite de stocker les journaux dont ont besoin leurs clients, les bibliothèques dépendent de plus en plus sur des sources externes pour des photocopies. Simultanément, il n'y a pas encore de signe que la plus grande disponibilité de journaux électroniques diminue cette demande de livraison de documents en copies papier.



Cependant, il y a diminution du nombre de photocopies livrées à d'autres établissements, probablement en raison du succès de l'ICIST et des autres fournisseurs de documents offrant un « guichet unique » aux bibliothèques.

### 3.2 Livraison de documents dans l'établissement

De plus en plus, les bibliothèques de l'ABRC s'investissent dans la livraison proactive de documents de leurs collections aux utilisateurs finals de leur campus. Douze des 27 bibliothèques universitaires livrent des copies aux utilisateurs. Dix livrent aussi des originaux. La moitié des bibliothèques offrent ce service à tous leurs utilisateurs, alors que l'autre moitié ne l'offre qu'à un groupe particulier d'utilisateurs. Quatre des bibliothèques qui offrent ces services perçoivent des frais. Toutes sortes de moyens de communication servent à faire parvenir les demandes de service.

En général, les volumes de livraison dans l'établissement sont faibles. Toutefois, l'Université de la Colombie-Britannique est une exception : elle a déclaré la livraison de 41 230 copies et de 2 384 originaux.

## 4.0 NOUVEAUX SERVICES

*(Voir le questionnaire sur les nouveaux services pour 2000-2001)*

Les tableaux sur les « nouveaux » services sont passablement explicites et nécessitent peu de commentaires. Il est intéressant cependant de noter les points qui suivent :

Une seule université (McGill) perçoit un frais étudiant distinct pour les services de bibliothèque.

Une des nouvelles questions les plus intéressantes décrit le phénomène « Chapters », soit l'ouverture de cafés dans les bibliothèques. Dix bibliothèques universitaires de l'ABRC offrent les services d'un café dans le pavillon de la bibliothèque et huit ont un café dans la bibliothèque même. Cinq de ces huit cafés de bibliothèque remettent une partie de leurs bénéfices à la bibliothèque.

Cinq bibliothèques prêtent des ordinateurs portatifs et trois prêtent des cartes Ethernet sans fil pour la navigation en direct du réseau du campus.

Une seule bibliothèque (Windsor) prête des lecteurs de livres électroniques et, à ce jour, aucune ne prête d'ANP.

## 5.0 USAGE DES BIBLIOTHÈQUES

*(Voir le questionnaire sur les statistiques additionnelles pour 2000-2001)*

Les définitions et les catégories de circulation ont subi plusieurs changements au cours des quelques dernières années. Il semble que le nombre total de transactions de circulation (à l'exclusion des réserves) a diminué dans 17 des 26 bibliothèques de l'ABRC ayant déclaré des données. L'an passé, 15 sur 27 ont déclaré une baisse du nombre de transactions de circulation. On assiste, semble-t-il, à une diminution à long terme du nombre de transactions de circulation par personne, ce qui correspond à la plus grande facilité d'accès aux renseignements sous forme électronique, que ce soit à partir de la bibliothèque ou de sources publiques.

On peut dire la même chose de la circulation de documents de réserve. Ces chiffres sont en baisse comparativement à l'an passé dans toutes les bibliothèques déclarant des données, sauf quatre – une continuation de la tendance amorcée l'an passé. Encore une fois, il est possible de croire que les sources électroniques et l'importance des recueils de cours à droits d'auteur affranchis sont à l'origine du phénomène.

L'utilisation interne de matériel a toujours été notoirement difficile à mesurer. Les chiffres, cependant, indiquent une diminution de l'utilisation interne d'acquisitions dans 14 des 20 bibliothèques universitaires de l'ABRC, comparativement à l'année précédente. Par exemple, la baisse était de 8,2 % à Calgary, 7,4 % à Toronto et 6,7 % à Montréal. Une diminution semblable a été observée l'an passé. Les chiffres donnent à croire que certains utilisateurs substituent l'utilisation de ressources électroniques externes à la bibliothèque, à l'utilisation de la collection physique de la bibliothèque.

## **6.0 HEURES DE SERVICE ET TRANSACTIONS DE RÉFÉRENCE**

*(Voir le questionnaire sur les statistiques additionnelles pour 2000-2001)*

Le nombre moyen d'heures de service offertes par semaine par les bibliothèques universitaires de l'ABRC était de 94 en 2000-2001, comparativement à 91,7 l'année précédente, en continuation d'une tendance vers la hausse. Par contraste, le nombre d'heures moyennes de service par semaine de la Bibliothèque nationale et de l'ICIST était de 41.

Les bibliothèques universitaires ont offert du service à, en moyenne, 19 points de service avec personnel, soit une légère hausse par rapport à l'année précédente (18,5).

En dépit de l'élargissement du service offert, les transactions de référence ont continué leur diminution annuelle. Comparativement à l'année précédente, le nombre de ces transactions était en baisse dans 22 des 27 bibliothèques universitaires de l'ABRC, phénomène aussi observé l'an passé. Cette tendance semble indiquer que l'Internet semble s'approprier l'un des rôles traditionnels de la bibliothèque.

## **7.0 SERVICES DE DONNÉES**

*(Voir le questionnaire sur l'utilisation des données pour 2000-2001, Tableaux I et II)*

La présente édition des statistiques de l'ABRC comprend, pour la première fois, les résultats d'un questionnaire sur les services de données des bibliothèques. La mise en place de ces services est surtout le fait de l'« Initiative de démocratisation des données » (IDD), grâce à laquelle de vastes quantités de données statistiques et géospatiales gouvernementales ont été mises à la disposition des bibliothèques.

Toutes les bibliothèques universitaires de l'ABRC, sauf l'UQAM, déclarent offrir un tel service. Les bibliothèques de l'ABRC consacrent d'importantes ressources à ce nouveau type de service, avec, en moyenne, l'affectation de 0,99 membre du personnel professionnel et 0,77 membre du personnel de soutien par bibliothèque. L'utilisation est difficile à quantifier et incomplètement déclarée, mais, parmi les universités déclarant des données, Toronto (2 819) et Carleton (4 158) ont déclaré le nombre le plus élevé de consultations.

Toutes les bibliothèques universitaires de l'ABRC participent à l'IDD. Toutes les bibliothèques universitaires, sauf quatre, sont membres du Consortium de données ICPSR (Inter-University Consortium for Political and Social Research), situé au Michigan.

Neuf des bibliothèques de données universitaires de l'ABRC ne s'occupaient pas de données géospatiales (cartographie). Les autres englobaient ce type de données.

L'ICIST et la Bibliothèque nationale n'exploitent pas une bibliothèque de données et ne participent pas à l'IDD.

David Holmes

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## **SECTION A**

### **Expenditures, Establishment and Collection Size**

**2000 - 2001**

**Table I - Library collections**

	Notes	Volumes held 1999 - 2000	Volumes added 2000 - 2001	Volumes withdrawn 2000 - 2001
Question Number		1.1	1.2	1.3
British Columbia <sup>1</sup>	PGLM	4 106 011	81 983	12 700
Simon Fraser	PG	1 431 682	38 272	163 557
Victoria	PGL	1 767 561	24 022	3 149
Alberta <sup>2</sup>	PGLM	5 527 712	106 322	9 652
Calgary <sup>3</sup>	PGLM	2 281 431	47 869	7 889
Manitoba	PGLM	1 897 236	84 024	12 076
Regina	PG	821 698	17 590	26945
Saskatchewan <sup>4</sup>	PGLM	1 797 742	53 934	8 699
Carleton <sup>5</sup>	PG	1 661 715	31 665	10 088
Guelph	PG	1 497 499 <sup>6</sup>	24 796	8 182
McMaster	PG M	1 878 245	29 288	18 559 <sup>7</sup>
Ottawa	B LM	1 605 939	32 313	23 061
Queen's	P LM	2 253 992	45 528	2 402
Toronto (incl. OISE)	P LM	9 173 333 <sup>8</sup>	232 783	59 637
Waterloo	PG	1 908 827	44 357	2 654
Western Ontario	PGL	2 465 089	62 272	13 530
Windsor	PGL	1 592 246	31 557	3 295
York	PGL	2 359 201	47 501	21 469
Concordia	P	1 618 878	17 239	731
Laval	BGLM	2 410 202	64 387	5 538
McGill <sup>9</sup>	BGLM	3 199 896	51 601	12 314
Montréal	BGLM	2 449 084 <sup>10</sup>	32 065	23 023
Québec	BGL	1 516 924	25 683	2006
Sherbrooke	BGLM	783 193	17 238	8855
Dalhousie	PGLM	1 782 917	27 163	10 823
Memorial	P M	1 605 757	41 527	2 869
New Brunswick <sup>11</sup>	PG	1 163 417	15 881	2 945
CISTI	B	2 562 988	23 906	8 413
National Library	PG	7 267 860	399 113	N/A

U/A = Unavailable

P= Physical unit count

L= Includes Law Library

N/D= Non disponible

B= Bibliographic count

M= Includes Medical Library

N/A = Not Applicable

	<b>Net additions 2000 - 2001</b>	<b>Total volumes held 2000 - 2001</b>	<b>Monographs purchased 2000 - 2001</b>	<b>Electronic monographs titles purchased 2000 - 2001</b>
<b>Question Number</b>	<b>1.4</b>	<b>1.5</b>	<b>1.6</b>	<b>1.7</b>
British Columbia	69 283 <sup>12</sup>	4 175 294	55 306	U/A
Simon Fraser	-125 285 <sup>13</sup>	1 306 397	U/A	4 643
Victoria	20 873	1 788 434	U/A	U/A
Alberta	96 670	5 624 382	26 822 <sup>14</sup>	U/A <sup>15</sup>
Calgary	39 980	2 321 411	23 407 <sup>16</sup>	50 <sup>17</sup>
Manitoba	71 948	1 969 184	17 245	0
Regina	9 355	812 343	U/A	1 083
Saskatchewan	45 235	1 842 977	25 639	28
Carleton	21 577	1 683 292	13 851	2 004
Guelph	16 614	1 514 113	11 750	2 000 <sup>18</sup>
McMaster	10 729	1 888 974	10 086	2 002
Ottawa	9 251	1 615 191	21 329	1 930 <sup>19</sup>
Queen's	43 126	2 297 118	7 313	U/A
Toronto (incl. OISE)	173 146	9 346 479	159 061	2 658
Waterloo	41 703	1 950 530	19 965	U/A <sup>20</sup>
Western Ontario	48 742	2 513 831	22 908 <sup>21</sup>	1 966
Windsor	28 262	1 620 528	12 656	3 620
York	26 032	2 385 233	41 467	2 000
Concordia	16 508	1 635 386	11 370	11
Laval	58 849	2 469 051	24 964	97
McGill	39 287	3 239 183	33 955	1 284
Montréal	9 042	2 458 126	17 903	40
Québec	23 677	1 540 601	24 215	N/D
Sherbrooke	8 383	791 576	8 469	N/A
Dalhousie	16 340	1 799 257	11 507	U/A
Memorial	38 658	1 644 415	17 751	185
New Brunswick	12 936	1 176 353	6 138	0
CISTI	15 493	2 578 481	2 648	557
National Library	399 113	7 666 973	5 731	79

**Table II - Library collections other formats**

	Microform units	Government documents	Manuscripts and archives (linear metre)
Question Number	2.1	2.2	2.3
British Columbia	4 912 915	157 440 <sup>22</sup>	3 430
Simon Fraser	1 160 877	N/A <sup>23</sup>	546 <sup>24</sup>
Victoria	2 160 210	U/A	1 068
Alberta	3 661 667	0	5 896
Calgary	3 446 720	103 128 <sup>25</sup>	2 684
Manitoba	1 474 710	558 714	3 484
Regina	1 206 308	282 059	1 479
Saskatchewan	3 017 963	407 160	268
Carleton	1 267 946	0	359
Guelph	2 230 512	0	2 550
McMaster	1 512 220	0	3 886
Ottawa	1 815 650	821 164	495
Queen's	3 651 096	1 154 230	U/A
Toronto	5 033 479	N/A	9 994
Waterloo	1 624 886	N/A	3 618
Western Ontario	3 697 538	0	2 876
Windsor	1 633 830	88 243	1 016
York	3 883 643	0	2 727
Concordia	1 732 957	96 737	68
Laval	1 297 227	0	0
McGill	1 593 976	675 605	779
Montréal	1 604 798	11 510 <sup>26</sup>	N/D
Québec	925 572	N/A	132
Sherbrooke	1 311 649	0	0
Dalhousie	456 601	0	5 189
Memorial	2 759 424	0	570
New Brunswick	3 155 021	N/A	1 686
CISTI	3 549 000	0	3 549 000
National Library	6 753 869	3 560 452	2 385

U/A = Unavailable



	<b>Printed music scores</b>	<b>Cartographic materials</b>	<b>Graphic materials</b>	<b>Audio materials</b>	<b>Film and video materials</b>
<b>Question Number</b>	<b>2.4</b>	<b>2.5</b>	<b>2.6</b>	<b>2.7</b>	<b>2.8</b>
British Columbia	U/A <sup>27</sup>	543 292	469 758	124 527	11 136
Simon Fraser	N/A	88 008	51 432	9 242	236
Victoria	31 965	195 897	U/A	49 153	6 703
Alberta	41 998	1 387 730	U/A	U/A	U/A
Calgary	U/A	1 428 440	131 063 <sup>28</sup>	35 037	9 380
Manitoba	U/A	107 901	659 497	17 243	3 330
Regina	6 022	358	18 171	13 636	2 118
Saskatchewan	U/A	71 463	18 540	14 051 <sup>29</sup>	1 709
Carleton	31 235	173 259	5 305	19 536	10 544 <sup>30</sup>
Guelph	U/A	72 943	4 653	9 796	8 175
McMaster	31 171	140 614	10 <sup>31</sup>	29 108 <sup>32</sup>	1 555
Ottawa	33 752	414 473	215 019	17 373	8 414
Queen's	U/A	153 497	27 409	U/A	U/A
Toronto (incl. OISE)	53 940	278 726	622 653	186 147	21 421
Waterloo	0	149 332	1 <sup>33</sup>	1 541	101
Western Ontario	61 882 <sup>34</sup>	15 237	45 048	51 664	3 892
Windsor	7 080	58 112	1 349	1 633	2 211
York	U/A	109 522	8 647	45 424	15 665
Concordia	2 544	12 688	U/A	38 523	3 124
Laval	25 640	324 132	207 810	17 134 <sup>35</sup>	16 340 <sup>36</sup>
McGill	42 272	239 919	255 545	44 273	29 627
Montréal	28 175 <sup>37</sup>	384	125 361	38 983	8 810
Québec	29 394	327 482	316 796	26 999	14 654
Sherbrooke	5 502	115 026	42 112	10 472	4 152
Dalhousie	9 853	91 745	U/A	547 <sup>38</sup>	4 407 <sup>39</sup>
Memorial	5 392	135 626	56 091 <sup>40</sup>	17 953 <sup>41</sup>	8 638 <sup>20</sup>
New Brunswick	735	49 782	62 318	2 722	1 382
CISTI	0	U/A	U/A	U/A	217
National Library	72 221	U/A	95 326	226 018	10 928

**Table III - Serials collections**

	<b>Serials - Print &amp; Microform: titles</b>	<b>Serials - Electronic: titles</b>	<b>Serials - total of titles</b>
<b>Question Number</b>	<b>3.1</b>	<b>3.2</b>	
British Columbia	23 171	5 463	28 634
Simon Fraser	8 004	8 327	16 331
Victoria	10 772	2 751	13 523
Alberta	30 308 <sup>42</sup>	5 161	35 469 <sup>32</sup>
Calgary	12 481	2 655	15 136
Manitoba	13 863	4 004	17 867
Regina	3 534	8 045	11 579
Saskatchewan	11 708	5 192	16 900
Carleton	8 587	1 867	10 454 <sup>43</sup>
Guelph	6 270	4 839	11 109
McMaster	9 096	4 568	13 664
Ottawa	10 278	1 095 <sup>44</sup>	11 373
Queen's	8 053	2 733 <sup>45</sup>	10 786
Toronto	31 418	14 043	45 461
Waterloo	6 969	5 588	12 557 <sup>46</sup>
Western Ontario	11 684	4 611	16 295
Windsor	9 503	3 569	13 072
York	20 561	8 587	29 148
Concordia	4 765 <sup>47</sup>	2 435	7 200
Laval	15 999	5 218	21 217
McGill	14 385	2 650	17 035
Montréal	14 645	2 710	17 355 <sup>48</sup>
Québec	9 651	3 233	12 884
Sherbrooke	6 585	N/D	6 585
Dalhousie	3 831 <sup>49</sup>	6 425 <sup>50</sup>	10 256 <sup>51</sup>
Memorial	9 275	2 660	11 935
New Brunswick	3 491	6 000	9 491
CISTI	12 039	3 231	15 270
National Library	37 060	1 113	38 173

N/D= Non disponible    U/A = Unavailable

	<b>Serials - subscriptions</b>	<b>Serials -Electronic: titles in aggregator packages</b>	<b>Serials - cancelled titles</b>	<b>Serials - value of cancelled titles</b>
<b>Question Number</b>	<b>3.3</b>	<b>3.4</b>	<b>3.5</b>	<b>3.6</b>
British Columbia	24 477	U/A	73	\$19 157
Simon Fraser	U/A	U/A	U/A	U/A
Victoria	7 782	U/A	62	\$26 040
Alberta	13 233	U/A <sup>42</sup>	122 <sup>32 52</sup>	\$21 350
Calgary	8 734	6 145	179	\$218 304
Manitoba	5 787	2 191	523	\$364 103
Regina	50	6 664	145	\$85 109
Saskatchewan	7 095	1 067	0	\$0
Carleton	5 591	U/A	388	\$631 543.59
Guelph	U/A	2 164	67	\$52 967
McMaster	8 818	2 358	121	\$130 842
Ottawa	118	2 132	199	\$158 461
Queen's	7 416 <sup>53</sup>	1 558 <sup>54</sup>	100	U/A
Toronto (incl. OISE)	43 508	6 428	U/A	U/A
Waterloo	U/A	U/A	30	U/A
Western Ontario	U/A	6 373	69	\$36 680
Windsor	12 202	5 576	416	\$527 790
York	17 511	3 664	205	\$204 225
Concordia	5 717	2 434	73	\$28 622
Laval	13 274	4 184	55	\$47 156
McGill	12 241	2 685	188	\$68 846
Montréal	11 768	N/D	209	\$67 421.51
Québec	N/D	N/D	332	N/D
Sherbrooke	3 816	2 614	74	N/D
Dalhousie	3 376 <sup>55</sup>	3 358	67	\$46 266
Memorial	8 741 <sup>56</sup>	601	28	\$34 402
New Brunswick	6 391	3 790	49	\$11 449
CISTI	U/A	N/A	U/A	U/A
National Library	1 422	0	110	\$15 837

**Table IV - Library materials expenditures**

	<b>Print Monographs</b>	<b>Electronics Monographs</b>	<b>Print Serials</b>	<b>Electronics Serials</b>	<b>Other Library Materials</b>
<b>Question Number</b>	<b>4.1</b>	<b>4.2</b>	<b>4.3</b>	<b>4.4</b>	<b>4.5</b>
British Columbia	3 215 359	71 260	6 304 509	2 854 824	U/A
Simon Fraser	1 599 599	32 309	3 707 247	627 094	N/A
Victoria	798 227	159 381	2 522 478	686 169	U/A
<b>Provincial average</b>	<b>\$2 006 793</b>	<b>\$115 321</b>	<b>\$4 413 494</b>	<b>\$1 770 497</b>	<b>\$0</b>
Alberta	3 931 324 <sup>57</sup>	U/A <sup>58</sup>	6 212 483 <sup>59</sup>	1 720 653 <sup>43</sup>	0
Calgary	2 083 074	20 000 <sup>60</sup>	3 912 312	1 241 023	141 904 <sup>61</sup>
Manitoba	885 897	N/A	4 059 854	N/A	N/A
Regina	921 088	86 278	1 040 927	328 797	111 224
Saskatchewan	1 539 965	188 643	3 756 263	828 503	U/A
<b>Regional average</b>	<b>\$1 872 270</b>	<b>\$98 307</b>	<b>\$3 796 368</b>	<b>\$1 029 744</b>	<b>\$84 376</b>
Carleton	889 270	24 705	1 286 197	832 643	310 008
Guelph	801 252	32 246	2 033 653	710 361	0 <sup>62</sup>
McMaster	852 249	28 521	4 716 860	858 325	0
Ottawa	980 870	17 883	3 737 463	806 457	276 803 <sup>63</sup>
Queen's	1 301 043 <sup>64</sup>	U/A	4 909 917 <sup>65</sup>	U/A	55 204
Toronto	8 508 812	213 722	10 793 187	2 301 603	820 851
Waterloo	1 174 310	U/A <sup>66</sup>	3 402 150	923 314 <sup>67</sup>	19 250
Western Ontario	1 772 400	19 391	5 614 686	1 364 816	U/A
Windsor	681 131	36 209 <sup>68</sup>	1 418 126	1 372 911	21 156
York	1 765 731	37 336	3 788 509	1 636 290	482 635
<b>Provincial average</b>	<b>\$1 872 707</b>	<b>\$51 252</b>	<b>\$4 170 075</b>	<b>\$1 200 747</b>	<b>\$220 656</b>
Concordia	757 852	2 464	2 274 999	429 191	30 000
Laval	2 282 080	15 773	2 360 041	1 698 156	59 110
McGill	2 360 514	8 300	5 254 189	1 973 031	U/A
Montréal	986 530	N/D	5 291 657	275 222	44 136 <sup>69</sup>
Québec	1 277 106	N/D	1 346 469	529 860	N/D
Sherbrooke	469 820	N/A	2 486 691	N/A	12 871 <sup>70</sup>
<b>Provincial average</b>	<b>\$1 355 650</b>	<b>\$8 846</b>	<b>\$3 169 008</b>	<b>\$981 092</b>	<b>\$36 529</b>
Dalhousie	811 247	U/A <sup>71</sup>	3 033 246	970 683 <sup>72</sup>	39 793 <sup>73</sup>
Memorial	1 383 213	1 806	4 176 868	128 567	15 643
New Brunswick	390 526	0	1 117 126	158 925	259 205 <sup>74</sup>
<b>Regional average</b>	<b>\$861 662</b>	<b>\$903</b>	<b>\$2 775 747</b>	<b>\$419 392</b>	<b>\$104 880</b>
CISTI	553 117	800	U/A	U/A	U/A
National Library	625 087	46 456	729 787	45 797	1 205 894
<b>National average</b>	<b>\$1 572 369</b>	<b>\$49 690</b>	<b>\$3 617 425</b>	<b>\$1 012 129</b>	<b>\$195 284</b>
<b>National total</b>	<b>\$45 598 693</b>	<b>\$1 043 483</b>	<b>\$101 287 894</b>	<b>\$25 303 215</b>	<b>\$3 905 687</b>

N/D= Non disponible

U/A = Unavailable

N/A = Not Applicable

	Miscellaneous Materials	Total Library Materials	Contract Binding	External Funding	Funding from External Agencies
Question Number	4.6	4.7	4.8	4.9	4.10
British Columbia	0	12 445 952	211 532	506 790	337 522
Simon Fraser	N/A	5 966 249 <sup>75</sup>	164 606	159 612	106 301
Victoria	206 099	4 372 354	140 763	52 001	207 902
<b>Provincial average</b>	<b>\$103 050</b>	<b>\$7 594 852</b>	<b>\$172 300</b>	<b>\$239 468</b>	<b>\$217 242</b>
Alberta	544 031 <sup>43</sup>	12 408 491 <sup>43</sup>	194 900 <sup>43</sup>	1 810 890 <sup>43</sup>	254 225 <sup>76</sup>
Calgary	389 616	7 787 929	102 534	1 684 335	257 922
Manitoba	342 005	5 287 756	136 043	U/A	184 621
Regina	U/A	2 488 314	36 508	209 517	66 997
Saskatchewan	154 129	6 467 502	93 203	0 <sup>77</sup>	172 279
<b>Regional average</b>	<b>\$357 445</b>	<b>\$6 887 998</b>	<b>\$112 638</b>	<b>\$926 186</b>	<b>\$187 209</b>
Carleton	194 954	3 537 777	135 976	N/A	124 495
Guelph	440 165 <sup>78</sup>	4 017 677	79 044	0	108 461 <sup>79</sup>
McMaster	15 208	6 471 163	167 619	0	125 803
Ottawa	0	5 819 476	124 426	N/A	161 344
Queen's	44 328	6 310 492	133 871	N/A	123 395
Toronto	N/A	22 638 175	568 801	N/A	396 874
Waterloo	201 490	5 720 514	86 994	136 254	156 684
Western Ontario	109 984	8 881 277	169 251	U/A	201 477
Windsor	129 655	3 659 188	71 105	18 446	90 400
York	56 769	7 767 270	204 318	N/A	273 132
<b>Provincial average</b>	<b>\$132 506</b>	<b>\$7 482 301</b>	<b>\$174 141</b>	<b>\$38 675</b>	<b>\$176 207</b>
Concordia	19 194 <sup>80</sup>	3 513 700	136 420	80 509	99 438
Laval	0	6 415 160	6 000 <sup>81</sup>	0	969 079 <sup>82</sup>
McGill	376 860	9 972 894	185 172	N/A	369 142
Montréal	296 147 <sup>83</sup>	6 893 692	165 676	N/D	333 577
Québec	N/A	3 153 435	44 279	N/A	456 378
Sherbrooke	431 340 <sup>84</sup>	3 400 722	35 000	170 663 <sup>85</sup>	138 587
<b>Provincial average</b>	<b>\$224 708</b>	<b>\$5 558 267</b>	<b>\$95 425</b>	<b>\$83 724</b>	<b>\$394 367</b>
Dalhousie	83 271	4 938 240	75 634	95 897	245 123
Memorial	34 807	5 740 903	198 984	144 185	220 051
New Brunswick	70 162 <sup>86</sup>	1 995 944	53 620	106 688	114 435
<b>Regional average</b>	<b>\$62 747</b>	<b>\$4 225 029</b>	<b>\$109 413</b>	<b>\$115 590</b>	<b>\$193 203</b>
CISTI	0	11 732 000	0	N/A	N/A
National Library	0	2 653 021	1 629	0	0
<b>National average</b>	<b>\$165 609</b>	<b>\$6 636 457</b>	<b>\$128 411</b>	<b>\$287 544</b>	<b>\$224 844</b>
<b>National total</b>	<b>\$4 140 214</b>	<b>\$192 457 267</b>	<b>\$3 723 908</b>	<b>\$5 175 787</b>	<b>\$6 295 644</b>

**Table V - Salary and other operating expenditures**

	Notes	Professional staff	Support staff	Casual staff
Question Number		5.1	5.2	5.3
British Columbia	N	5 972 092	7 385 597 <sup>87</sup>	1 390 185
Simon Fraser	N	1 761 083	2 869 674	383 437
Victoria	N	2 167 754	3 435 284	U/A
<b>Provincial average</b>		<b>\$3 300 310</b>	<b>\$4 563 518</b>	<b>\$886 811</b>
Alberta	N	4 641 789 <sup>43</sup>	7 453 235 <sup>43</sup>	647 992 <sup>43</sup>
Calgary	N	2 738 306	6 091 067	146 561
Manitoba	Y	3 212 538	4 146 260	560 110
Regina	N	1 211 259	1 365 286	141 995
Saskatchewan	N	2 433 911	3 003 207	293 009
<b>Regional average</b>		<b>\$2 847 561</b>	<b>\$4 411 811</b>	<b>\$357 933</b>
Carleton	N	1 786 138	3 395 310	379 515
Guelph	Y	1 980 952	2 777 686	247 381
McMaster	Y	1 947 736	3 340 426	126 731 <sup>88</sup>
Ottawa	N	2 492 687	3 979 196	262 979
Queen's	Y	2 167 168	4 152 652	298 045
Toronto	N	12 220 256	13 955 583	3 579 777
Waterloo	N	2 362 749	3 321 969	489 320
Western Ontario	N	2 917 590 <sup>89</sup>	3 987 331 <sup>18</sup>	267 677 <sup>18</sup>
Windsor	N	1 645 532	2 148 117 <sup>90</sup>	156 612
York	Y	4 118 226	4 220 499	742 617
<b>Provincial average</b>		<b>\$3 413 494</b>	<b>\$4 587 938</b>	<b>\$655 065</b>
Concordia	Y	2 259 235	3 437 652	126 747
Laval	N	3 475 474	5 438 951	69 570
McGill	N	4 090 610	5 342 111	778 006
Montréal	N	3 992 254	5 875 164	310 631
Québec	Y	2 555 147	3 598 640	317 210
Sherbrooke	Y	N/D	N/D	342 912
<b>Provincial average</b>		<b>\$3 274 544</b>	<b>\$4 738 504</b>	<b>\$324 179</b>
Dalhousie	Y	1 970 120	2 373 866	269 486
Memorial	Y	2 231 836	3 208 588	716 740
New Brunswick	Y	U/A <sup>91</sup>	U/A <sup>69</sup>	159 478
<b>Regional average</b>		<b>\$2 100 978</b>	<b>\$2 791 227</b>	<b>\$381 901</b>
CISTI	N	U/A	U/A	U/A
National Library	Y	11 650 467	9 018 040	169 672
<b>National average</b>		<b>\$3 461 650</b>	<b>\$4 589 284</b>	<b>\$495 348</b>
<b>National total</b>		<b>\$90 002 909</b>	<b>\$119 321 391</b>	<b>\$13 374 395</b>

U/A = Unavailable

N/A = Not applicable

N/R = Did not reply to the survey

Y= Fringe benefits are paid from the library budget N= Fringe benefits are paid from the University budget

	Total staffing expenditures	Fringe benefits	Other operating expenditures	Totals
Question Number	5.4	5.5	5.6	5.7
British Columbia	14 747 874	2 327 667	3 495 264	20 570 805
Simon Fraser	5 014 194	1 029 171	976 690	7 020 055
Victoria	5 603 038	839 729	403 018	6 845 785
<b>Provincial average</b>	<b>\$8 455 035</b>	<b>\$1 398 856</b>	<b>\$1 624 991</b>	<b>\$11 478 882</b>
Alberta	12 743 016 <sup>43</sup>	2 415 260 <sup>43</sup>	1 243 043 <sup>43</sup>	16 401 319 <sup>43</sup>
Calgary	8 975 934	1 430 083	1 357 505	11 763 522
Manitoba	7 918 908	1 340 617	975 899	10 235 424
Regina	2 718 540	U/A <sup>92</sup>	408 336	3 126 876
Saskatchewan	5 730 127	832 988	1 034 042 <sup>93</sup>	7 597 157
<b>Regional average</b>	<b>\$7 617 305</b>	<b>\$1 504 737</b>	<b>\$1 003 765</b>	<b>\$9 824 860</b>
Carleton	5 560 963	984 475	537 815	7 083 253
Guelph	5 006 019	1 107 092	820 080	6 933 191
McMaster	5 414 893	771 065	739 166	6 925 124
Ottawa	6 734 862	1 229 543	1 222 968	9 187 373
Queen's	6 617 867	1 217 626	849 502	8 684 995
Toronto	29 755 616	5 390 040	6 652 969	41 798 625
Waterloo	6 174 038	852 708	1 018 839	8 045 585
Western Ontario	7 172 598	1 756 230	1 269 754	10 198 582
Windsor	3 950 261	796 940	469 142	5 216 343
York	9 081 342	1 648 775	2 085 428	12 815 545
<b>Provincial average</b>	<b>\$8 546 846</b>	<b>\$1 575 449</b>	<b>\$1 566 566</b>	<b>\$11 688 862</b>
Concordia	5 823 634	903 773	851 401 <sup>94</sup>	7 578 808
Laval	8 983 995	2 460 540	513 772	11 958 307
McGill	10 210 727	2 381 997	1 225 401	13 818 125
Montréal	10 178 049	1 300 398	1 247 111	12 725 558
Québec	6 470 997	841 856	257 799 <sup>95</sup>	7 570 652
Sherbrooke	3 053 704	592 083	315 592	3 961 379
<b>Provincial average</b>	<b>\$7 453 518</b>	<b>\$1 413 441</b>	<b>\$735 179</b>	<b>\$9 602 138</b>
Dalhousie	4 613 472	652 759	867 995	6 134 226
Memorial	6 157 164	721 378	1 026 558	7 905 100
New Brunswick	3 693 469	U/A	510 457	U/A
<b>Regional average</b>	<b>\$4 821 368</b>	<b>\$687 069</b>	<b>\$801 670</b>	<b>\$7 019 663</b>
CISTI	13 353 000	U/A	16 858 000	30 211 000
National Library	20 838 179	4 238 000	9 565 438	34 641 617
<b>National average</b>	<b>\$8 355 051</b>	<b>\$1 540 877</b>	<b>\$2 027 551</b>	<b>\$12 034 083</b>
<b>National total</b>	<b>\$242 296 480</b>	<b>\$40 062 793</b>	<b>\$58 798 984</b>	<b>\$336 954 331</b>

Table VI - Summary of library expenditures

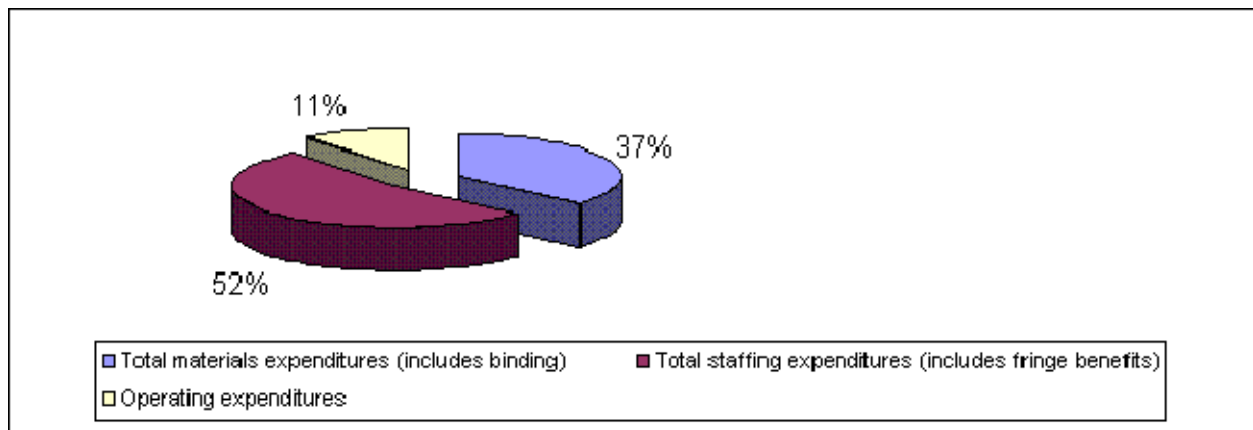
	Total materials expenditures (includes binding)	Total staffing expenditures (includes fringe benefits)	Operating expenditures	Totals	Materials %	Salaries %	Operating %
British Columbia	12 657 484	17 075 541	3 495 264	33 228 289	38.09%	51.39%	10.52%
Simon Fraser	6 130 855	6 043 365	976 690	13 150 910	46.62%	45.95%	7.43%
Victoria	4 513 117	6 442 767	403 018	11 358 902	39.73%	56.72%	3.55%
<b>Provincial average</b>	<b>\$7 767 152</b>	<b>\$9 853 891</b>	<b>\$1 624 991</b>	<b>\$19 246 034</b>	<b>40.36%</b>	<b>51.20%</b>	<b>8.44%</b>
Alberta	12 603 391	15 158 276	1 243 043	29 004 710	43.45%	52.26%	4.29%
Calgary	7 890 463	10 406 017	1 357 505	19 653 985	40.15%	52.95%	6.91%
Manitoba	5 423 799	9 259 525	975 899	15 659 223	34.64%	59.13%	6.23%
Regina	2 524 822	2 718 540	408 336	5 651 698	44.67%	48.10%	7.23%
Saskatchewan	6 560 705	6 563 115	1 034 042	14 157 862	46.34%	46.36%	7.30%
<b>Regional average</b>	<b>\$7 000 636</b>	<b>\$8 821 095</b>	<b>\$1 003 765</b>	<b>\$16 825 496</b>	<b>41.61%</b>	<b>52.43%</b>	<b>5.97%</b>
Carleton	3 673 753	6 545 438	537 815	10 757 006	34.15%	60.85%	5.00%
Guelph	4 096 721	6 113 111	820 080	11 029 912	37.14%	55.42%	7.44%
McMaster	6 638 782	6 185 958	739 166	13 563 906	48.94%	45.61%	5.45%
Ottawa	5 943 902	7 964 405	1 222 968	15 131 275	39.28%	52.64%	8.08%
Queen's	6 444 363	7 835 493	849 502	15 129 358	42.60%	51.79%	5.61%
Toronto	23 206 976	35 145 656	6 652 969	65 005 601	35.70%	54.07%	10.23%
Waterloo	5 807 508	7 026 746	1 018 839	13 853 093	41.92%	50.72%	7.35%
Western Ontario	9 050 528 <sup>96</sup>	8 928 828	1 269 754	19 249 110	47.02%	46.39%	6.60%
Windsor	3 730 293	4 747 201	469 142	8 946 636	41.69%	53.06%	5.24%
York	7 971 588	10 730 117	2 085 428	20 787 133	38.35%	51.62%	10.03%
<b>Provincial average</b>	<b>\$7 656 441</b>	<b>\$10 122 295</b>	<b>\$1 566 566</b>	<b>\$19 345 303</b>	<b>39.58%</b>	<b>52.32%</b>	<b>8.10%</b>
Concordia	3 650 120	6 727 407	851 401	11 228 928	32.51%	59.91%	7.58%
Laval	6 421 160	11 444 535	513 772	18 379 467	34.94%	62.27%	2.80%
McGill	10 158 066	12 592 724	1 225 401	23 976 191	42.37%	52.52%	5.11%
Montréal	7 059 368	11 478 447	1 247 111	19 784 926	35.68%	58.02%	6.30%
Québec	3 197 714	7 312 853	257 799	10 768 366	29.70%	67.91%	2.39%
Sherbrooke	3 435 722	3 645 787	315 592	7 397 101	46.45%	49.29%	4.27%
<b>Provincial average</b>	<b>\$5 653 692</b>	<b>\$8 866 959</b>	<b>\$735 179</b>	<b>\$15 255 830</b>	<b>37.06%</b>	<b>58.12%</b>	<b>4.82%</b>
Dalhousie	5 013 874	5 266 231	867 995	11 148 100	44.98%	47.24%	7.79%
Memorial	5 939 887	6 878 542	1 026 558	13 844 987	42.90%	49.68%	7.41%
New Brunswick	2 049 564	3 693 469	510 457	6 253 490	32.77%	59.06%	8.16%
<b>Regional average</b>	<b>\$4 334 442</b>	<b>\$5 279 414</b>	<b>\$801 670</b>	<b>\$10 415 526</b>	<b>41.62%</b>	<b>50.69%</b>	<b>7.70%</b>
CISTI	11 732 000	13 353 000	16 858 000	41 943 000	27.97%	31.84%	40.19%
National Library	2 654 650	25 076 179	9 565 438	37 296 267	7.12%	67.24%	25.65%
<b>National average</b>	<b>\$6 764 868</b>	<b>\$9 736 527</b>	<b>\$2 027 551</b>	<b>\$18 528 946</b>	<b>36.51%</b>	<b>52.55%</b>	<b>10.94%</b>
<b>National total</b>	<b>\$187 130 647</b>	<b>\$282 359 273</b>	<b>\$58 798 984</b>	<b>\$537 339 432</b>			



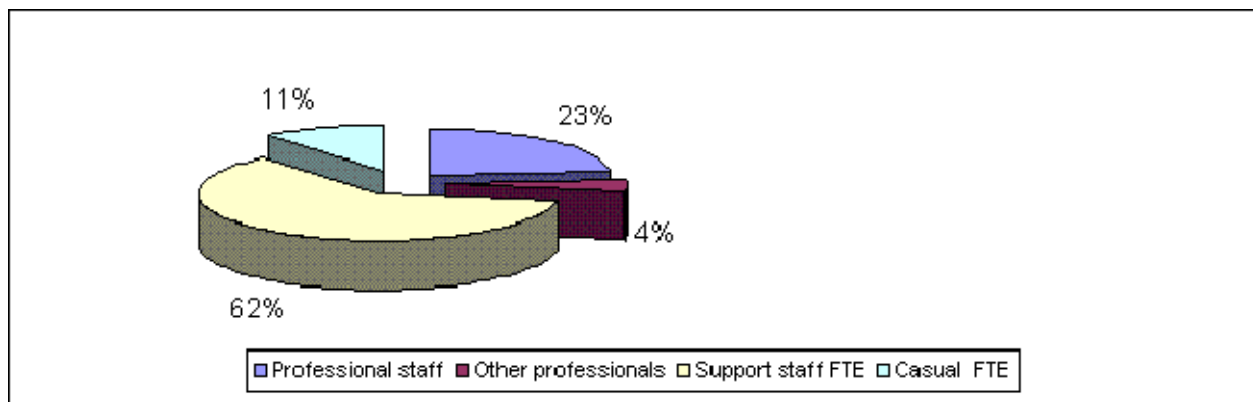
**Table VII - Summary of library personnel**

	<b>Professional staff</b>	<b>Other professionals</b>	<b>Total professionals</b>	<b>Support staff FTE</b>	<b>Casual staff FTE</b>	<b>Total staff FTE</b>
<b>Question Number</b>	<b>6.1</b>	<b>6.2</b>	<b>6.3</b>	<b>6.4</b>	<b>6.5</b>	<b>6.6</b>
British Columbia <sup>97</sup>	80.4	20.6	101.0 <sup>98</sup>	219.2 <sup>49</sup>	54.2 <sup>99</sup>	374.4
Simon Fraser	26.6	5.6	32.2	87.8	19.0	139.0
Victoria	28.0	9.0	37.0	99.4	12.0	148.4
<b>Provincial average</b>	<b>45.0</b>	<b>11.7</b>	<b>56.7</b>	<b>135.5</b>	<b>28.4</b>	<b>220.6</b>
Alberta	72.0	7.0	79.0	218.0	30.0 <sup>100</sup>	327.0
Calgary	42.4	6.0	48.4	157.7	26.0	232.1
Manitoba	53.5	N/A	53.5	130.5	15.0	199.0
Regina	18.0	6.0	24.0	47.0	5.0	76.0
Saskatchewan	36.5	10.0	46.5	107.6	12.6	166.6
<b>Regional average</b>	<b>44.5</b>	<b>7.3</b>	<b>50.3</b>	<b>132.2</b>	<b>17.7</b>	<b>200.1</b>
Carleton	22.0	1.0	23.0	76.0	23.3	122.3
Guelph	22.0	11.5	33.5	78.0	22.0	133.5
McMaster	23.0	3.0	26.0	110.0	14.0	150.0
Ottawa	40.0	1.0	41.0	121.9	10.0	172.9
Queen's	41.0	3.0	44.0	120.0	20.0	184.0
Toronto	157.0	22.0	179.0	356.0	153.0	688.0
Waterloo	32.0	7.0	39.0	102.0	29.0	170.0
Western Ontario	41.0	14.0	55.0	116.0	15.5	186.5
Windsor	25.0	0.0	25.0	57.0	15.0	97.0
York	41.8	15.2	57.0	116.7	49.0	222.7
<b>Provincial average</b>	<b>44.5</b>	<b>7.8</b>	<b>52.3</b>	<b>125.4</b>	<b>35.1</b>	<b>212.7</b>
Concordia	36.0	5.0	41.0	119.0	5.0	165.0
Laval	51.0	4.0	55.0	155.0	3.0	213.0
McGill	59.0	5.0	64.0	157.0	46.0	267.0
Montréal	70.0	2.0	72.0	180.0	12.3	264.3
Québec	39.0	3.0	42.0	110.0	9.0	161.0
Sherbrooke	19.0	0.0	19.0	51.0	3.0	73.0
<b>Provincial average</b>	<b>45.7</b>	<b>3.2</b>	<b>48.8</b>	<b>128.7</b>	<b>13.1</b>	<b>190.6</b>
Dalhousie	33.0	2.0	35.0	86.6	21.8	143.4
Memorial	38.0	0.0	38.0	113.0	31.5	182.5
New Brunswick	15.0 <sup>101</sup>	2.0	17.0	74.0	7.0	98.0
<b>Regional average</b>	<b>28.7</b>	<b>1.0</b>	<b>30.0</b>	<b>91.2</b>	<b>20.1</b>	<b>141.3</b>
CISTI	70.0	69.0	139.0	174.0	N/A	313.0
National Library	190.0	0.0	190.0	231.0	8.0	429.0
<b>National average</b>	<b>45.2</b>	<b>8.1</b>	<b>57.1</b>	<b>130.0</b>	<b>24.0</b>	<b>210.3</b>

N/A = Not Applicable

**Table VIII - Summary expenditures staffing & collections**

Total materials expenditures (includes binding)	\$196 181 175
Total staffing expenditures (includes fringe benefits)	\$282 359 273
Operating expenditures	\$58 798 984
Totals	\$537 339 432



Professional staff	1 422
Other professionals	234
Total professionals	1 656
Support staff FTE	3 771
Casual FTE	671
Total staff FTE	6 099

**Total Collections in CARL Libraries**

Total volumes held	73 655 113
Monographs purchased	633 456
Total current serials received	496 759

***Expenditures Establishment and Collections Size Questionnaire*****I. Collections**

## 1.0 Print volumes

- 1.1 Volumes held at the end of the previous year)
- 1.2 Volumes added during the year - Gross
- 1.3 Volumes withdrawn during the year
- 1.4 Net additions (Subtract line 1.3 from line 1.2)
- 1.5 Total volumes (Add line 1.1 & line 1.4)
- 1.6 Monograph volumes purchased
- 1.7 Electronic Monograph titles purchased

## 2.0 Other formats

- 2.1 Microform units
- 2.2 Government documents not counted elsewhere
- 2.3 Manuscripts and archives (linear metre)
- 2.4 Printed music scores
- 2.5 Cartographic materials
- 2.6 Graphic materials
- 2.7 Audio materials
- 2.8 Film and Video materials

## 3.0 Current serials received

- 3.1 Number of print and microform titles
- 3.2 Number of electronic titles
- 3.3 Number of subscriptions purchased
- 3.4 Number of electronic serial titles included in aggregator packages
- 3.5 Number of titles cancelled
- 3.6 Total value of cancelled titles

**II. Expenditures**

## 4.0 Library materials

- 4.1 Expenditures for print monograph volumes
- 4.2 Expenditures for electronic monograph titles.
- 4.3 Expenditures for current print & microform serials.
- 4.4 Expenditures for current electronic serials.
- 4.5 Expenditures for other library materials (e.g. microforms).
- 4.6 All materials fund expenditures not included above
- 4.7 Total library materials (add lines 4.1 to 4.6)
- 4.8 Contract binding
- 4.9 Total institutional funding received from external sources (eg. O.I.T. B.C.K.N.)
- 4.10 Expenditures on behalf of the institutions by external agencies

**5.0 Salaries and wages**

- 5.1 Professional staff.
- 5.2 Support staff
- 5.3 Casual staff
- 5.4 Total staffing expenditures (add lines 5.1 to 5.3)
- 5.5 Fringe benefits.
- 5.6 Other operating expenditures
- 5.7 Total library expenditures (add lines 4.7, 4.8, 5.4& 5.6)

**III. Personnel**

- 6.1 Librarians FTE
- 6.2 Other professionals FTE.
- 6.3 Total professionals FTE (add line 6.1 & line 6.6).
- 6.4 Support staff FTE.
- 6.5 Casual staff FTE
- 6.6 Total staff FTE (Add lines 6.3, 6.4 & 6.5)

**IV. Local characteristics**

- 7.1 Basic volume count is
- 7.2 Government publications are included in count of Current serials.
- 7.3 Fringe benefits are included in expenditures for salaries and wages.
- 7.4 Law Library statistics are included.
- 7.5 Medical Library statistics are included.
- 7.6 List all libraries included:

## Endnotes to Expenditures Establishment and Collection Size Questionnaire

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- <sup>1</sup> All figures are as of March 31, 2001, excepted where noted.
  - <sup>2</sup> All figures are as of March 31, 2001.
  - <sup>3</sup> Fiscal year for the survey is April 1, 2000 to March 31, 2001.
  - <sup>4</sup> All figures are as of April 30, 2001.
  - <sup>5</sup> Fiscal year covers period May 1, 2000 - April 30, 2001.
  - <sup>6</sup> Based on further refinement of reports available from our new ILS, we are reporting another correction in our print volume holdings. The correct figure for Q1.1 is 1,497,499 (not 1,823,297 as last year's report would indicate).
  - <sup>7</sup> Volumes withdrawn during the year: The Health Sciences Library weeded 9,364 outdated textbooks.
  - <sup>8</sup> The number was adjusted due to a recount.
  - <sup>9</sup> All figures are as of May 31, 2001.
  - <sup>10</sup> L'an dernier, le décompte fait pour répondre à cette question s'était fait manuellement à partir des données fournies par les bibliothèques. Au 1er juin 2000, un décompte par le système (ATRIUM) a été fait et c'est à partir de ce chiffre que nous avons établi principalement notre nouvelle base.
  - <sup>11</sup> Fiscal Year May 1/2000 - April 30/2001
  - <sup>12</sup> Significant decrease from 99/00 because Asian RR is excluded (inactive); three earth/ocean sciences reading rooms were combined into one reading room and collection was weeded; serials volumes were withdrawn in some branch libraries.
  - <sup>13</sup> The net addition is a negative number for the year. This is because the Library ran a report -- classified monograph volumes--from its Innovative Interfaces Inc. catalogue database. This item count result was less than the cumulated manual item count. In subsequent years the Library will derive its collections item count via a report from the Library computer system.
  - <sup>14</sup> Figure is under-reported by an estimated 5%. Figure includes one-time purchases of serial backfiles.
  - <sup>15</sup> We left this question as U/A as we are unable to extract/count electronic monograph titles purchased, as many are ordered online.
  - <sup>16</sup> Does not include monographic series
  - <sup>17</sup> Estimated number.
  - <sup>18</sup> Estimate based on NetLibrary contracted access. Does not include electronic government documents.
  - <sup>19</sup> Exclu les publications gouvernementales
  - <sup>20</sup> We cannot separate out the electronic monographs titles that we pay for in publishers' packages.
  - <sup>21</sup> UWO counts monographic series as serials.
  - <sup>22</sup> Government documents = 818,690 pieces (5.2/vol.)=157,440 vols.
  - <sup>23</sup> The StatsCan serial volumes are included with the bound journals count. StatsCan and journals are not LC classified.
  - <sup>24</sup> Since May 2000's count of 209m, we have added 11.5m of mss in our holdings on the 7th floor for a 7th floor total of 220.5m. What might have not been accounted for in the past are the holdings on the 2nd floor for Sono Nis Press, the Book and Periodical Council, and Douglas & McIntyre (there is no mention of a meter count for these holdings in our files). These amount to 325m. Combining both floors yields a total of 545.5m.
  - <sup>25</sup> These items are uncatalogued pamphlets
  - <sup>26</sup> Le chiffre fourni l'an dernier à été révisé à partir d'un nouveau décompte fait par la bibliothèque au 31 mai 2001.
  - <sup>27</sup> Printed music scores are included in #1.
  - <sup>28</sup> The large increase is due to a transfer of approximately 60,000 slides from the Faculty of Art to the Library
  - <sup>29</sup> We received a substantial gift of Saskatchewan music materials, and the boost in the audio materials is the result of those materials being catalogued and added to our collection.
  - <sup>30</sup> There has been a dramatic increase in the numbers for Film and Video materials, as the CBC Newsworld Collection has been added in this category. The collection includes 10,439 videotapes.
  - <sup>31</sup> Graphic Materials: Thode Library Resource Centre closed.

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- <sup>32</sup> Audio Materials: Thode Library Resource Centre closed.  
<sup>33</sup> skull
- <sup>34</sup> Printed music scores are also included in 1.5 (total vols).  
<sup>35</sup> Cassettes musicales élaguées.  
<sup>36</sup> Films en mauvais état élagués.  
<sup>37</sup> Le chiffre fourni ici a été inclus en 1.5
- <sup>38</sup> Audio materials for 1 of 4 libraries - Law Library only.  
<sup>39</sup> Includes Graphic and Audio Materials for Kellogg Health Sciences Library.  
<sup>40</sup> A number of slides were withdrawn.  
<sup>41</sup> Reported as volumes in main branch.  
<sup>42</sup> Figures include monographic series and government documents.  
<sup>43</sup> It is impossible to provide a figure for the government documents collection; statistics kept do not segregate priced and non-priced.  
<sup>44</sup> Exclu les documents gratuits et les publications gouvernementales.  
<sup>45</sup> Please see footnote 53. Also does not include Government Documents.  
<sup>46</sup> Subscription title count available for print only.  
<sup>47</sup> Does not include monos rec'd on standing order.  
<sup>48</sup> Nous ne pouvons compter en double les abonnements pour lesquels il nous faut payer une surcharge pour l'électronique. Inclus les bases de données.  
<sup>49</sup> Number is for 3 of 4 libraries - U/A for Killam Memorial Library.  
<sup>50</sup> As of October 1, 2001.  
<sup>51</sup> Number is for 3 of 4 libraries - Killam Library U/A.  
<sup>52</sup> This is an approximate value in Canadian Dollars.  
<sup>53</sup> We have EXCLUDED from this count the number of electronic serial titles available through: a) LexisNexis (vendor's website says commercial product includes "more than 31,000 sources" but impossible to figure out and count how many of these titles are available in our academic account); b) The 3 aggregator databases which are available exclusively to law students, law faculty and law librarians (i.e. E-Carswell, QUICKLAW, and Westlaw).  
<sup>54</sup> Does not include 52 ceased titles.  
<sup>55</sup> Number is for 3 of 4 libraries - Law Library U/A.  
<sup>56</sup> Does not include those titles that are part of indexing and abstracting services.  
<sup>57</sup> Figure is reported in Canadian Dollars. Figure includes expenditures for electronic monograph titles and one-time purchases of serial backfiles.  
<sup>58</sup> We left this question as U/A this year, as we had an incomplete estimate of \$464,578 Canadian, which does not reflect our full expenditures on electronic monograph titles.  
<sup>59</sup> Expenditures are quoted in Canadian Dollars.  
<sup>60</sup> Estimated expenditures.  
<sup>61</sup> Microform expenditures are not included as they are reflected in 4.1 and 4.3  
<sup>62</sup> Included in Q4.1 - Q4.4  
<sup>63</sup> Inclut le coût des taxes, taux de change et le coût de livraison de documents  
<sup>64</sup> Includes all monographs including electronic.  
<sup>65</sup> Includes all serials, including electronic.  
<sup>66</sup> This figure is included in 4.4. See footnote 20.  
<sup>67</sup> This figure includes expenditures for electronic monograph and serial titles, included in publishers' packages.  
<sup>68</sup> Because we have not started to track the costs within our financial system we are providing an estimate, based on \$11,209 for NetLibrary, \$5,000 for government documents and \$20,000 for CD ROMs.  
<sup>69</sup> Il s'agit ici des dépenses faites pour les documents audio-visuels, les cd-rom et les disques.  
<sup>70</sup> Documents audiovisuels  
<sup>71</sup> Included in 4.1  
<sup>72</sup> Number is for 3 of 4 libraries - Kellogg Library number in 4.3  
<sup>73</sup> Number is for 3 of 4 libraries - Kellogg Library number in 4.1  
<sup>74</sup> Includes J-STOR initial purchase and electronic indexes and abstracts, reference sources.  
(Note preferred ""#20 b miscellaneous electronic"" in last year's questionnaire-clearer)

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- <sup>75</sup> The GST rebate has been subtracted from the library materials expenditures reported to CARL for the first time with this report.
- <sup>76</sup> We left this question as N/A as this practice is not applicable.
- <sup>77</sup> Funds for CNSLP are promised for FY00/01 (\$258,677) but not yet received.
- <sup>78</sup> Includes bibliographic utilities, taxes, ILL, Document Delivery, shipping, handling, and supplies.
- <sup>79</sup> CFI and CNSLP contribution to be added by CARL Office.
- <sup>80</sup> Document Delivery Charges only.
- <sup>81</sup> La plus grande partie des activités de reliure sont faites à l'interne. Dépenses totales de reliure:65110.00\$
- <sup>82</sup> Ces dépenses se répartissent sur deux années budgétaires, soit avril à mars.
- <sup>83</sup> Comprend les dépenses faites à partir de fonds spéciaux et des abonnements à des services bibliographiques commerciaux.
- <sup>84</sup> Inclus livraison électronique des documents 322934\$
- <sup>85</sup> Fondation de l'université livres 56 851\$ abonnements de périodiques 63 812 \$ PCLNS 50 00\$
- <sup>86</sup> Includes preservation filming, HST
- <sup>87</sup> Includes management/professional staff.
- <sup>88</sup> Casual Staff: Reassignment of duties in the Health Sciences Library.
- <sup>89</sup> We are investigating ways of providing this information. As soon as the data is available, it will be sent.
- <sup>90</sup> Full time support staff numbers now include permanent part-timer unionized staff that was previously reported as part of casual staff.
- <sup>91</sup> U/A - In budget not differentiated between
- <sup>92</sup> Paid centrally at Institutional level.
- <sup>93</sup> Includes funding from grants and special funds
- <sup>94</sup> These expenditures higher, included is a major software upgrade.
- <sup>95</sup> La diminution des coûts des avantages sociaux résulte de la suspension , pour une année, de la contribution au régime des rentes.
- <sup>96</sup> Includes the University Librarian.
- <sup>97</sup> All positions are reported FTE.
- <sup>98</sup> Includes 14.35 FTE cost-recovery or grant-funded positions.
- <sup>99</sup> Includes 6.04 FTE cost-recovery or grant-funded positions.
- <sup>100</sup> Figure is now based upon actual hours worked rather than hours hired to work.
- <sup>101</sup> Excludes Director of Libraries (FTE count) as in Section D of the survey.





**SECTION B**

**Emerging Services**

**2000 - 2001**

**Table I - OPAC services and types**

	<b>Number of libraries included in this survey</b>	<b>ILS vendor's product name</b>	<b>Catalogue meets Z39.50 Bath Profile</b>
<b>Question Number</b>	<b>1</b>	<b>2</b>	<b>3</b>
British Columbia	17 <sup>1</sup>	DRA Classic	No
Simon Fraser	2	Innovative Interfaces Inc. Java Millenium version	No <sup>2</sup>
Victoria	2	Endeavor/Voyager	No
Alberta <sup>3</sup>	1	DRA Classic	No
Calgary	7	Unicorn (Sirsi)	No
Manitoba	15	DRA	Yes
Regina	2	Voyager	Yes
Saskatchewan	8	Innopac/Millennium	No
Carleton	1	CUBE	No
Guelph	3	Endeavor's Voyager	No
McMaster <sup>4</sup>	2	epixtech	Yes
Ottawa	5	Epixtech	No
Queen's	7	Voyageur	Yes
Toronto	31	DRA	Yes
Waterloo	1	Endeavor's Voyager	No
Western Ontario	6	III	Yes
Windsor	2	Voyager	Yes
York	8	Sirsi	No
Concordia	2	Innovative Interfaces	No
Laval	1	DRA-MultiLis	Oui
McGill	15	Aleph500	No
Montréal	19	Advance de GEAC	Non
Québec	6	Manitou	Oui
Sherbrooke	6	DRA-Multilis	Oui
Dalhousie	4	GEAC Advance 6.8	Yes
Memorial	4	SIRSI Unicorn Integrated Library Management System	Yes
New Brunswick	3	Sirsi	Yes
CISTI	1	Innovative	Yes
National Library	1	AMICUS	0

N/A = Not Applicable

	<b>Wireless Communications with Public Workstations</b>	<b>Information / Knowledge / Learning Commons in library</b>	<b>How is it managed</b>
<b>Question Number</b>	<b>4</b>	<b>5.0</b>	<b>5.1</b>
British Columbia	Yes <sup>5</sup>	No <sup>6</sup>	N/A <sup>4</sup>
Simon Fraser	No	No	N/A
Victoria	Yes	No	N/A
Alberta	No	Yes	Shared responsibility with another university unit
Calgary	No	Yes	Shared responsibility <sup>7</sup>
Manitoba	No	No	N/A
Regina	Yes	No	N/A
Saskatchewan	No	No <sup>8</sup>	N/A
Carleton	No	No	N/A
Guelph	No	Yes	Shared responsibility
McMaster	No	No	N/A
Ottawa	No	No	N/A
Queen's	No	Yes	Shared responsibility <sup>9</sup>
Toronto	Yes	Yes	Complete responsibility of the Library <sup>10</sup>
Waterloo	No	Yes	Shared responsibility <sup>11</sup>
Western Ontario	No <sup>12</sup>	No	N/A
Windsor	No	Yes	Complete responsibility of the Library
York	Yes	No	N/A
Concordia	Yes	No	N/A
Laval	Non	Non	N/A
McGill	No	No	N/A
Montréal	Non	Oui	Complete responsibility of the Library
Québec	Non	Non	N/A
Sherbrooke	Non	Oui	Complete responsibility of another university unit
Dalhousie	No	No	N/A
Memorial	No	No	N/A
New Brunswick	Yes	No	N/A
CISTI	Yes	No	N/A
National Library	Yes	No	N/A

**Table II – Conversions and storage**

	Conversion of text / graphics to digital	If Yes is it funded by				Participate in shared storage	If Yes library retain ownership	Stored materials included in statistics
		Library funds	Gov't funds	Private funds	University funds			
Question Number	6.0	6.2	6.3	6.4	6.5	7.0	7.1	7.2
British Columbia	Yes	Yes <sup>13</sup>	No	No	Yes <sup>14</sup>	N/A	No	No
Simon Fraser	Yes	Yes	Yes	No	No	N/A	No	No
Victoria	Yes	Yes	Yes	No	No	N/A	N/A	N/A
Alberta	Yes	Yes	Yes	No	No	Storage	N/A	No
Calgary	Yes	Yes	Yes	Yes	Yes	Storing materials <sup>15</sup>	Yes	Yes
Manitoba	Yes	Yes	Yes	Yes	Yes	N/A	N/A	N/A
Regina	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Saskatchewan	Yes	Yes	Yes	No	No	N/A	No	No
Carleton	No	No	No	No	No	N/A	N/A	N/A
Guelph	Yes	Yes	No	No	No	Storing materials	Yes	No
McMaster	No	Yes	Yes	Yes	Yes	N/A	N/A	N/A
Ottawa	No	Yes	Yes	Yes	Yes	N/A	N/A	N/A
Queen's	Yes	Yes	No	No	Yes	N/A	N/A	N/A
Toronto	Yes	Yes	Yes	Yes	Yes	N/A	N/A	N/A
Waterloo	Yes	Yes	No	No	No	Storing materials	Yes	No
Western Ontario	No	Yes	Yes	Yes	Yes	N/A	N/A	N/A
Windsor	Yes	Yes	Yes	No	No	N/A	N/A	N/A
York	Yes	Yes	No	No	No	N/A	N/A	N/A
Concordia	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Laval	Oui	Oui	Oui	Non	Oui	N/A	N/A	N/A
McGill	Yes	No	Yes	Yes	No	N/A	N/A	N/A
Montréal	Non	Non	Non	Non	Non	N/A	Non	Non
Québec	Non	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Sherbrooke	Non	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Dalhousie	Yes <sup>16</sup>	Yes <sup>17</sup>	Yes <sup>18</sup>	Yes <sup>19</sup>	Yes <sup>20</sup>	N/A	N/A	N/A
Memorial	Yes	No	Yes	No	No	Storage	Yes	No
New Brunswick	Yes	Yes	Yes	Yes	Yes	Storing materials	Yes	Yes
CISTI	No	N/A	N/A	Yes	N/A	N/A	N/A	N/A
National Library	Yes	Yes	Yes	Yes	No	N/A	No	No

N/A = Not Applicable

**Table III - Services offered**

	Assistance for electronic publishing	Assistance to patrons in data analysis	Scanning facilities	Collect student fee for library services	Electronic Reference Services Asynchronously	Electronic reference services synchronously	Electronic reference services by video conference
Question Number	8.1	8.2	9.0	10.0	11.1	11.2	11.3
British Columbia	Yes <sup>21</sup>	Yes <sup>22</sup>	Yes <sup>23</sup>	Yes	No	No	No
Simon Fraser	No	Yes	No	Yes	No	No	No
Victoria	Yes	Yes	No	Yes	No	No	No
Alberta	No	Yes	Yes	Yes	Yes	Yes	No
Calgary	Yes	Yes	Yes	Yes	No	No	No
Manitoba	No	No	Yes	Yes	No	No	No
Regina	No	Yes	No	Yes	No	No	No
Saskatchewan	No	Yes	No	Yes	No	No	No
Carleton	No	Yes	No	Yes	No	No	No
Guelph	Yes	Yes	No	Yes	Yes	Yes	No
McMaster	No	Yes	Yes	Yes	No	No	No
Ottawa	No	Yes	Yes	Yes	No	No	No
Queen's	No	Yes	No	Yes	No	No	No
Toronto	Yes	Yes	Yes	Yes	No	Yes	No
Waterloo	No	Yes	No	Yes	No	No	No
Western Ontario	No	No	No	Yes	No	No	No
Windsor	No	Yes	Yes	Yes	Yes	No	No
York	No	Yes	No	Yes	No	No	No
Concordia	No	No	No	Yes	No	No	No
Laval	Oui	Oui	Non	Oui	Non	Non	Non
McGill	No	Yes	Yes	Yes	No	No	Yes <sup>24</sup>
Montréal	Oui	Oui	Non	Oui	Non	Non	Non
Québec	Non	Non	Non	Non	Non	Non	Non
Sherbrooke	Non	Oui	Non	Non	Non	Non	Non
Dalhousie	Yes	Yes	No	Yes	No	No	No
Memorial	No	No	No	Yes	No	Yes	No
New Brunswick	Yes	Yes	Yes	Yes	Yes	No	No
CISTI	Yes	No	No	No	No	No	No
National Library	No	No	No	Yes	Yes	No	No

**Table IV -Coffee shop & loan of equipment**

	Coffee shop in the library building	Is it in the library?	Does the library share the profits?	Does the library lend	
				Laptops	Wireless ethernet card
Question Number	12.0	12.1	12.2	13.1	13.2
British Columbia	Yes	Yes	Yes <sup>25</sup>	No	No
Simon Fraser	No	N/A	N/A	No	No
Victoria	No	N/A	N/A	No	No
Alberta	No	N/A	N/A	Yes	No
Calgary	No	N/A	N/A	No	No
Manitoba	No	N/A	N/A	No	No
Regina	No	N/A	N/A	Yes	Yes
Saskatchewan	No	N/A	N/A	No	No
Carleton	No <sup>26</sup>	N/A	N/A	No	No
Guelph	No	N/A	N/A	No	No
McMaster	No	N/A	N/A	No	No
Ottawa	No	N/A	N/A	No	No
Queen's	No	N/A	N/A	No	No
Toronto	Yes	No	No	Yes	Yes
Waterloo	Yes	Yes	No	No	No
Western Ontario	Yes	Yes	No	No	No
Windsor	No	N/A	N/A	No	No
York	No	N/A	N/A	No	No
Concordia	Yes	No	N/A	Yes	No
Laval	Non	N/A	N/A	Non	Non
McGill	Yes	No	No	No	No
Montréal	Non	Non	Non	Non	Non
Québec	Oui	Non	Non	Non	Non
Sherbrooke	Oui	Oui	Non	Non	Non
Dalhousie	Yes	No	No	No	No
Memorial	No	N/A	N/A	No	No
New Brunswick	Yes	Yes	Yes	Yes	Yes
CISTI	Yes	No	No	No	No
National Library	Yes	No	No	No	No

N/A = Not Applicable

	Does the library lend				Does the library support bibliographic management software?
	Software	PDAs	E-Book readers	Others materials	
Question Number	13.3	13.4	13.5	13.6	14.0
British Columbia	No	No	No <sup>27</sup>	microform reader	No
Simon Fraser	No	No	No	0	Yes <sup>28</sup>
Victoria	No	No	No	0	No
Alberta	No	No	No	N/A	No
Calgary	Yes <sup>29</sup>	No	No	cables CDs LPs slides tapes	Yes <sup>30</sup>
Manitoba	No	No	No	0	No
Regina	No	No	No	0	Yes
Saskatchewan	No	No	No	0	Yes <sup>31</sup>
Carleton	No	No	No	N/A	No
Guelph	No	No	No	N/A	No
McMaster	No	No	No	0	No
Ottawa	No	No	No	0	No
Queen's	No	No	No	N/A	Yes <sup>32</sup>
Toronto	No	No	No	N/A	Yes
Waterloo	No	No	No	0	Yes <sup>33</sup>
Western Ontario	No	No	No	0	Yes <sup>34</sup>
Windsor	Yes	No	Yes	0	Yes
York	No	No	No	0	Yes <sup>35</sup>
Concordia	No	No	No	0	No
Laval	Non	Non	Non	0	Oui <sup>36</sup>
McGill	No	No	No	0	No
Montréal	Non	Non	Non	145 / 90 <sup>37</sup>	Oui <sup>38</sup>
Québec	Non	Non	Non	0	Non
Sherbrooke	Non	Non	Non	0	Non
Dalhousie	No	No	No	N/A	No
Memorial	Yes	No	No	See Endnotes <sup>39</sup>	No
New Brunswick	Yes <sup>40</sup>	No	No	0	Yes <sup>41</sup>
CISTI	No	No	No	0	No
National Library	No	No	Yes <sup>42</sup>	0	Yes

*Emerging Services Questionnaire*

- 1.0 Number of libraries included in this survey. If the list of libraries included in this survey differs from the list given for question #7.6 of the Establishment Expenses... questionnaire please include a footnote.
- 2.0 Please provide the vendor's product name of your ILS (Integrated Library system).
- 3.0 Has your catalogue database been indexed to meet the Z39.50 Bath Profile?
- 4.0 Does the institution use wireless communications for some or all of its public workstations?
- 5.0 Is there an Information / Knowledge/Learning Commons in the library?
  - 5.1 If yes is it the? (Please provide the URL leading to a description of the facilities and its services as a footnote)
- 6.0 Has the library undertaken any project to convert text or graphics to digital form?
  - 6.1 If yes were these funded from (check all that apply)
  - 6.2 Library funds
  - 6.3 Government funds
  - 6.4 Private funds
  - 6.5 University funds
- 7.0 Does your library participate in the shared storage of library material?
  - 7.1 If the answer to 7.0 is "by storing materials" does the library retain ownership of the stored materials?
  - 7.2 Does the library include such stored materials in its statistics?
- 8.0 Does your library offer assistance to patrons for:
  - 8.1 Electronic publishing of textual material.
  - 8.2 Quantitative and qualitative analysis and interpretation of numeric data?
- 9.0 Does the library offer scanning facilities to library patrons?
- 10.0 Does your institution collect a student fee for library services? If yes please describe in the footnotes section
- 11.0 Does your library offer electronic reference services:
  - 11.1 Asynchronously (e.g. Email)
  - 11.2 Synchronously (e.g. chat software this continuously monitored for extended period of time)
  - 11.3 Using videoconferencing remote screen capture or multi-media enhancements.



- 12.0 Is there a coffee shop in the library building?
  - 12.1 If the answer to 12 is "yes" is it inside library security?
  - 12.2 If the answer to 12 is "yes" does the library share directly in the profits?
  
- 13.0 Does the library lend electronics equipment such as:
  - 13.1 Laptops?
  - 13.2 Wireless ethernet cards?
  - 13.3 Software? (If yes what type and please specify in a footnote)
  - 13.4 PDAs?
  - 13.5 E-Book readers?
  - 13.6 Other (please specify)?
  
- 14.0 Does the library support bibliographic management software (e.g. Endnotes)

## Endnotes to Emerging Services Questionnaire

- 
- <sup>1</sup> Includes 17 libraries (branch/division) only; excludes 12 reading rooms/resource centres
- <sup>2</sup> Innovative Interfaces Inc. advises that they will meet the Z39.50 Bath Profile in a future upgrade.
- <sup>3</sup> Figures are as at March 31, 2001.
- <sup>4</sup> Number of libraries included in this survey: 2
1. -University Library:
    - Mills Memorial Library
    - H.G. Thode Library of Science & Engineering
    - Innis Library
  2. -Health Sciences Library
- <sup>5</sup> Yes. From the early 1990's, library used some proprietary wireless technology to provide connectivity for library workstations. This technology was retired recently. Library will deploy wireless again for the Learning Commons in late 2001.
- <sup>6</sup> There will be a Learning Commons in late 2001, with shared responsibility between Library, IT Services, and Student Services.
- <sup>7</sup> URL address for the Information Commons is: <http://www.ucalgary.ca/IR/infocommons/>
- <sup>8</sup> The University of Saskatchewan Library is implementing a Learning Commons in the Library in October 2001.
- <sup>9</sup> Within the Queen's library system, there are 4 facilities – each in a separate library building – which meet the definition supplied in the explanation to Question 5. Of these 4 facilities, 3 are the sole responsibility of the library system but for 1 of the facilities, the responsibility is shared between the library and the faculty which the library serves. A website describing our “information commons” facilities are in process of development but a URL is not available at this time.
- <sup>10</sup> The URL for our Information/Knowledge/Learning Commons in the library is: [www.utoronto.ca/ic](http://www.utoronto.ca/ic)
- <sup>11</sup> [it3.uwaterloo.ca](http://it3.uwaterloo.ca)
- <sup>12</sup> Wireless communications are available in Richard Ivey School of Business and the Faculty of Law Building. The Business Library and the Law Library respectively benefit from these installations.
- <sup>13</sup> Library funds. Examples: University Archives, digitized photos; Law Library, previous year's exams.
- <sup>14</sup> University funds. Examples: Koerner Library, MacMillan Library, electronic course reserves; Asian Library, photo collection.
- <sup>15</sup> Most of the material is stored at the BARD
- <sup>16</sup> 2 of 4 libraries report Yes
- <sup>17</sup> 2 libraries using library funds
- <sup>18</sup> 1 library using gov't funds
- <sup>19</sup> 1 library using private funds
- <sup>20</sup> 1 library using university funds
- <sup>21</sup> Examples: English Department e-journal; Math Department – a rare Euclid text; Asian Library, ""Pacific Affairs""; instructors' course materials; Humanities/Social Sciences e-text service.
- <sup>22</sup> Users' questions about statistical methods or analysis are referred to instructors, but library helps students locate and read statistical materials.
- <sup>23</sup> Yes. University Archives, Special Collections, MacMillan, Humanities and Social Sciences (Koerner Library).
- <sup>24</sup> Library usage is included in the tuition fee.
- <sup>25</sup> Not now, but it will share in profits after the capital is paid off.
- <sup>26</sup> There is no coffee shop in the building. The concept of a coffee shop has been approved in principle by library administration; detailed discussions with service provider have not yet started. According to early concept plans, the coffee shop will be inside library security. It is not known at this time if the library will share directly in the Profits.
- <sup>27</sup> Not now, but it will share in profits after the capital is paid off.
- <sup>28</sup> The Innovative Interface Inc. Catalogue supports export of bibliographic information in both the EndNote and Pro-Cite formats.

- 
- <sup>29</sup> Software that is accompanying materials in books/journals and a CD to enable users to connect to the UofC catalogue, etc.
- <sup>30</sup> Endnotes, Reference Manager, and ProCite
- <sup>31</sup> Bibliographic management software supported: Endnotes.
- <sup>32</sup> Reference Manager
- <sup>33</sup> Endnotes and Reference Manager
- <sup>34</sup> Bibliographic management software: Reference Manager and Endnote.
- <sup>35</sup> Endnote
- <sup>36</sup> Logiciel Endnotes
- <sup>37</sup> 145 pieces d'équipement audiovisuel et 90 lecteurs de microformes
- <sup>38</sup> Endnotes et Procite
- <sup>39</sup> Microfilm & microform readers; a-v equipment for use in building & for use by faculty teaching off campus or lecturing at conferences, workshops
- <sup>40</sup> Software is not specifically lent out or placed on reserve however is available for in house use via the circulating laptops. This includes all software products available for use in student labs on campus ie Microsoft Office Suite, Adobe Suite, Internet Explorer, WordPerfect etc
- <sup>41</sup> Reference Manager
- <sup>42</sup> E-Book readers are provided for onsite users



**SECTION C**

**Supplementary**

**2000 - 2001**

**Table I - Monographs titles and collections use**

Question Number	Number of libraries included in this survey	Monographs Titles		
		Print monograph titles	Electronic monograph titles	Total monograph titles
	i	1.1	1.2	1.3
British Columbia	17 <sup>1</sup>	U/A <sup>2</sup>	U/A	U/A
Simon Fraser	2	838 262	5 785	844 047
Victoria	2	1 097 000	1 017	1 098 017
Alberta <sup>3</sup>	1	2 304 022 <sup>4</sup>	3 334 <sup>5</sup>	2 305 088 <sup>6</sup>
Calgary	N/A	1 365 161	1 334	1 365 839
Manitoba	14	1 102 677	U/A	U/A
Regina	2	656 909	1 083	657 992
Saskatchewan	8	923 813	77	923 890
Carleton	1	856 615	5 020 <sup>7</sup>	861 635
Guelph	3	1 220 881	3 601	1 224 482
McMaster	2 <sup>8</sup>	1 140 926	1 725	1 142 651
Ottawa	5	1 152 394	1 930	1 154 324
Queen's	7	U/A	U/A	U/A
Toronto	31	U/A	6 358	U/A
Waterloo	1	1 317 078	5 747	1 322 825
Western Ontario	6	U/A <sup>9</sup>	1 513	U/A
Windsor	2	855 889	3 670	859 559
York	8	1 418 121	2 000	1 420 121
Concordia	2	1 362 545	814	1 363 359
Laval	1	1 224 112	2 685	1 226 797
McGill <sup>10 11</sup>	15	1 881 510	1 284	1 882 794
Montréal	19	1 334 026	1 354	1 335 380
Québec	6	858 237	N/D	1 055 092
Sherbrooke	6	527 490	N/D	527 490
Dalhousie	4	116 183 <sup>12</sup>	6 231 <sup>13</sup>	122 414 <sup>14</sup>
Memorial	4	1 356 396	3 552	1 359 948
New Brunswick	3	869 730	0	869 730
CISTI	1	786 617	6 862	793 479
National Library	1	2 976 968	3 706	2 980 674

N/A = Not Applicable    U/A = Unavailable

	Collections use				
	Number of initial loans (included journals)	Number of renewals	Number of journals loans	Number of reserve loans	Number of in-house uses
Question Number	2.1	2.2	2.3	2.4	2.5
British Columbia	820 672	3 194 563	U/A	U/A	U/A
Simon Fraser	372 486	38 838	N/A	64 197	877 844
Victoria	401 197	169 385	N/A	U/A	272 403
Alberta	967 293 <sup>15</sup>	N/A	U/A	84 374	U/A
Calgary	346 668 <sup>16</sup>	793 949	N/A <sup>17</sup>	80 515 <sup>18</sup>	883 178
Manitoba	517 544	101 411	N/A	N/A	195 189
Regina	190 932	51 585	U/A	U/A	153 662
Saskatchewan	445 517	43 675	68 391	64 387	652 768
Carleton	484 836	232 916	N/A	71 686	U/A <sup>19</sup>
Guelph	303 072	161 012	N/A	107 080 <sup>20</sup>	745 728 <sup>21</sup>
McMaster	254 274	136 124	0	229 366	U/A
Ottawa	561 479	292 880	N/A	114 922	865 414
Queen's	U/A <sup>22</sup>	U/A	U/A	U/A	U/A
Toronto	1 469 351	520 299	U/A	147 751	2 587 944
Waterloo	347 486	243 640	32 379	87 941	N/A
Western Ontario	646 628	184 795	7 674 <sup>23</sup>	183 828 <sup>24</sup>	725 723
Windsor	126 525	60 334	N/A	49 753	153 925 <sup>25</sup>
York	521 991	315 043	N/A	91 900	1 093 811
Concordia	586 928	N/A	N/A	68 076	638 446 <sup>26</sup>
Laval	395 107	254 957	N/D	74 958	1 006 564
McGill	458 382	466 761	U/A	155 703	1 702 841
Montréal	769 437	N/D <sup>27</sup>	90 624	147 466	1 247 385
Québec	530 231	N/D	N/D	157 940	1 114 141
Sherbrooke	131 184	61 197	N/D	23 678	334 172
Dalhousie	295 908	68 738 <sup>28</sup>	N/A <sup>29</sup>	34 711 <sup>30</sup>	401 173 <sup>31</sup>
Memorial	231 577	180 641	24 726 <sup>32</sup>	194 141	355 323
New Brunswick	148 637 <sup>33</sup>	46 703	U/A	117 116	161 920
CISTI	U/A	U/A	U/A	U/A	U/A
National Library	165 790	U/A	34 076	U/A	125 635

**Table II - Services hours library instruction & shelving**

	Services		Library instructions		
	Staff Service Points	Services Hours	Number of library presentations to group	Number of participants	Number of reference transactions
Question Number	3.1	3.2	4.1	4.2	4.3
British Columbia	32	101.0	1 587	21 411	200 987
Simon Fraser	9	97.0	576	10 027	52 079
Victoria	8 <sup>34</sup>	90.0	251	3 669	54 326
Alberta	23	101.0	813	17 720	152 519
Calgary	19	138.0	649 <sup>35</sup>	19 084	100 871
Manitoba	30	85.0	758	8 260	85 635
Regina	10	87.0	112	2 822	18 230
Saskatchewan	11	89.0	424	8 230	47 951
Carleton	8	101.0	281	6 206	37 210
Guelph	14 <sup>36</sup>	106.0	220	5 103	36 698
McMaster	12	100.0	596	7 954	62 728
Ottawa	9	86.0	U/A	8 342	92 315
Queen's	15	95.0	488	9 149	44 235
Toronto	99	100.0	1 594	22 726	461 260
Waterloo	14	106.0	192	3 715	42 479
Western Ontario	11	108.0	757	15 177	109 057
Windsor	7	93.0	136	3 380	27 790
York	22	93.0	613	12 044	133 929
Concordia	10	78.0	232	5 414	91 956
Laval	17	88.0	767	8 566	179 230 <sup>37</sup>
McGill	34	78.0	937	12 287	186 633
Montréal	51	88.0	1 952	9 596	42 041
Québec	12	75.0	809	7 910	140 525
Sherbrooke	6	80.0	696	2 873	49 509
Dalhousie	13	93.0	360	7 283	62 733
Memorial	20	86.5	295	4 702 <sup>38</sup>	62 514
New Brunswick	9	101.0	237	4 508	61 695
CISTI	3	40.0	U/A <sup>39</sup>	802 <sup>40</sup>	17 261
National Library	4 <sup>41</sup>	42.0 <sup>42</sup>	835	18 854	24 380 <sup>43</sup>

N/A = Not Applicable    U/A = Unavailable



	Shelving				
	On-site (metres)	Off-site	Total	% on-site is high density	% off-site is high density
Question Number	6.1	6.2	6.3	6.4	6.5
British Columbia	166 625 <sup>44</sup>	0	166 625	8% <sup>45</sup>	0%
Simon Fraser	63 540	0	63 540	12%	0%
Victoria	65 157	0	65 157 <sup>46</sup>	16%	N/A
Alberta	U/A	U/A	U/A	U/A	U/A
Calgary	75 961 <sup>47</sup>	19 041	95 002	5%	25%
Manitoba	U/A	U/A	U/A	U/A	U/A
Regina	31 597	N/A	31 597	N/A	N/A
Saskatchewan	U/A	U/A	U/A	U/A	U/A
Carleton	55 367	0	55 367	0%	0%
Guelph	39 350	16 506	55 856	12%	100%
McMaster	U/A	U/A	U/A	U/A	U/A
Ottawa	U/A	0	U/A	U/A	0%
Queen's	U/A	U/A	U/A	U/A	U/A
Toronto	U/A	N/A	U/A	10%	N/A
Waterloo	44 976	14 855	59 831	5%	100%
Western Ontario	85 257	12 992	98 249	17%	100%
Windsor	53 067	0	53 067	12%	N/A
York	95 940	0	95 940	13%	0%
Concordia	47 627	0	47 627	80%	N/A
Laval	89 324	0	89 234	1%	0%
McGill *	U/A	U/A	U/A	U/A	U/A
Montréal	102 598	0	102 598	0%	0%
Québec	50 087	N/A	50 087	N/A	N/A
Sherbrooke	5 422	0	5 422	0%	0%
Dalhousie	52 760 <sup>48</sup>	0	52 760 <sup>49</sup>	0%	N/A
Memorial	53 986	11	53 997	16%	0%
New Brunswick	U/A	U/A	U/A	U/A	U/A
CISTI	80 000	N/A	80 000	0%	N/A
National Library	78 920 <sup>50</sup>	37 189 <sup>51</sup>	116 109	40% <sup>52</sup>	6% <sup>53</sup>

**Table III - Facilities**

	Turnstile count <sup>54</sup>	Number of seats	Number of workstations	Number of workstations that are	
				Networked to CD-ROM server	Connected to print server
Question Number	5.1	5.2	5.3	5.4	5.5
British Columbia	21 643 <sup>55</sup>	4 065	493 <sup>56</sup>	463	463
Simon Fraser	8 972	1 461	114	0	114
Victoria	U/A	1 321	130	0	130
Alberta	17 025 <sup>57</sup>	4 484 <sup>58</sup>	444	40	444
Calgary	14 524	2 598	387	679	660
Manitoba	11 080	N/A	286	561	280
Regina	U/A	761	114	8	102
Saskatchewan	1 326 822	2 480	138	10	65
Carleton	923 437	1 126	105	0	143
Guelph	9 625 <sup>59</sup>	1 409	275	7	272
McMaster	1 854 328	2 422	210	110	165
Ottawa	1 168 720	1 200	130	37	3
Queen's	1 597 295 <sup>60</sup>	U/A	280	320 <sup>61</sup>	449
Toronto	U/A	8 857	1 163	U/A	1 757
Waterloo	8 753	1 976	118	10	108
Western Ontario	2 404 303	3 365	450	30	450
Windsor	4 772	1 479	269	5	248
York	U/A	2 487	289	264	264
Concordia	1 728 957 <sup>62</sup>	2 721	109	5	60
Laval	1 151 581	2 862	110	110	110
McGill	2 918 032	5 446	361	133	342
Montréal	2 051 603	3 520	335	23	154
Québec	1 879 510	2 391	226	184	226
Sherbrooke	691 516	1 520	35	6	6
Dalhousie	3 457 <sup>63</sup>	1 597	153	12	133
Memorial	6 412 <sup>3</sup>	2 953	177	7	86
New Brunswick	957 303	1 094	65 <sup>64</sup>	5	65
CISTI	N/A	N/A	10	10	10
National Library	N/A	72	24	5	16

N/A = Not Applicable      U/A = Unavailable

Question Number	Number of workstations that are				
	Connected to scanning facility	Connected to Internet	Controlled by another service	Live network drops for laptops	Only for staff
	5.6	5.7	5.8	5.9	5.10
British Columbia	6 <sup>65</sup>	463	0	127	400
Simon Fraser	5 <sup>66</sup>	114	144	75	138
Victoria	0	130	0	40	140
Alberta	153	1 117	1 117	20	340
Calgary	7	679	20	26	292
Manitoba	7	280	17	2	275
Regina	0	206	0	0	92
Saskatchewan	0	329	0	0	206
Carleton	3	237	67	0	143
Guelph	0	273	45	0	142
McMaster	1	165	44	0	176
Ottawa	1	42	0	0	134
Queen's	0	494	29 <sup>67</sup>	99	233
Toronto	194	1 649	U/A	U/A	688
Waterloo	0	104	0	0	208
Western Ontario	0	450	0	70	175
Windsor	3	229	30	48	134
York	0	289	0	24	231
Concordia	0	90	2	0	145
Laval	0	12	6	6	252
McGill	6	342	8	227	283
Montréal	0	179	0	0	294
Québec	N/A	127	N/A	N/A	174
Sherbrooke	0	18	0	4	65
Dalhousie	1	198	44	136	112
Memorial	1	91	102	86	189
New Brunswick	1	65	0	35	90
CISTI	0	10	N/A	0	N/A
National Library	N/A	5	N/A	N/A	6

***Supplementary Statistics Questionnaire*****1.0 Monographs Titles.**

- 1.1. Print monograph titles
- 1.2. Electronic monograph titles
- 1.3. Total monograph titles

**2.0 Collections use.**

- 2.1. Number of initial loans
- 2.2. Number of renewals
- 2.3. Number of journal loans
- 2.4. Number of reserve loans
- 2.5. Number of uses of materials in-house

**3.0 Services Hours and staffed Service Points.**

- 3.1. Number of staffed library service points
- 3.2. Number of weekly public service hours

**4.0 Library instruction.**

- 4.1. Number of library presentations to groups. If you are using sampling please provide a footnote.
- 4.2. Number of total participants in-group presentations reported on line 4.1. If you are using sampling please provide a footnote.
- 4.3. Total number of reference transactions. If you are using sampling please provide a footnote.

**5.0 Facilities.**

- 5.1. Turnstile count
- 5.2. Number of seats
- 5.3. Total number of workstations in the library available to users
- 5.4. Total number of workstations networked to a stand-alone CD-ROM network
- 5.5. Total number of workstations connected to a print facility
- 5.6. Total number of workstations connected to a scanning facility
- 5.7. Total number of workstations connected to the Internet beyond the Library
- 5.8. Total number of workstations established / controlled entirely by another university unit
- 5.9. Number of live network drops for users with laptops
- 5.10. Number of workstations available only to staff

**6.0 Shelving.**

- 6.1. On-site shelving in metres
- 6.2. Off-site shelving in metres
- 6.3. Total shelving in metres (add 6.1 + 6.2)
- 6.4. Percent of on-site shelving that is high density
- 6.5. Percent of off-site shelving that is high density

## Endnotes to Supplementary Statistics Questionnaire

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- <sup>1</sup> Includes 17 libraries (branch/division services) only; excludes 12 reading rooms/resource centres.
- <sup>2</sup> Library expects to have this information available by 2002 after the recon project is complete.
- <sup>3</sup> Figures are as at March 31, 2001 except for questions 1.1, 1.2, 1.3, 5.1
- <sup>4</sup> Figure as of September, 2001. Excludes electronic monography titles with no print version of title.
- <sup>5</sup> Figure as of September, 2001. Includes electronic monograph titles that we may also have in print version.
- <sup>6</sup> Figure as of September, 2001. Includes electronic monograph titles with no print version of title.
- <sup>7</sup> The count of electronic monograph titles includes: Web sites, CD-ROMs, netLibrary.
- <sup>8</sup> Number of libraries included in this survey: 2
1. University Library:
    - Mills Memorial Library
    - H.G. Thode Library of Science & Engineering
    - Innis Library
  2. Health Sciences Library
- <sup>9</sup> We are investigating ways of obtaining this information and hope to be able to provide this count next year
- <sup>10</sup> All figures are as of May 31, 2001.
- <sup>11</sup> We do not gather statistics on our shelving capacity.
- <sup>12</sup> 2 out of 4 libraries reporting (Kellogg & Sexton)- Killam and Law libraries report U/A
- <sup>13</sup> 2 out of 4 libraries reporting (Kellogg & Sexton)- Killam and Law libraries report U/A
- <sup>14</sup> 2 out of 4 libraries reporting (Kellogg & Sexton)- Killam and Law libraries report U/A
- <sup>15</sup> Excludes Reserve Loans. Includes journal loans.
- <sup>16</sup> These figures do not reflect the usage of electronic materials.
- <sup>17</sup> Journals do not circulate at U of C
- <sup>18</sup> Figures do not reflect our electronic reserve system (Allectra)
- <sup>19</sup> We do not count in-house use of material. To do a sample count in August and September and then to average from it for the whole year would not provide an accurate figure.
- <sup>20</sup> Includes retrievals from Archival & Special Collections.
- <sup>21</sup> Based on sampling.
- <sup>22</sup> 2.5 Conversion of Library Management System. New system does not yet provide this information.
- <sup>23</sup> Most libraries in Western Libraries do not circulate journals. Journals which do circulate have shorter loan periods. There are no renewals.
- <sup>24</sup> Includes ""heavy demand"" materials with shorter loan periods. These loans are also included in 2.1.
- <sup>25</sup> New this year: this figure now includes Curriculum resource centre shelving statistics
- <sup>26</sup> Has been calculated differently, hence the much lower figure this past year.
- <sup>27</sup> Le nombre de renouvellements est inclu dans la réponse donnée à la question 2.1 i.e. dans le nombre de prêts initiaux
- <sup>28</sup> 3 of 4 libraries reporting - Kellogg U/A
- <sup>29</sup> Journals non-circulating
- <sup>30</sup> Killam Circulation numbers U/A. Numbers from Killam Special Collections, Kellogg, Sexton and Law.
- <sup>31</sup> 2 of 4 libraries reporting - Killam and Kellogg - random sampling.
- <sup>32</sup> One branch included with 2.1
- <sup>33</sup> Includes loans of journal volumes/issues
- <sup>34</sup> Some service points have been consolidated.
- <sup>35</sup> The number of library presentations is reduced because of larger classrooms in our Information Commons area
- <sup>36</sup> Increase of 2 over 1999-2000 due to 2 new Learning Commons located in Libraries.
- <sup>37</sup> Nombre total de questions de référence par une méthode d'échantillonnage.
- <sup>38</sup> unavailable at one branch
- <sup>39</sup> This information is not collected. See 4.2.
- <sup>40</sup> Number of people who received a presentation, whether in a group or individually.
- <sup>41</sup> There are 4 public service points at NLC; other specialized services are also available either by telephone, by appointment or electronically. These are not considered staffed library service points.

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- <sup>42</sup> The Reference Room, Copying Services and Circulation Services are all open from 10:00 a.m. to 5:00 p.m., Monday to Friday, excluding statutory holidays. The Main Reading Room and Microform Reading Room are open from 7:00 a.m. to 11:00 p.m., seven days a week, year round.
- <sup>43</sup> Includes both onsite and remote transactions.
- <sup>44</sup> 541,532 feet (/3.25 metre) = 166,625 metres
- <sup>45</sup> 42,000 feet = 7.75%, rounded to 8%
- <sup>46</sup> Plus 296 cabinets and stands.
- <sup>47</sup> We also have 236 microfilm/fiche cabinets and 197 map cabinets that are not reflected in this count
- <sup>48</sup> 3 of 4 libraries reporting - Law Library U/A
- <sup>49</sup> 3 of 4 libraries reporting - Law Library U/A
- <sup>50</sup> Actual measure in linear feet, converted to meters.
- <sup>51</sup> Actual measure in linear feet, converted to meters.
- <sup>52</sup> Estimates
- <sup>53</sup> Estimates
- <sup>54</sup> Some institutions reported annual figures, other reported daily figures
- <sup>55</sup> Turnstile count is for Oct. 16, 2000.
- <sup>56</sup> 463 are connected to the network and another 30 stand-alone public workstations support specialized resources.
- <sup>57</sup> Figure is for mid-week day in October, 2001.
- <sup>58</sup> Includes seating only in Library facilities
- <sup>59</sup> Value reported is actual turnstyle count on first Wednesday in November 2000. Actual annual total is 1,522,399.
- <sup>60</sup> Law Library stats not included in total this year as stats were not collected for a 6 month period.
- <sup>61</sup> Total number of workstations networked to a stand-alone CD-ROM network:  
In light of the text in the instructions ("a transition toward the use of general web-enabled workstations rather than special purpose stations"), we have interpreted the phrase "workstations networked to a stand-alone CD-ROM network" to mean: Workstations which can access CD-ROM databases mounted on local library servers and solely accessible over the network from designated workstations within the library system (includes both patron and staff workstations).
- <sup>62</sup> change of malfunctioning equipment/gates in one our libraries has affected our turnstile count.
- <sup>63</sup> 2 of 4 libraries reporting - Killam and Sexton
- <sup>64</sup> In addition 35 circulating lap tops are available for a total of 100
- <sup>65</sup> 6 public workstations (+ 10 staff workstations)
- <sup>66</sup> These are staff scanning facilities, not public ones
- <sup>67</sup> Total number of workstations established/controlled entirely by another university unit: We have interpreted this question to mean workstations SITUATED WITHIN LIBRARY PREMISES (vs. any and all open user workstations on the university campus such as located in the campus Public Computing Sites).

# **SECTION D**

## **Salaries**

**2001 - 2002**

**Table I - Salary data for all professionals 2001 – 2002**

	<b>Number of Prof. Staff</b>	<b>Average Years of Prof. Exp.</b>	<b>Avg. Yrs of Exp. In Reporting Library</b>	<b>Median Prof. Salary</b>	<b>Average Prof. Salary</b>
British Columbia	99	17.57	0.00	65 000	64 856
Simon Fraser	36	16.61	13.06	61 624	60 509
Victoria	37	17.32	9.29	53 926	58 595
<b>Provincial average</b>	<b>57.33</b>	<b>17.17</b>	<b>7.45</b>	<b>\$60 183</b>	<b>\$61 320</b>
Alberta	62	17.77	13.82	70 320	68 488
Calgary	39	17.97	11.10	66 341	65 039
Manitoba	53	18.58	13.00	58 193	59 332
Regina	24	17.71	14.00	59 524	58 701
Saskatchewan	30	18.13	12.57	71 647	67 373
<b>Regional average</b>	<b>41.60</b>	<b>18.03</b>	<b>12.90</b>	<b>\$65 205</b>	<b>\$63 787</b>
Carleton <sup>1</sup>	26	23.15	18.54	82 072	77 394
Guelph	32	18.47	16.44	56 226	59 599
McMaster	30	20.40	16.10	60 912	62 642
Ottawa <sup>2</sup>	38	23.74	18.71	68 359	69 157
Queen's	43	18.65	14.47	60 140	57 831
Toronto	156	17.31	16.53	73 456	68 360
Waterloo	38	18.89	16.34	60 964	61 936
Western Ontario	54	15.00	13.25	52 235	54 284
Windsor	24	18.33	14.88	60 712	64 024
York	54	17.50	15.76	73 068	75 631
<b>Provincial average</b>	<b>49.50</b>	<b>19.14</b>	<b>16.10</b>	<b>\$64 814</b>	<b>\$65 086</b>
Concordia	40	19.84	15.65	56 371	57 230
Laval	53	23.28	21.81	65 103	65 107
McGill <sup>3</sup>	61	19.93	17.95	65 500	63 538
Montréal	67	18.91	17.84	59 292	59 076
Québec	42	20.93	18.29	60 503	64 125
Sherbrooke	18	16.89	10.72	62 688	61 792
<b>Provincial average</b>	<b>46.83</b>	<b>19.96</b>	<b>17.04</b>	<b>\$61 576</b>	<b>\$61 811</b>
Dalhousie	34	15.71	11.85	64 093	59 637
Memorial	37	21.06	17.03	64 421	63 937
New Brunswick <sup>4</sup>	17	21.88	18.00	75 064	71 876
<b>Regional average</b>	<b>29.33</b>	<b>19.55</b>	<b>15.63</b>	<b>\$67 859</b>	<b>\$65 150</b>
<b>National Average</b>	<b>46.07</b>	<b>18.95</b>	<b>14.70</b>	<b>\$63 990</b>	<b>\$63 706</b>



**Table II - Salary data for administrative librarians 2001 – 2002**

	<b>Number of Prof. Staff</b>	<b>Average Years of Prof. Exp.</b>	<b>Ave. Yrs of Exp. In Reporting Library</b>	<b>Median Prof. Salary</b>	<b>Average Prof. Salary</b>
British Columbia	24	21.17	0.00	89 645	84 783
Simon Fraser	8	17.63	12.13	67 920	67 796
Victoria	15	18.21	10.57	70 138	66 556
<b>Provincial average</b>	<b>15.67</b>	<b>19.00</b>	<b>7.57</b>	<b>\$75 901</b>	<b>\$73 045</b>
Alberta	12	23.92	18.92	90 488	87 247
Calgary	14	22.36	13.14	74 649	74 653
Manitoba	21	20.95	14.57	71 017	68 749
Regina	5	16.00	5.40	66 521	65 155
Saskatchewan	15	20.53	13.93	81 459	75 614
<b>Regional average</b>	<b>13.40</b>	<b>20.75</b>	<b>13.19</b>	<b>\$76 826</b>	<b>\$74 284</b>
Carleton	8	30.13	22.50	85 337	84 940
Guelph	15	25.40	23.07	74 981	68 861
McMaster	18	22.11	18.00	65 748	70 041
Ottawa	12	25.08	15.50	80 695	79 308
Queen's	15	23.47	18.00	68 912	71 603
Toronto	35	20.69	19.97	80 413	81 791
Waterloo	6	24.83	19.67	73 832	74 937
Western Ontario	11	19.36	18.30	67 300	69 842
Windsor	7	20.14	13.57	61 668	70 965
York	9	27.67	15.78	95 646	97 219
<b>Provincial average</b>	<b>13.60</b>	<b>23.89</b>	<b>18.44</b>	<b>\$75 453</b>	<b>\$76 951</b>
Concordia	12	25.45	21.09	71 714	70 539
Laval	10	23.90	23.60	69 925	72 223
McGill	19	22.84	20.74	72 303	76 830
Montréal	21	23.14	21.67	64 316	67 261
Québec	8	26.88	21.50	89 126	90 149
Sherbrooke	7	20.14	10.43	67 656	69 651
<b>Provincial average</b>	<b>12.83</b>	<b>23.73</b>	<b>19.84</b>	<b>\$72 506</b>	<b>\$74 442</b>
Dalhousie	18	17.44	12.11	64 638	65 678
Memorial	14	22.21	15.79	70 657	68 568
New Brunswick	8	25.00	19.63	79 607	79 604
<b>Regional average</b>	<b>13.33</b>	<b>21.55</b>	<b>15.84</b>	<b>\$71 634</b>	<b>\$71 283</b>
<b>National Average</b>	<b>13.59</b>	<b>22.47</b>	<b>16.28</b>	<b>\$74 678</b>	<b>\$74 836</b>

**Table III - Salary data for non-administrative librarians 2001 – 2002**

	Number of Prof. Staff	Average Years of Prof. Exp.	Ave. Yrs of Exp. In Reporting Library	Median Prof. Salary	Average Prof. Salary
British Columbia	57	18.33	0.00	64 770	61 772
Simon Fraser	19	18.32	13.47	62 769	61 806
Victoria	13	21.89	13.00	52 223	58 792
<b>Provincial average</b>	<b>29.67</b>	<b>19.51</b>	<b>8.82</b>	<b>\$59 920</b>	<b>\$60 790</b>
Alberta	45	16.49	12.98	70 320	63 805
Calgary	25	15.52	9.96	55 022	59 654
Manitoba	32	16.97	11.94	51 223	53 151
Regina	14	21.71	19.43	65 335	61 613
Saskatchewan	15	15.73	11.20	65 410	59 132
<b>Regional average</b>	<b>26.20</b>	<b>17.28</b>	<b>13.10</b>	<b>\$61 462</b>	<b>\$59 471</b>
Carleton	17	20.76	17.29	79 618	74 745
Guelph	12	11.17	10.25	52 738	53 999
McMaster	10	14.90	11.40	49 608	49 420
Ottawa	25	23.08	20.04	64 244	63 864
Queen's	26	16.35	12.38	53 593	50 002
Toronto	109	16.42	15.54	68 893	64 314
Waterloo	25	19.96	17.48	59 590	59 160
Western Ontario	29	16.68	15.07	51 341	51 844
Windsor	17	17.59	15.41	59 624	61 166
York	31	16.65	13.74	73 127	76 277
<b>Provincial average</b>	<b>30.10</b>	<b>17.36</b>	<b>14.86</b>	<b>\$61 237</b>	<b>\$60 479</b>
Concordia	23	19.67	14.76	51 223	52 708
Laval	40	24.68	22.80	65 103	65 190
McGill	38	19.32	17.45	60 932	57 811
Montréal	44	16.93	16.68	59 292	54 483
Québec	31	19.06	16.94	60 503	57 759
Sherbrooke	11	14.82	10.91	62 688	56 791
<b>Provincial average</b>	<b>31.17</b>	<b>19.08</b>	<b>16.59</b>	<b>\$59 956</b>	<b>\$57 457</b>
Dalhousie	16	13.75	11.56	55 025	52 842
Memorial	23	20.32	17.82	63 097	60 990
New Brunswick	7	18.86	16.71	69 688	69 178
<b>Regional average</b>	<b>15.33</b>	<b>17.64</b>	<b>15.36</b>	<b>\$62 603</b>	<b>\$61 003</b>
<b>National Average</b>	<b>27.93</b>	<b>18.00</b>	<b>14.30</b>	<b>\$61 000</b>	<b>\$59 714</b>

**Table IV - Salary data for other professionals 2001 – 2002**

	<b>Number Prof. Staff</b>	<b>Average Yrs. of Prof. Exp.</b>	<b>Ave Yrs. of Exp. In Reporting Library</b>	<b>Median Prof. Salary</b>	<b>Average Prof. Salary</b>
British Columbia	18	10.33	N/A	41 868	48 052
Simon Fraser	8	13.50	14.50	48 898	52 867
Victoria	9	10.63	2.88	41 799	44 442
<b>Provincial average</b>	<b>11.67</b>	<b>11.49</b>	<b>8.69</b>	<b>\$44 188</b>	<b>\$48 453</b>
Alberta	5	14.60	9.20	62 846	65 622
Calgary	0	0.00	0.00	0	0
Manitoba	0	0.00	0.00	0	0
Regina	5	8.20	7.40	44 138	44 094
Saskatchewan	0	0.00	0.00	0	0
<b>Regional average</b>	<b>5.00</b>	<b>11.40</b>	<b>8.30</b>	<b>\$53 492</b>	<b>\$54 858</b>
Carleton	1	8.00	8.00	*	*
Guelph	5	15.20	11.40	46 683	45 256
McMaster	2	32.50	22.50	*	*
Ottawa	1	24.00	24.00	*	*
Queen's	2	12.50	15.00	*	*
Toronto	11	13.82	13.82	62 419	61 690
Waterloo	7	10.00	9.43	56 583	60 708
Western Ontario	14	8.21	5.86	47 151	48 224
Windsor	0	0.00	0.00	0	0
York	14	12.86	20.21	59 057	60 322
<b>Provincial average</b>	<b>6.33</b>	<b>15.23</b>	<b>14.47</b>	<b>\$54 378</b>	<b>\$55 240</b>
Concordia	5	8.20	7.40	48 902	46 091
Laval	3	2.67	2.67	*	*
McGill	4	12.00	9.50	40 711	40 286
Montréal	2	18.00	3.00	*	*
Québec	3	24.33	23.67	74 183	74 183
Sherbrooke	0	0.00	0.00	0	0
<b>Provincial average</b>	<b>3.40</b>	<b>13.04</b>	<b>9.25</b>	<b>\$54 598</b>	<b>\$53 520</b>
Dalhousie	0	0.00	0.00	0	0
Memorial	0	0.00	0.00	0	0
New Brunswick	2	20.00	16.00	*	*
<b>Regional average</b>	<b>2.00</b>	<b>20.00</b>	<b>16.00</b>	<b>\$0</b>	<b>\$0</b>
<b>National Average</b>	<b>5.54</b>	<b>12.82</b>	<b>10.95</b>	<b>\$51 941</b>	<b>\$53 218</b>

**Table V - Salary distribution 2001 – 2002**

	>80 000	75 000 to 79 999	70 000 to 74 999	65 000 to 69 999	60 000 to 64 999	57 500 to 59 999	55 000 to 57 499	52 500 to 54 999
British Columbia	18	5	7	20	11	5	4	1
Simon Fraser	1	2	1	11	5	1	1	6
Victoria	1	0	8	1	5	2	1	1
Alberta	14	7	16	5	7	2	0	1
Calgary	9	3	2	7	2	1	2	4
Manitoba	4	2	10	7	3	2	3	2
Regina	0	4	0	7	0	2	0	2
Saskatchewan	13	1	2	4	0	1	1	1
Carleton	15	3	3	1	1	1	0	0
Guelph	3	6	2	1	1	1	3	2
McMaster	3	3	0	6	4	4	1	0
Ottawa	6	9	1	8	5	0	7	1
Queen's	2	4	1	7	8	3	3	3
Toronto	35	40	11	9	11	5	3	4
Waterloo	2	2	2	10	3	4	6	2
Western Ontario	1	1	1	4	6	8	5	1
Windsor	5	5	0	0	3	3	1	0
York	21	3	6	5	5	6	2	4
Concordia	2	1	5	3	7	1	2	1
Laval	3	1	1	38	2	1	1	3
McGill	8	2	12	9	9	0	2	3
Montréal	0	6	3	1	11	28	4	2
Québec	6	2	0	1	22	2	2	2
Sherbrooke	1	0	2	2	8	0	0	1
Dalhousie	3	0	2	10	5	2	2	1
Memorial	3	2	7	5	5	3	4	0
New Brunswick	6	3	1	4	0	0	1	0

	50 000 to 52 499	47 500 to 49 999	45 000 to 47 499	42 500 to 44 999	40 000 to 42 499	35 000 to 39 999	30 000 to 34 999	< 29 999
British Columbia	3	3	3	4	5	10	0	0
Simon Fraser	2	2	2	1	0	1	0	0
Victoria	4	1	3	0	2	2	0	6
Alberta	0	0	1	2	1	6	0	0
Calgary	2	1	5	0	1	0	0	0
Manitoba	3	0	4	2	10	0	0	1
Regina	2	0	3	2	0	2	0	0
Saskatchewan	1	0	0	0	1	2	3	0
Carleton	0	0	1	0	1	0	0	0
Guelph	3	3	1	1	1	3	1	0
McMaster	4	2	1	1	0	1	0	0
Ottawa	0	0	1	0	0	0	0	0
Queen's	2	1	1	1	3	0	1	3
Toronto	3	9	3	4	6	6	5	2
Waterloo	3	1	2	0	0	1	0	0
Western Ontario	4	5	5	5	6	1	0	1
Windsor	1	1	1	0	1	3	0	0
York	0	0	1	1	0	0	0	0
Concordia	5	7	0	0	1	4	1	0
Laval	1	0	0	0	1	0	0	1
McGill	4	2	1	1	0	4	2	2
Montréal	1	1	3	4	0	2	0	1
Québec	1	1	1	1	1	0	0	0
Sherbrooke	3	0	0	0	1	0	0	0
Dalhousie	2	1	0	0	1	2	3	0
Memorial	2	1	1	1	1	1	0	1
New Brunswick	0	0	1	1	0	0	0	0

**Table VI - Average and median salary per year of professional experience - Librarian positions only 2001 – 2002**

	Less than 7 years of professional experience			7 to 13 years of professional experience			14 to 20 years of professional experience		
	# of staff	average	median	# of staff	average	median	# of staff	average	median
British Columbia	22	43 630	41 085	17	56 964	57 360	18	72 553	68 169
Simon Fraser	4	47 611	48 392	13	54 798	54 677	7	67 739	67 920
Victoria	3			8	42 400	49 020	10	63 894	65 980
<b>Provincial</b>		<b>\$44 602</b>	<b>\$43 865</b>		<b>\$54 611</b>	<b>\$55 808</b>		<b>\$69 116</b>	<b>\$67 920</b>
Alberta	11	45 062	40 807	4	54 261	59 059	21	71 432	70 320
Calgary	5	44 840	45 101	11	54 471	52 794	4	68 289	67 461
Manitoba	7	38 218	41 577	8	48 816	46 307	5	63 263	57 030
Regina	4	43 665	43 082	5	50 568	46 258	7	59 307	59 324
Saskatchewan	5	45 507	40 871	6	47 233	42 460	5	79 347	81 831
<b>Regional</b>		<b>\$43 611</b>	<b>\$42 000</b>		<b>\$51 265</b>	<b>\$51 127</b>		<b>\$69 081</b>	<b>\$68 597</b>
Carleton	1			5	66 441	65 354	2		
Guelph	6	41 764	39 918	5	59 924	58 319	6	56 481	54 131
McMaster	2			3			10	57 632	55 158
Ottawa	1			3			8	65 965	63 027
Queens	3			9	48 757	50 229	15	58 285	62 320
Toronto	34	50 889	48 905	29	65 713	67 511	27	73 341	74 323
Waterloo	6	50 334	51 171	6	53 873	54 732	6	69 433	66 885
Western Ontario	13	44 452	44 744	10	50 445	48 820	9	63 064	61 455
Windsor	6	42 800	40 600	2			6	62 917	60 712
York	16	58 624	59 506	10	65 911	68 012	6	83 231	77 982
<b>Provincial</b>		<b>\$49 527</b>	<b>\$47 336</b>		<b>\$59 779</b>	<b>\$58 672</b>		<b>\$66 365</b>	<b>\$65 101</b>
Concordia	3			10	48 926	49 328	5	50 146	51 223
Laval	4	49 980	52 774	5	62 503	65 103	3		
McGill	7	37 380	38 481	12	49 575	50 939	10	62 008	64 999
Montréal	6	45 720	44 974	18	56 995	57 880	10	61 657	59 292
Québec à Montréal	3			5	55 228	55 802	11	63 731	60 503
Sherbrooke	4	48 445	50 988	4	63 519	64 713	3		
<b>Provincial</b>		<b>\$43 138</b>	<b>\$43 412</b>		<b>\$54 681</b>	<b>\$54 819</b>		<b>\$61 302</b>	<b>\$60 503</b>
Dalhousie	2			3			8	59 802	60 196
Memorial	3			5	52 475	51 181	8	61 085	58 389
New Brunswick	1			0	*	*	5	67 592	65 482
<b>Regional</b>		<b>\$43 666</b>	<b>\$42 402</b>		<b>\$50 190</b>	<b>\$50 519</b>		<b>\$62 145</b>	<b>\$60 703</b>
<b>National</b>		<b>\$46 401</b>	<b>\$44 519</b>		<b>\$55 900</b>	<b>\$55 857</b>		<b>\$65 978</b>	<b>\$65 088</b>

	21 to 27 years of professional experience			28 to 34 years of professional experience			more than 35 years of professional experience		
	# of staff	average	median	# of staff	average	median	# of staff	average	median
British Columbia	25	75 981	72 055	10	78 439	70 468	7	71 807	69 003
Simon Fraser	5	66 774	67 920	2			4	73 956	71 687
Victoria	7	69 132	72 308	2			1		
<b>Provincial</b>		<b>\$73 441</b>	<b>\$69 203</b>		<b>\$72 526</b>	<b>\$68 123</b>		<b>\$70 876</b>	<b>\$68 462</b>
Alberta	17	78 550	76 060	9	77 576	74 450	0	*	*
Calgary	11	72 194	70 924	7	80 608	82 000	1	*	*
Manitoba	14	71 108	70 253	13	68 401	71 017	1		
Regina	2			6	71 944	72 482	0	*	*
Saskatchewan	8	79 740	81 522	6	79 270	78 561	0	*	*
<b>Regional</b>		<b>\$74 951</b>	<b>\$73 098</b>		<b>\$74 608</b>	<b>\$72 615</b>			
Carleton	5	80 394	80 833	9	86 209	85 540	3		
Guelph	8	64 318	63 283	4	72 422	76 822	3		
McMaster	8	69 758	67 224	6	72 162	69 324	1		
Ottawa	13	69 733	68 359	13	74 659	75 288	0	*	*
Queens	8	66 046	63 930	7	68 815	69 695	1	*	*
Toronto	35	70 703	77 750	26	80 584	79 797	5	82 002	79 578
Waterloo	11	63 300	59 782	9	68 384	68 934	0	0	0
Western Ontario	8	58 930	59 320	9	63 230	59 320	1	*	*
Windsor	3			6	79 529	80 315	1		
York	6	80 087	86 290	11	90 405	92 617	5	102 528	100 406
<b>Provincial</b>		<b>\$69 257</b>	<b>\$68 510</b>		<b>\$77 021</b>	<b>\$78 172</b>		<b>\$83 981</b>	<b>\$83 287</b>
Concordia	8	63 101	62 902	6	70 684	71 086	5	67817	63801
Laval	20	68 230	65 853	18	67 877	65 103	2		
McGill	17	67 592	66 895	12	84 248	77 226	3	79 712	83 474
Montréal	22	60 956	59 292	10	64 100	62 988	1		
Québec à Montréal	13	65 426	60 503	9	71 095	60 503	1		
Sherbrooke	4	63 930	62 688	3			0	*	*
<b>Provincial</b>		<b>\$65 069</b>	<b>\$64 316</b>		<b>\$71 567</b>	<b>\$68 800</b>		<b>\$71 176</b>	<b>\$69 048</b>
Dalhousie	12	70 796	66 800	3			0	*	*
Memorial	13	67 609	67 069	6	76 789	74 351	1		
New Brunswick	9	74 968	79 085	1			1		
<b>Regional</b>		<b>\$70 682</b>	<b>\$69 703</b>		<b>\$75 032</b>	<b>\$73 027</b>			
<b>National</b>		<b>\$69 730</b>	<b>\$68 398</b>		<b>\$74 752</b>	<b>\$74 117</b>		<b>\$77 083</b>	<b>\$78 415</b>

***Salary Questionnaire***

You can submit your data using the WEB form (one by one) or by EMAIL using a spreadsheet like Excel or Quattro please follow the example below.

Staff ID	Salary July 1 2001	Category of the position	Years of professional experience	Years of professional experience in the reporting institution

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Please read the [Specific Instructions](#) for this questionnaire.

**EXAMPLE**

- You can also enter your data on a spreadsheet using Excel or Quattro
- Please use the following model
- Please Email your spreadsheet as an attachment to: [gilbert@uottawa.ca](mailto:gilbert@uottawa.ca)

Institution	Staff ID	Salary July 1 2001	Category of the position	Years of professional experience	Years of professional experience in the reporting institution
University of Ottawa	1		NONADMIN		
University of Ottawa	2		ADMIN		
University of Ottawa	3		OTHER		
University of Ottawa	4				
University of Ottawa	5				
University of Ottawa	6				
	....				



### **Endnotes to Salary Questionnaire**

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<sup>1</sup> Please note that the salary information is as of July 1, 2001 and does not include CDIs.

<sup>2</sup> The 2001 - 2002 salaries have not been established, they are still negotiating the economic increase. On May 1st, the librarian only received one P.T.R.

<sup>3</sup> Salary statistics as at July 1, 2001 were submitted on an Excel spreadsheet sent to Gilbert Caron.

<sup>4</sup> Administrative stipend is \$1780

Salary rates as @ January 1/2001 - proposed increase retroactive to July 1/2001 presently in negotiations



# **SECTION E**

**Data**

**2000-2001**

**Table I - Staff collections & use**

	Staff		Collections		
	Number of professional staff (ETC)	Number of other staff (ETC)	Number of titles	Number of physical files	Number of CD-ROMs
Question Number	1.1	1.2	3.1	3.2	3.3.1
British Columbia	1	1	2410 <sup>1</sup>	U/A	463 <sup>2</sup>
Simon Fraser	1	1	157	4606	0
Victoria	.25	0	45	2620	41
Alberta <sup>3</sup>	2	1	1300	17537	100
Calgary	1.5	1.5	U/A	16502	25
Manitoba	0.5	0	132	U/A	128
Regina	1 <sup>4</sup>	0	229	U/A	72
Saskatchewan	1.0	1.5	U/A	14810	60
Carleton	1	2.2	909	6363	60
Guelph	2	1	254	157222	14
McMaster	1	N/A	85	U/A	U/A
Ottawa	.5	.25	284	1400 <sup>5</sup>	30 <sup>6</sup>
Queen's	.5	0	U/A	U/A	U/A
Toronto <sup>7</sup>	1	1.6	3043	107477	538
Waterloo	2	1	254	157 222	95
Western Ontario	1.3	0	over 1236	over 6000	290
Windsor	.25	0	110	0	100
York	.75	0	15	U/A	107
Concordia	.23	.4	28	N/A	31
Laval	1 75	25	96	3223	21
McGill <sup>8 9</sup>	.5	1.5	U/A	U/A	U/A
Montréal	.5	.25	257	2806	69
Québec	N/A	N/A	N/D	N/D	N/D
Sherbrooke	1	0	3	N/D	3
Dalhousie	.3	.85	182 <sup>10</sup>	1804	112
Memorial	1	4	261	U/A	181
New Brunswick	2	1	32	1099	20
CISTI	N/A	N/A	N/A	N/A	N/A
National Library	N/R	N/R	N/R	N/R	N/R

N/A = Not Applicable    U/A = Unavailable    N/D= Non disponible    N/R = Did not reply to the survey

Question Number	Number of diskettes	Number of DVD-ROMs	Number of others	Digital map included?	Collections Use	
					Number of user consultations	Number of unmediated data accesses
	3.3.2	3.3.3	3.3.4	3.4	4.1	4.2
British Columbia	33	0	0	Yes	535 <sup>11</sup>	U/A
Simon Fraser	0	125	0	Yes	896	U/A
Victoria	0	0	0	No	58	U/A
Alberta	0	0	N/A	Yes <sup>12</sup>	341	21 250 <sup>13</sup>
Calgary	0	0	0	Yes	1 937	U/A
Manitoba	0	0	N/A	Yes	500/year	U/A
Regina	6	N/A	0	No	U/A <sup>14</sup>	N/A
Saskatchewan	3	0	0	Yes	80 <sup>15</sup>	U/A
Carleton	244	1	0	No <sup>16</sup>	4 158	U/A <sup>17</sup>
Guelph	1	0	N/A	Yes	U/A	U/A
McMaster	U/A	U/A	N/A	No	119	U/A
Ottawa	0	0	6	No <sup>18</sup>	275	N/A
Queen's	U/A	U/A	N/A	Yes	U/A	U/A
Toronto	0	0	Magnetic tapes: 40	Yes	2 819	U/A <sup>19</sup>
Waterloo	0	0	0	Yes	N/A	N/A
Western Ontario	35	0	Magnetic tapes:210	Yes	U/A	6 559
Windsor	10	0	0	Yes	30	207 <sup>20</sup>
York	13	0	N/A	Yes	U/A	U/A
Concordia	N/A	N/A	0	No	183	N/A
Laval	5	0	0	Non	N/D	12 767 <sup>21</sup>
McGill	U/A	I/A	0	No	1 318	U/A
Montréal	0	0	0	Oui	N/D	N/D
Québec	N/D	N/D	0	Non	N/D	N/D
Sherbrooke	2	0	0	Non	N/D	N/D
Dalhousie	14	0	0	Yes	600 <sup>22</sup>	U/A <sup>23</sup>
Memorial	80	0	0	Yes	90	U/A
New Brunswick	0	0	N/A	Yes	U/A <sup>24</sup>	U/A <sup>25</sup>
CISTI	N/A	N/A	N/A	No	N/A	N/A
National Library	N/R	N/R	N/R	N/R	N/R	N/R

**Table II - Consortial data acquisition & access**

	Data acquisition consortia				Data access memberships			
	DLI	ICPSR	Roper Center	Other	CHASS	IDLS	QWIFS	Sherlock
Question Number	2.1	2.2	2.3	2.4	2.5	2.6	2.7	2.8
British Columbia	Yes	Yes	Yes	0	Yes	No	No	No
Simon Fraser	Yes	Yes	No	DMTI	Yes	No	No	No
Victoria	Yes	Yes	No	0	Yes	No	No	No
Alberta	Yes	Yes	Yes	N/A	Yes	No	No	No
Calgary	Yes	Yes	No	GEODE (AltaLIS)	Yes	No	No	No
Manitoba	Yes	Yes	No	N/A	Yes	No	No	No
Regina	Yes	Yes	No	DMTI	Yes	No	No	No
Saskatchewan	Yes	Yes	No	N/A	Yes	Yes	No	No
Carleton	Yes	Yes	No	0	Yes	No	No	No
Guelph	Yes	Yes	No	N/A	Yes	No	No	No
McMaster	Yes	Yes	No	N/A	Yes	No	Yes	No
Ottawa	Yes	Yes	No	0	Yes	Yes	No	No
Queen's	Yes	Yes	No	DMTI	Yes	No	Yes	No
Toronto	Yes	Yes	Yes	N/A	Yes	No	No	No
Waterloo	Yes	Yes	No	0	Yes	No	No	No
Western Ontario	Yes	Yes	No	0	Yes	Yes	No	No
Windsor	Yes	Yes	No	OGDE & DMTI	Yes	Yes	No	No
York	Yes	Yes	No	N/A	Yes	No	No	No
Concordia	Yes	No	No	0	Yes	No	No	Yes
Laval	Oui	Oui	Non	0	Oui	Non	Non	Oui
McGill	Yes	Yes	No	0	Yes	No	No	Yes
Montréal	Oui	Oui	Non	0	Oui	Non	Non	Oui
Québec	Oui	Non	Non	0	Oui	Non	Non	Oui
Sherbrooke	Oui	Non	Non	DMTI	Oui	Non	Non	Oui
Dalhousie	Yes	Yes	Yes	0	Yes <sup>26</sup>	Yes	No	No
Memorial	Yes	No	No	DMTI	Yes	Yes	No	No
New Brunswick	Yes	Yes	No	N/A	Yes	Yes	No	No
CISTI	No	No	No	N/A	No	No	No	No
National Library	N/R	N/R	N/R	N/R	N/R	N/R	N/R	N/R

N/A = Not Applicable    N/R = Did not reply to the survey

	Data access memberships			Remote data vendors				
	LANDRU	TDR	Other	Datastream	DRI	OECD	UN	Other
Question Number	2.9	2.10	2.11	2.12	2.13	2.14	2.15	2.16
British Columbia	Yes	No	0	Yes	Yes	Yes	No	CRSP Basic Economics World Bank
Simon Fraser	Yes	No	NA	No	No	No	No	NA
Victoria	Yes	No	UBC Data Library	No	No	No	No	0
Alberta	Yes	No	*	Yes	No	No	No	N/A
Calgary	Yes	No	GEODE (UCalgary)	No	No	No	No	0
Manitoba	Yes	No	N/A	No	No	No	No	N/A
Regina	Yes	No	0	No	No	No	Yes	0
Saskatchewan	Yes	No	N/A	No	No	No	Yes	***
Carleton	No	No	B20/20 (U Ottawa)	No	No	Yes	Yes	0
Guelph	No	Yes	N/A	No	Yes	Yes	No	TSE World Bank
McMaster	No	No	N/A	No	No	Yes	No	N/A
Ottawa	No	No	0	No	No	No <sup>27</sup>	No	StatUSA CompuStat FISonline
Queen's	No	No	N/A	No	Yes	No	No	N/A
Toronto	No	No	N/A	Yes	Yes	Yes	Yes	N/A
Waterloo	No	Yes	0	No	No	No	No	0
Western Ontario	No	No	0	No	No	No	No	IFS
Windsor	No	No	0	No	No	No	Yes	0
York	No	No	N/A	Yes	No	No	No	Bloomberg CRSP E-Stat
Concordia	No	No	McGill - Crepuq	No	No	Yes	No	0
Laval	Non	Non	Tableaux IVT crepuq	Non	Non	Oui	Non	E-STAT STAT-USA
McGill	No	No	0	Yes	Yes	Yes	Yes	0 <sup>28</sup>
Montréal	Non	Non	0	Non	Non	Oui	Non	0
Québec	Non	Non	0	Non	Non	Oui	Non	0
Sherbrooke	Non	Non	0	Non	Non	Oui	Non	FMI
Dalhousie	Yes	Yes	**	Yes	Yes	Yes	Yes	Geoconnections USGS NOAA
Memorial	No	No	0	No	No	No	No	Access UN (Readex)
New Brunswick	Yes	No	N/A	No	No	Yes	Yes	N/A
CISTI	No	No	N/A	No	No	No	No	N/A
National Library	N/R	N/R	N/R					

\* ACCOLEDS: a Prairie, Pacific, and Maritime ICPSR Federation and Data Use and Training Organisation;  
METROPOLIS: Prairie Centre for Research and Immigration and Integration (restricted access)

\*\* E-STAT, Service New Brunswick Geospatial data files (UNB), DMTI Road Network (U Toronto)

\*\*\* 1. FAO. 2. Statistics Canada, ESTAT. 3. NTDB, National Trade Data Banks. 4. GLOBUS. 5. State of the Nation.

*Data Questionnaire*

## 1.0 FTE staff devoted to research data acquisition and service

- 1.1. Number of Professional staff
- 1.2. Number of Other staff

## 2.0 Consortial data acquisition and access arrangements/memberships (Check all that apply)

Data acquisition consortia

- 2.1. DLI
- 2.2. ICPSR
- 2.3. Roper Center
- 2.4. Other (specify)

Data access memberships

- 2.5. CHASS (U Toronto)
- 2.6. IDLS (UWO)
- 2.7. QWIFS (Queen's U)
- 2.8. Sherlock (CREPUQ)
- 2.9. LANDRU (U Calgary)
- 2.10. TDR (Tri University Group of Libraries)
- 2.11. Other (specify)

Remote data vendors

- 2.12. Datastream
- 2.13. DRI
- 2.14. OECD
- 2.15. UN Common Database
- 2.16. Other (specify)

## 3.0 Collections

- 3.1. Number of Titles
- 3.2. Number of Physical files
- 3.3. Number of Removable media:
  - 3.3.1. CD-ROMs
  - 3.3.2. Diskettes
  - 3.3.3. DVD-ROMS
  - 3.3.4. Other (specify)
- 3.4. Are digital map files included

## 4.0 Use

- 4.1. Number of user consultations
- 4.2. Number of unmediated data accesses



## Endnotes to Data Questionnaire

- 
- <sup>1</sup> Counted the number of files with extensions of .dat, .data, and .eoo.
  - <sup>2</sup> Data Services internal location has 75 CD-ROM's. Government Publications internal location has 388 CD-ROM's, almost all statistical and many obtained from Statistics Canada's DLI. Total: 463 physical files.
  - <sup>3</sup> All figures are as of March 31, 2001.
  - <sup>4</sup> There is a 50% FTE position that spends a portion of their half-time position to Data Services.
  - <sup>5</sup> Not counted on removable media.
  - <sup>6</sup> This is an estimate count and does not include about 30 more "kept just in case" but not catalogued.
  - <sup>7</sup> Map files are included in Q.3's, but excluded in Q.1 and 4.
  - <sup>8</sup> Data as at May 31, 2001.
  - <sup>9</sup> Collections - Statistics are unavailable for 2000/2001. They will be gathered for 2001/2002.
  - <sup>10</sup> CD-Roms with numeric tables in .pdf or .html format were excluded.
  - <sup>11</sup> Reporting period is April 2000-March 2001.
  - <sup>12</sup> Digital map files included are Census.
  - <sup>13</sup> 21,250 includes 90 for Metropolis and 21,160 for Census 1996 tables (locally mounted and networked).
  - <sup>14</sup> User consultations are not separable from Government Publication Statistics.
  - <sup>15</sup> Reflects data consultations in Data Library area, not Government Publications.
  - <sup>16</sup> Data for this question will be provided next year.
  - <sup>17</sup> We cannot estimate the number of unmediated data accesses.
  - <sup>18</sup> Not included, the maps are under a separate administrative unit.
  - <sup>19</sup> Does not include web-based accesses of documentation.
  - <sup>20</sup> This number does not include CHASS.
  - <sup>21</sup> Le nombre d'interrogations directes par les usagers autorisés s'élèvent à 12767. Cependant 4773 autres usagers ont consulté la description des enquêtes qui est accessible à tous.
  - <sup>22</sup> 600 per year GIS only. It is not easy to segregate data use from 1.) statistical consulting work by one individual and 2.) gov't documents/social science reference activity by the librarians, hence this figure would be very rough estimate (+ or - 300). Considering the directive in the preamble ""If an exact figure is unavailable use N/A"" I have assumed that U/A is the appropriate response
  - <sup>23</sup> Usage figures are only available for IDLS unmediated access – 821.
  - <sup>24</sup> Do not distinguish between data consultations and general reference consultations.
  - <sup>25</sup> Is not counted at present.
  - <sup>26</sup> CANSIN and Census Analyzer only.
  - <sup>27</sup> Not Source OECD.
  - <sup>28</sup> IFM, World Bank, EIU-Economist Intelligence Unit, CRSP-Centre for Research in Security Prices.



## **SECTION F**

### **Document delivery**

**2000 - 2001**

**Table I - Inter-institutional document delivery**

	Software for			User can place inter-institutional loan via	
	Borrowing	Lending	Name of software	E-Mail	Library Web page
Question Number	1.1.1	1.1.2	1.2	1.3.1	1.3.2
British Columbia	Yes	Yes	Epixtech RSS <sup>1</sup>	Yes	Yes <sup>2</sup>
Simon Fraser	Yes	Yes	RSS	No	Yes
Victoria	Yes	Yes	Aviso	No	Yes
Alberta <sup>3</sup>	Yes	Yes	Borrowing/Aviso Lending/Relais	Yes	Yes
Calgary	Yes	Yes	Borrowing - AVISO; Lending Relais	No	Yes
Manitoba	Yes	Yes	Lending-Relais Borrowing-Aviso	Yes	Yes
Regina	Yes	Yes	AVISO	No	No
Saskatchewan	Yes	Yes	AVISO	Yes	Yes
Carleton <sup>4</sup>	Yes	Yes	AVISO	Yes	No
Guelph <sup>5</sup>	Yes <sup>6</sup>	Yes	AVISO Voyager	No	Yes
McMaster	Yes	Yes	AVISO	N/A	N/A
Ottawa	Oui	Oui	Aviso	Non	Oui
Queen's	Yes	Yes	Aviso Doclilne	Yes	Yes
Toronto <sup>7</sup>	No <sup>8</sup>	No <sup>9</sup>	0 <sup>10</sup>	Yes	No
Waterloo	Yes <sup>11</sup>	Yes	Aviso <sup>12</sup>	No	Yes <sup>13</sup>
Western Ontario	No	Yes	AVISO	Yes	Yes
Windsor	Yes	Yes	Aviso	Yes	Yes
York	Yes	Yes	Locally developed	No	Yes
Concordia	Yes	Yes	Aviso	Yes	Yes
Laval	Oui	Oui	Aviso	Oui	Oui
McGill <sup>14</sup>	Yes	Yes	AVISO	No	Yes
Montréal	Oui	Non <sup>15</sup>	AVISO <sup>16</sup>	Non	Oui
Québec	Oui	Oui	UQ-PEB	Non	Non
Sherbrooke	Oui	Oui	PEB-UQ	Oui	Oui
Dalhousie <sup>17</sup>	Yes <sup>18</sup>	Yes <sup>19</sup>	Aviso Relais Quickdoc <sup>20</sup>	Yes	Yes
Memorial	Yes	Yes	Aviso Relais	No	Yes
New Brunswick	Yes	Yes	Borrowing-Aviso Lending-Relais	No	Yes
CISTI	Yes	Yes	Lending -IntelliDoc borrowing - Wings	Yes	Yes
National Library	Yes	Yes	Borrowing = AVISO / Lending = NAVIS	Yes	Yes

N/A = Not Applicable

Question Number	User can place inter-institutional loan via				Web / Email request	
	Telephone	Paper form	Fax	ILS	Enter manually	Automatically parsed
	1.3.3	1.3.4	1.3.5	1.3.6	1.4.1	1.4.2
British Columbia	Yes	Yes	Yes	No	Yes	Yes
Simon Fraser	No	No	No	No	N/A	Yes
Victoria	No	No	No	No	No	Yes
Alberta	No	Yes	Yes	No	No	Yes
Calgary	No	Yes	No	No	No	Yes
Manitoba	No	Yes	Yes	N/A	No	Yes
Regina	No	Yes	No	No	Yes	No
Saskatchewan	No	No	No	No	Yes	No
Carleton	Yes	Yes	Yes	No	Yes <sup>21</sup>	Yes
Guelph	No	No	No	Yes <sup>22</sup>	No	Yes <sup>23</sup>
McMaster	No	N/A	N/A	No	N/A	No
Ottawa	Non	Oui	Oui	Non	Non	Oui
Queen's	No	Yes	Yes	No	Yes	No
Toronto	Yes	Yes	Yes	No	N/A	N/A
Waterloo	No	No	No	Yes <sup>24</sup>	No	Yes
Western Ontario	No	Yes	Yes	No	No	No
Windsor	No	Yes	Yes	Yes	Yes	No
York	No	No	No	No	No	Yes
Concordia	No	Yes	Yes	No	Yes <sup>25</sup>	Yes
Laval	Oui	Oui	Oui	N/P	Oui	Non
McGill	No	No	No	No	Yes	No
Montréal	Non	Oui	Non	Non	Oui	Non
Québec	Non	Oui	Oui	Non	N/P	N/P
Sherbrooke	Oui	Non	Oui	Non	Oui	Non
Dalhousie	Yes	Yes	Yes	Yes	Yes <sup>26</sup>	Yes <sup>27</sup>
Memorial	No	Yes	Yes	No	Yes <sup>28</sup>	Yes <sup>29</sup>
New Brunswick	No	Yes	Yes	No	N/A	Yes
CISTI	Yes	Yes	Yes	Yes	No	Yes
National Library	Yes <sup>30</sup>	Yes	Yes	Yes	Yes <sup>31</sup>	Yes <sup>32</sup>

**Table II - Inter-institutional document delivery**

	Communication with users							View status online
	E-Mail	Library Web Page	Telephone	Paper form	Fax	ILS	Other	
Question Number	1.5.1	1.5.2	1.5.3	1.5.4	1.5.5	1.5.6	1.5.7	1.6
British Columbia	Yes	Yes <sup>33</sup>	Yes	Yes	Yes	N/A	N/A	Yes <sup>34</sup>
Simon Fraser	Yes	Yes	Yes	No	No	N/A	0	Yes
Victoria	Yes	No	Yes	Yes	No	No	N/A	No
Alberta	Yes	Yes	Yes	Yes	Yes	No	N/A <sup>35</sup>	No
Calgary	Yes	Yes	Yes	Yes	Yes	No	N/A	No
Manitoba	Yes	No	No	Yes	Yes	N/A	N/A	No
Regina	Yes	No	Yes	Yes	No	No	0	No
Saskatchewan	Yes	No	Yes	No	No	No	none	No
Carleton	Yes	No	Yes	Yes	Yes	No	0	No
Guelph	Yes	Yes <sup>36</sup>	No	No	No	Yes <sup>37</sup>	N/A	Yes <sup>38</sup>
McMaster	N/A	N/A	N/A	N/A	N/A	No	0	No
Ottawa	Oui	Non	Oui	Oui	Oui	Non	N/P	Non
Queen's	Yes	No	Yes	No	Yes	No	0	Yes
Toronto	Yes	No	Yes	Yes	Yes	No	N/A	No
Waterloo	No	Yes <sup>39</sup>	Yes	No	No	Yes <sup>40</sup>	0	Yes
Western Ontario	Yes	Yes	Yes	Yes	Yes	No	0	No
Windsor	Yes	No	No	Yes	No	No	0	No
York	Yes	No	Yes	No	No	No	In person	No
Concordia	Yes	No	Yes	Yes	Yes	N/A	0	N/A
Laval	Oui	Non	Oui	Oui	Oui	N/P	0	Non
McGill	Yes	No	Yes	No	Yes	No	0	No
Montréal	Oui	Non	Oui	Non	Non	Non	0	Non
Québec	Oui	Non	Oui	Oui	Oui	N/P	0	Non
Sherbrooke	Oui	Non	Oui	Oui	Oui	Non	0	Non
Dalhousie	Yes	No	Yes	Yes <sup>41</sup>	Yes	Yes <sup>42</sup>	0	No
Memorial	Yes	No	Yes	Yes	Yes	No	0	No
New Brunswick	Yes	Yes	Yes	Yes	No	No	N/A	No
CISTI	Yes	Yes	Yes	Yes	Yes	Yes	0	Yes
National Library	Yes	No	Yes <sup>43</sup>	Yes <sup>44</sup>	Yes	Yes	0	N/A

N/A = Not Applicable

	Charge to users					
	Copies	Flat fee	Variable fee	Originals	Flat fee	Variable fee
Question Number	1.7.1	1.7.1.1	1.7.1.2	1.7.2	1.7.2.1	1.7.2.2
British Columbia	No <sup>45</sup>	N/A	N/A	No	N/A	N/A
Simon Fraser	No	N/A	N/A	No	N/A	N/A
Victoria <sup>46</sup>	No	N/A	N/A	No	N/A	N/A
Alberta	No	No	No	No	No	No
Calgary	No	N/A	N/A	No	N/A	N/A
Manitoba	Yes	Yes	Yes	Yes	Yes	Yes
Regina	Yes	Yes	No	Yes	No	Yes
Saskatchewan <sup>47</sup>	No	N/A	N/A	No	N/A	N/A
Carleton	Yes	No	Yes <sup>48</sup>	Yes	No	Yes <sup>49</sup>
Guelph	No	N/A	N/A	No	N/A	N/A
McMaster	Yes	N/A <sup>50</sup>	N/A <sup>51</sup>	No	No	No
Ottawa	Oui	Oui	Oui	Oui	Oui	Oui
Queen's	Yes	Yes	N/A	No	N/A	N/A
Toronto <sup>52</sup>	Yes	Yes	Yes	Yes	Yes	N/A
Waterloo	No	N/A	N/A	No	N/A	N/A
Western Ontario	Yes	Yes	No	Yes	No	Yes
Windsor	Yes	No	Yes	Yes	No	Yes
York	Yes	Yes	N/A	No <sup>53</sup>	N/A	N/A
Concordia	Yes	No	Yes	No	N/A	N/A
Laval	Oui	Oui	Non	Oui	Oui	Non
McGill	No	N/A	N/A	No	N/A	N/A
Montréal	Oui	Oui <sup>54</sup>	Non	Non	N/P	N/P <sup>55</sup>
Québec	Oui	Oui	N/P	Oui	Oui	N/P
Sherbrooke	Oui	Oui	N/P	Oui	Oui	N/P
Dalhousie	Yes	Yes <sup>56</sup>	Yes <sup>57</sup>	Yes	Yes	Yes
Memorial	Yes	No <sup>58</sup>	Yes	Yes	No <sup>59</sup>	Yes
New Brunswick	Yes	No	Yes	Yes	No	Yes
CISTI	Yes	N/A	Yes	Yes	N/A	Yes
National Library	No	No	No	No	No	No

**Table III - Inter-institutional document delivery**

	Do you limit loan requests from:			Document can be faxed directly to non library address	Fax to non-library address of another institution
	Faculty	Graduate students	Under-graduate students		
Question Number	1.8.1	1.8.2	1.8.3	1.9.1	1.9.2
British Columbia	No	No	No	No <sup>60</sup>	Yes <sup>61</sup>
Simon Fraser	No	No	Yes	Yes	No
Victoria	Yes	Yes	Yes	No	No
Alberta	No	No	No	No	No
Calgary	No	No	No	No	No
Manitoba	No	No	No	No	No
Regina	No	No	No	No	No
Saskatchewan	No	No	No	No	No
Carleton	No	No	No	No	No
Guelph	No	No	No	Yes	No
McMaster	No	No	No	No	No
Ottawa	Oui	Oui	Oui	Oui	Non
Queen's	No	No	No	No	No
Toronto	No	No	No	No	No
Waterloo	No	No	No	No	No
Western Ontario	No	No	No	No	No
Windsor	No	No	No	No	No
York	No	No	No	No	No
Concordia	No	No	No	No	No
Laval	Non	Non	Non	Non	Non
McGill	No	No	No	No	No
Montréal	Non	Non	Non <sup>62</sup>	Non	Non
Québec	Non	Non	Oui	Non	Non
Sherbrooke	Non	Non	Oui	Non	Non
Dalhousie	Yes	Yes	Yes	Yes <sup>63</sup>	Yes
Memorial	Yes	Yes	Yes	No	No
New Brunswick	No	No	No	No	No
CISTI	No <sup>64</sup>	No <sup>65</sup>	No <sup>66</sup>	Yes	Yes
National Library	No <sup>67</sup>	No <sup>68</sup>	No <sup>69</sup>	No	No



	<b>Suppliers send originals to non library address</b>	<b>Send originals to non library address of another institution</b>	<b>Contract with another institution to supply documents</b>	<b>Name of the institutions</b>
<b>Question Number</b>	<b>1.9.3</b>	<b>1.9.4</b>	<b>1.10.1</b>	<b>1.10.2</b>
British Columbia	No <sup>70</sup>	No <sup>71</sup>	Yes	CISTI DD
Simon Fraser	No	No	Yes	CISTI (thru COPPUL) and University of Alberta
Victoria	No	No	Yes	University of Alberta; CISTI; COPPUL; BC Electronic Library Network
Alberta	No	No	Yes	University of Toronto Alberta Relais Consortium
Calgary	No	No	Yes	CISTI
Manitoba	No	No	No	0
Regina	No	No	Yes	University of Alberta; CISTI
Saskatchewan	No	No	Yes	COPPUL
Carleton	No	No	Yes	CISTI and Ingenta
Guelph	No	No	Yes	CISTI; Ingenta/Uncover
McMaster	No	No	Yes	CISTI SOURCE
Ottawa	Non	Non	Oui	ICIST
Queen's	No	No	Yes	CISTI SOURCE
Toronto	No	No	Yes	OCUL CISTI BLSDC UMI
Waterloo	No	No	Yes	CISTI (including CISTI Source unmediated requesting) <sup>72</sup>
Western Ontario	No	No	Yes	CISTI
Windsor	No	No	Yes	CISTI SOURCE
York	No	No	Yes	CISTI - OCUL Agreement
Concordia	No	No	Yes	CISTI
Laval	Oui	Non	Oui	ICIST-CISTI
McGill	No	No	Yes	CISTI Source/SUMO service at McGill
Montréal	Non	Non	Oui	Protocole d'Entente Crépuq-Icist
Québec	Non	Non	Oui	La Source de l'ICIST
Sherbrooke	Non	Non	Oui	Sources de l'ICIST
Dalhousie	Yes	Yes	Yes <sup>73</sup>	0 <sup>74</sup>
Memorial	No	No	Yes	CISTI
New Brunswick	No	No	Yes	University of Alberta CISTI
CISTI	No	Yes	Yes	*
National Library	No	No	No	0

**Table IV - Intra-institutional document delivery**

	Deliver documents from your collections		Who can receive this service?		Fee applies
	Copies	Originals	All	Specific classes	
Question Number	2.1.1	2.1.2	2.2.1	2.2.2	2.3
British Columbia	Yes	Yes	Yes	N/A	Yes
Simon Fraser	No <sup>75</sup>	No	N/A	N/A	N/A
Victoria	No	No	N/A	N/A	N/A
Alberta	No	No	N/A	N/A	N/A
Calgary	Yes	Yes	No	Yes <sup>76</sup>	No
Manitoba	Yes	Yes	Yes	N/A	No
Regina	No	No	N/A	N/A	N/A
Saskatchewan	No	No	N/A	N/A	N/A
Carleton	No	No	N/A	N/A	N/A
Guelph	Yes <sup>77</sup>	Yes <sup>78</sup>	Yes	Yes <sup>79</sup>	No
McMaster	Yes	No	No	N/A <sup>80</sup>	No
Ottawa	Non	Non	N/P	N/P	N/P
Queen's	Yes	No	Yes	No	No
Toronto <sup>81</sup>	Yes	Yes <sup>82</sup>	No	Yes	No
Waterloo	Yes	Yes	Yes	Yes <sup>83</sup>	No
Western Ontario	No	No	N/A	N/A	N/A
Windsor	No	No	N/A	N/A	N/A
York	No	No	N/A	N/A	N/A
Concordia	No	No	N/A	N/A	N/A
Laval	Oui	Oui	Non <sup>84</sup>	Oui <sup>85</sup>	Oui <sup>86</sup>
McGill	No	No	N/A	N/A	N/A
Montréal	Oui <sup>87</sup>	Oui	Non	Oui <sup>88</sup>	Oui <sup>89</sup>
Québec	Non	Non	N/P	N/P	N/P
Sherbrooke	Non	Non	N/P	N/P	N/P
Dalhousie	Yes <sup>90</sup>	Yes <sup>91</sup>	No <sup>92</sup>	Yes <sup>93</sup>	Yes <sup>94</sup>
Memorial	Yes	Yes	Yes	No	No
New Brunswick	No	No	N/A	N/A	N/A
CISTI	Yes	Yes	No	Yes <sup>95</sup>	No
National Library	No	No	N/A	N/A	No

N/A = Not Applicable

Question Number	Request material from your collections via:						View status online
	E-Mail	Library Web Page	Telephone	Paper form	Fax	ILS	
	2.4.1	2.4.2	2.4.3	2.4.4	2.4.5	2.4.6	2.5
British Columbia	No	Yes	No	No	No	No	Yes
Simon Fraser	No	No	No	No	No	No	N/A
Victoria <sup>96</sup>	No	No	No	No	No	No	N/A
Alberta	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Calgary	Yes	Yes	Yes	Yes	Yes	No	No
Manitoba	No	Yes	No	Yes	Yes	Yes	Yes
Regina	N/A	N/A	N/A	N/A	N/A	N/A	No
Saskatchewan	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Carleton	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Guelph	Yes <sup>97</sup>	Yes <sup>98</sup>	No	No	No	Yes <sup>99</sup>	Yes <sup>100</sup>
McMaster	No	No	No	N/A	No	No	No
Ottawa	Non	Oui	Non	Oui	Non	Non	Non
Queen's	Yes	Yes	No	Yes	Yes	No	No
Toronto	Yes	No	Yes	Yes	Yes	N/A	No
Waterloo	Yes <sup>101</sup>	Yes <sup>102</sup>	No	No	No	No	Yes <sup>103</sup>
Western Ontario	Yes	Yes	No	No	No	Yes	Yes
Windsor	N/A	N/A	N/A	N/A	N/A	N/A	N/A
York	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Concordia	No	No	No	No	No	No	N/A
Laval	Oui	Oui	Oui	Oui	Oui	N/P	Non
McGill <sup>104</sup>	No	Yes	No	No	No	No	No
Montréal <sup>105</sup>	Oui	Oui	Non	Oui	Oui	Non	Non
Québec	Oui	N/P	Oui	Oui	Oui	N/P	N/P
Sherbrooke	Oui	Oui	Oui	Oui	N/P	N/P	Non
Dalhousie <sup>106</sup>	Yes <sup>107</sup>	Yes	Yes	Yes	Yes	Yes <sup>108</sup>	No
Memorial	Yes	Yes	Yes	Yes	Yes	Yes	Yes
New Brunswick	N/A	N/A	N/A	N/A	N/A	N/A	N/A
CISTI	Yes	Yes	Yes	Yes	Yes	Yes	Yes
National Library	Yes <sup>109</sup>	Yes <sup>110</sup>	Yes <sup>111</sup>	Yes <sup>112</sup>	Yes <sup>113</sup>	Yes	No

**Table V - Intra-institutional document delivery**

	Number of documents send directly to users		Requests received from other institutions			
	Copies	Originals	Total requests	Copies sent	Originals sent	Total filled
Question Number	3.1.1	3.1.2	3.2	3.2.1	3.2.2	3.2.3
British Columbia	41 230	2 384	56 018	12 930	31 627	44 557 <sup>114</sup>
Simon Fraser	0	0	23 284	6 817	10 269	17 086
Victoria	0	0	9 433	932	5 913	6 845
Alberta	N/A <sup>115</sup>	N/A <sup>116</sup>	131 278	17 705	85 737	103 442
Calgary	2 150	615	35 941	4 915	21 988	26 903
Manitoba	N/A	N/A	N/A <sup>117</sup>	2 539	7 353	9 892
Regina	0	0	7 535	2 229	2 427	4 656
Saskatchewan	0	0	19 952	4 243	11 773	16 016
Carleton	0	0	12 668	4 777	4 751	9 528
Guelph	154 <sup>118</sup>	14 <sup>119</sup>	34 368 <sup>120</sup>	20 063	8 724	28 787
McMaster	U/A	U/A	33 990	4 845	15 477	20 322
Ottawa	N/P	N/P	25 172	5 351	13 884	19 235
Queen's	U/A	U/A	U/A	6 086	7 439	13 525
Toronto	774	200	38 615	16 441	11 818	28 259
Waterloo	97 <sup>121</sup>	173	66 915	36 492	17 435	53 927
Western Ontario	0	238	33 181	9 254	12 303	21 557
Windsor	N/A	N/A	10 427	2 756	3 929	6 685
York	N/A	N/A	19 994	5 410	9 384	14 794
Concordia	N/A	N/A	5 702	2 459	1 805	4 264
Laval	N/D <sup>122</sup>	N/D	32 710	8 081	16 243	24 324
McGill	N/A	N/A	22 662	5 166	9 553	14 719
Montréal	0	0	20 551	4 640	11 811	16 451
Québec	N/A	N/A	10 976	4 786	4 395	9 181
Sherbrooke	N/A	N/A	3 837	N/D	N/D	3 279
Dalhousie	N/A <sup>123</sup>	N/A	29 094 <sup>124 125</sup>	6 875 <sup>126 127</sup>	15 574 <sup>128 129</sup>	24 375 <sup>130</sup>
Memorial	5 847	4 634	23 477	5 896	13 515	19 411
New Brunswick	N/A	N/A	8 553	3 866	3 506	7 372
CISTI	51 161	6 260	900 764	9 180	782 600	791 780
National Library	none	none	81 011	28 614	8 441	37 055

N/A = Not Applicable    U/A = Unavailable

Question Number	Request sent to other institutions				# of items received under contract	Do you lend		
	Total requests	Copies received	Originals received	Total filled		Films / video	Maps	Others
	3.3	3.3.1	3.3.2	3.3.3	3.4	4.1.1	4.1.2	4.1.3
British Columbia	U/A	5 525	30 241	35 766	19 128	Yes <sup>131</sup>	Yes	microforms multimedia music scores government publications reports
Simon Fraser	48 109	7 796	34 537	42 333	15 479	Yes <sup>132</sup>	No	0
Victoria	40 381	5 986	29 342	35 328	U/A	Yes	Yes	N/A
Alberta	49 617	8 124	31 357	39 481	5 771	No	No	N/A
Calgary	35 941	4 915	21 988	26 903	14 966	No	Yes	0
Manitoba	N/A <sup>133</sup>	5 145	4 721	9 866	N/A	No	No	N/A
Regina	18 219	3 733	13 462	17 195	9 731	No	No	0
Saskatchewan	26 656	2 644	18 956	21 600	U/A	No	No	0
Carleton	13 407	3 642	7 551	11 193	14 748	Yes	Yes	N/A
Guelph	79 703 <sup>134</sup>	33 795	27 940	61 735	11 679	Yes	No	N/A
McMaster	17 895	5 015	9 925	14 940	163 <sup>135</sup>	No	No	0 <sup>136</sup>
Ottawa	13 424	3 083	7 144	10 227	2 451 <sup>137</sup>	Oui	Oui	N/P
Queen's	U/A	3 771	10 295	14 066	U/A	No	No	0
Toronto	9 992	4 208	5 484	9 692	2 329	Yes <sup>138</sup>	No	Microforms
Waterloo	39 617	21 423	11 440	32 863	6 237 <sup>139</sup>	Yes	Yes	0
Western Ontario	7 998	2 152	4 656	6 808	2 606	Yes	N/A	Microforms
Windsor	8 794	1 951	6 661	8 612	331	Yes	No	0
York	5 880	2 869	2 296	5 165	696	No	Yes	0
Concordia	7 576	4 586	2 172	6 758	2 861 <sup>140</sup>	Yes	No	0
Laval	20 370	5 782	8 057	13 839	5 790	Oui	Oui <sup>141</sup>	0
McGill	20 408	6 369	12 302	18 671	31 977 <sup>142</sup>	No	No	0
Montréal	14 397	5 461	7 261	12 722	4 753	Non	N/P <sup>143</sup>	non
Québec	7 848	2 550	3 614	6 164	N/D	Non	Non	0
Sherbrooke	7 725	N/D	N/D	6 376	21 426	Non	Oui	0
Dalhousie	29 763 <sup>144</sup>	6 502	13 276	27 226 <sup>145</sup>	7 616	Yes <sup>146</sup>	Yes <sup>147</sup>	0
Memorial	15 306	2 444	11 294	13 738	5 687	Yes	Yes	We consider all requests
New Brunswick	14 935	3 753	8 352	12 105	6 360	Yes	Yes	N/A
CISTI	33 825	2 087	21 872	23 959	37 596	No	No	0
National Library	921	778	143	921	N/A	Yes	No	All formats recorded in above figures.

*Document Delivery Questionnaire***Section 1: Inter-Institutional Document Delivery – Document Delivery from service agencies and libraries of other institutions**

- 1.1 Does the Institution use a software package to manage its:
  - 1.1.1 Borrowing
  - 1.1.2 Lending
- 1.2 If so what is the name of the software?
- 1.3 Can a user place an inter-institutional loan request via:
  - 1.3.1 E-Mail
  - 1.3.2 Library Web Page
  - 1.3.3 Telephone
  - 1.3.4 Paper form
  - 1.3.5 Fax
  - 1.3.6 Integrated Library System (ILS)
- 1.4 Will a request placed by email or web form be:
  - 1.4.1 Manually entered into the management software package?
  - 1.4.2 Parsed automatically into the management software package?
- 1.5 Is communication to users available via:
  - 1.5.1 E-Mail
  - 1.5.2 Library Web Page
  - 1.5.3 Telephone
  - 1.5.4 Paper form
  - 1.5.5 Fax
  - 1.5.6 Integrated Library System (ILS)
  - 1.5.7 Other (Please specify)
- 1.6 Can users view the status of their requests online?
- 1.7 Does the institution charge the user for (See Instructions Q1.7)
  - 1.7.1 Copies supplied
    - 1.7.1.1 Flat fee
    - 1.7.1.2 Variable fee
  - 1.7.2 Originals supplied
    - 1.7.2.1 Flat fee
    - 1.7.2.2 Variable fee

- 1.8 Does the institution limit loan request from:
  - 1.8.1 Faculty
  - 1.8.2 Graduate students
  - 1.8.3 Undergraduate students
- 1.9 Does the institution routinely
  - 1.9.1 Request document suppliers to fax directly to non-library addresses
  - 1.9.2 Fax directly to non-library addresses of other institutions
  - 1.9.3 Request document suppliers to send originals directly to non-library addresses
  - 1.9.4 Send originals directly to non-library addresses of other institutions
- 1.10 Has your institution entered into a contract with another institution or service agency for the supply of documents?
  - 1.10.1 If yes please specify:

**Section 2: Intra-Institutional Document Delivery – Document Delivery from the Institution's own collections.**

- 1.1 Does the institution routinely deliver documents from its collections directly to the user?
  - 1.1.1 Copies
  - 1.1.2 Originals
- 2.2 Is service in 2.1 offered to all faculty students and staff or to specific classes of users only?
  - 2.2.1 All
  - 2.2.2 Specific classes
- 2.3 Is there a delivery charge associated with this service?
- 2.4 Can a user place a request for material from the institution's collections via:
  - 2.4.1 Mail
  - 2.4.2 Library Web Page
  - 2.4.3 Telephone
  - 2.4.4 Paper form
  - 2.4.5 Fax
  - 2.4.6 Integrated Library System (ILS)
- 2.5 Can users view the status of their requests online?

**Section 3: Document Delivery Traffic**

- 3.1 Total number of documents sent directly to individuals from own collections.
  - 3.1.1 Copies
  - 3.1.2 Originals

3.2 Total number of requests received from other institutions (filled and unfilled)

3.2.1 Number of originals sent

3.2.2 Number of copies sent

3.2.3 Total number of requests received from other institutions filled  
(3.2.1 + 3. 2.2)

3.3 Total number of requests sent to other institutions (filled and unfilled)

3.3.1 Number of originals received

3.3.2 Number of copies received

3.3.3 Total number of requests filled by other institutions (3.3.1 + 3. 3.2)

3.4 Report the number of items received under the arrangement reported at 1.10.1

#### **Section 4: Other materials**

4.1 Does your institution lend library materials to other institutions to satisfy user requests not reported above such as:

4.1.1 Films / Videos

4.1.2 Maps

4.1.3 Other formats: (Please specify)



## Endnotes to Document Delivery Questionnaire

- 
- <sup>1</sup> Also Quickdoc to manage Docline
- <sup>2</sup> For life sciences requests, user enters data on web page, and message turns into an e-mail.
- <sup>3</sup> All figures are as of March 31, 2001.
- <sup>4</sup> Document Delivery Survey for 2000-2001
- <sup>5</sup> **Q1.3 to Q3.3** - "user" is understood to be UG's current students, faculty and staff.
- <sup>6</sup> The system, Aviso, is used to manage all ILL/DD functions except those between the University of Guelph (UG), University of Waterloo (UW) and Wilfrid Laurier University (WLU). This Tri-University consortium (TUG) operates a separate ILL/DD service using the holds/recalls circulation function in a union Voyager catalogue for returnables (books) and a web form/ email process for non-returnables (articles).
- <sup>7</sup> General Note: Statistics and policies are for UTL units reporting through centrally co-ordinated Resource Sharing Services as shown in "UTL Annual Statistics" Table 1C & 1D. ILL and DD services from other individual library units may vary.
- <sup>8</sup> VDX implementation scheduled for December/01 - January/02.
- <sup>9</sup> VDX implementation scheduled for December/01 - January/02.
- <sup>10</sup> VDX implementation scheduled for December/01 - January/02.
- <sup>11</sup> The system, Aviso, is used to manage all ILL/DD functions except those between the University of Guelph (UG) and Wilfrid Laurier University (WLU). The Tri-University Group (TUG) composed of UG, WLU and UW operate a separate ILL/DD service using the holds/recalls circulation function in the union Voyager catalogue for returnables (books) and a web form / email process for non-returnables (articles).  
For questions, from 1.3 to the end of the section, "user" is understood to the UW's current students, faculty, and staff.
- <sup>12</sup> Responses refer to preferred method of requesting. Exceptions accommodated.
- <sup>13</sup> One form for ILL/DD requests. Separate form for articles requested from UG and WLU
- <sup>14</sup> All figures are as of May 31, 2001.
- <sup>15</sup> Nous n'utilisons pas AVISO pour le prêt, parce que les demandes qui ne sont pas reçues en format générique devraient être ressaisies dans le système.
- <sup>16</sup> Nous sommes impliqués conjointement avec les autres bibliothèques des établissements membres de la Crépuq dans le processus de choix d'un nouveau logiciel de gestion des transactions de PEB.
- <sup>17</sup> 4 libraries with 4 document delivery services reporting - Killam Memorial Library (Science, Social Sciences & Humanities, Computer Science), WK Kellogg Health Sciences Library, Sexton Library (Engineering, Architecture), Weldon Law Library. If only 1 answered yes I reported as ""Yes"" but footnoted.  
- In footnotes I indicated which library footnoted.
- <sup>18</sup> Killam library and Kellogg library - Yes  
Sexton library and Law library - No
- <sup>19</sup> Killam library and Kellogg library - Yes  
Sexton library and Law library - No
- <sup>20</sup> Killam library - Aviso, Relais  
Kellogg library - Quickdoc  
Sexton library and Law library - N/A
- <sup>21</sup> Approximately 15% of the requests placed by email, or web form will be manually entered into the management software package.
- <sup>22</sup> Because of a union Voyager catalogue for TUG, requests for returnables (books) are handled using the holds/recall circulation functions for requesting from UW and WLU.
- <sup>23</sup> Only requests for material not owned by TUG parse into a management software package (Aviso).
- <sup>24</sup> Requests for returnables from UG and WLU handled using the holds/recall circulation functions of the union catalogue.
- <sup>25</sup> Some requests are manually entered.
- <sup>26</sup> Killam library - No  
Kellogg library - Yes

- 
- Sexton library - N/A  
 Law library - N
- <sup>27</sup> Killam library - Yes  
 Kellogg library - No  
 Sexton library - N/A  
 Law library - No
- <sup>28</sup> Yes (Borrowing) – Aviso
- <sup>29</sup> Yes (Lending) – Relais
- <sup>30</sup> no for lending / yes for borrowing
- <sup>31</sup> yes for e-mail
- <sup>32</sup> yes for web
- <sup>33</sup> Exception: communication via web page is not possible for life sciences requests.
- <sup>34</sup> Exception: not life sciences requests
- <sup>35</sup> The only unmediated service we provide is CISTI Direct.
- <sup>36</sup> The Library's web page communicates information about policies, procedures, FAQs and contact information.
- <sup>37</sup> The OPAC's patron record in Voyager shows the status of TUG hold/recall requests only.
- <sup>38</sup> The OPAC's patron record in Voyager shows the status of TUG hold/recall requests only.
- <sup>39</sup> The library web page communicates information about policies, procedures, FAQs and contact information.
- <sup>40</sup> Patron record in Voyager will show the status for UG or WLU hold/recall requests only.
- <sup>41</sup> Killam library, Kellogg library, Law library - No  
 Sexton library - Yes
- <sup>42</sup> Killam, Kellogg, Sexton - Yes  
 Law - No
- <sup>43</sup> yes to clients / no to libraries
- <sup>44</sup> by mail – seldom
- <sup>45</sup> Library does not charge its own users for ILL borrowing services (copies or originals).
- <sup>46</sup> Charges are incurred after the limit is reached.
- <sup>47</sup> Alumni are charged a non-refundable \$10 search fee plus a \$10 pick-up
- <sup>48</sup> Copies supplied: For Carleton users, charges for copies supplied are as follows: Faculty, Graduate students, 4th year Honours and staff are entitled to 150 photocopies at no cost for the calendar year (January - December). This includes Interlibrary Loans and Document Delivery (CISTI Source and ingenta). 2nd and 3rd year students in Science, Engineering, Psychology and Geography are entitled to 75 photocopies at no cost for the calendar year (January - December). This includes Interlibrary Loans and CISTI Source. 1st year students in Science, Engineering, Psychology and Geography are entitled to 25 photocopies at no charge for the calendar year (January - December). This includes Interlibrary Loans and CISTI Source. When a patron exceeds the limit of free photocopies, there is a flat fee of \$5.00. For copies supplied by Carleton to a borrowing library we charge a flat fee of \$5.00.
- <sup>49</sup> Originals supplied: If the lending library charges Carleton for a loan this charge is passed on to the user. Carleton does not charge the borrowing library for loans
- <sup>50</sup> all libraries except Health Sciences Library
- <sup>51</sup> Health Sciences Library only
- <sup>52</sup> Variable fees by type of instruction.
- <sup>53</sup> The Law Library does lend a few originals for a flat fee. However, the majority of originals are supplied with no fee.
- <sup>54</sup> Tarif forfaitaire de \$3,00 pour le photocopies d'articles
- <sup>55</sup> Il n'y a pas de frais pour les emprunts de documents, par ailleurs, si le document ne peut être obtenu en prêt, si l'utilisateur souhaite obtenir une reproduction, il en assume les frais, de même que pour les achats de thèses.
- <sup>56</sup> Killam library - Flat fee courier costs are added if user requests that delivery method.
- <sup>57</sup> Kellogg library - The one exception is for ""RUSH"" requests - those required on a same-day basis (very few); for these there is a surcharge to our users. However, we do save users who use Novanet Express to order photocopies to be sent by fax to their offices.
- <sup>58</sup> Smaller branches use flat fee.

- 
- <sup>59</sup> Smaller branches use flat fee.
- <sup>60</sup> No (ILL Borrowing)
- <sup>61</sup> Yes (ILL Lending)
- <sup>62</sup> Concernant les demandes de PEB soumises par les étudiants de 1er cycle, nous ne limitons pas selon un critère de nombre, mais nous exerçons un certain contrôle sur ces demandes
- <sup>63</sup> Killam library - Although the question is not asked, we routinely forward material to users via campus mail and fax if they request delivery option.  
Kellogg library and Sexton - No  
Law - Yes
- <sup>64</sup> This section does not apply to CISTI.
- <sup>65</sup> This section does not apply to CISTI.
- <sup>66</sup> This section does not apply to CISTI.
- <sup>67</sup> not applicable
- <sup>68</sup> not applicable
- <sup>69</sup> not applicable
- <sup>70</sup> No (ILL Borrowing)
- <sup>71</sup> No (ILL Lending)
- <sup>72</sup> We also have additional deposit accounts with the British Library, ERIC and Ingenta. We are members of OCLC which allow UW to operate full borrowing / lending services / IFM. Only the CISTI numbers are included in 3.4 reporting.
- <sup>73</sup> Killam, Kellogg, Sexton - Yes  
Law library - No
- <sup>74</sup> All libraries - I missed this one inputting. It should be CISTI (CAUL agreement), CISTISource  
Footnote: The Killam Library is a member of the East Coast Relais Consortium. There is an informal agreement to borrow and lend from each other as often as possible. Figures are included at 3.4.
- <sup>75</sup> SFU library users may request materials that are checked-out to be notified when they are returned and specify a library pick-up location. Users may also request that materials located at a branch or main library be delivered to another library location for pick-up. We assume that this service does not qualify for section 2.1 questions.
- <sup>76</sup> For Distance Education only.
- <sup>77</sup> Only copies of articles from journals stored in a TUG off campus storage facility (TUG Annex).
- <sup>78</sup> Distance Education students only.
- <sup>79</sup> see footnotes 77 and 78.
- <sup>80</sup> patrons who can charge photocopy cost to a McMaster University account number (i.e. mainly faculty members & some graduate students)
- <sup>81</sup> Specific classes of users: Document Delivery is provided to STM patrons (faculty, staff, and graduate students - Delivery via academic department office/station) and undergraduate at suburban campuses (UT at Mississauga and UT at Scarborough).
- <sup>82</sup> Limited to Science-Technology-Medicine (STM) patrons. Delivery via academic department office/station.
- <sup>83</sup> Distance education and students on co-op work terms can request and receive articles and books from the UW collection.  
Copies of articles from UW collections in the Annex, a remote storage location are sent directly to graduate students and faculty because they have on-campus mail boxes (undergrads do not)
- <sup>84</sup> Livraison aux professeurs, et aux étudiants gradués qui ont une adresse sur le campus.
- <sup>85</sup> Livraison aux étudiants hors-campus (tous les cycles).
- <sup>86</sup> Des frais postaux sont perçus.
- <sup>87</sup> Nous livrons des documents dans l'établissement et le point de livraison est la bibliothèque qui dessert l'utilisateur. L'Université de Montréal a un réseau décentralisé de 17 bibliothèques, ce qui fait que les bibliothèques sont à proximité des facultés, départements et laboratoires. Notre service de "livraison dans l'établissement" consiste à acheminer photocopies et originaux à la bibliothèque d'attache de l'utilisateur où il en prend livraison.
- <sup>88</sup> Les professeurs, étudiants, chercheurs, membres du personnel et diplômés ont droit à ce service. Les abonnés ne faisant pas partie des groupes n'y sont pas éligibles.

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- <sup>89</sup> Jusqu'en novembre 2001, il y avait des frais de \$1,00 pour les documents originaux. Depuis novembre, le service est gratuit.
- <sup>90</sup> Killam, Kellogg - No  
Sexton, Law - Yes
- <sup>91</sup> Killam, Kellogg, Sexton - No  
Law - Yes
- <sup>92</sup> Killam, Kellogg - N/A  
Sexton, Law - No
- <sup>93</sup> Killam library and Kellogg library - N/A  
Sexton library - Library-specific off-campus borrowers cannot get document delivery from other libraries.  
Law library - law firms and government agencies.
- <sup>94</sup> Killam, Kellogg - N/A  
Sexton, Law - Yes
- <sup>95</sup> CISTI offers this service to internal clients only.
- <sup>96</sup> Q2.4 - Users can not place requests for material from our own collection.
- <sup>97</sup> email can be used for Distance Ed students only.
- <sup>98</sup> The Web form used for requesting articles from UW and WLU also handles requests for TUG materials in a TUG off campus storage facility (TUG Annex).  
Only requests for circulating materials.
- <sup>99</sup> Only requests for circulating materials.
- <sup>100</sup> The patron record in Voyager will show status of requests placed through ILS(Voyager).
- <sup>101</sup> email for distance ed and co-op students only
- <sup>102</sup> Web form used for requesting articles from UG and WLU also handles requests for UW materials in the Annex and distance ed, co-op requesting
- <sup>103</sup> Patron record in Voyager shows status of books signed out on behalf of co-op and distance ed. Students
- <sup>104</sup> Q2.4 - Limited to Macdonald Campus and Downtown Campus.
- <sup>105</sup> Q2.4 - Les modes de transmission des demandes peuvent varier selon les bibliothèques.
- <sup>106</sup> Q2.4 - Killam library - Delivery of photocopied items from our collection to on-campus addresses or fax is available for an extra fee.  
Kellogg library - We do not deliver directly to offices except as noted in footnote to 2.1.1 above; we do however accept requests from users for ""mediated"" photocopying of articles to be picked up at the library.
- <sup>107</sup> Killam, Kellogg - No  
Sexton, Law - Yes
- <sup>108</sup> Killam, Kellogg, Sexton - Yes  
Law - No
- <sup>109</sup> yes to all except 2.4.3 from Institutions / No requests directly from individuals
- <sup>110</sup> yes to all except 2.4.3 from Institutions / No requests directly from individuals
- <sup>111</sup> yes to all except 2.4.3 from Institutions / No requests directly from individuals
- <sup>112</sup> yes to all except 2.4.3 from Institutions / No requests directly from individuals
- <sup>113</sup> yes to all except 2.4.3 from Institutions / No requests directly from individuals
- <sup>114</sup> Total requests delivered (filled)to other institutions - 44,557 (ILL Lending)
- <sup>115</sup> We only provide this service to primary clients at a distance.
- <sup>116</sup> We only provide this service to primary clients at a distance.
- <sup>117</sup> Question 3.2 we are only able to provide the number filled, not the total number received for 2000-2001: 3.2.1 = 5145 3.2.2 = 4721 3.2.3 = 9866
- <sup>118</sup> These 154 articles were sent to Distance ED students. In addition - UG copies articles from journals stored in an off campus storage facility (TUG Annex). Patrons have the option of receiving these in their campus mailbox or picking them up in the library. We do not have a breakdown of how many were shipped directly or picked up in the library but the total number of requests filled is 6673.
- <sup>119</sup> UG only ships originals to Distance Education students.
- <sup>120</sup> Stats for unfilled requests from UW and WLU for articles from UG journals in the TUG Annex (off campus storage facility) are not available therefore they are missing from this total.
- <sup>121</sup> Numbers were only available for distance ed requests

- 
- <sup>122</sup> Nombre total de documents de nos collections:1948. La ventilation entre copies et originaux n'est pas disponible.
- <sup>123</sup> Killam library - Considered in-house copying - separate service.
- <sup>124</sup> Killam library - Includes Document Delivery and Novanet Express delivery figures.  
Intra-institutional delivery is included in these figures.  
Law library - We are unable to separate our original statistics from our copies. Our automated document delivery does not distinguish between originals and copies.
- <sup>125</sup> Sexton library - No    Law library - Yes
- <sup>126</sup> 3 of 4 libraries reporting - Killam, Kellogg, Sexton
- <sup>127</sup> Sexton library - No    Law library - Yes
- <sup>128</sup> 2 of 4 libraries reporting - Killam, Kellogg
- <sup>129</sup> Sexton library - No    Law library - Yes
- <sup>130</sup> Sexton library - No    Law library - Yes
- <sup>131</sup> Other materials are supplied and the numbers are included in 3.2.3
- <sup>132</sup> SFU's film/video collection is maintained by the LIDC (Learning and Instructional Development Centre), which also lends to other libraries from its collection.
- <sup>133</sup> Question 3.3 we are only able to provide the number filled, not the total number received for 2000-2001:  
3.3.1 = 2539    3.3.2 = 7353    3.3.3 = 9892
- <sup>134</sup> Stats for unfilled requests for articles from UW and WLU journals in the TUG Annex (Off campus storage facility) are not available therefore they are missing from this total.
- <sup>135</sup> figure is for first 6 months of use
- <sup>136</sup> occasionally lend Rare Books through IUTS, going to another Ontario University library for use in a supervised Rare Book reading room.
- <sup>137</sup> Le total n'est pas inclus dans #3.3.3
- <sup>138</sup> Films and videos - loans via Ontario Interfilm (Ontario Universities and Ontario College of Art & Design).
- <sup>139</sup> The 6237 reported includes only CISTI numbers: 3295 mediated filled requests are included in 3.3. The additional 2942 unmediated filled requests are not reported in 3.3 since numbers for unfilled were not available for comparable reporting.
- <sup>140</sup> This figure is not included in 3.3.3
- <sup>141</sup> Cartes: des copies sont envoyées, pas les originaux.
- <sup>142</sup> This is the subsidized unmediated ordering (SUMO) service via CISTI Source. The service bypasses the ILL/Document Delivery office entirely. Articles are requested by the users and are sent directly to CISTI. Articles are then sent directly to the departments. The Library pays for the service and trains the users.
- <sup>143</sup> La Cartothèque ne relève pas de la Direction des bibliothèques.
- <sup>144</sup> Law library - see note for 3.2
- <sup>145</sup> Kellogg library, Sexton library - The statistics provided by the Novanet Express service do not provide overall figures for requests from and to other Dalhousie libraries, but they do not break them down between originals and copies. We have therefore included requests from and to other Dalhousie libraries in these figures. Otherwise we would be unable to provide figures of 3.2.1, 3.2.2, 3.3.1, and 3.3.2.
- <sup>146</sup> Killam library - No  
Kellogg library - We do lend films and videos, but these loans are included in totals for Questions
- <sup>147</sup> Killam library - Yes, occasionally  
Kellogg, Sexton, Law - No

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Nous mettons en garde les utilisateurs de ce sondage contre toute conclusion regardant le personnel ou les salaires pouvant être tirée des données qui y sont contenues. La méthode de collecte des données fortement normalisées qui a été utilisée peut faire apparaître des modèles administratifs non valides. Ces données ne sont pas apurées