CARL ABRC

Expenditures, Establishment and Collection Size

Dépenses institutionnelles et de collections

Supplementary Statistics

Statistiques supplémentaires

Emerging Services

Les services en émergence

Data

L'utilisation des données

Document Delivery

Les services de livraison de documents

2002-2003
Statistics / Statistiques

2003-2004
Salaries / Salaires

December / décembre 2004

Users of this survey are advised against making staffing or salary inferences from the data presented here. A highly standardized method of data collection has been used, which may imply organizational patterns that are not valid. Reported information is not audited.

Nous mettons en garde les utilisateurs de ce sondage contre toute conclusion regardant le personnel ou les salaries 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

Table of Contents / Table des matières

CARL Statistics 2002-2003
Trends and Observations

Introduction

"The real heroes of the digital revolution in higher education are librarians; they are the people who have seen the farthest, done the most, accepted the hardest challenges, and demonstrated most clearly the benefits of digital information…. It is a testimony to their success that we take their achievement for granted."[1] This recent endorsement by senior university administrators is a perceptive observation. Indicators of the digital revolution in research libraries can be seen in the annual *CARL Statistics*: rapid expansion of access to electronic journals, more options for document delivery, easier access to data archives, new services.

Expanded access to electronic journals is the most dramatic evidence of the digital revolution in research libraries. The number of electronic serial titles accessible in member libraries rose by 41% from the previous year and more than doubled in two years.

Figure 1: Electronic Serial Titles
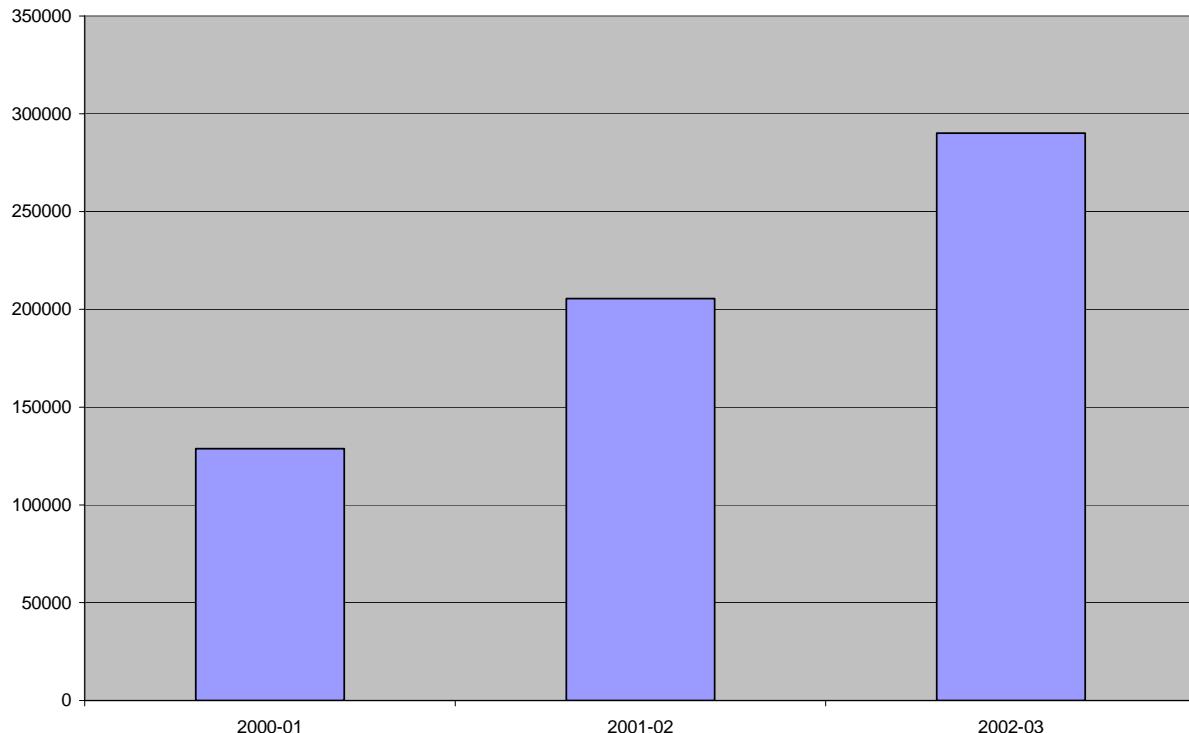
---

[1] Edward L. Ayers and Charles M. Grisham, "Why IT Has Not Paid Off As We Hoped (Yet)" *Educause Review*, vol. 38, no. 6 (November/December 2003):p. 43.

Even this increase does not reveal the deepening availability of online journal backfiles and the enhanced links among online indexes and journals that are expanding the scope and convenience of access to electronic journals. Usage data on the Canadian Research Knowledge Network web site (www.researchknowledge.ca) documents that more intense use of electronic resources is a reality, not just a potential.

In research libraries as in other organizations, planning and outcomes are linked through a chain of expectations--from inputs to activities to outputs to outcomes. The annual *CARL Statistics* provide information about inputs, activities and outputs. This national data, collected over many years, is an important source for monitoring Canadian research libraries, for observing trends and for suggesting issues which need further exploration. Other methods and resources are necessary to document the impact of research library collections and services and of the collaborative arrangements which are creating an effective national resource.

Careful readers of the *CARL Statistics* need to remember that, in spite of attention to corrections and clarity, there are limitations in the data.   Definitions may vary, either over time or as interpreted by an individual institution. The reliability and accuracy of data collection and reporting methods may be inconsistent. Every year there are some data elements that are not reported by all libraries. Thus, conclusions or comparisons--whether between institutions or over time-- should be made with caution, with knowledge of context and, preferably, in conjunction with other assessment methods. The footnotes for each table are an important part of the data.

Collections and Access

Describing the dynamic nature of research library responsibilities, a report from the Association of Research Libraries observed that "developments in digital technology, the introduction of the Web and the Internet, and new methods of creating, sharing, and using knowledge have changed dramatically the traditionally understood definitions of library collections and access services. Building collections and creating access to them are no longer achieved just within the walls of the library. Broadly defined, collections and access responsibilities are no longer distinct spheres within research libraries."[2] Unfortunately, research library statistics and report traditions tend to separate these "inextricably linked" activities.

Total investment for collections and access rose to $225.2 million from $207.6 million, an increase of 8.5% during a period when the Canadian Consumer Price Index rose about 3%. Expenditures for collections and access increased in 23 of the 29 member libraries. Institutional funding received from external sources and expenditures on behalf of institutions by external agencies were nearly 7% of the expenditures for collections and access.

Forty percent, the largest proportion, of collections and access expenditures was for print serial titles. At the same time, there was evidence of the transition to digital information. The amount spent for print serials continued to decrease, from $97.7 million last year to $89.6 million this year. Eight university libraries spent more on electronic serial titles than on print serial titles, whereas in

---

[2] ARL Collections & Access Issues Task Force, "Collections & Access for the 21st-Centruy Scholar: Changing Roles of Research Libraries," ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC, no.225 (December 2002), http://www.arl.org/newsletr/225/.

the previous year only one did so. Expenditures attributed to print monographs and electronic serials were each about one-fourth of the total expenditures for collections and access.

Again, total expenditures on print monographs increased from the previous year. Fewer institutions than last year increased expenditures for print monographs. Concordia, however, more than doubled these expenditures. Even as expenditures increased, the total number of print monographs purchased declined slightly from 617,015 to 608,333, ending several years of increases in monograph acquisitions. The variety among CARL member is evident in the number of volumes added at individual institutions: from 16,569 to 362,161 volumes with a median of 41,539 volumes added.

The ratio of "volumes withdrawn" to "volumes added" ranged from 0 to .93 of volumes and .20 was the median. That is, one library withdrew no volumes and another library withdrew .93 volume for each volume added.   Information beyond *CARL Statistics* would be necessary to determine whether this difference in practice results from library culture and policy, from the availability of space, from the availability of staff, or for other reasons. The amount of shelving added by the reporting libraries is less than half the amount needed to shelf the net new volumes.

The steady and substantial increase in expenditure for and access to electronic serial titles was described above. McGill spent almost $2.5 million on electronic monographs, more than all other institutions combined.

Service Trends

Probably reflecting both the variety among CARL members and the turbulence of the transition to digital information, circulation activity again showed a mixed picture. Total circulation was stable; circulation (initial loans) increased in half the libraries and decreased in half. Interestingly, the range is from an increase of 15% to a decrease of 15%. In-house collection showed more consistent, and generally larger, percentage decreases. Overall, in-house use decreased 11%.

The average number of hours per week of reference service offered by CARL university libraries was 95.4, maintaining the gradual increase from 91.7 in 1999-2000. The median hours of service were 94 with a range from 138 to 75.

The total number of reference transactions decreased slightly. However, the general trend is down with decreases in 21 libraries. The decline was masked by a 19% increase representing 85,287 transactions reported by the University of Toronto. Twenty-eight libraries offered asynchronous reference service via e-mail up from 25 the previous year and 14 libraries offered synchronous reference service via Internet chat capability up from eight the previous year.

The total number of participants in library instruction presentations increased by 16.8%. Again, there was great variation among institutions with changes from -25.3% to 235.1%, but the general trend was up. These figures may represent new programs, new modes of delivery, and new demand or they may reflect altered methods of collecting and reporting data. Information about the outcomes for participants of these presentations must rely on other evaluation methods.

Document Delivery Services

Document delivery policies, practices and activity levels in 2002-2003 were very similar to those in the previous year. Nationally, the number of items sent to other institutions was stable. However, the number of items sent by CISTI (755,746) is greater than the number sent by all other institutions combined. Thus, a continuing decline in the number sent by CISTI masked an increase in the number sent by university libraries.

In spite of the substantial increase in the availability of electronic journals, the number of copies of articles received by libraries has not decreased significantly. Among the possible causes of continuing demand for journal articles are: online indexes and abstracts that make resource discovery easier; document delivery contracts that make resource retrieval easier and at least a decade of journal cancellations,

There was a modest increase in the adoption of technology to support user access and library operations. There has not been an expansion of intra-institutional delivery services.

Data Services

Information is less complete, and less standardized, for data services than for the older surveys. The number of physical files increased by 17% nationally. However, growth rates ranging from -49% to 627% at the 16 reporting libraries reporting may indicate revised counts as much as acquisitions and deaccessions. Unmediated access rose by 33% at the ten libraries which report this information.   Like document delivery services, data services are extremely dependent on a sophisticated network of consortia and cooperative agreement to meet the needs of local researchers. Fostering these collaborative arrangements requires financial investment, technical knowledge and political wisdom—none of which are visible in the annual statistics.

Library Staffing

The percentage of the library budget spent on salaries and wages remained stable as the absolute expenditure for salaries and wages increased by 5%.   Some of the additional expenditure reflects a 2% increase in the number of library staff, the second year of modest staff growth. Professional staff grew more in both absolute and percentage terms than the other staff categories. Among professional staff, the number of administrative librarians and other professionals remained stable; the increase occurred among non-administrative librarians.

The growth of library staff was much more substantial in the national libraries than in university libraries. The number of staff in the two national libraries increased by 6% whereas the number of staff in the 27 university libraries increased by 1%. During the same period, university enrollment increased by 3%. The number of staff increased or remained the same in 22 of 29 member libraries.

The average years of experience of professional staff in university libraries continues to drop, but there is great variation among regions and institutions. For example, the average years of experience of professional staff in all regions except British Columbia is greater than the national average. In 20 of 27 institutions the change in average number of years experience was less than a

year, but in three institutions it was 3 or 4 years. In all three cases the number of professional staff increased or remained which is evidence that the change represents new hires of junior professional staff, not just the result of retirements and attrition.

Although the average years of experience dropped, the average professional salary in university libraries was $68,748 in 2003-2004, up from $65,592 the previous year. This is an increase of 4%. Ontario had the highest average salary, although the Atlantic region, Quebec, and the Prairie region had higher average years of experience. This is a change from the previous year. Carleton and York continue to report the highest average salaries, although the average salary at Carleton has dropped from $85,235 to $82,735. Three institutions report higher average years of experience than Carleton. Western continues to report the lowest average salary and the lowest average years of experience.

Salary distribution tables for professional librarians in university libraries continue to demonstrate the close link between years of experience and salary. Average salaries climb from $49,293 for those with less than 7 years of professional experience to $83,479 for those with over 35 years of professional experience. In 2003-2004, there were 316 librarians in university libraries earning more than $80,000, up from 229 the year before.

Expenditures

Total expenditures in Canadian research libraries increased by 5% over the previous year, about two percent above the CPI for that period. Twenty two of the twenty nine member libraries spent more than in the previous year. Considering the digital information revolution in research libraries, there has been a remarkable consistency in the proportion of expenditures on materials, staffing and operating budget lines in recent years.

Figure 2: Allocation of Resources
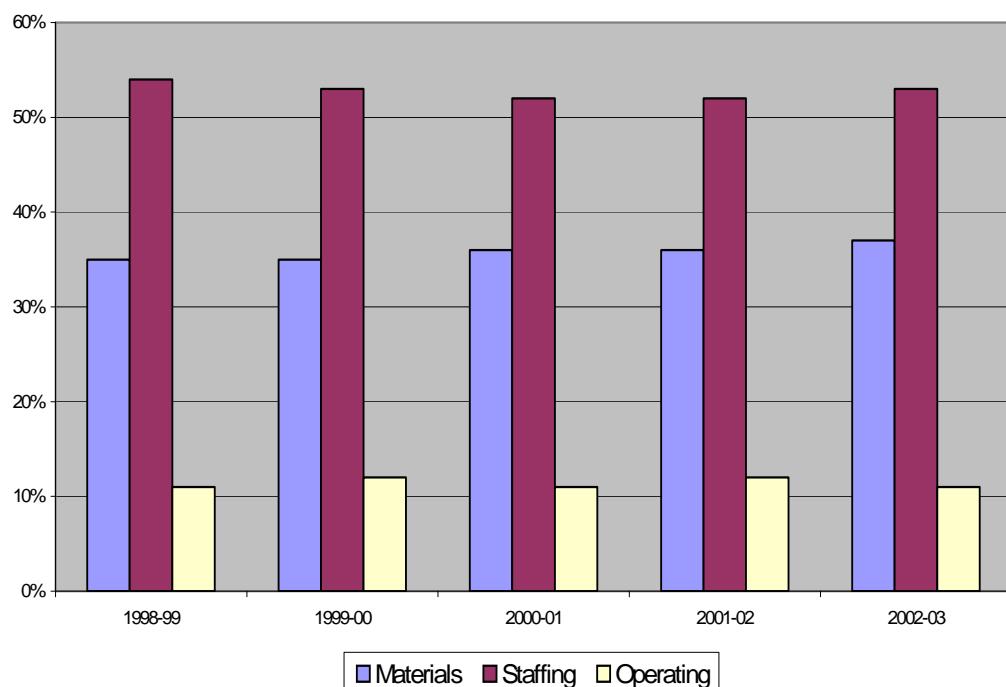
Driven by more than a decade of rapid price increases for journal subscriptions, absolute expenditures on library materials have risen faster than the overall library expenditures. As a result, total expenditures on staffing and operating have risen more slowly than overall library expenditures. The leaders and staff in Canadian research libraries have demonstrated creativity and flexibility in their ability to participate in a digital information revolution largely through internal reallocation of library budgets.

Total expenditures in Canadian university libraries increased by just over 3% from the previous year and closely matched the increase in the student enrollment. There is a great variation in expenditure per student at Canadian university libraries, ranging from $351 to $1,256 with a median of $535. No university collects a student access fee to help fund the library budget.

Conclusion

In October 2004, *The Globe and Mail* published a University Report Card http://www.theglobeandmail.com/generated/realtime/specialReportCard.html that compiled the opinions of 27,811 undergraduates who were members of the studentawards.com online database. In almost every instance, CARL university libraries received grades of A+, A, A- and B+ from these students. Some of the foundation for these student opinions can be found in the input and output data of the *CARL Statistics* in earlier years.

Ellen Hoffmann
York University Libraries
November 2004

Statistiques de l'ABRC 2002-2003
Tendances et observations

Introduction

« Les héros authentiques de la révolution numérique dans l'enseignement supérieur sont les bibliothécaires; ce sont les personnes qui ont vu le plus loin, qui ont fait le plus, qui ont relevé les défis les plus redoutables et qui ont démontré le plus clairement les avantages de l'information numérique… Du fait que nous tenons pour acquises leurs réalisations, il s'agit d'un témoignage de leur succès. »[1] Cette déclaration récente par des cadres supérieurs universitaires est une observation perspicace. On trouve dans la publication annuelle *Statistiques de l'ABRC* des indicateurs de la révolution numérique dans les bibliothèques universitaires : expansion rapide de l'accès aux revues électroniques, accroissement des possibilités pour la livraison des documents, accès plus facile aux archives de données, nouveaux services.

L'élargissement de l'accès aux revues électroniques est la manifestation la plus spectaculaire de la révolution numérique dans les bibliothèques universitaires. Le nombre de titres de périodiques électroniques accessibles dans les bibliothèques membres a augmenté de 41 % par rapport à l'année précédente et a plus que doublé en deux ans.

Figure 1: Titres de périodiques éléctroniques
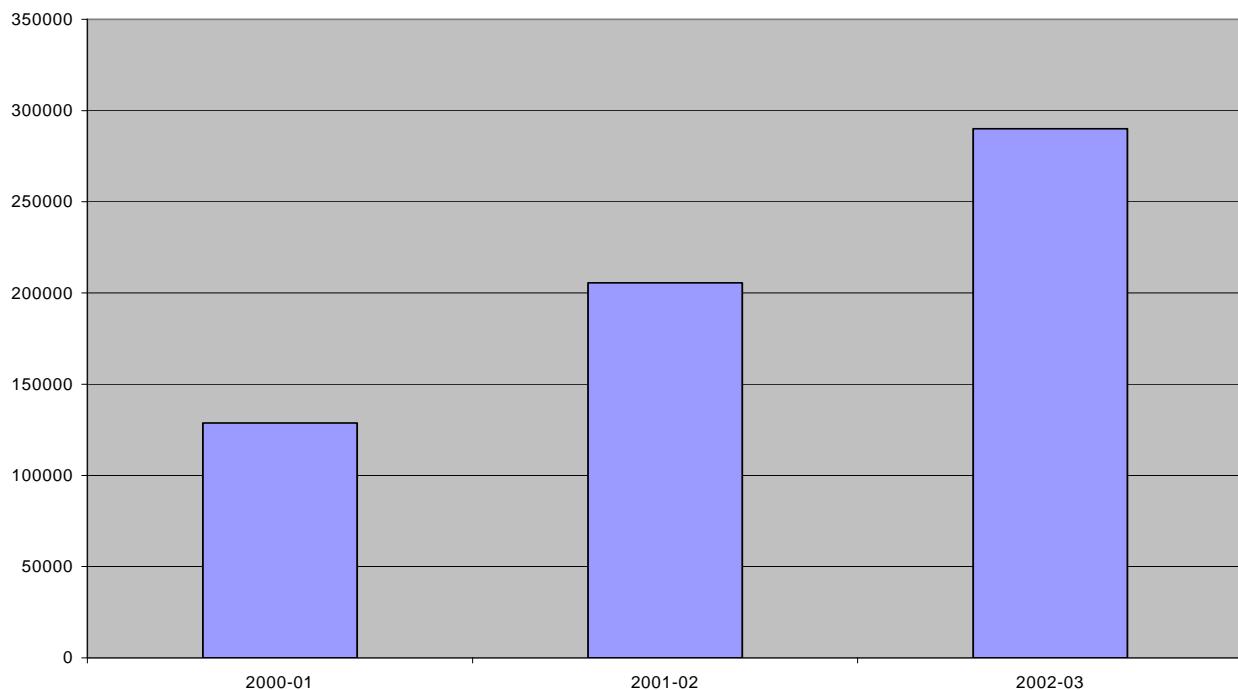
---

[1] Edward L. Ayers and Charles M. Grisham, "Why IT Has Not Paid Off As We Hoped (Yet)" *Educause Review*, vol. 38, no. 6 (novembre-décembre 2003) : p. 43

Or cette augmentation ne révèle même pas à quel point les archives des revues en ligne sont maintenant disponibles et à quel point le nombre de liens a augmenté dans les index et les revues en ligne qui élargissent l'étendue et la commodité de l'accès aux revues électroniques. Les données relatives à l'utilisation sur le site Web du Réseau canadien de documentation pour la recherche (www.researchknowledge.ca) indiquent, preuves à l'appui, que l'utilisation accrue des ressources électroniques est une réalité, et non seulement une possibilité.

Dans les bibliothèques de recherche comme dans d'autres organisations, la planification et les résultats font partie d'une chaîne d'attentes – depuis les intrants jusqu'aux activités, aux extrants et aux résultats. Les *Statistiques de l'ABRC* contiennent des données sur les intrants, les activités et les extrants. Ces données nationales, recueillies depuis de nombreuses années, sont une source importante pour faire le suivi des bibliothèques de recherche au Canada, pour observer les tendances et pour recenser les points qui doivent être approfondis. D'autres méthodes et ressources sont nécessaires pour mettre en lumière les retombées des collections et des services des bibliothèques de recherche et des ententes de collaboration qui sont en voie de constituer une ressource nationale efficace.

Les lecteurs attentifs des *Statistiques de l'ABRC* doivent savoir que, malgré l'attention apportée aux corrections et à la clarté, les données présentent des limites. Les définitions peuvent varier, soit au fil du temps, soit selon l'interprétation de chaque établissement. La fiabilité et l'exactitude de la collecte des données et des méthodes de présentation de l'information peuvent ne pas être uniformes. Chaque année, il y a des éléments de données qui ne sont pas déclarés par toutes les bibliothèques. Par conséquent, les conclusions ou les comparaisons – que ce soit entre les établissements ou sur une certaine période – doivent être faites avec précaution, compte tenu du contexte, et de préférence conjointement avec d'autres méthodes d'évaluation. Les notes qui accompagnent chaque tableau sont un aspect important des données.

Collections et accès

À propos du dynamisme des responsabilités des bibliothèques de recherche, un rapport de l'Association of Research Libraries faisait observer que « l'évolution des technologies numériques, l'avènement du Web et de l'Internet, et les nouvelles méthodes de création, de partage et d'utilisation des connaissances ont transformé radicalement les définitions traditionnelles des collections des bibliothèques et des services d'accès. Le rassemblement de collections et les moyens d'y donner accès ne sont plus des tâches qui se font tout simplement à l'intérieur des murs de la bibliothèque. De façon générale, les collections et les responsabilités en matière d'accès ne sont plus des sphères distinctes dans les bibliothèques de recherche. »[2] Malheureusement, les statistiques sur les bibliothèques de recherche et les traditions en matière de présentation de l'information établissent généralement une distinction entre ces activités « inextricablement liées ».

Les fonds consacrés aux collections et à l'accès sont passés de 207,6 millions à 225,2 millions de dollars, soit une augmentation de 8,5 % pendant une période où l'Indice des prix à la consommation au Canada progressait d'environ 3 %. Les dépenses pour les collections et l'accès ont augmenté

---

[2] ARL Collections & Access Issues Task Force, "Collections & Access for the 21st-Centruy Scholar: Changing Roles of Research Libraries," ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC, no.225 (décembre 2002), http://www.arl.org/newsletr/225/.

dans 23 des 29 bibliothèques membres. Les fonds que les établissements ont reçu de sources extérieures et les dépenses qui ont été faites par des organismes extérieurs pour le compte des établissements se sont élevés à près de 7 % des dépenses pour les collections et l'accès.

Quarante pour cent, soit la plus forte proportion, des dépenses pour les collections et l'accès ont été consacrées aux titres de périodiques imprimés. Parallèlement, la transition vers l'information numérique poursuivait manifestement son cours. Le montant consacré aux périodiques imprimés a continué de baisser, soit de 97,7 millions l'an dernier à 89,6 millions de dollars cette année. Huit bibliothèques universitaires ont consacré plus d'argent aux périodiques sous forme électronique qu'aux périodiques sous forme imprimée, alors que, l'année précédente, c'était le cas d'une seule. Les dépenses consacrées aux monographies sous forme imprimée et aux périodiques sous forme électronique se sont élevées dans chaque cas à environ un quart du total des dépenses pour les collections et l'accès.

Encore une fois, les dépenses totales pour les monographies imprimées ont augmenté par rapport à l'année précédente. Moins d'établissements que l'an dernier ont augmenté leurs dépenses pour les monographies imprimées. Concordia toutefois les a plus que doublées. Même si les dépenses ont augmenté, le nombre total de monographies imprimées achetées a diminué légèrement de 617 015 à 608 333, ce qui mettait un terme à plusieurs années d'augmentation dans les acquisitions de monographies. La diversité parmi les membres de l'ABRC se manifeste dans le nombre de volumes acquis par chacun des établissements : de 16 569 à 362 161 volumes avec une médiane de 41 539 volumes.

Le ratio des « volumes retirés » et des « volumes ajoutés » s'échelonnait de 0 à 0,93 des volumes et la médiane était de 0,20. C'est donc qu'une bibliothèque n'a retiré aucun volume tandis qu'une autre en a retiré 0,93 pour chaque volume ajouté. Des données au-delà des *Statistiques de l'ABRC* seraient nécessaires pour déterminer si cette différence est attribuable concrètement à la culture et à la politique de la bibliothèque, à l'espace disponible, au personnel disponible ou à d'autres motifs. La quantité de rayons ajoutés par les bibliothèques déclarantes est inférieure à la moitié de ce qui est nécessaire pour ranger le nombre net de nouveaux volumes.

L'augmentation constante et remarquable des dépenses pour les titres de périodiques électroniques et l'accès à ces périodiques a été décrite ci-dessus. McGill a consacré près de 2,5 million de dollars aux monographies électroniques, plus que tous les autres établissements ensemble.

Tendances des services

Étant donné probablement la diversité des membres de l'ABRC et les fortes perturbations causées par la transition vers l'information numérique, la circulation a présenté encore une fois un tableau varié. La circulation totale a été stable; la circulation (prêts initiaux) a augmenté dans la moitié des bibliothèques et a diminué dans l'autre moitié. Fait intéressant, la fourchette s'échelonne d'une augmentation de 15 % à une diminution de 15 %. Le pourcentage de diminution pour les collections internes a été plus uniforme et généralement plus élevé. Dans l'ensemble, l'utilisation interne a diminué de 11 %.

Le nombre moyen d'heures par semaine de services de référence offerts par les bibliothèques universitaires de l'ABRC a été de 95,4, dans la foulée de la hausse progressive à partir de 91,7 en 1999-2000. Le nombre médian d'heures de services a été de 94 avec une fourchette de 138 à 75.

Le nombre total de questions de référence a fléchi légèrement. Toutefois, la tendance générale est à la baisse puisqu'il y a eu une diminution dans 21 bibliothèques. La baisse a été dissimulée par une hausse de 19 % représentant 85 287 questions déclarées par l'Université de Toronto. Vingt-huit bibliothèques ont offert un service de référence en mode asynchrone par courrier électronique, par rapport à 25 l'année précédente, et 14 bibliothèques ont offert un service de référence en mode synchrone par clavardage sur Internet, par rapport à huit l'année précédente.

Le nombre total de participants aux présentations sur les services documentaires a augmenté de 16,8 %. Encore une fois, il y avait de grandes différences entre les établissements puisque l'écart s'échelonnait de - 25,3 % à 235,1 %, mais la tendance générale était à la hausse. Ces chiffres peuvent s'expliquer par de nouveaux programmes, de nouveaux modes de présentation et une nouvelle demande, ou encore par des méthodes différentes de collecte et de présentation des données. Pour obtenir des données sur les résultats de ces exposés pour les participants, il faut utiliser d'autres méthodes d'évaluation.

Services de livraison de documents

Les politiques, les pratiques et l'activité pour la livraison des documents en 2002-2003 ont été très semblables à ce qui s'est passé l'année précédente. À l'échelle nationale, le nombre de documents envoyés à d'autres établissements a été stable. Toutefois, le nombre de documents envoyés par l'ICIST (755 746) est plus élevé que le nombre envoyé par tous les autres établissements ensemble. Par conséquent, la baisse constante du nombre de documents envoyés par l'ICIST a dissimulé l'augmentation du nombre de documents envoyés par les bibliothèques universitaires.

Malgré la forte augmentation de la disponibilité des revues électroniques, le nombre de copies d'articles reçus par les bibliothèques n'a pas beaucoup diminué. Parmi les causes possibles de la demande constante d'articles de revues, mentionnons les index et les résumés en ligne, qui facilitent la découverte des ressources, les contrats de livraison de documents qui facilitent la récupération des ressources, et l'annulation des abonnements aux revues depuis au moins une décennie. Il y a eu une modeste croissance de l'adoption de technologies pour faciliter l'accès par les utilisateurs et les tâches des bibliothèques. Il n'y a pas eu d'augmentations des services de livraison de documents à l'intérieur des établissements.

Services de données

L'information est moins complète, et moins uniforme, pour les services de données que dans les enquêtes antérieures. Le nombre de dossiers physiques a augmenté de 17 % à l'échelle nationale. Toutefois, étant donné les taux de croissance qui s'échelonnent de
- 49 % à 627 % pour les 16 bibliothèques déclarantes, il pourrait s'agir autant de dénombrements révisés que d'acquisitions et de retraits d'inventaire. Les services sans intermédiaire ont augmenté de 33 % dans les dix bibliothèques qui font état de cette donnée. Tout comme les services de livraison de documents, les services de données dépendent beaucoup d'un réseau complexe de

consortiums et d'ententes coopératives pour répondre aux besoins des chercheurs locaux. Pour favoriser ces ententes de collaboration, il faut des investissements financiers, des connaissances techniques et une sagesse politique – et aucun de ces éléments n'est visible dans les statistiques annuelles.

Personnel des bibliothèques

Le pourcentage du budget des bibliothèques consacré aux salaires est resté stable tandis que la dépense absolue pour les salaires a augmenté de 5 %. Une partie des dépenses est attribuable à l'augmentation de 2 % du personnel des bibliothèques, soit la deuxième année d'une croissance modeste. Le personnel professionnel a augmenté davantage tant en nombre absolu qu'en pourcentage par rapport à toutes les autres catégories de personnel. Parmi le personnel professionnel, le nombre de bibliothécaires administratifs et des autres professionnels est resté stable; la hausse s'est produite parmi les bibliothécaires non administratifs.

La croissance du personnel des bibliothèques a été beaucoup plus marquée dans les bibliothèques nationales que dans les bibliothèques universitaires. Le nombre d'employés dans les deux bibliothèques nationales a augmenté de 6 %, tandis qu'il n'a augmenté que de 1 % dans les 27 bibliothèques universitaires. Au cours de la même période, l'effectif universitaire a augmenté de 3 %. Le nombre d'employés a augmenté ou est resté le même dans 22 des 29 bibliothèques membres.

Le nombre moyen d'années d'expérience du personnel professionnel dans les bibliothèques universitaires a continué de baisser, mais il y a une forte variation entre les régions et les établissements. Par exemple, le nombre moyen d'années d'expérience du personnel professionnel dans toutes les régions sauf en Colombie-Britannique est plus élevé que la moyenne nationale. Dans 20 des 27 établissements, la variation du nombre moyen d'années d'expérience a été de moins d'un an, mais, dans trois établissements, elle a été de trois ou quatre ans. Dans les trois cas, le personnel professionnel a augmenté ou est resté le même, ce qui montre que la variation correspond au nombre de nouveaux employés professionnels débutants embauchés, et n'est pas seulement le résultat des départs à la retraite et de l'attrition.

Bien que le nombre moyen d'années d'expérience ait diminué, le salaire moyen des professionnels dans les bibliothèques universitaires était de 68 748 $ en 2003-2004, par rapport à 65 592 $ l'année précédente, soit une hausse de 4 %. C'est en Ontario que le salaire moyen était le plus élevé, mais c'est dans la région Atlantique, au Québec et dans la région des Prairies que le nombre moyen d'années d'expérience était le plus élevé. Il s'agit là d'un changement par rapport à l'année précédente. Carleton et York ont encore une fois déclaré les salaires moyens les plus élevés, bien que le salaire moyen à Carleton ait diminué de 85 235 $ à 82 735 $. Trois établissements ont déclaré un nombre moyen plus élevé d'années d'expérience que Carleton. C'est à Western que le salaire moyen est encore le plus bas, de même que le nombre moyen d'années d'expérience.

Les tableaux de distribution des salaires pour les bibliothécaires professionnels dans les bibliothèques universitaires montrent encore le lien étroit entre les années d'expérience et le salaire. Les salaires moyens passent de 49 293 $ pour ceux qui ont moins de sept années d'expérience professionnelle à 83 479 $ pour ceux qui en ont plus de 35. En 2003-2004, il y avait

316 bibliothécaires dans les bibliothèques universitaires qui gagnaient plus de 80 000 $, par rapport à 229 l'année précédente.

Dépenses

Les dépenses totales dans les bibliothèques de recherche au Canada ont augmenté de 5 % par rapport à l'année précédente, soit environ 2 % de plus que l'IPC pour cette période. Vingt-deux des 29 bibliothèques membres ont dépensé plus que l'année précédente. Compte tenu de la révolution de l'information numérique dans les bibliothèques de recherche, il y a eu une constance remarquable dans la proportion des dépenses pour le matériel, le personnel et le budget de fonctionnement depuis quelques années.

Figure 2: Allocation des ressources
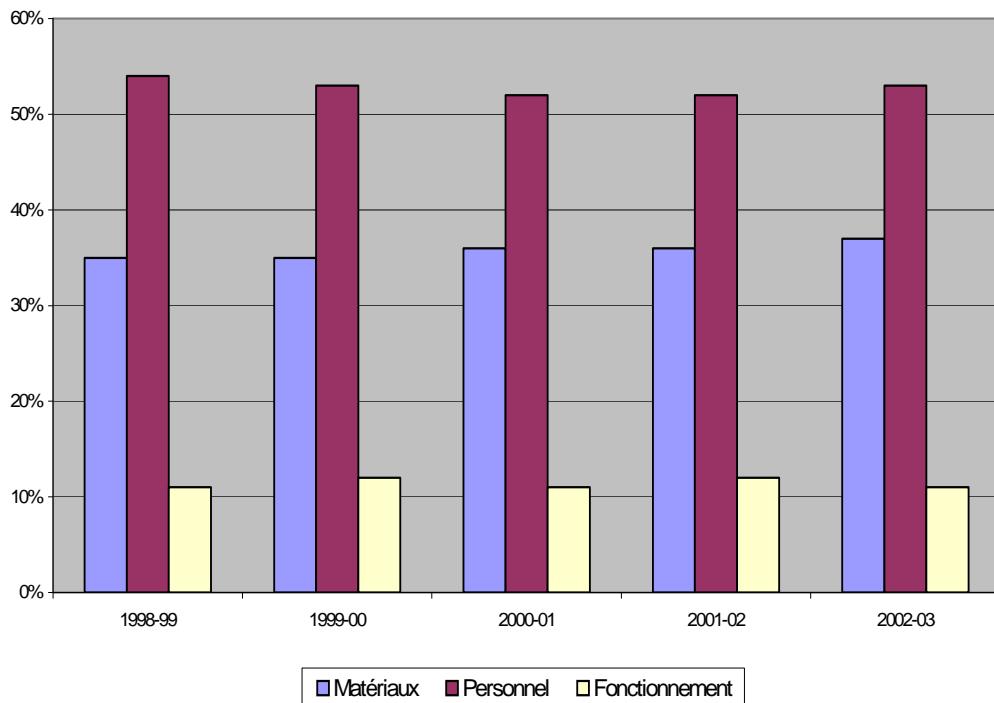
Propulsées par l'augmentation rapide des prix pour les abonnements aux revues depuis plus d'une décennie, les dépenses absolues pour les documents ont augmenté plus rapidement que l'ensemble des dépenses des bibliothèques. C'est ainsi que les dépenses totales pour le personnel et le fonctionnement ont augmenté plus lentement que l'ensemble des dépenses des bibliothèques. Les chefs de file et les employés des bibliothèques de recherche au Canada ont fait preuve de créativité et de souplesse dans leur capacité de participer à la révolution de l'information numérique par une nouvelle répartition interne des budgets des bibliothèques.

Les dépenses totales dans les bibliothèques universitaires du Canada ont augmenté d'un peu plus de 3 % par rapport à l'année précédente et ont suivi étroitement l'augmentation de l'effectif étudiant. Il y a une forte variation des dépenses par étudiant dans les bibliothèques universitaires du Canada, soit de 351 $ à 1 256 $, avec une médiane de 535 $. Aucune université ne perçoit de droits d'accès auprès des étudiants pour financer le budget de ses bibliothèques.

Conclusion

En octobre 2004, *The Globe and Mail* a publié un « Bulletin des universités » http://www.theglobeandmail.com/generated/realtime/specialReportCard.html qui recueillait les opinions de 27 811 étudiants de premier cycle qui étaient membres de la base de données en ligne studentawards.com. Dans presque tous les cas, les étudiants ont attribué aux bibliothèques universitaires de l'ABRC les notes A+, A, A- et B+. Ces résultats s'expliquent en partie par les données sur les intrants et les extrants des *Statistiques de l'ABRC* dans les années précédentes.

Ellen Hoffmann
Bibliothèques de l'Université York
novembre 2004

SECTION A

Expenditures, Establishment and Collection Size

2002 - 2003

Table I - Library collections

	Notes	Financial year begins	Volumes held 2001 - 2002	Volumes added 2002 - 2003
Question number		**Date**	**1.1**	**1.2**
British Columbia [1]	PGLM	1-Apr-02	4 929 267[2]	126 102[3]
Simon Fraser	PG	1-Apr-02	1 345 180	53 432
Victoria	PGL	1-Apr-02	1 811 355	32 464
Alberta [4]	PGLM	1-Apr-02	5 768 464	163 105
Calgary	PGLM	1-Apr-02	2 376 030	58 725
Manitoba	PGLM	1-Apr-02	1 946 279	42 206
Regina	PG	1-May-02	831 618	19547
Saskatchewan	PGLM	1-May-02	1 884 974	60 017
Carleton [5]	PG	1-May-02	1 693 068	24 202
Guelph	P	1-May-02	1 531 281	18 838
McMaster	PG M	1-May-02	1 911 064	30 001
Ottawa	PLM	1-May-02	1 627 008	36 959
Queen's	PLM	1-May-02	2 329 631	43 538
Toronto (incl. OISE) [6]	PGLM	1-May-02	9 525 774[7]	245 194
Waterloo	PG	1-May-02	1 961 373	31 739
Western Ontario *	PGL	1-May-02	2 838 293	82 349
Windsor	PGL	1-May-02	1 637 901	21 696
York	PGL	1-May-02	2 436 581	63 929
Concordia	P	1-Jun-02	2 948 480[8]	24 345
Laval	B	1-juin-02	2 529 751	83 973
McGill	BGLM	1-Jun-02	3 318 277	96 442
Montréal[9]	B	1-juin-02	2 543 179[10]	44 214
Québec [11]	B	1-juin-02	1 562 575	36 448
Sherbrooke	B	1-juin-02	800 212	16569
Dalhousie	PGLM	1-Apr-02	1 810 818	25 517
Memorial [12]	PM	1-Apr-02	1 668 274	41 539
New Brunswick	PG	1-May-02	1 191 757	18 475
CISTI	PG	1-Apr-02	2 612 082	34 808
National Library	PLM	1-Apr-02	7 992 123	362 161

B= Bibliographic count   L= Includes Law Library   G= Government Documents included in Serials Count

P= Physical unit count   M= Includes Medical Library

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

	Volumes withdrawn 2002 - 2003	Net additions 2002 - 2003	Total volumes held 2002 - 2003	Monographs purchased 2002 - 2003	Electronic monographs purchased 2002 - 2003
Question	**1.3**	**1.4**	**1.5**	**1.6**	**1.7**
British Columbia	0[13]	126 102[14]	5 055 369	52 000[15]	U/A
Simon Fraser	796	52 636	1 397 816	U/A	1 961
Victoria	1 699	30 756	1842120	U/A	U/A
Alberta	7 566	155 539	5 924 003	U/A[16]	U/A[17]
Calgary	5 322	53 403	2 429 433	30 090	242
Manitoba	1 690	40 516	1 986 795	14 868	4 838
Regina	8 513	11 034	842 652	U/A	1 948
Saskatchewan	44 613	15 404	1 900 378	19 729	4 013
Carleton	7 308	16 894	1 709 962	12 155	11 901[18]
Guelph	12 727	6 111	1 537 392	U/A	2 450
McMaster	4 654	25 347	1 936 411	13 601	3 541
Ottawa	4 968	31 991	1 658 999	25 752	U/A
Queen's	6 847	36 691	2 366 322	19 676	U/A
Toronto (incl. OISE)	15 264	229 930	9 755 704	127 862	18 367
Waterloo	8 784	22 955	1 984 328	17 262	U/A[19]
Western Ontario	40 491	41 858	2 880 151	19 605	83
Windsor	2 863	18 833	1 656 734	12 502	162
York	13 427	50 502	2 487 083	39 128	1 135
Concordia	6 634	17 711	2 966 191	26 252[20]	38
Laval	31 406	52 567	2 582 318	29 612	11 107
McGill	25 728	70 714	3 388 991	51 597	3 205
Montréal	2 380	41 834	2 585 013	16 232	0
Québec	33 863	2 585	1 565 160	24 125	0
Sherbrooke	7 475	9 093	809 305	9 288	0
Dalhousie	5 103	20 414	1 831 232	12 305	2 541[21]
Memorial	8 463	33 076	1 701 350	20 729	86
New Brunswick	1 157	17 318	1 209 075	4 970	112
CISTI	8 395	26 413	2 638 495	3 438	4 779
National Library	N/A	362 161	8 354 254	5 555	23

U/A = Unavailable   N/A = Not applicable   N/P = Non-pertinent   N/R = Did not reply

Table II - Library collections other formats

	Microform units	Government documents	Manuscripts and archives (linear metre)	Printed music scores
Question number	**2.1**	**2.2**	**2.3**	**2.4**
British Columbia	5 038 558	U/A	3 608	U/A
Simon Fraser	1 185 306	N/A	568	N/A
Victoria	2 232 456	U/A	1 096	33 241
Alberta	3 690 989	0	6 500	45 289
Calgary	3 528 108	0[22]	2 917	U/A
Manitoba	1 439 767	231 280[23]	3 865	U/A
Regina	1 209 600	288 210	1 520[24]	6 288
Saskatchewan	3 054 305	410 305	268	U/A
Carleton [25]	1 316 618	0	364	31 754
Guelph	2 270 734	0	2 993	U/A
McMaster	1 560 469	0	3 964	31 533
Ottawa	1 869 736	861 807	754	36 346
Queen's	3 792 624	1 080 677	U/A	U/A
Toronto	5 177 061	N/A	10 587	64 940
Waterloo	1 681 786	0	1 403	0
Western Ontario	3 809 520	0	3 300	487 436
Windsor	1 658 629	97 624	1 067	7 421
York	4 026 925	0	2 965	U/A
Concordia	1 748 698	109 300	71	2 837
Laval	1 310 793	0	0	27 701
McGill	1 703 078	685 417	2 709	43 083
Montréal	1 653 080	0	0	29 861
Québec	921 202	0	129	72 271
Sherbrooke	1 337 414	0	0	6 360
Dalhousie	476 797	0	4 264	8 309
Memorial	2 795 971	20	1 228	6 546
New Brunswick	3 190 662	N/A	1 754	735
CISTI	4 500 000	0	N/A	0
National Library	7 574 315	3 547 617	2 304[26]	89 692

U/A = Unavailable   N/A = Not applicable   N/P = Non-pertinent   N/R = Did not reply

	Cartographic materials	Graphic materials	Audio materials	Film and video materials
Question	**2.5**	**2.6**	**2.7**	**2.8**
British Columbia	556 059	496 085	133 635	12 631
Simon Fraser	88 526	50 622	7 904[27]	2 309[28]
Victoria	197 403	U/A	62 683	7 166
Alberta	1 394 280	U/A	U/A	U/A
Calgary	1 430 467	900 221	36 521	9 810
Manitoba	108 687	291 021	18 978	4 646
Regina	365	18 173	14 258	2 807
Saskatchewan	72 261	18 537	15 203	1 610
Carleton	175 424	9 557	2 655[29]	12 682
Guelph	73 228	5 970	10 956	6 381
McMaster	144 897	10	29 645	1 331
Ottawa	416 605	220 211	17 714	8 828
Queen's	157 205	27 435	U/A	U/A
Toronto	277 543	711 077	191 149	26 126
Waterloo	151 291	2	1 009	120
Western Ontario	15 248	345 192	53 541	4 248
Windsor	61 370	1 477	1 816	3 098
York	110 807	8 647[30]	47 435	17 967
Concordia	12 845	0	39 430	3 474
Laval	327 960	210 174	17 678	19 316
McGill	240 461	257 601	45 082	34 332
Montréal	283	120 053	40 749	11 291
Québec	327 135	582 539	35 605	17 238
Sherbrooke	118 904	42 838	11 473	4 310
Dalhousie	93 124	U/A	547[31]	4 474
Memorial	142 064	45 720[32]	15 592	4 849
New Brunswick	69 554	63 173	2 861	1 438
CISTI	N/A	N/A	N/A	495
National Library	N/A	98 709	238 688	13 639

U/A = Unavailable   N/A = Not applicable   N/P = Non-pertinent   N/R = Did not reply

Table III - Serials collections

	Serials - print & microform: titles	Serials - electronic: titles	Serials - total of titles
Question	**3.1**	**3.2**	**3.1 + 3.2**
British Columbia	27 754	12 400	40 154
Simon Fraser	7 181	15 667	22 848
Victoria	7 739	6 276	14 015
Alberta [33]	28 542	10 229	38 771
Calgary	11 925	8 312[34]	20 237
Manitoba	9 224	13 397	22 621
Regina	2 910	4 764	7 674
Saskatchewan	10 828	20 366	31 194
Carleton	4 711	10 800	15 511
Guelph	6 489	5 550	12 039
McMaster [35]	7 551	11 800	19 351
Ottawa	8 003	7 094	15 097
Queen's	8 884	8 669[36]	17 553
Toronto	34 978	21 321	56 299
Waterloo	7 634	7 550	15 184
Western Ontario	10 450	12 000	22 450
Windsor	5 906	11 239	17 145
York	21 107	10 444	31 551
Concordia	4 597	5 182	9 779
Laval	9 611	9 871	19 482
McGill	14 013	8 869	22 882
Montréal	13 688	4 659	18 347
Québec	9 061	6 742	15 803
Sherbrooke	4 527	7 030	11 557
Dalhousie	8 448	17 601	26 049
Memorial	7 604	5 706	13 310
New Brunswick	3 054	8 472	11 526
CISTI	11 815	3 979	15 794
National Library	34 734[37]	21 119[38]	55 853

U/A = Unavailable   N/A = Not applicable   N/P = Non-pertinent   N/R = Did not reply

	Serials - subscriptions	Serials - electronic: titles in aggregator packages	Serials - cancelled titles	Serials – value of cancelled titles
Question	**3.3**	**3.4**	**3.5**	**3.6**
British Columbia	40 154[39]	6 100[40]	239	$259 291
Simon Fraser	U/A	19 232	874	U/A
Victoria	9 414	U/A	213	$127 800
Alberta	11 103	U/A	286[41]	$194 111[42]
Calgary	20 237[43]	12 536	217	$103 971
Manitoba	9 834	7 790	51	U/A
Regina	2 354	15 360	323	$391 326
Saskatchewan	15 182	15 771	0	$0
Carleton	10 421[44]	6 036	16	$4 523
Guelph	11 614	3 547	0	$0
McMaster	13 502	3 207	399	$367 360
Ottawa	U/A	U/A	991	$992 517
Queen's	16 909	2 894	U/A	U/A
Toronto	56 299	9 207	U/A	U/A
Waterloo	U/A[45]	U/A	52	$28 407
Western Ontario	10 655	17 034	590	$136 019
Windsor	17 589	19 143	337	$9 013
York	17 356	5 740	847	$815 979
Concordia	7 960	7 752	97	$103 270
Laval	17 126	N/D	0	N/D
McGill	18 142	11 274	108	$65 801
Montréal	14 352	3 915	145	$89 280
Québec	N/D	N/D	485	N/D
Sherbrooke	3 397	2 050	265	$251 530
Dalhousie	6 597	10 443	274	$132 937
Memorial	13 591	3 579	249	$581 488
New Brunswick	11 026	3 999	36	$7 654
CISTI	N/A	N/A	U/A	U/A
National Library	1 838	0	N/A	N/A

U/A = Unavailable   N/A = Not applicable   N/P = Non-pertinent   N/R = Did not reply

Table IV - Library materials expenditures

	Print monographs	Electronics monographs	Print serials	Electronics serials	Other library materials
Question	**4.1**	**4.2**	**4.3**	**4.4**	**4.5**
British Columbia	4 082 014[46]	23 995	7 100 943	3 386 139	U/A
Simon Fraser	1 810 248	35 815	3 483 475	629 434	589 942
Victoria	1 153 772	184 093	2 549 272	1 049 358	U/A
Provincial average	**$2 617 893**	**$104 044**	**$4 825 108**	**$2 217 749**	
Alberta [47]	4 337 482	U/A	3 795 754	5 275 504	0
Calgary	2 191 779	53 171	3 913 944	2 484 006	406 499
Manitoba	1 817 078	35 280	2 607 330	2 435 499	U/A
Regina	466 235	14 750	843 341	899 816[48]	49 337
Saskatchewan	1 640 910	46 177	3 366 564	1 225 150	U/A
Regional average	**$2 090 697**	**$37 345**	**$2 905 387**	**$2 463 995**	**$151 945**
Carleton	839 829	30 660	1 113 219	1 961 759	235 387
Guelph	964 017	15 073	663 789	2 907 773	17 174
McMaster	1 318 270	62 184	3 756 747	1 979 596	0
Ottawa	1 369 829	U/A	2 762 595	2 212 332	N/A
Queen's	1 415 814	U/A	3 881 649	3 344 143	45 871
Toronto	8 307 960	80 848	12 034 949	3 297 825	534 011
Waterloo	1 193 773	U/A[49]	1 957 263	2 153 127[50]	374 257[51]
Western Ontario	1 403 511	22 437	4 987 494	3 742 347	U/A
Windsor	890 438[52]	11 700	1 616 857	1 868 589	N/A
York	2 099 007	46 651	2 648 876	3 391 936	127 954
Provincial average	**$1 980 245**	**$38 508**	**$3 542 344**	**$2 685 943**	**$190 665**
Concordia	1 930 779	8 447	1 427 036	1 697 898	U/A
Laval	2 759 200	N/D	4 866 002[53]	N/D	55 142
McGill	5 348 925	2 432 543	5 509 411	4 668 077	U/A
Montréal	1 208 762	0	4 482 672	2 318 897	44 841
Québec	1 307 247	0	906 566	828 498	71 625
Sherbrooke	501 287	0	2 108 515	0	16 147
Provincial average	**$2 176 033**	**$488 198**	**$3 216 700**	**$1 902 674**	**$46 939**
Dalhousie	818 677	17 278	2 420 247	1 465 112	0
Memorial	1 594 830	16 390	3 040 420	864 815	6 070
New Brunswick	353 424	1 363	770 638	537 231	389 347
Regional average	**$922 310**	**$11 677**	**$2 077 102**	**$955 719**	**$131 806**
CISTI	650 409	U/A	U/A	U/A	U/A
National Library	517 934	63 103	957 733	36 701	246 757[54]
National average	**$1 872 188**	**$139 216**	**$3 199 046**	**$2 098 576**	**$168 966**
National total	**$54 293 440**	**$3 201 958**	**$89 573 301**	**$56 661 562**	**$3 210 361**

U/A = Unavailable   N/A = Not applicable   N/P = Non-pertinent   N/R = Did not reply

	Miscellaneous materials	Total library materials	Contract binding	External funding	Funding from external agencies
Question	4.6	4.7	4.8	4.9	4.10
British Columbia	0	14 593 091	189 869	582 826	388 161
Simon Fraser	169 356	6 718 270	145 748	422 566	122 250
Victoria	189 444	5 125 639	115 624	55 349	230 186
Provincial average	**$119 600**	**$8 812 333**	**$150 414**	**$353 580**	**$246 866**
Alberta	661 162	14 069 902	194 400	1 962 605	292 367
Calgary	386 405	9 435 804	115 552	854 364	235 994
Manitoba	440 771	7 335 958	176 463	U/A	212 320
Regina	0[55]	2 273 479	5 408	270 724	77 049
Saskatchewan	171 855	6 450 657	103 646	0	198 126
Regional average	**$332 039**	**$7 913 160**	**$119 094**	**$771 923**	**$203 171**
Carleton	299 153	4 480 007	141 540	U/A	143 173
Guelph	334 379	4 902 205	57 355	196 327	124 733
McMaster	30 064	7 146 861	186 096	0	144 677
Ottawa	161 831	6 506 587	124 040	U/A	185 551
Queen's	133 513	8 820 990	143 922	N/A	141 907
Toronto	U/A	24 255 593	454 651	N/A	456 418
Waterloo	317 005[56]	5 995 425	83 593	70 731	180 192
Western Ontario	411 937	10 567 726	140 784	34 465	231 705
Windsor	96 578[57]	4 484 162	74 624	19 996	103 963
York	0	8 314 424	195 020	N/A	314 110
Provincial average	**$198 273**	**$8 547 398**	**$160 163**	**$64 304**	**$202 643**
Concordia	U/A	5 064 159	195 134	3 296 203	107 431
Laval	0	7 680 344	0[58]	0	334 400
McGill	195 861	18 154 817	191 791	N/A	398 815
Montréal	0	8 055 172	98 272	5 817	744 400[59]
Québec	1 660	3 115 596	51 180	78 498	147 340
Sherbrooke	1 272 783	3 898 732	41 000	0	149 726
Provincial average	**$294 061**	**$7 661 470**	**$96 230**	**$676 104**	**$313 685**
Dalhousie	106 198	4 827 512	87 651	220 918	281 899
Memorial	3 808	5 526 333	83 115	626 536	253 066
New Brunswick	101 072	2 153 075	55 154	91 048	131 604
Regional average	**$70 359**	**$4 168 973**	**$75 307**	**$312 834**	**$222 190**
CISTI	0	13 435 511	0	N/A	N/A
National Library	19 910	1 842 139	9 408[60]	0	N/A
National average	**$203 879**	**$7 766 558**	**$119 346**	**$418 523**	**$234 502**
National total	**5 504 745**	**225 230 170**	**3 461 040**	**8 788 973**	**6 331 563**

U/A = Unavailable   N/A = Not applicable   N/P = Non-pertinent   N/R = Did not reply

Table V - Salary and other operating expenditures

	Notes	Professional staff	Support staff	Casual staff
Question	7.3	5.1	5.2	5.3
British Columbia	N	7 603 054	7 668 088	1 498 598
Simon Fraser	N	2 161 975	3 038 233	401 001
Victoria	N	2 267 951	3 687 851	U/A
Provincial average		**$4 010 993**	**$15 898 057**	**$949 800**
Alberta	N	4 880 417	8 248 421	861 871
Calgary	N	3 163 014	6 141 893	417 568
Manitoba	Y	3 791 134	4 769 483	506 642
Regina	N	1 388 757	1 394 514	97 721
Saskatchewan	N	2 952 764	3 013 848	282 995
Regional average		**$3 235 217**	**$4 713 632**	**$433 359**
Carleton	N	1 857 407	3 669 643	443 707
Guelph	Y	2 023 875	2 943 066	231 105
McMaster	N	2 127 940	3 812 577	233 714
Ottawa	N	2 910 567	4 249 227	220 140
Queen's	N	2 205 690	4 287 206	335 106
Toronto	Y	13 140 370	14 948 923	3 954 958
Waterloo	N	2 611 056	3 467 336	557 141
Western Ontario	N	3 143 327	3 753 729	418 084
Windsor	Y	1 622 313	2 327 268	111 014
York	Y	4 401 178	4 437 345	824 828
Provincial average		**$3 655 600**	**$4 904 732**	**$732 980**
Concordia	Y	2 430 111	3 878 561	128 356
Laval	N	3 626 134	5 722 863	85 000
McGill	N	4 161 720	5 825 762	887 520
Montréal	N	4 331 975	6 014 852	0
Québec	N	2 706 479	3 858 858	606 579
Sherbrooke	N	N/D	N/D	178 698
Provincial average		**$3 451 284**	**$5 060 179**	**$314 359**
Dalhousie	Y	2 287 761	2 653 227	308 719
Memorial	Y	2 417 448	3 571 328	712 443
New Brunswick	N	U/A[61]	U/A[62]	210 517
Regional average		**$2 352 605**	**$3 112 278**	**$410 560**
CISTI	N	U/A	U/A	U/A
National Library	N	15 593 784	11 182 278	156 207
National average		**$3 915 700**	**$6 225 630**	**$543 342**
National total		**$101 808 201**	**$161 866 380**	**$14 670 232**

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

U/A = Unavailable   N/A = Not applicable   N/P = Non-pertinent   N/R = Did not reply

	Total staffing expenditures	Fringe benefits	Other operating expenditures	Totals
Question	**5.4**	**5.5**	**5.6**	**5.4 + 5.5 + 5.6**
British Columbia	16 769 740	2 445 835[63]	3 345 921	22 561 496
Simon Fraser	5 601 209	1 243 766	1 096 455	7 941 430
Victoria	5 955 802	893 339	950 604	7 799 745
Provincial average	**$9 442 250**	**$1 527 647**	**$1 797 660**	**$12 767 557**
Alberta	13 990 709	2 755 563	1 998 210	18 744 482
Calgary	9 722 475	1 597 402	1 531 887	12 851 764
Manitoba	9 067 259	1 274 149	1 495 127	11 836 535
Regina	2 880 992	U/A[64]	824 555	3 705 547
Saskatchewan	6 249 607	946 122	1 208 205	8 403 934
Regional average	**$8 382 208**	**$1 643 309**	**$1 411 597**	**$11 108 452**
Carleton	5 970 758	1 048 413	802 221	7 821 392
Guelph	5 198 046	1 161 324	1 026 502	7 385 872
McMaster	6 174 231	1 154 040	907 552	8 235 823
Ottawa	7 379 934	1 360 361	611 405	9 351 700
Queen's	6 828 002	1 237 192	1 540 828	9 606 022
Toronto	32 044 251	6 006 161	9 461 145	47 511 557
Waterloo	6 635 533	1 149 638	975 235[65]	8 760 406
Western Ontario	7 315 140	1 934 865	583 083	9 833 088
Windsor	4 060 595	901 785	708 331	5 670 711
York	9 663 351	1 734 108	1 664 347	13 061 806
Provincial average	**$9 126 984**	**$1 768 789**	**$1 828 065**	**$12 723 838**
Concordia	6 437 028	1 243 985	1 379 867	9 060 880
Laval	9 433 997	2 551 650	631 076	12 616 723
McGill	10 875 002	2 043 598	1 636 598	14 555 198
Montréal	10 346 827	1 778 769	1 309 709	13 435 305
Québec	7 171 916	1 321 077	101 393	8 594 386
Sherbrooke	3 603 839	687 928	249 482	4 541 249
Provincial average	**$7 978 102**	**$1 604 501**	**$884 688**	**$10 467 290**
Dalhousie	5 249 707	729 465	859 908	6 839 080
Memorial	6 701 219	873 811	1 254 618	8 829 648
New Brunswick	4 071 450	U/A	434 699	4 506 149
Regional average	**$5 340 792**	**$801 638**	**$849 742**	**$6 724 959**
CISTI	18 219 301	U/A	15 421 188	33 640 489
National Library	26 932 269	5 341 485	11 871 424	44 145 178
National average	**$9 329 317**	**$1 746 763**	**$2 271 778**	**$13 167 158**
National total	**$270 550 189**	**$45 415 831**	**$65 881 575**	**$381 847 595**

U/A = Unavailable   N/A = Not applicable   N/P = Non-pertinent   N/R = Did not reply

Table VI - Summary of library expenditures

	Total materials expenditure (includes binding)	Total staffing expenditure (includes fringe benefits)	Operating expenditure	Totals	Percentage		
					Material	Salaries	Operating
Question	4.7 + 4.8	5.4 + 5.5	5.6	4.7+4.8+5.4+5.5			
British Columbia	14 782 960	19 215 575	3 345 921	37 344 456	39.59	51.45	8.96
Simon Fraser	6 864 018	6 844 975	1 096 455	14 805 448	46.36	46.23	7.41
Victoria	5 241 263	6 849 141	950 604	13 041 008	40.19	52.52	7.29
Provincial average	**$8 962 747**	**$10 969 897**	**$1 797 660**	**$21 730 304**	**41.25%**	**50.48%**	**8.27%**
Alberta	14 264 302	16 746 272	1 998 210	33 008 784	43.21	50.73	6.05
Calgary	9 551 356	11 319 877	1 531 887	22 403 120	42.63	50.53	6.84
Manitoba	7 512 421	10 341 408	1 495 127	19 348 956	38.83	53.45	7.73
Regina [66]	2 278 887	2 880 992	824 555	5 984 434	38.08	48.14	13.78
Saskatchewan	6 554 303	7 195 729	1 208 205	14 958 237	43.82	48.11	8.08
Regional average	**$8 032 254**	**$9 696 856**	**$1 411 597**	**$19 140 706**	**41.96%**	**50.66%**	**7.37%**
Carleton	4 621 547	7 019 171	802 221	12 442 939	37.14	56.41	6.45
Guelph	4 959 560	6 359 370	1 026 502	12 345 432	40.17	51.51	8.31
McMaster	7 332 957	7 328 271	907 552	15 568 780	47.10	47.07	5.83
Ottawa	6 630 627	8 740 295	611 405	15 982 327	41.49	54.69	3.83
Queen's	8 964 912	8 065 194	1 540 828	18 570 934	48.27	43.43	8.30
Toronto	24 710 244	38 050 412	9 461 145	72 221 801	34.21	52.69	13.10
Waterloo	6 079 018	7 785 171	975 235	14 839 424	40.97	52.46	6.57
Western Ontario	10 708 510	9 250 005	583 083	20 541 598	52.13	45.03	2.84
Windsor	4 558 786	4 962 380	708 331	10 229 497	44.57	48.51	6.92
York	8 509 444	11 397 459	1 664 347	21 571 250	39.45	52.84	7.72
Provincial average	**$8 707 561**	**$10 895 773**	**$1 828 065**	**$21 431 398**	**40.63%**	**50.84%**	**8.53%**
Concordia	5 259 293	7 681 013	1 379 867	14 320 173	36.73	53.64	9.64
Laval	7 680 344	11 985 647	631 076	20 297 067	37.84	59.05	3.11
McGill	18 346 608	12 918 600	1 636 598	32 901 806	55.76	39.26	4.97
Montréal	8 153 444	12 125 596	1 309 709	21 588 749	37.77	56.17	6.07
Québec	3 166 776	8 492 993	101 393	11 761 162	26.93	72.21	0.86
Sherbrooke	3 939 732	4 291 767	249 482	8 480 981	46.45	50.60	2.94
Provincial average	**$7 757 700**	**$9 582 603**	**$884 688**	**$18 224 990**	**42.57%**	**52.58%**	**4.85%**
Dalhousie	4 915 163	5 979 172	859 908	11 754 243	41.82	50.87	7.32
Memorial	5 609 448	7 575 030	1 254 618	14 439 096	38.85	52.46	8.69
New Brunswick	2 208 229	4 071 450	434 699	6 714 378	32.89	60.64	6.47
Regional average	**$4 244 280**	**$5 875 217**	**$849 742**	**$10 969 239**	**38.69%**	**53.56%**	**7.75%**
CISTI	13 435 511	18 219 301	15 421 188	47 076 000	28.54	38.70	32.76
National Library	1 851 547	32 273 754	11 871 424	45 996 725	4.03	70.17	25.81
National average	**$7 885 904**	**$10 895 380**	**$2 271 778**	**$21 053 062**	**37.46%**	**51.75%**	**10.79%**
National total	**$228 691 210**	**$315 966 020**	**$65 881 575**	**$610 538 805**			

U/A = Unavailable   N/A = Not applicable   N/P = Non-pertinent   N/R = Did not reply

Table VII - Summary of library personnel

	Professional staff	Other professionals	Total professionals	Support staff FTE	Casual staff FTE	Total staff FTE
Question	**6.1**	**6.2**	**6.3**	**6.4**	**6.5**	**6.6**
British Columbia	87.0	22.0	109.0	221.0	45.0	375.0
Simon Fraser	31.7	7.6	39.3	86.4	17.0	142.7
Victoria	30.0	8.0	39.0	98.1	14.1	151.2
Provincial average	**49.6**	**12.5**	**62.4**	**135.2**	**25.4**	**223.0**
Alberta	73.0	9.0	82.0	217.0	35.0	334.0
Calgary	41.4	6.0	47.4	161.8	25.0	234.2
Manitoba	58.0	0.0	58.0	136.0	16.0	210.0
Regina	19.0	5.0	24.0	44.0	4.0	72.0
Saskatchewan	34.0	15.0	49.0	104.0	12.0	165.0
Regional average	**45.1**	**7.0**	**52.1**	**132.6**	**18.4**	**203.0**
Carleton	23.4	1.0	24.4	76.0	25.2	125.6
Guelph	21.0	12.0	33.0	82.0	18.0	133.0
McMaster	29.0	3.0	32.0	111.0	17.0	160.0
Ottawa	34.6	1.0	35.6	113.9	6.0	155.5
Queen's	38.0	2.0	40.0	119.0	18.0	177.0
Toronto	171.0	17.0	188.0	360.0	149.0	697.0
Waterloo	32.0	6.7	38.7	97.1	32.3	168.0
Western Ontario	78.0	13.0	61.0	104.0	24.0	189.0
Windsor	26.0	N/A	26.0	60.0	14.0	100.0
York	42.4	15.0	57.7	114.2	52.0	223.9
Provincial average	**49.5**	**7.9**	**53.6**	**123.7**	**35.5**	**212.9**
Concordia	36.0	5.0	41.0	118.0	5.0	164.0
Laval	57.0	5.0	62.0	153.0	3.0	218.0
McGill	62.0	4.0	66.0	167.0	46.0	279.0
Montréal	79.5	4.0	83.5	215.5	0.0	299.0
Québec	40.3	3.0	43.3	109.0	33.0	185.3
Sherbrooke	24.0	1.0	25.0	54.8	2.0	81.8
Provincial average	**49.8**	**3.7**	**53.5**	**136.2**	**14.8**	**204.5**
Dalhousie	33.6	2.0	35.6	86.7	28.8	151.0
Memorial	38.0	0.0	38.0	111.0	31.3	180.3
New Brunswick	16.5[67]	2.0	18.5	72.2	7.8	98.5
Regional average	**29.4**	**1.0**	**30.7**	**89.9**	**22.6**	**143.3**
CISTI	65.0	109.0	174.0	167.0	N/A	341.0
National Library	143.0	95.0	238.0	253.0	6.0	497.0
National average	**50.5**	**13.3**	**62.4**	**131.5**	**24.5**	**217.5**
National total	**1397.3**	**370.3**	**1767.5**	**3750.9**	**667.5**	**6185.0**

U/A = Unavailable   N/A = Not applicable   N/P = Non-pertinent   N/R = Did not reply

Table VIII - Summary expenditures staffing and collections

11%

37%

52%

- Total materials expenditures (includes binding)
- Total staffing expenditures (includes fringe benefits)
- Operating expenditures
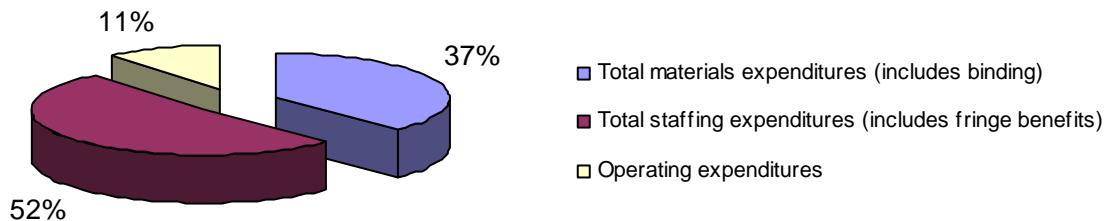
Total materials expenditures (includes binding)	$228 691 210
Total staffing expenditures (includes fringe benefits)	$315 966 020
Operating expenditures	$65 881 575
Totals	$610 538 805

11%

23%

60%

6%

- Professional staff
- Other professionals
- Support staff FTE
- Casual FTE
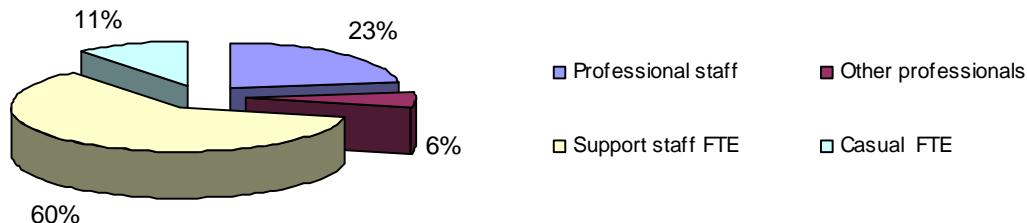
Professional staff	1 464
Other professionals	373
Total professionals	1 809
Support staff FTE	3 813
Casual FTE	686
Total staff FTE	6 308

Total Collections in CARL Libraries

Total volumes held in 2002 - 2003	78 983 036
Monographs purchased in 2002 - 2003	608 333
Total current serials received	640 076

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 and 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 (e.g. 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 and 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 and 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

[1] Includes documents and technical reports

[2] Volumes held 2002 revised to 4929267 including 110149 volumes not previously counted.

[3] The B2B books are now catalogued and accounted for as volumes held 2002.

[4] All figures are as of March 31, 2003.

[5] Includes documents and technical reports

[6] Includes documents and technical reports

[7] Volumes held at the end of the previous year has been adjusted from 9,525,835 to 9,525,774 due to recount.

[8] In previous years we did not include any count for printed serials. These are now included.

[9] Note générale : Un conflit de travail de 11 semaines (de février à mai 2003) a grandement perturbé le fonctionnement des bibliothèques et des unités de soutien et entraîné, dans certains cas, une réduction significative de leurs activités.

[10] Le chiffre fourni à 1.5 l'an dernier (2 572 257) était erroné. Les partitions musicales(29 078)avaient été comptabilisées deux fois par erreur.

[11] Includes documents and technical reports

[12] Includes documents and technical reports

[13] The B2B books are now catalogued and accounted for as volumes held 2002

[14] The B2B books are now catalogued and accounted for as volumes held 2002

[15] Figure is estimated

[16] Past figures were inaccurately reported. Precise number of monographs purchased from 2000-01 unavailable; all monographs purchased are included in gross volumes added in 1.2.

[17] This figure is unavailable as we are unable to extract/count electronic monograph titles purchased.

[18] This number increased dramatically in 2002-03. In 2001-02 we did not include NetLibrary, Cognet, CIAO, ECO or Lecture Notes in Computer Sciences.

[19] We cannot separate out the electronic monograph titles that we pay for in publishers' packages.

[20] This figure excludes monographic series.

[21] Killam and Sexton libraries only. Kellogg Library stats included in 1.6.

[22] Government documents are integrated into other counts.

[23] The figure for the year 2001/2002 included catalogued government documents; The figure for 2002/2003 includes only the uncatalogued government documents.

[24] 2002 number of 2018 reported in error, 2002 figure should be 1513.

[25] 2.0 - Other formats

[26] Converted from linear feet count

[27] Materials are more accurately coded now. Change in numbers reflect that correction.

[28] Materials are more accurately coded now. Change in numbers reflect that correction.

[29] Numbers have decreased significantly since last year as most of the cassettes were transferred to a unit outside the library's control.

[30] Additional Holdings: 1,152 Linear Feet

[31] Law Library only

[32] Recounted

[33] 3.1, 3.3, 3.5 and 3.6: Figures include monographic series and government documents.

[34] Does not include any aggregators; last years count should have been 4126.

[35] 3.1 and 3.2 - The shift between print and electronic titles occurred since the library was able to take advantage of new consortial licensing opportunities and by discontinuing print subscriptions whenever a reliable full-text electronic version was available.

[36] We are interpreting ""electronic titles"" to mean "electronic journal titles to which the library has a subscription". In other words, the following numbers are not included:
- electronic journals freely available to anyone on the web
- electronic citation databases to which the library subscribes
- electronic books to which the library subscribes

[37] Figure for 2001/02 should have read 34507

[38] Full survey of E-serials was done for 2002/03

[39] Cannot differentiate subscriptions/titles

[40] Includes only aggregators in the ARL definition. A minimum count

[41] Excludes print subscriptions cancelled because electronic access is available

[42] This figure is an approximate value in Canadian Dollars.

[43] Cannot differentiate current titles and subscriptions

[44] This number increased dramatically in 2002-03. In 2001-02 we did not include CNSLP titles.

[45] Subscription title count available for print only

[46] Includes gifts in kind

[47] 4.1,4.3,4.4,4.6,4.7,4.8,4.9,5.1,5.2,5.3,5.4,5.5,5.6,5.7 These figures are reported in Canadian dollars.

[48] CNSLP not included

[49] This figure is included in 4.4. See footnote for 1.7.

[50] Includes expenditures for electronic monograph and serial titles included in publishers' packages

[51] Includes payments for ICPSR and DLI and electronic backfiles

[52] Due to savings realized by consortial purchase of electronic resources

[53] Le chiffre de 4.3 comprend les dépenses de la Q 4.4

[54] No major year-end purchases this year

[55] Amounts included in 5.6

[56] Includes bibliographic utilities, taxes, ILL/DD, shipping and evaluations.

[57] Includes document delivery, taxes and internal transfers

[58] Toute la reliure a été faite à l'interne

[59] Cette somme correspond à la contribution du Gouvernement québécois au projet PCLSN au prorata du poids de l'Université de Montréal dans ledit projet. Ce calcul n'avait pu être effectué les années précédentes.

[60] There was no supplementary funding for contract binding this fiscal year

[61] #5.1 and 5.2 - In budget not differentiated between

[62] #5.1 and 5.2 - In budget not differentiated between

[63] Excludes fringe benefits for rr's/affiliated.

[64] Paid centrally at institutional level

[65] Salary and personnel figures are reported as of April 30, 2003 to ensure the most current data. In previous years data was reported from the beginning of the fiscal period (i.e. May 1).

[66] Fringe benefits not included.

[67] Excludes Director of Libraries as in Section D of the survey

SECTION B

Emerging Services

2002 - 2003

Table I – Online Public Access Centres (OPAC) services and types

	Number of libraries included in this survey	ILS vendor's product name	Catalogue meets Z39.50 bath profile
Question	**1**	**2**	**3**
British Columbia	18[1]	DRAClassic	No
Simon Fraser	3	III Java Millennium Version	No[2]
Victoria	2	Endeavor/Voyager	No
Alberta [3]	1	SIRSI iLink	Yes
Calgary	6[4]	Unicorn (SIRSI)	Yes
Manitoba	17	DRA/SIRSI	Yes
Regina	2	Voyager	Yes
Saskatchewan	7	Innopac	No
Carleton	1	Innovative Interfaces Millennium	Yes
Guelph	3	Endeavor Information Systems	No
McMaster	2	HORIZON(DYNIX)	Yes
Ottawa	5	Innovative	Yes
Queen's	5	Voyageur	Yes
Toronto	31	DRA/SIRSI	Yes
Waterloo [5]	1	Endeavor's Voyager	No
Western Ontario	6	III	Yes
Windsor	2	Endeavor	Yes
York	8	SIRSI	No
Concordia	2	Millennium	Yes
Laval	1	DRA-Multilis	Oui
McGill	14	ALEPH500	No
Montréal	18	ADVANCE	Oui
Québec	6	MANITOU	Oui
Sherbrooke	7	DRA-Multilis	Oui
Dalhousie	4	GEAC Advance	Yes
Memorial	4	Sirsi[6]	Yes
New Brunswick	3	Sirsi	Yes
CISTI	1	Innovative	Yes
National Library	1	AMICUS	Yes

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

	Wireless communications with public workstations	Information / Knowledge / Learning Commons in library	How is it managed
Question	**4**	**5**	**5.1**
British Columbia	Yes	Yes	Shared responsibility with another university unit[7]
Simon Fraser	No	No	N/A
Victoria	Yes	Yes	Complete responsibility of the Library
Alberta	Yes[8]	Yes	Shared responsibility with another university unit[9]
Calgary	Yes	Yes	Shared responsibility with another university unit[10]
Manitoba	No	No	N/A
Regina	Yes	Yes	Shared responsibility with another university unit
Saskatchewan	Yes	Yes	Shared responsibility with another university unit[11]
Carleton	No	No	N/A
Guelph	Yes	Yes	Shared responsibility with another university unit[12]
McMaster	No	No	N/A
Ottawa	Yes	No	N/A
Queen's	Yes	Yes	Complete responsibility of the Library
Toronto	Yes	Yes	Complete responsibility of the Library[13]
Waterloo	Yes[14]	Yes	Shared responsibility with another university unit[15]
Western Ontario	Yes	No	N/A
Windsor	No	Yes	Complete responsibility of the Library
York	Yes	No	N/A
Concordia	Yes	Yes	Complete responsibility of the Library
Laval	Non	Oui	elle relève complètement d'une autre unité [16]
McGill	No	Yes	Complete responsibility of the Library
Montréal	Oui	Oui	la responsabilité est partagée avec une autre unité [17]
Québec	Oui	Oui	elle relève complètement de la bibliothèque
Sherbrooke	Non	Oui	N/A
Dalhousie	No	Yes[18]	Complete responsibility of the Library[19]
Memorial	No	No	N/A
New Brunswick	Yes	No	N/A
CISTI	Yes	No	N/A
National Library	Yes	No	N/A

U/A = Unavailable   N/A = Not applicable   N/P = Non-pertinent   N/R = Did not reply

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	Government Funds	Private Funds	University Funds			
Question	**6**	**6.2**	**6.3**	**6.4**	**6.5**	**7**	**7.1**	**7.2**
British Columbia	Yes	Yes	Yes	No	Yes	N/A	N/A	N/A
Simon Fraser	Yes	N/A	N/A	No	No	N/A	N/A	N/A
Victoria	Yes	Yes	Yes	N/A	N/A	N/A	N/A	N/A
Alberta	Yes	Yes	Yes	No	Yes	By providing storage space	Yes	No
Calgary	Yes	Yes	Yes	Yes	Yes	By storing materials [20]	Yes	Yes
Manitoba	Yes	N/A	Yes	Yes	N/A	N/A	N/A	N/A
Regina	Yes	Yes	Yes	No	No	N/A	N/A	N/A
Saskatchewan	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Carleton	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Guelph	Yes	Yes	No	No	No	By providing storage space	Yes	No
McMaster	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ottawa	No	N/A	N/A	N/A	N/A	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	No	N/A	N/A	N/A	N/A	By storing materials	Yes	No
Western Ontario	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Windsor	Yes	Yes	Yes	No	N/A	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	N/P	Oui	ne s'applique pas	N/P	N/P
McGill	Yes	Yes	Yes	Yes	Yes	N/A	N/A	N/A
Montréal	Oui	Oui	N/P	N/P	N/P	ne s'applique pas	N/P	N/P
Québec	Non	N/P	N/P	N/P	N/P	ne s'applique pas	N/P	N/P
Sherbrooke	Non	N/P	N/P	N/P	N/P	ne s'applique pas	N/P	N/P
Dalhousie	Yes	Yes	Yes	Yes	Yes	N/A	N/A	N/A
Memorial	No	N/A	N/A	N/A	N/A	By providing storage space	N/A	No
New Brunswick	Yes	Yes	Yes	Yes	Yes	By storing materials	Yes	Yes
CISTI	Yes	Yes	Yes	N/A	N/A	N/A	N/A	N/A
National Library	Yes	Yes	Yes	Yes	No	N/A	No	No

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

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	**8.1**	**8.2**	**9**	**10**	**11.1**	**11.2**	**11.3**
British Columbia	No	Yes [21]	Yes	No	Yes	Yes [22]	No
Simon Fraser	No	Yes	Yes	No	Yes	Yes	No
Victoria	Yes	Yes	No	No	Yes	Yes	No
Alberta	No	Yes	Yes	No	Yes	Yes	Yes
Calgary	Yes	Yes	Yes	No	Yes	No	No
Manitoba	No	Yes	Yes	No	Yes	Yes	Yes
Regina	No	Yes	Yes	No	Yes	No	No
Saskatchewan	No	Yes	Yes	No	Yes	Yes	No
Carleton	No	Yes	No	No	Yes	No	No
Guelph	No	Yes	No	No	Yes	Yes	Yes
McMaster	No	Yes	No	No	Yes	No	No
Ottawa	No	Yes	Yes	No	Yes	No	No
Queen's	No	Yes	No	No	Yes	No	No
Toronto	Yes	Yes	Yes	No	Yes	No	Yes
Waterloo	No	No	No	No	Yes	Yes	No
Western Ontario	No	No	No	No	Yes	Yes	No
Windsor	No	Yes	Yes	No	Yes	Yes	No
York	No	Yes	Yes	No	Yes	Yes	No
Concordia	No	No	No	No	Yes	No	No
Laval	Oui	Oui	Non	Non	Oui	Non	Non
McGill	No	Yes	Yes	No	Yes	No	No
Montréal	Oui	Oui	Oui	Non	Oui	Oui	Oui
Québec	Non	Non	Non	Non	Oui	Non	Non
Sherbrooke	Non	Non	Non	Non	Oui	Non	Non
Dalhousie	Yes	Yes	Yes	No	Yes	Yes	Yes
Memorial	No	No	Yes [23]	No	Yes	No	No
New Brunswick	Yes	Yes	Yes	No	Yes	Yes	No
CISTI	Yes	No	No	No	No	No	No
National Library	No	No	No	No	Yes	Yes	No

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Table IV - Loan of equipment

	Does the library lend						Does the library support bibliographic management software?
	Laptop	**Wireless ethernet card**	**Software**	**PDAs**	**E-Book readers**	**Other materials**	
Question	**12.1**	**12.2**	**12.3**	**12.4**	**12.5**	**12.6**	**13**
British Columbia	Yes	No	No [24]	No	Yes	0	Yes [25]
Simon Fraser	No	No	No	No	No	0	Yes [26]
Victoria	No	No	No	No	No	0	No
Alberta	Yes	No	No	No	No	N/A	Yes
Calgary	No	No	Yes [27]	No	No	No [28]	Yes [29]
Manitoba	No	No	No	No	No	0	No
Regina	No	Yes	No	No	No	0	Yes
Saskatchewan	No	No	No	Yes	No [30]	0 [31]	Yes
Carleton	No	No	No	No	No	N/A	No
Guelph	No	No	No	No	No	0	No
McMaster	No	No	No	No	No	N/A	No
Ottawa	No	Yes	No	No	No	0	No
Queen's	No	No	No	No	No	No	Yes [32]
Toronto	Yes	Yes	No	No	No	N/A	Yes
Waterloo	No [33]	No	No	No	No	0	Yes [34]
Western Ontario	No	No	No	No	No	0	Yes [35]
Windsor	No	No	Yes [36]	No	Yes	0	No
York	No	No	No	No	No	0	Yes [37]
Concordia	Yes	No	No	No	No	0	No
Laval	Non	Non	Non	Non	Non	0	Oui [38]
McGill	Yes	Yes	No	No	No	0	Yes
Montréal	Oui	Non	Non [39]	Non	Non	0	Oui [40]
Québec	Non	Non	Non [41]	Non	Non	N/P	Oui [42]
Sherbrooke	Non	Non	Non	Non	Non	0	Non
Dalhousie [43]	No	No	No	No	No	0 [44]	Yes
Memorial	No	No	Yes [45]	No	No	microfilm & microform readers; A-V equipment [46]	No
New Brunswick	Yes	Yes	Yes [47]	No	No	N/A	Yes [48]
CISTI	No	No	No	No	No	0	No
National Library	No	No	No	No	Yes	0	Yes

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

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   Does the library lend electronics equipment such as:

     12.1   Laptops?
     12.2   Wireless ethernet cards?
     12.3   Software? (If yes what type and please specify in a footnote)
     12.4   PDAs?
     12.5   E-Book readers?
     12.6   Other (please specify)?

13.0   Does the library support bibliographic management software (e.g. Endnotes)?

Endnotes to Emerging Services Questionnaire

[1] Includes 18 libraries; excludes reading rooms/affiliated libraries.

[2] Innovative Interfaces Inc. advises that they will meet the Z39.50 Bath Profile in a future upgrade.

[3] All figures are as of March 31, 2003.

[4] For two of the libraries in Establishment, Expenses section, we are reporting collections related data only.

[5] Fiscal year: May 1, 2002-April 30, 2003

[6] SIRSI Unicorn Integrated Library Management System

[7] Chapman Learning Commons URL: http://www.library.ubc.ca/chapmanlearningcommons/about/html

[8] Not for public workstations provided by the Library. We do have wireless nodes in each of our main libraries for authenticated use by the university community with laptops.

[9] http://www.ualberta.ca/CNS/labs/knowledge_comon.html

[10] http://www.ucalgary.ca/IR/infocommons/

[11] URL for Learning Commons: http://library.usask.ca/

[12] The URLs for the Learning Commons websites are: In McLaughlin Library - www.learningcommons.uoguelph.ca; In Ontario Veterinary College Learning Commons - www.lib.uoguelph.ca/veterinary /

[13] URL for an Information/Knowledge/Learning Commons in the Library: http://www.utoronto.ca/ic

[14] All libraries are enabled for wireless in public and staff areas.

[15] http://lt3.uwaterloo.ca

[16] http://www.sit.ulaval.ca/public/dex/technosit/assistetud.html . Service localisé à la Bibliothèque où les étudiants peuvent poser des questions sur leurs problèmes d'accès Internet, courriel etc. Répond aux questions comme la configuration du proxy ou du VPN afin de pouvoir accéder à distance aux BD de la Bibliothèque.

[17] On trouvera de l'information détaillée sur ces nouveaux services aux adresses suivantes :
http://www.bib.umontreal.ca/SA/carrefour/index.htm , http://www.bib.umontreal.ca/SS/carrefour/index.html

[18] Learning Commons in Killam and Kellogg libraries only.

[19] Killam - http://www.library.dal.ca/commons ; Law - http://www.library.dal.ca/law/resources/computing.html

[20] Stored materials are in BARD.

[21] Users' questions about statistical methods or analysis are referred to instructors, but library helps students/faculty locate and read statistical materials.

[22] Pilot project planned for Fall 2003

[23] One smaller branch does

[24] MS Office comes with laptop.

[25] Limited, e.g., to instruction in Arts Outreach Program

[26] The Innovative Interfaces Inc. catalogue supports export of bibliographic informtion in both Endnote and Pro-Cite formats. The Library allows students to download and store citations that can then be exported to software such as Endnote.

[27] Software as accompanying materials in books and software to connect to U of C catalogue

[28] Cables, CDs, LPs, Tapes, Slides, Microforms

[29] End notes; Reference Manager; Pro Cite

[30] PDA's are loaned to first year students in the Health Sciences Library only or upon request; this service is not advertised.

[31] EndNotes

[32] Reference Manager

[33] Plans are underway to implement laptop lending, contingent upon funding.

[34] Endnotes, Reference Manager

[35] Bibliographic management software packages supported by the Libraries are Reference Manager and Endnote.

[36] We lend the Microsoft Office suite software to faculty only.

[37] Endnote

[38] Logiciel EndNotes

[39] Il ne s'agit pas de logiciels de bureautique mais de logiciels scientifiques pertinents aux enseignements dispensés et accompagnant dans certains cas des documents imprimés.

[40] Il s'agit des logiciels EndNote et ProCite.

[41] EndNote et ProCite

[42] EndNote et ProCite

[43] Law Library only

---

[44] Kellogg Library only - Endnote and Reference Manager
[45] Two smaller branches do not; for those that do -- CD's and floppy discs
[46] Microfilm and mircoform readers
[47] software Microsoft Office Suite
[48] Reference Manager

SECTION C

Supplementary

2002 - 2003

Table I - Monographs titles and collections use

| | | Monograph titles | | |
	Number of libraries included in survey	Print monograph titles	Electronic monograph titles	Total monograph titles
Question	**i**	**1.1**	**1.2**	**1.3**
British Columbia [1]	18	U/A	U/A	U/A
Simon Fraser	3	901 767	9 468	911 235
Victoria	2	1 132 917	1 686	1 134 603
Alberta [2]	1	2 447 256[3]	5 487[4]	2 448 249[5]
Calgary	6	1 451 324	3 513	1 454 837
Manitoba	17	1 123 828	4 042	1 127 870
Regina	2	686 762	4 238	691 000
Saskatchewan	7	1 062 542	3 340	1 065 882
Carleton	1	972 449	11 901	984 350
Guelph	3[6]	U/A	U/A	U/A
McMaster	2	1 168 075	13 036	1 181 111
Ottawa	5	1 198 658	1 856	1 200 514
Queen's	5	1 702 548	U/A	U/A
Toronto	31	U/A	18 367	U/A
Waterloo [7]	1	1 371 554	14 537	1 373 274
Western Ontario	6	2 128 479	96 587	2 225 066
Windsor	2	954 248	20 920	902 031
York	8	1 452 754	12 377	1 521 440
Concordia	2	1 402 858	1 262	1 404 120
Laval	1	1 257 192	23 062	1 280 254
McGill	14	1 959 834	3 205	1 963 039
Montréal	18	1 343 331	2 212	1 345 543
Québec	6	904 101	1 401	905 502
Sherbrooke	7	522 108	2 103	524 211
Dalhousie	4	117 875[8]	8 307[9]	126 182[10]
Memorial	4	1 382 508	6 879	1 389 387
New Brunswick	3	889 768	120	889 888
CISTI	1	691 974	11 664	703 638
National Library	1	3 524 833	7 095	3 177 738[11]

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

	Collections use			
	Number of initial loans (including journals)	**Number of renewals**	**Number of reserve loans**	**Number of in – house use**
Question	**2.1**	**2.2**	**2.3**	**2.4**
British Columbia	810 750	4 217 575	U/A	U/A
Simon Fraser	388 367[12]	128 302	89 641	362 164[13]
Victoria	395 424	121 215	U/A	311 402
Alberta	1 030 979[14]	U/A	63 602	U/A
Calgary	377 793[15]	1 154 372	98 343[16]	780 492
Manitoba	582 681	130 550	U/A	324 896
Regina	181 326	49 615	U/A	118 132
Saskatchewan	401 717	39 365	62 255	453 559
Carleton	516 195	241 784	69 741	U/A
Guelph	305 964	212 562	111 712	386 660
McMaster	250 495	177 446	158 797	U/A
Ottawa	478 153	538 590	107 638	868 300
Queen's	323 844[17]	202 179	U/A	397 080
Toronto	1 332 316	503 318	145 601	2 205 935
Waterloo	293 380[18]	347 181	62 795[19]	U/A
Western Ontario	682 927	258 004	236 011	441 709
Windsor	159 424	59 630	19 741	102 434
York	513 868	478 100	131 390	900 881
Concordia	629 567	N/A	68 211	415 998
Laval	405 157	238 064	59 512	836 474
McGill	529 940	379 072	155 000	1 670 476
Montréal	521 102	284 926	140 523	949 616
Québec	390 944	259 226	118 053	846 630
Sherbrooke	124 871	85 018	22 167	227 150
Dalhousie	325 535	79 229[20]	62 820[21]	323 533
Memorial	256 584	133 637	179 173	381 044[22]
New Brunswick	153 677	63 164	143 686	146 147
CISTI	U/A	U/A	U/A	U/A
National Library	111 671	N/A	N/A	103 296

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Table II - Services hours, library instruction and shelving

	Services		Library instructions		
	Staff service points	**Services hours**	**Number of library group presentations**	**Number of participants**	**Number of reference transactions**
Question	**3.1**	**3.2**	**4.1**	**4.2**	**4.3**
British Columbia	33	101.0	1 471	28 230	181 504
Simon Fraser	11	99.0	470	10 588	46 508
Victoria	8	91.0	366	6 051	41 653
Alberta	23	101.0	912	22 737	129 434
Calgary	19	138.0	896	21 385	90 752
Manitoba	30	87.0	1 004	10 138	87 931
Regina [23]	9	87.0	143	3 428	14 630
Saskatchewan	10	90.0	475	8 063	49 181
Carleton	8	101.0	381	10 166	36 336
Guelph	14	105.5	265	5 337	28 828
McMaster	12	100.0	643	12 920[24]	67 753
Ottawa	9	89.0[25]	U/A	9 974	75 496
Queen's	16	105.0	519	7 964	40 055[26]
Toronto	100	98.0	1 633	23 492	536 124
Waterloo	15	106.0	187	4 508	39 214[27]
Western Ontario	11	108.0	719	17 935	83 635
Windsor	7	93.0	212	6 326	27 808
York	20	93.0	683	17 238	137 079
Concordia	10	78.0	279[28]	7 728[29]	99 455
Laval	17	88.0	429	6 399	176 401
McGill	34	82.0	1 142	17 933	132 822
Montréal	49	98.0	2 665	13 164	28 482
Québec	12	81.5[30]	542	14 266	223 870
Sherbrooke	7	75.0	388	4 412	61 666
Dalhousie	13	94.0	389	6 794	50 910
Memorial	19	86.5	374	5 591[31]	55 338
New Brunswick	9	101.0	291	6 611	64 190
CISTI	3	40.0	U/A	555	17 841
National Library	4	40.3	500[32]	22 762[33]	27 518

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

	Shelving in metres		Total	% of high density shelving	
	On-site	Off-site		On-site	Off-site
Question	**6.1**	**6.2**	**6.3**	**6.4**	**6.5**
British Columbia	169 549	0	169 549	8%	0%
Simon Fraser	63 540	0	63 540	12%	0%
Victoria	79 036	0	79 036	17%	N/A
Alberta	U/A	U/A	U/A	U/A	U/A
Calgary	80 600[34]	4 342	84 942	10%	100%
Manitoba	U/A	U/A	U/A	U/A	U/A
Regina	34 197	N/A	34 197	9%	N/A
Saskatchewan	U/A	U/A	U/A	U/A	U/A
Carleton	56 687	0	56 687	2%	0%
Guelph	38 221	16 506	54 727	17%[35]	100%
McMaster	U/A	U/A	U/A	U/A	U/A
Ottawa	U/A	U/A	U/A	U/A	U/A
Queen's	U/A	U/A	U/A	U/A	U/A
Toronto	U/A	U/A	U/A	10%	U/A
Waterloo	44 976	15 383	60 359	6%	100%
Western Ontario	86 760	12 992	99 752	18%	100%
Windsor	55 838	N/A	68 510	6%	N/A
York	99 953	0	99 953	12%	N/A
Concordia	51 628	0	51 628	80%	N/A
Laval	89 300	0	89 300	1%	0%
McGill	U/A	U/A	U/A	U/A	U/A
Montréal	103 083	0	103 083	0%	0%
Québec	50 496	0	50 496	0	0
Sherbrooke	37 954	0	37 954	0%	0%
Dalhousie	52 759	0	52 759	0%	0%
Memorial	54 882	11	54 893	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	37 189	116 109	42%[36]	8%[37]

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Table III - Facilities

| | Turnstile count | Number of seats | Number of workstations | Number of workstations that are | |
				Networked to CD-ROM server	Connected to print server
Question	5.1	5.2	5.3	5.4	5.5
British Columbia	21 490[38]	4 155	552	526	526
Simon Fraser	9 134	1 336	114	0	114
Victoria	U/A	1 523	195	42	192
Alberta	16 443[39]	5 124[40]	485	44	485
Calgary	15 153	2 621	422	0	636
Manitoba	1 753 095	U/A	312[41]	312	312
Regina	N/A	870	131	2	116
Saskatchewan	1 471 557	2 771	202	0	153
Carleton	1 057 977	1 187	172	0	221
Guelph	9 978	U/A	306[42]	2	304
McMaster	2 061 077	2 448	253	105	247
Ottawa	1 299 194	U/A	130	37	130
Queen's	1 849 666	U/A	273	148	273
Toronto	U/A	9 343	1 859	U/A	1 816
Waterloo	7 509[43]	2 074	141	7	137
Western Ontario	2 596 741	3 651	480	0	480
Windsor	5 210	1 539	209	157	203
York	U/A	2 171	352	327	327
Concordia	2 007 883	2 810	210	6	200
Laval	999 377	2 863	145	145	145
McGill	3 139 772	5 597	439	370	413
Montréal	N/D[44]	3 318	465	45	405
Québec	1 590 111	2 555	212	182	212
Sherbrooke	610 646	1 520	50	6	44
Dalhousie	6 182	1 833	291	2	281
Memorial	6 047[45]	2 693	225	0	165
New Brunswick	970 385	1 127	127[46]	2	127[47]
CISTI	N/A	N/A	10	10	10
National Library	N/A	72	24	5	16

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

	Number of workstations that are				
	Connected to scanning facility	**Connected to internet**	**Controlled by another service**	**Laptop live network drops**	**Staff only**
Question	**5.6**	**5.7**	**5.8**	**5.9**	**5.10**
British Columbia	6	526	0	127	435
Simon Fraser	5[48]	114	144	75	138
Victoria	4	150	0	110	166
Alberta	157	326[49]	224[50]	20	340
Calgary	10	723	20	26	281
Manitoba	9	310	0	0	269
Regina	0	131	98	2	101
Saskatchewan	2	388	0	28	207
Carleton	3	311[51]	70	0	139
Guelph	2	304	50	8	168
McMaster	0	436	44	35	160
Ottawa	2	130	0	60[52]	134
Queen's	3	273	0	178	233
Toronto	29	1 739	U/A	U/A	725
Waterloo	0	134	0	34[53]	204
Western Ontario	0	480	0	80	200
Windsor	4	199	N/A	48	134
York	1	327	0	28	229
Concordia	0	167	1	0	168
Laval	0	145	0	8	260
McGill	14	439	0	75	329
Montréal	15	426	0	30	305
Québec	0	172	1	5[54]	183
Sherbrooke	0	40	0	67	71
Dalhousie	3	285	50	161	116
Memorial	13	211	119	86	194
New Brunswick	3	127[55]	5	45	120
CISTI	0	10	N/A	0	N/A
National Library	N/A	5	N/A	N/A	6

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Supplementary Statistics Questionnaire

1.   Monographs Titles

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

2.   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.   Services Hours and staffed Service Points

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

4.   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.   Facilities

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

6.   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

[1] Includes 18 libraries, excludes rr's/affiliated.

[2] All figures are as of March 31, 2003, except for question 5.1.

[3] Excludes electronic monographs where electronic only

[4] Includes electronic monographs

[5] Includes all electronic monographs

[6] The Libraries included in this survey are: i) McLaughlin Library; ii) Ontario Veterinary College Learning Commons; iii) TUG Storage Annex (Guelph section only)

[7] Fiscal year: May 1, 2001-April 30, 2002

[8] Kellogg & Sexton libraries only

[9] Kellogg & Sexton libraries only

[10] Kellogg & Sexton libraries only

[11] Calculation based on averaging

[12] Journal loans cannot be disaggregated from general loans.

[13] Access to our e-reserves of locally cleared copyrighted materials was 141470.

[14] Excludes reserve loans. Includes journal loans.

[15] Journals do not circulate.

[16] Numbers do not include electronic reserves.

[17] Initial loans, not including Reserve

[18] Previous years included reserves counts.

[19] Includes hard-copy reserves items only; does not include 73209 e-reserves file downloads (785 files).

[20] Kellogg Library not included. Their renewals are included in 2.1

[21] All libraries reporting but Law Library's portion includes initial loans + renewals

[22] Unavailable at one smaller branch

[23] 4.1, 4.2 and 4.3 - sampling was used in Reference and Education Fine Arts library, the total counts were x by 5 (weekly)

[24] The increase in the number of participants (Q. 4.2) was due to improved marketing instruction strategies. Three mobile teaching units were made available for use in the various classrooms and the three library locations. H.G. Thode Library held larger instructional presentations in lecture halls to accommodate many more students

[25] During the exam periods (during 4 weeks) the Morisset Library is open 101.5 hours and the Brian Dickson Law Library is open 122.5 hours.

[26] Actual number of transactions

[27] Counts for previous years included directional questions in error.

[28] Was incorrectly reported last year, the figure should have been 281

[29] Was incorrectly reported last year, the figure should have been 7584

[30] Il y a eu une correction d'horaire par rapport à l'année 2001-2002.

[31] Unavailable at one smaller branch

[32] This is an estimated figure

[33] Increase in participants resulting from public programs

[34] In addition there are 203 map cabinets and 239 microform cabinets no reflected in this count.

[35] Reflects installation of compact shelving in the Government Documents area.

[36] Based on estimates

[37] Based on estimates

[38] Turnstile count for Oct. 16, 2002

[39] Figure is for mid-week day in September, 2003

[40] Includes seating only in Library facilities

[41] 2001/02 figure included staff machines at reference that had been included in the public access count; 2002/03 figure no longer includes staff reference workstations as public access

[42] This figure does NOT include 100 laptops that are available for two-hour loan within the Library.

[43] Count for Wed. Oct. 30, 2002

[44] Le nombre total d'entrées pour l'année 2002-2003 est de 1 940 812. Le nombre d'entrées pour un mercredi d'automne n'est pas disponible. Il ne donnerait pas une image juste de l'achalandage, les données pouvant varier substantiellement d'une semaine à l'autre.

[45] Unavailable at one smaller branch

[46] includes 45 circulating laptops

[47] includes 45 circulating laptops

[48] There are four staff scanning stations and one public one

[49] Includes only those workstations owned/supported/maintained by the Library and its budget. Figure for 2000/2001 and 2001/2002 incorrectly included workstations outside the Library that were maintained by other than the Library - misinterpretation of question.

[50] Includes only those workstations located within the Library. Figure for 2000-2001 and 2001-2002 incorrectly included workstations outside the Library.

[51] OPAC terminals (50) provide access to limited subset of Internet resources but to more than just items in the catalogue. Staff workstations (139) were not included in last year's count.

[52] We also have a wireless system available in Morisset Library.

[53] Wireless connectivity is also available throughout the libraries.

[54] Nous avons 5 bornes sans fils installés dans trois bibliothèques.

[55] includes 45 circulating laptops

SECTION D

Salaries

2003 - 2004

Table I - Salary data for all professionals 2003 – 2004

	Number of staff	Average years of experience	Average years of experience in reporting library	Median salary	Average salary
British Columbia [1]	91	16.41	U/A	66 406	65 340
Simon Fraser	41	15.30	10.90	66 461	64 830
Victoria	38	16.89	8.11	60 486	62 476
Provincial average	**56.67**	**16.20**	**9.51**	**$64 451**	**$64 215**
Alberta	70	17.56	13.79	78 108	74 301
Calgary	42	19.17	11.98	72 926	70 771
Manitoba	56	19.25	13.55	65 688	68 073
Regina	23	19.39	15.04	66 521	62 939
Saskatchewan	32	20.03	13.50	73 484	72 477
Regional average	**44.60**	**19.08**	**13.57**	**$71 345**	**$69 712**
Carleton	26	20.38	16.27	89 517	82 735
Guelph	33	19.30	15.15	62 659	65 356
McMaster	35	21.00	15.46	65 058	66 904
Ottawa	36	20.94	14.39	71 695	72 582
Queen's	40	16.85	14.17	67 962	68 154
Toronto	168	17.05	16.08	77 155	72 810
Waterloo	38	19.64	17.33	68 952	68 513
Western Ontario	59	13.90	0.00	55 247	57 793
Windsor	25	20.17	15.24	65 363	68 177
York	55	17.45	16.25	78 361	80 758
Provincial average	**51.50**	**18.67**	**14.03**	**$70 196**	**$70 378**
Concordia	37	20.76	16.65	60 820	60 181
Laval	59	20.37	16.69	68 255	64 981
McGill	67	18.58	15.70	67 829	65 301
Montréal	78	16.88	13.56	60 774	59 148
Québec	43	20.86	18.44	62 475	64 728
Sherbrooke	25	15.58	9.40	64 870	65 900
Provincial average	**51.50**	**18.84**	**15.07**	**$64 170**	**$63 373**
Dalhousie	35	15.40	11.20	70 000	65 944
Memorial	37	21.54	17.00	66 393	66 122
New Brunswick [2]	19	20.63	17.42	82 718	77 166
Regional average	**30.33**	**19.19**	**15.21**	**$73 037**	**$69 744**
National Average	**48.44**	**18.57**	**13.97**	**$68 747**	**$67 943**

Note: Salary information is not published when fewer than four individuals are reported.

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Table II - Salary data for administrative librarians 2003 – 2004

	Number of staff	Average years of experience	Average years of experience in reporting library	Median salary	Average salary
British Columbia	19	22.00	U/A	93 454	93 030
Simon Fraser	9	17.00	11.00	75 913	74 030
Victoria	11	22.18	12.73	78 965	77 103
Provincial average	**13.00**	**20.39**	**11.86**	**$82 777**	**$81 388**
Alberta	13	24.08	19.31	90 147	95 457
Calgary	14	24.43	16.50	87 224	83 915
Manitoba	26	21.96	15.65	80 196	76 222
Regina	8	19.88	12.25	67 987	68 312
Saskatchewan	11	20.64	13.64	84 291	81 374
Regional average	**14.40**	**22.20**	**15.47**	**$81 969**	**$81 056**
Carleton	8	29.00	21.25	97 245	95 348
Guelph	12	23.33	19.33	82 259	75 535
McMaster	19	23.42	18.68	73 584	75 661
Ottawa	12	20.67	10.42	85 851	83 636
Queen's	17	20.00	19.57	78 540	78 158
Toronto	38	19.50	18.61	86 788	89 517
Waterloo	7	29.40	24.60	80 383	81 541
Western Ontario	11	18.36	0.00	72 820	72 721
Windsor	7	21.14	15.00	65 544	68 537
York	9	23.22	14.22	101 283	99 513
Provincial average	**14.00**	**22.80**	**16.17**	**$82 429**	**$82 017**
Concordia	10	25.40	20.80	71 000	71 093
Laval	9	25.56	15.00	71 255	78 012
McGill	17	22.82	18.47	77 432	82 660
Montréal	24	20.38	16.33	69 412	71 043
Québec	8	24.88	21.13	90 106	87 344
Sherbrooke	8	20.00	9.13	76 196	81 495
Provincial average	**12.67**	**23.17**	**16.81**	**$75 900**	**$78 608**
Dalhousie	18	19.33	12.50	75 697	76 175
Memorial	14	23.50	16.57	69 278	70 484
New Brunswick	7	23.00	19.43	92 929	87 590
Regional average	**13.00**	**21.94**	**16.17**	**$79 301**	**$78 083**
National Average	**13.56**	**22.41**	**15.85**	**$80 584**	**$80 574**

Note: Salary information is not published when fewer than four individuals are involved.

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Table III - Salary data for non-administrative librarians 2003 – 2004

	Number of staff	Average years of experience	Average years of experience in reporting library	Median salary	Average salary
British Columbia	52	16.17	U/A	66 630	62 296
Simon Fraser	23	15.09	10.48	63 185	63 174
Victoria	19	15.71	6.76	53 753	57 311
Provincial average	**31.33**	**15.66**	**8.62**	**$61 189**	**$60 927**
Alberta	51	16.24	12.80	76 400	69 238
Calgary	28	16.54	9.71	61 665	64 198
Manitoba	30	16.90	11.73	57 782	61 010
Regina	11	20.73	18.55	67 566	63 643
Saskatchewan	21	19.71	13.43	71 776	67 816
Regional average	**28.20**	**18.02**	**13.25**	**$67 037**	**$65 181**
Carleton	17	16.94	14.29	85 600	77 814
Guelph	14	13.93	9.86	63 187	61 341
McMaster	14	15.79	9.79	55 878	55 143
Ottawa	22	21.77	16.64	68 996	66 931
Queen's	21	14.52	9.89	64 380	60 672
Toronto	119	16.38	15.37	73 094	67 556
Waterloo	24	19.83	17.54	67 639	65 518
Western Ontario	33	14.06	0.00	54 498	54 411
Windsor	18	19.75	15.33	59 940	68 032
York	32	17.03	14.06	81 067	82 882
Provincial average	**31.40**	**17.00**	**12.28**	**$67 428**	**$66 030**
Concordia	22	21.16	16.42	54 077	57 490
Laval	44	20.91	18.59	68 255	64 156
McGill	47	17.15	14.81	59 301	59 049
Montréal	50	16.14	13.08	60 774	53 943
Québec	32	19.22	17.00	62 475	59 285
Sherbrooke	16	13.94	9.44	59 694	58 132
Provincial average	**35.17**	**18.09**	**14.89**	**$60 762**	**$58 676**
Dalhousie	17	11.24	9.82	50 093	55 111
Memorial	23	20.24	17.29	66 393	63 467
New Brunswick	10	18.70	15.90	81 503	74 524
Regional average	**16.67**	**16.72**	**14.34**	**$65 996**	**$64 367**
National Average	**30.00**	**17.25**	**13.02**	**$65 022**	**$63 487**

Note: Salary information is not published when fewer than four individuals are involved.

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Table IV - Salary data for other professionals 2003 – 2004

	Number of staff	Average years of experience	Average years of experience in reporting library	Median salary	Average salary
British Columbia	20	11.70	U/A	43 833	46 948
Simon Fraser	9	14.33	11.89	59 940	59 860
Victoria	8	12.13	4.63	50 441	53 337
Provincial average	**12.33**	**12.72**	**8.26**	**$51 405**	**$53 382**
Alberta	6	14.67	10.17	65 819	71 495
Calgary	0	0.00	0.00	0	0
Manitoba	0	0.00	0.00	0	0
Regina	4	14.75	11.00	47 569	50 257
Saskatchewan	0	0.00	0.00	0	0
Regional average	**5.00**	**14.71**	**10.58**	**$56 694**	**$60 876**
Carleton	1	10.00	10.00	*	*
Guelph	7	23.14	18.57	56 342	55 933
McMaster	2	34.50	24.50	*	*
Ottawa	2	13.50	13.50	*	*
Queen's	2	14.50	17.00	*	*
Toronto	10	13.80	12.90	70 260	67 469
Waterloo	7	12.00	11.43	62 174	65 751
Western Ontario	15	10.27	0.00	51 660	54 287
Windsor	0	0.00	0.00	0	0
York	14	14.71	22.57	62 654	63 845
Provincial average	**6.67**	**16.27**	**14.50**	**$60 618**	**$61 457**
Concordia	5	10.00	9.20	51 126	50 199
Laval	6	8.67	5.33	49 353	51 481
McGill	3	17.00	14.00	*	*
Montréal	4	5.25	3.00	*	*
Québec	3	27.67	26.67	*	*
Sherbrooke	1	11.00	11.00	*	*
Provincial average	**3.67**	**13.26**	**11.53**	**$50 239**	**$50 840**
Dalhousie	0	0.00	0.00	0.00	0
Memorial	0	0.00	0.00	0.00	0
New Brunswick	2	22.00	18.00	*	*
Regional average	**2.00**	**22.00**	**18.00**	**$0**	**$0**
National Average	**5.74**	**13.83**	**11.73**	**$55 931**	**$57 572**

Note: Salary information is not published when fewer than four individuals are involved.

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Table V - Salary distribution 2003 – 2004

	>$80 000	$75 000 – $79 999	$70 000 – $74 999	$65 000 – $69 999	$60 000 – $64 999	$57 500 – $59 999	$55 000 – $57 499	$52 500 – $54 999
British Columbia	20	4	14	11	7	2	1	2
Simon Fraser	1	6	9	6	5	2	2	5
Victoria	3	6	2	5	3	3	1	2
Alberta	26	17	2	7	2	1	0	1
Calgary	14	3	5	2	6	2	1	4
Manitoba	15	9	1	4	6	2	1	4
Regina	3	3	1	5	0	4	1	1
Saskatchewan	13	1	6	3	2	2	1	0
Carleton	17	1	1	2	1	1	0	0
Guelph	8	2	1	2	6	3	2	2
McMaster	6	2	3	7	4	2	2	5
Ottawa	10	3	8	5	1	6	1	1
Queen's	7	4	5	10	3	2	2	4
Toronto-	77	12	13	7	8	1	7	6
Waterloo	7	4	4	9	4	3	2	1
Western Ontario	4	1	3	2	12	5	5	3
Windsor	7	1	1	4	2	0	2	0
York	27	3	4	8	6	1	3	1
Concordia	2	3	3	6	7	0	0	3
Laval	3	2	9	26	4	1	2	1
McGill	11	9	11	7	3	3	2	1
Montréal	7	1	1	10	30	2	1	2
Québec	6	0	1	1	26	3	1	1
Sherbrooke	3	3	2	2	7	1	2	1
Dalhousie	3	12	3	5	1	0	1	0
Memorial	5	6	3	6	6	2	1	2
New Brunswick	11	2	0	0	1	1	0	1

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

	$50 000 – $52 499	$47 500 – $49 999	$45 000 – $47 499	$42 500 – $44 999	$40 000 – $42 499	$35 000 – $39 999	$30 000 – $34 999	< $29 999
British Columbia	3	3	2	8	7	2	2	3
Simon Fraser	2	2	1	0	0	0	0	0
Victoria	1	5	2	2	1	0	0	2
Alberta	1	1	4	2	6	0	0	0
Calgary	2	0	1	1	1	0	0	0
Manitoba	4	8	1	1	0	0	0	0
Regina	0	1	2	0	1	0	0	1
Saskatchewan	0	0	1	1	0	2	0	0
Carleton	0	0	1	2	0	0	0	0
Guelph	2	4	0	1	0	0	0	0
McMaster	1	2	0	0	1	0	0	0
Ottawa	1	0	0	0	0	0	0	0
Queen's	0	1	1	0	0	0	0	1
Toronto	4	9	3	6	6	3	4	2
Waterloo	1	2	0	0	1	0	0	0
Western Ontario	9	5	8	1	1	0	0	0
Windsor	0	0	2	1	1	0	0	4
York	0	1	1	0	0	0	0	0
Concordia	6	1	1	2	1	2	0	0
Laval	3	1	2	3	0	2	0	0
McGill	2	2	2	0	1	13	0	0
Montréal	2	7	5	2	5	0	1	2
Québec	1	1	0	0	0	1	1	0
Sherbrooke	0	4	0	0	0	0	0	0
Dalhousie	2	0	4	0	1	2	0	1
Memorial	0	2	1	3	0	0	0	0
New Brunswick	0	2	0	1	0	0	0	0

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Table VI - Average and median salary per year of professional experience - Librarian positions only 2003 – 2004

	< 7 years			7 – 13 years			14 – 20 years		
	# of staff	Average	Median	# of staff	Average	Median	# of staff	Average	Median
British Columbia	12	47 266	48 770	11	63 566	65 199	18	79 680	73 950
Simon Fraser	8	52 680	52 679	5	64 074	63 185	8	69 994	69 210
Victoria	5	64 074	63 185	5	57 888	56 148	4	73 142	69 354
Provincial average		**$47 463**	**$48 985**		**$62 335**	**$63 063**		**$76 225**	**$72 209**
Alberta	15	46 689	44 906	3			17	79 997	79 454
Calgary	2	44 237	44 237	13	58 937	59 005	7	68 932	74 918
Manitoba	7	48 352	47 666	13	51 983	50 493	9	73 482	75 556
Regina	1			5	58 485	58 113	2		
Saskatchewan	2			6	58 975	61 398	9	68 930	71 776
Regional average		**$46 651**	**$46 457**		**$56 981**	**$56 596**		**$74 254**	**$75 496**
Carleton	4	49 841	44 188	3			3		
Guelph	5	53 822	52 212	5	58 778	62 659	5	66 886	68 645
McMaster	3			3			11	59 559	59 547
Ottawa	3			3			7	71 705	69 177
Queens	2			5	55 577	54 150	14	66 543	68 968
Toronto	36	51 970	49 159	30	70 107	70 962	29	80 680	80 923
Waterloo	3	47 083	48 609	3			6	66 429	68 819
Western Ontario	14	49 309	47 285	9	57 036	55 247	6	66 734	64 932
Windsor	3			4	39 144	50 567	6	66 350	65 623
York	9	64 145	65 414	9	74 678	74 866	6	85 413	82 638
Provincial average		**$52 108**	**$49 835**		**$65 432**	**$64 974**		**$72 346**	**$71 075**
Concordia	3			5	52 900	51 848	4	58 850	57 820
Laval	7	47 699	46 370	6	60 822	60 286	5	65 449	64 050
McGill	15	42 752	38 380	7	57 167	59 301	11	61 602	59 279
Montréal	14	45 343	46 079	18	59 190	60 774	10	66 739	60 774
Québec à Montréal	4	45 334	45 583	4	54 896	55 932	12	65 801	62 475
Sherbrooke	5	49 568	48 004	7	65 801	62 475	5	68 953	62 475
Provincial average		**$45 076**	**$45 963**		**$58 837**	**$59 301**		**$65 370**	**$62 475**
Dalhousie	7	40 568	45 801	4	54 560	53 533	8	70 313	69 187
Memorial	3			3			8	59 720	60 021
New Brunswick	1			2			5	75 145	78 191
Regional average		**$47 052**	**$45 745**		**$54 190**	**$54 040**		**$67 428**	**$67 204**
National average		**$49 293**	**$47 729**		**$60 699**	**$59 103**		**$70 522**	**$68 646**

╱ = not published as results involve less than 4 individuals, but are part of the regional provincial and national average.

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

	21 – 27 Years			28 – 34 Years			35+ Years		
	# of staff	Average	Median	# of staff	Average	Median	# of staff	Average	Median
British Columbia	16	79 121	75 001	7	80 439	85 659	6	76 407	73 706
Simon Fraser	7	73 413	73 590	1	*	*	2		
Victoria	7	76 206	78 785	5	73 080	77 834	2		
Provincial		**$77 109**	**$73 742**		**$77 082**	**$77 834**		**$72 532**	**$73 107**
Alberta	18	86 714	84 479	10	86 537	87 632	1		
Calgary	10	79 363	78 193	7	87 562	91 803	2		
Manitoba	10	79 455	77 100	13	81 317	80 460	4	71 218	70 695
Regina	5	60 709	67 987	5	76 508	77 183	1		
Saskatchewan	4	81 326	85 443	10	84 062	83 660	1		
Regional		**$80 381**	**$78 887**		**$83 524**	**$84 032**			
Carleton	5	89 641	87 900	8	98 206	97 520	2		
Guelph	6	77 009	85 315	4	80 970	83 318	1		
McMaster	8	72 662	73 844	7	85 138	82 555	1		
Ottawa	11	79 106	82 661	8	70 343	71 695	1	*	*
Queens	7	74 632	71 985	4	79 069	82 162	1	*	*
Toronto	25	78 354	83 903	26	81 157	85 253	12	97 891	88 024
Waterloo	6	70 970	70 906	11	73 947	73 197	0	*	*
Western Ontario	3			7	64 062	62 790	4	105 628	99 711
Windsor	2			7	84 588	84 460	1		
York	3			5	100 731	101 283	9	107 271	103 653
Provincial		**$78 385**	**$82 661**		**$81 060**	**$82 875**		**$93 576**	**$89 081**
Concordia	7	65 449	64 050	4	73 266	74 495	6	73 837	70 312
Laval	16	69 361	68 255	16	73 790	71 693	3		
McGill	12	74 907	74 592	14	80 797	78 827	5	86 290	79 403
Montréal	17	67 115	60 774	15	59 576	60 774	0	*	*
Québec à Montréal	9	68 953	62 475	9	70 246	62 475	2		
Sherbrooke	2			4	76 291	76 291	1		
Provincial		**$69 355**	**$68 255**		**$71 538**	**$69 412**		**$76 370**	**$73 089**
Dalhousie	9	78 383	76 689	4	86 677	86 730	0	*	*
Memorial	11	69 730	69 123	7	77 635	78 448	3		
New Brunswick	6	88 738	89 683	2			1		
Regional		**$76 044**	**$75 888**		**$83 134**	**$78 860**		**$86 004**	**$88 801**
National		**$75 060**	**$74 233**		**$78 274**	**$78 951**		**$83 479**	**$84 479**

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

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 2004	Category of the position	Years of professional experience	Years of professional experience in the reporting institution

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

Institution	Staff ID	Salary July 1 2004	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

[1] Excludes University Librarian, librarians on sabbatical leave, medical leave, early termination agreements.
[2] Salary rates @ July 1/03 - Administrative stipend - $2014

SECTION E

Data

2002 - 2003

Table I - Staff collections and use

	Number of staff		Collection numbers			
	Professional (ETC)	**Other (ETC)**	**Titles**	**Physical files**	**CD-ROMS**	**Diskettes**
Question	**1.1**	**1.2**	**3.1**	**3.2**	**3.3.1**	**3.3.2**
British Columbia	.5	1.4	790	7 100	620	34
Simon Fraser	1	1	631	9 615	158	0
Victoria	.25	0	53	1 716	55	U/A
Alberta [1]	2	2	1 600	19 500	200	0
Calgary	1.5	1	U/A	22 466	72	0
Manitoba	0.5	0	157	U/A	135	0
Regina	1	0.5	U/A	U/A	106	6
Saskatchewan	.6	1.75	U/A	36 431	189	3
Carleton	1	2.2	1 374	13 335	206	197
Guelph	0.9	1.25	256	175 309	88	0
McMaster [2]	0.15	1.00	151	N/A	270	29
Ottawa	1.5	.1	1 200	11 319	50	0
Queen's	1	.5	U/A	U/A	U/A	U/A
Toronto [3]	2.5	4.5	3 422	239 006	809	N/A
Waterloo [4]	2	.75	653	375 652	253	0
Western Ontario	1.7[5]	.2[6]	1 480[7]	65 414[8]	465[9]	37
Windsor	.25	0	250	U/A	180	20
York	1	0	850	U/A	260	19
Concordia	N/A	N/A	N/A	N/A	N/A	N/A
Laval	1.25	0.66	130[10]	6 500	34	6
McGill	3	3	U/A	U/A	U/A	U/A
Montréal	1	0.25	260	2 813	138	46
Québec	0.25	0	N/D	N/D	53	N/D
Sherbrooke	1	0	N/P	N/P	3	2
Dalhousie	2.08	1.08	142	5 971	221	U/A
Memorial	0.7[11]	0.3	177	52	254	5
New Brunswick [12]	0.5	0.25	51	1 245	16	0
CISTI	N/R	N/R	N/R	N/R	N/R	N/R
National Library	N/R	N/R	N/R	N/R	N/R	N/R

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

	Collection numbers			Usage	
	DVD-ROMs	**Others**	**Are digital maps included**	**User consultations**	**Unmediated data accesses**
Question	**3.3.3**	**3.3.4**	**3.4**	**4.1**	**4.2**
British Columbia	0	0	Yes	614	U/A
Simon Fraser	0	N/A	Yes	1 443	U/A
Victoria	0	0	Yes	45	U/A
Alberta	0	0	Yes	456	24 450
Calgary	0	0	Yes	3 019	U/A
Manitoba	0	N/A	Yes	650	U/A
Regina	0	0	Yes	U/A	U/A
Saskatchewan	0	0	Yes	261	41 668
Carleton	0	N/A	Yes	4 703[13]	U/A
Guelph	0	None	Yes	Not available	4 794
McMaster	0	N/A	Yes	355	N/A
Ottawa	0	0	Yes	620	N/A
Queen's	U/A	0	No	N/A	6 875[14]
Toronto	N/A	Tapes - 839	Yes	5 849[15]	U/A
Waterloo	0	0	Yes	730	3 259
Western Ontario	0	18668 portable hard disks	Yes	U/A[16]	15 895[17]
Windsor	2	0	Yes	50	1180
York	0	0	Yes	U/A	U/A
Concordia	N/A	0	No	N/A	N/A
Laval	0	0	Oui	N/D	38 753
McGill	U/A	0	Yes	2 500	U/A
Montréal	0	N/A	Oui	N/D[18]	N/D[19]
Québec	N/D	0	Non	N/D	N/D
Sherbrooke	N/P	0	Non	N/D	N/D
Dalhousie	12	N/A	Yes	379	2 498
Memorial	0	0	Yes	27	783
New Brunswick	0	N/A	No[20]	N/A[21]	N/A
CISTI	N/R	N/R	N/R	N/R	N/R
National Library	N/R	N/R	N/R	N/R	N/R

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Table II - Consortial data acquisition and access

	Data acquisition consortia				Data access memberships		
	DLI	**ICPSR**	**Roper Center**	**Other**	**CHASS**	**IDLS**	**QWIFS**
Question	**2.1**	**2.2**	**2.3**	**2.4**	**2.5**	**2.6**	**2.7**
British Columbia	Yes	Yes	Yes	DMTI Consortium	Yes	Yes	Yes
Simon Fraser	Yes	Yes	No	DMTI Guispatial Data	Yes	No	No
Victoria	Yes	Yes	No	0	Yes	No	No
Alberta	Yes	Yes	Yes	NRCan (Natural Resources Canada)	Yes	Yes	Yes
Calgary	Yes	Yes	Yes	GEODE/AltaLIS/DMTI/NRCAN	Yes	No	No
Manitoba	Yes	Yes	Yes	Geoconsortium-access to DMT/Spatial Data	Yes	No	No
Regina	Yes	Yes	No	DMTI	Yes	Yes	No
Saskatchewan	Yes	Yes	Yes	0	Yes	Yes	No
Carleton	Yes	Yes	No	DMTI	Yes	No	No
Guelph	Yes	Yes	No	None	Yes	No	No
McMaster	Yes	Yes	No	1. DSP 2. DMTI(Maps)	No	No	Yes
Ottawa	Yes	Yes	No	0[22]	Yes	Yes	No
Queen's	Yes	Yes	No	0	Yes	No	Yes
Toronto	Yes	Yes	Yes	CFMRC, DMTI, TerraNet, London Data	Yes	No	No
Waterloo	Yes	Yes	No	0	Yes	No	No
Western Ontario	Yes	Yes	No	DMTI; OGOE; NRCAN[23]	Yes	Yes	No
Windsor	Yes	Yes	No	0	Yes	Yes	No
York	Yes	Yes	No	0	Yes	No	No
Concordia	Yes	No	No	0	Yes	No	No
Laval	Oui	Oui	Non	*	Oui	Non	Non
McGill	Yes	Yes	Yes	0	Yes	No	No
Montréal	Oui	Oui	Non	DMTI, RNCAN	Oui	Non	Non
Québec	Oui	Non	Non	0	Oui	Non	Non
Sherbrooke	Oui	Non	Non	DMM	Oui	Non	Non
Dalhousie	Yes	Yes	Yes	DMTI, UofT	Yes[24]	Yes	Yes
Memorial	Yes	No	No	DMTI	Yes	Yes	No
New Brunswick	Yes	Yes	No	N/A	Yes	Yes	No
CISTI	N/R	N/R	N/R	N/R	N/R	N/R	N/R
National Library	N/R	N/R	N/R	N/R	N/R	N/R	N/R

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

	Data access memberships				Remote data vendors				
	Sherlock	LANDRU	TDR	Other	Data stream	DRI	OECD	UN	Other
Question	**2.8**	**2.9**	**2.10**	**2.11**	**2.12**	**2.13**	**2.14**	**2.15**	**2.16**
British Columbia	Yes	Yes	Yes	0	Yes	Yes	Yes	Yes	CRSP, IMF
Simon Fraser	No	Yes	No	N/A	No	No	No	Yes	N/A
Victoria	No	Yes	No	UBC Data Library	No	No	Yes	Yes	0
Alberta	Yes	Yes	Yes	N/A	Yes	No	No	No	NRCan, Geode, DMTI
Calgary	No	Yes	No	GEODE, NRCAN	No	No	No	No	N/A
Manitoba	No	Yes	No	N/A	No	No	No	Yes	N/A
Regina	No	Yes	No	*[25]	No	No	Yes	Yes	0
Saskatchewan	No	Yes	No	0	No	No	Yes	Yes	*[26]
Carleton	No	No	No	*[27]	No	No	Yes	Yes	STAT - USA
Guelph	No	No	Yes	None	Yes	Yes	Yes	Yes	None
McMaster	No	No	No	ESTAT(Stats Canada)	No	No	Yes	Yes	*[28]
Ottawa	No	No	No	0[29]	No[30]	Yes[31]	Yes[32]	No[33]	0
Queen's	No	No	No	0	No[34]	Yes	Yes	No	CRSP,IFS,PCENSUS
Toronto	No	No	No	N/A	Yes	No	Yes	Yes	*[35]
Waterloo	No	No	Yes	0	Yes	No	Yes	No	*[36]
Western Ontario	No	No	No	0	No	No	Yes	No	0
Windsor	No	No	No	OGDE. DMTI	Yes	No	Yes	Yes	0
York	No	No	No	E-STAT	Yes	Yes	Yes	No	Bloomberg, CRSP
Concordia	Yes	No	No	McGill - Crepuq	No	No	Yes	No	0
Laval	Oui	Non	Non	Données statistiques et géographiques	Non	Non	Oui	Oui	STAT_USA, DMTI (données géospatiales)
McGill	Yes	No	No	WRDS;DMTI	Yes	Yes	Yes	Yes	*[37]
Montréal	Oui	Non	Non	*[38]	Non	Non	Oui	Non	N/A
Québec	Oui	Non	Non	McGill	Non	Non	Oui	Oui	0
Sherbrooke	Oui	Non	Non	0	Non	Non	Oui	Non	*[39]
Dalhousie	Yes	Yes	Yes	**	Yes	Yes	Yes	Yes	World Development Indicators[40]
Memorial	No	No	No	0	No	No	No	No	CRSP
New Brunswick	No	Yes	No	N/A	No	No	No	No	N/A
CISTI	N/R	N/R	N/R	N/R	N/R	N/R	N/R	N/R	N/R
National Library	N/R	N/R	N/R	N/R	N/R	N/R	N/R	N/R	N/R

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Data Questionnaire

1.   FTE staff devoted to research data acquisition and service.

   1.1   Number of Professional staff
   1.2   Number of Other staff

2.   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.   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.   Use

   4.1   Number of user consultations
   4.2   Number of unmediated data accesses

Endnotes to Data Questionnaire

[1] "All figures are as of March 31, 2003.

[2] 3.1 Number of Titles: 2001-2002 reported all titles store locally and remotely-4744. 2002-2003 reports titles stored locally only-151

[3] 3.1, 3.2, 3.3.1 - numbers include Data and Geographical Information System statistics. All figures are from Oct. 1, 2002 to Sept. 30, 2003.

[4] 3.0 -Collections data reflects holdings at Nov. 2003.

[5] The numbers given are for Social Science Computing Laboratory (SSCL)staff. Staff in Western Libraries do this as part of collections activities and it is not broken out.

[6] The numbers given are for Social Science Computing Laboratory (SSCL)staff. Staff in Western Libraries do this as part of collections activities and it is not broken out.

[7] SSCL - Count is of separate studies - DRL-based system for recording data sets. No distinction is made between a data file in proprietary CD format and an ASCII version of the same file

[8] SSCL - File count may be inflated due to duplication on multiple CDs; is understated because many CDs are not recorded

[9] Does not include NRCAN CDs or files

[10] Les 130 titres se répartissent ainsi: 71 enquêtes Sherlock hébergées à l'Université Laval ; 11 produits IVT CREPUQ hébergés à l'Université Laval ; 4 produits de données agrégées non ivt CREPUQ ; 34 produits sur cd-rom (dont 4 cd-rom de données géospatiales) ; 6 produits sur disquettes; 4 titres de données géospatiales

[11] Librarian on sabbatical for part of the time

[12] Question 1 - Staff assigned to data services are also responsible for government publications and maps/spatial data. Total unit = 2 Librarians, 3 Library Assistants, but allocation of staff approximate figures given.

[13] Number of unmediated data accesses. We cannot provide a number for this question.

[14] Data for QWIFS only. This does not include the many other resources we provide remote access to.

[15] Numbers include Data and Geographical Information System statistics. All figures are from Oct. 1, 2002 to Sept. 30, 2003.

[16] SSCL - Statistics are not kept. Western Libraries - Data are not kept separately from non-data consultations

[17] Includes automated redirections to other data sites (e.g. Penn World Tables); does not yet include ICPSR direct downloads. 4.2, Does not include NRCAN CDs or files

[18] mai 2002- avril 2003

[19] Comprend : CD-ROM en réseau ; IDLS (IDLS, CANSIM via CHASS E-STAT, Can. Census Analyses) ; ICPSR ; DMTI

[20] Only Statistics Canada geography files are represented in 3.1 and 3.2. Spatial files from NRCAN, SNB, and DMTI are not included in this count.

[21] Questions are not broken down by type of resource used to respond to patron need.

[22] In 2001-02, we were member of the following Data acquisition consortia: DSP (Maps); DMT; OGDE

[23] DMTI - DMTI Spatial Data Consortium (through the University of Toronto); OGDE - Ontario Geospatial Data Exchange, Ontario Ministry of Natural Resources; NRCAN - Natural Resources Canada

[24] World Trade Analyzer, CANSIM, Canadian Census Analyzer, CFMR Database"

[25] NRCan /DSP full map Library

[26] CANSIM, FAO, StatCan E-Stat, TSE

[27] Ottawa University /Carleton reciprocal agreement

[28] CompuStat, Tablebase, MergentOnline, IFS(through IMF)

[29] In 2001-02, we should have reported that we had a reciprocal agreement with Carleton University

[30] In 2001-02, we reported YES the correct answer is NO

[31] In 2001-02, we reported YES the correct answer is NO

[32] In 2001-02, we reported NO the correct answer is YES

[33] In 2001-02, we reported YES the correct answer is NO

[34] Queen's University School of Business has datastream

[35] Natural Resources Canada, Landsat, Financial Post. Numbers include Data and Geographical Information System statistics. All figures are from Oct. 1, 2002 to Sept. 30, 2003.

[36] Natural Resources Canada, DMTI Spatial

[37] EIU/Bureau van Dijk; Indiastat; worldbank elibrary

[38] CREPUQ (site web des données numériques et géospatiales)

[39] FMI, Dunn&Bradstreet, FIS, Financial post

[40] Also include Geography Network, USGS, NOAA Alexandria Digital Library, ANZLIC (Aust./N.Z.)

SECTION F

Document Delivery

2002 - 2003

Table I - Inter-institutional document delivery

	Software			User can place inter-institutional loan via		
	Borrowing	**Lending**	**Name**	**E-Mail**	**Library web page**	**Telephone**
Question	**1.1.1**	**1.1.2**	**1.2**	**1.3.1**	**1.3.2**	**1.3.3**
British Columbia	Yes	Yes	Epixtech RSS, Quickdoc,Pubmed	Yes	Yes	Yes
Simon Fraser	Yes	Yes	Epitech RSS	No	Yes	No
Victoria	Yes	Yes	Aviso	No	Yes	No
Alberta [1]	Yes	Yes	Relais[2]	N/A	Yes	N/A
Calgary	Yes	Yes	B - AVISO, L - RELAIS	Yes	Yes	No
Manitoba [3]	Yes	Yes	Borrowing - Aviso - Lending -Relais	No	Yes	No
Regina	Yes	Yes	AV/SO	No	No	No
Saskatchewan	Yes	Yes	AVISO, Docline, QuickDoc	Yes	Yes	No
Carleton	Yes	Yes	AVISO	Yes	No	Yes
Guelph [4]	Yes	Yes	Aviso Voyager	No	Yes	No[5]
McMaster	Yes	Yes	AVISO	Yes	Yes	Yes
Ottawa	Yes	Yes	Aviso	No	Yes	No
Queen's	Yes	Yes	Aviso/Docline	Yes	Yes	No
Toronto	No	No	N/A	Yes	Yes	Yes
Waterloo	Yes	Yes	Aviso[6]	No	Yes	No
Western Ontario	No	Yes	Aviso	Yes	Yes	No
Windsor	Yes	Yes	AVISO	Yes	Yes	Yes
York	Yes	Yes	YILL - Locally developed	No	Yes	No
Concordia	Yes	Yes	AVISO	Yes	Yes	No
Laval	Oui	Oui	Aviso	Oui	Oui	Non
McGill	Yes	Yes	AVISO, DOCLINE	No	Yes	No
Montréal	Oui	Non	AVISO	Non	Oui	Non
Québec	Oui	Oui	UQ-PEB	Oui	Oui	Non
Sherbrooke	Oui	Oui	P.E.B.-U.Q.	Oui	Oui	Oui
Dalhousie	Yes[7]	Yes[8]	Borrowing - Aviso, Lending - Relais, Quickdoc	Yes	Yes	Yes
Memorial	Yes[9]	Yes[10]	Aviso, Relais	Yes	Yes	No[11]
New Brunswick	Yes	Yes	Aviso and Relais	No	Yes	No
CISTI	Yes	Yes	Lending	Yes	Yes	Yes
National Library	Yes	Yes	NAVIS	Yes	Yes	Yes

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

	User can place inter-institutional loan via			Web / Email request	
	Paper form	**Fax**	**ILS**	**Enter manually**	**Automatically parsed**
Question	**1.3.4**	**1.3.5**	**1.3.6**	**1.4.1**	**1.4.2**
British Columbia	Yes	Yes	No	Yes	Yes
Simon Fraser	No	No	No	No	Yes
Victoria	No	No	No	No	Yes
Alberta	Yes	N/A	N/A	N/A	Yes
Calgary	Yes	Yes	No	No	Yes
Manitoba [12]	No	No	No	No	Yes
Regina	Yes	No	No	N/A	N/A
Saskatchewan	No	Yes	No	Yes	No
Carleton	Yes	Yes	No	Yes[13]	Yes
Guelph	No	No	Yes[14]	No	Yes[15]
McMaster	Yes	Yes	Yes	Yes	No
Ottawa	Yes	Yes	No	No	Yes
Queen's	Yes	Yes	No	Yes	No
Toronto	Yes	Yes	N/A	N/A	N/A
Waterloo	No	No	Yes[16]	No	Yes
Western Ontario	Yes	Yes	No	No	No
Windsor	Yes	Yes	No	Yes	No
York	No	No	No	No	Yes
Concordia	Yes	No	N/A	Yes	No
Laval	Oui	Oui	Non	Oui	Non
McGill	No	No	No	Yes	No
Montréal	Oui	Oui	Non	Oui	Non
Québec	Oui	Oui	N/P	Non	Oui
Sherbrooke	Oui	Oui	N/P	Oui	N/P
Dalhousie	Yes	Yes	Yes	Yes	Yes
Memorial	Yes	Yes	No[17]	Yes[18]	Yes[19]
New Brunswick	Yes	Yes	No	No	Yes
CISTI	Yes	Yes	Yes	No	Yes
National Library	Yes	Yes	Yes	Yes[20]	Yes[21]

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Table II - Inter-institutional document delivery

	Communication with users						
	E-Mail	**Library web page**	**Telephone**	**Paper form**	**Fax**	**ILS**	**Other**
Question	**1.5.1**	**1.5.2**	**1.5.3**	**1.5.4**	**1.5.5**	**1.5.6**	**1.5.7**
British Columbia	Yes	Yes	Yes	Yes	Yes	N/A	n/a
Simon Fraser	Yes	Yes	Yes	No	No	No	0
Victoria	Yes	Yes	Yes	Yes	No	No	0
Alberta	Yes	N/A	Yes	Yes	N/A	N/A	N/A
Calgary	Yes	Yes	Yes	Yes	No	No	N/A
Manitoba	Yes	No	No	Yes	No	No	n/a
Regina	Yes	No	Yes	Yes	No	No	0
Saskatchewan	Yes	No	Yes	No	Yes	No	none
Carleton	Yes	No	Yes	Yes	Yes	No	0
Guelph	Yes	Yes[22]	No	No	No	Yes[23]	None
McMaster	Yes	Yes	No	Yes	Yes	No	N/A
Ottawa	Yes	No	Yes	Yes	Yes	Yes	0
Queen's	Yes	No	Yes	No	Yes	No	n/a
Toronto	Yes	Yes	Yes	Yes	Yes	No	N/A
Waterloo	Yes[24]	Yes[25]	Yes	No	No	Yes[26]	0
Western Ontario	Yes	Yes	Yes	Yes	Yes	No	0
Windsor	Yes	No	Yes	Yes	Yes	No	N/A
York	Yes	No	Yes	Yes	No	No	0
Concordia	Yes	Yes	Yes	No	No	N/A	0
Laval	Oui	Non	Oui	Oui	Oui	Non	N/P
McGill	Yes	No	Yes	No	Yes	No	0
Montréal	Oui	Non	Oui	Non	Non	Non	0
Québec	Oui	Non	Oui	Oui	Oui	N/P	0
Sherbrooke	Oui	N/P	Oui	Oui	Oui	N/P	0
Dalhousie	Yes	Yes[27]	Yes	Yes[28]	Yes	Yes	N/A
Memorial	Yes	Yes[29]	Yes	Yes	Yes	Yes[30]	0
New Brunswick	Yes	No	Yes	Yes	No	No	N/A
CISTI	Yes	Yes	Yes	Yes	Yes	Yes	-
National Library	Yes	No	Yes[31]	Yes[32]	Yes	Yes	0

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

| | View status online | Charge to users | | | | | |
		Copies	Flat fee	Variable fee	Originals	Flat fee	Variable fee
Question	**1.6**	**1.7.1**	**1.7.1.1**	**1.7.1.2**	**1.7.2**	**1.7.2.1**	**1.7.2.2**
British Columbia	Yes	No	N/A	N/A	No	N/A	N/A
Simon Fraser	Yes	No	N/A	N/A	No	N/A	N/A
Victoria [33]	No	No	N/A	N/A	No	N/A	N/A
Alberta [34]	No	No	N/A	Yes	No	N/A	Yes
Calgary	No	No	N/A	N/A	No	N/A	N/A
Manitoba	No	No	N/A	N/A	No	N/A	N/A
Regina	No	Yes	No	Yes	Yes	No	Yes
Saskatchewan	No	No	N/A	N/A	No	N/A	N/A
Carleton	No	Yes	No	Yes[35]	Yes	No	Yes[36]
Guelph	Yes[37]	No	N/A	N/A	No	N/A	N/A
McMaster	No	Yes	Yes[38]	Yes[39]	No	No	No
Ottawa	No	Yes	Yes	Yes	Yes	Yes	Yes
Queen's	No	Yes	Yes	N/A	No	N/A	N/A
Toronto	No	Yes	Yes	Yes	Yes	Yes	Yes
Waterloo	Yes[40]	No	N/A	N/A[41]	No	N/A	N/A
Western Ontario	No	Yes	Yes	No	Yes	Yes[42]	No
Windsor	No	Yes	No	Yes	Yes	No	Yes
York	No	Yes	Yes	No	No	N/A	N/A
Concordia	No	Yes	Yes	Yes	No	N/A	N/A
Laval	Non	Oui	Oui	Non	Non	Non	Non
McGill	No	No	N/A	N/A	No	N/A	N/A
Montréal	Non	Oui	Oui	Non	Non	N/P	N/P
Québec	Non	Oui	Oui	Non	Oui	Oui	Non
Sherbrooke	N/P	Oui	Oui	N/P	Oui	Oui	N/P
Dalhousie	No	Yes	Yes	Yes	Yes	N/A	Yes
Memorial	No	Yes[43]	No[44]	Yes	Yes[45]	No[46]	Yes
New Brunswick	No	Yes	No	Yes	Yes	No	Yes
CISTI	Yes	Yes	N/A	Yes	Yes	N/A	Yes
National Library	N/A	No	No	No	No	No	No

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Table III - Inter-institutional document delivery

| | Do you limit loan requests from: | | | Fax document directly to | |
	Faculty	Graduate students	Undergraduate students	Non-library address	Non-library address of another institution
Question	1.8.1	1.8.2	1.8.3	1.9.1	1.9.2
British Columbia	No	No	No	No	Yes
Simon Fraser	No	No	Yes[47]	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	Yes	Yes	Yes	Yes	No
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	Oui	Non
McGill	No	No	No	No	No
Montréal	Non	Non	Non	Non	Non
Québec	Non	Non	Non	Non	Non
Sherbrooke	Non	Non	Oui	Non	Non
Dalhousie	No	No	No	Yes[48]	Yes[49]
Memorial [50]	Yes	Yes	Yes	No	No
New Brunswick	No	No	No	No	No
CISTI	No	No	No	Yes	Yes
National Library [51]	No	No	No	No	No

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

	Send originals to		Contract with another institution to supply documents	Name of Institution
	Non library address	Non-library address of another institution		
Question	**1.9.3**	**1.9.4**	**1.10.1**	**1.10.2**
British Columbia	No	No	Yes	CISTI ORDERS
Simon Fraser	No	No	Yes	Cisti through COPPUL and University of Alberta
Victoria	No	No	Yes	University of Alberta; CISTI
Alberta	No	No	Yes	University of Toronto
Calgary	No	No	Yes	CISTI
Manitoba	No	No	No	0
Regina	No	No	Yes	Document Delivery Service with U of A
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	No	No	Yes	CISTI Source
Queen's	No	No	Yes	Cisti Source
Toronto	No	No	Yes	OCUL, CISTI, BLSDC, UMI
Waterloo	No	No	Yes[52]	CISTI, including CISTI Source unmediated requesting
Western Ontario	No	No	Yes	CISTI Source
Windsor	No	No	Yes	CISTI Swetscan
York	No	No	Yes	OCUL, CISTI Agreements
Concordia	No	No	Yes	CISTI
Laval	Non	Non	Oui	ICIST
McGill	No	No	Yes	CISTI;CISTI Source/SUMO service at McGill
Montréal	Non	Oui	Oui	ICIST
Québec	Non	Non	Oui	ICIST et OCLC
Sherbrooke	Non	Non	Oui	Source de l'ICIST
Dalhousie	No	No	Yes	CISTI (CAUL agreement), East Coast Relais Consortium (informal agreement)
Memorial	No	No	Yes	CISTI, East Coast Relais Consortium, Kellogg, ACMC
New Brunswick	No	No	Yes	CISTI, ECRC, University of Alberta
CISTI	No	Yes	Yes	British Library, DSL
National Library	No	No	No	0

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Table IV - Intra-institutional document delivery

	Deliver documents from your collections		Who can receive this service		Fee applies
	Copies	Originals	All	Specific classes	
Question	2.1.1	2.1.2	2.2.1	2.2.2	2.3
British Columbia	Yes	Yes	Yes	N/A	Yes
Simon Fraser [53]	No	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	Yes	N/A	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[54]	Yes[55]	Yes	Yes[56]	No
McMaster	Yes	No	No	Yes	No[57]
Ottawa	No	No	N/A	N/A	N/A
Queen's	Yes	No	Yes	No	No
Toronto	Yes	Yes	No	Yes	No
Waterloo [58]	No	No	N/A	N/A	N/A
Western Ontario	Yes	No	Yes	N/A	No
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	Oui	Non
McGill	No	No	N/A	N/A	N/A
Montréal	Non	Non	N/P	N/P	N/P
Québec	Non	Non	N/P	N/P	N/P
Sherbrooke	Non	Non	N/P	N/P	N/P
Dalhousie	Yes	Yes[59]	Yes[60]	Yes[61]	Yes
Memorial	Yes	Yes	Yes[62]	Yes	No[63]
New Brunswick	No	No	N/A	N/A	N/A
CISTI	Yes	Yes	No	Yes	No
National Library	No	No	N/A	N/A	No

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

	Request material from your collections via:						View status online
	E-Mail	**Library web page**	**Telephone**	**Paper form**	**Fax**	**ILS**	
Question	**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	No	No	No	No	No	No	No
Alberta	N/A	N/A	N/A	N/A	N/A	N/A	No
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	N/A
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[64]	Yes[65]	No	No	No	Yes[66]	Yes[67]
McMaster	No	No	No	Yes	No	No	No
Ottawa	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Queen's	Yes	Yes	No	Yes	Yes	No	No
Toronto	Yes	Yes	Yes	Yes	Yes	N/A	No
Waterloo	No[68]	Yes[69]	No	No	No	No	No[70]
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	Yes	No	No	No	Yes	Yes
Laval	Oui	Oui	Oui	Oui	Oui	Non	Non
McGill [71]	No	Yes	No	No	No	No	No
Montréal	Oui	Non	Non	Oui	Oui	Non	Non
Québec	Oui	Oui	Non	Oui	Oui	N/P	Non
Sherbrooke	Oui	Oui	Oui	Oui	Oui	N/P	Non
Dalhousie [72]	Yes[73]	Yes	Yes	Yes	Yes	Yes	No
Memorial	Yes[74]	Yes[75]	Yes[76]	Yes	Yes	Yes[77]	Yes
New Brunswick	N/A	N/A	N/A	N/A	N/A	N/A	No
CISTI	Yes	Yes	Yes	Yes	Yes	Yes	Yes
National Library	Yes	Yes	No[78]	Yes	Yes	Yes	No

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Table V - Intra-institutional document delivery

	Number of documents sent directly to users		Requests received from other institutions			
	Copies	**Originals**	**Total requests**	**Originals sent**	**Copies sent**	**Total filled**
Question	**3.1.1**	**3.1.2**	**3.2**	**3.2.1**	**3.2.2**	**3.2.3**
British Columbia	25 679	2 356	40 107	12 703	19 008	31 711
Simon Fraser	N/A	N/A	29 831	8 523	14 129	22 652
Victoria	0	0	9 183	1 337	5 703	7 040
Alberta	N/A	N/A	U/A	21 734	100 184	121 918
Calgary	11 661	2 604	38 955	8 396	18 640	27 036
Manitoba	N/A	N/A	N/A	9 734	23 147	32 881
Regina	0	0	13 320	5 306	3 329	8 635
Saskatchewan	0	0	21 151	5 234	10 215	15 449
Carleton	0	0	12 300	4 788	4 517	9 305
Guelph	174[79]	112[80]	47 287[81]	29 696	9 087	38 783
McMaster	U/A	U/A	27 254	5 724	13 912	19 636
Ottawa	0	0	27 999	6 445	16 215	22 660
Queen's	U/A	U/A	U/A	9 186	7 831	17 017
Toronto	1 249	480	35 955	15 492	11 382	26 874
Waterloo [82]	N/A[83]	N/A[84]	83 031	48 431	20 029	68 460
Western Ontario	236	0	31 603	10 033	11 690	21 723
Windsor	N/A	N/A	11 015	2 763	3 254	6 017
York	0	0	18 194	5 306	8 506	13 812
Concordia	N/A	N/A	5 224	2 279	1 739	4 018
Laval	0	1 312	35 190	8 113	18 028	26 141
McGill	U/A	U/A	23 987	6 663	9 330	15 993
Montréal	0	0	15 416	3 715	8 198	11 913
Québec	N/A	N/A	9 815	4 290	3 661	7 951
Sherbrooke	N/P	N/P	6 549	766	4 795	5 561
Dalhousie	438	0	28 205	8 462	16 433	24 895
Memorial	3 747	3 572	25 295	5 525	13 474	18 999
New Brunswick	N/A	N/A	6 220	3 477	2 068	5 545
CISTI	53 401	6 083	876 981	6 662	749 084	755 746
National Library	none	none	75 405	29 445	6 613	36 058

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

	Requests sent to other institutions				# of items received under contract	Do you lend		
	Total requests	**Originals sent**	**Copies sent**	**Total filled**		**Films / video**	**Maps**	**Others**
Question	**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	U/A	U/A	29 531	13 700	Yes	Yes	Microforms, multimedia, scores, govt pubs,
Simon Fraser	44 316	6 947	30 752	37 699	18 234	Yes[85]	No	0
Victoria	40 390	7 347	37 007	34 354	14 510	Yes	Yes	Microforms
Alberta	U/A	7 646	32 527	40 173	U/A	No	No	N/A
Calgary	60 708	9 960	43 544	53 504	13 794	No	Yes	N/A
Manitoba	N/A	4, 367	28, 849	33, 216	N/A	No	No	0
Regina	16 519	3 453	9 839	13 292	7 460	No	No	0
Saskatchewan	30 029	2 589	21 798	24 387	U/A	No	No	0
Carleton	17 868	4 676	9 281	13 957	17 225	Yes	Yes	N/A
Guelph	77 712[86]	40 026	35 698	75 724	10 474	Yes	No	None
McMaster	17 455	5 209	8 325	13 534	408	N/A	N/A	0
Ottawa	14 877	3 747	8 015	11 762	2 795	Yes	Yes	0
Queen's	u/a	4 102	10 210	14 312	U/A	No	No	0
Toronto	U/A	3 922	4 682	8 604	U/A	Yes	No	Microforms
Waterloo	51 398	31 048	15 749	46 797	7 228	No	No	0
Western Ontario	6 354	2 008	2 940	4 948	1 447	Yes	No	Microforms
Windsor	13 240	2 742	8 558	11 300	155	Yes	Yes	all items in circulating collection are lent
York	4 960	2 583	1 604	4 187	179	Yes	Yes	0
Concordia	10 205	5 059	3 068	8 127	3 645	Yes	No	0
Laval	19 814	5 573	8 932	14 505	N/D[87]	Oui	Non	N/P
McGill	15 833	6 807	8 551	15 358	18 234[88]	No	No	0
Montréal	10 711	3 933	5 869	9 802	3 549	Oui	Oui	Cédéroms, microformes
Québec	8 012	2 996	3 859	6 855	N/A	Non	Non	0
Sherbrooke	9 463	1 668	6 005	7 673	15 825	Non	Oui	0
Dalhousie	30 724	8 712	17 909	26 621	7 865[89]	Yes	No	N/A
Memorial	19 245	3 242	13 799	17 041	12 041	Yes[90]	Yes[91]	0
New Brunswick	12 939	4 563	7 872	12 435	8 961[92]	No	No	N/A
CISTI	32 447	1 910	23 058	24 968	42 062	No	No	CD Rom on occasion
National Library	1 256	945	149	1 094	N/A	Yes	No	all formats recorded in above figures

U/A = Unavailable   N/A = Not applicable   N/P = non-pertinent   N/R = Did not reply

Document Delivery Questionnaire

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

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.   Flat fee
           2.   Variable fee

     1.7.2   Originals supplied
           1.   Flat fee
           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

       1.1.1   Request document suppliers to fax directly to non-library addresses
       1.1.2   Fax directly to non-library addresses of other institutions
       1.1.3   Request document suppliers to send originals directly to non-library addresses
       1.1.4   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.

2.1   Does the institution routinely deliver documents from its collections directly to the user?

       2.1.1   Copies
       2.1.2   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
       3.2.4   (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

[1] All figures are as of March 31, 2003.

[2] Relais is used for Lending. AVISO is used for Borrowing.

[3] 1.3.1 to 1.3.6 - We now only accept Web or system requests. This is a change from the our previous year's policy.

[4] Question 1: 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).

[5] For questions from 1.3 to the end of this section, "user" is understood to be UG's current students, faculty and staff.

[6] Aviso was used to manage all ILL/DD functions except those between the University of Guelph (UG) and Wilfrid Laurier University (WLU). For transactions between UG, WLU and UW, a separate ILL/DD service is operated using the holds/recalls circulation function of the shared Voyager system for books and a web form/email process for articles. VDX was implemented in June 2003.

[7] Killam and Kellogg libraries only

[8] Killam and Kellogg libraries only

[9] Two smaller branches do not.

[10] Two smaller branches do not.

[11] At two smaller branches -- yes

[12] 1.3.1 to 1.3.6 - We now only accept Web or system requests. This is a change from the our previous year's policy.

[13] Approximately 15% of the requests placed by email, or web form will be manually entered into the management software package.

[14] 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.

[15] Only requests for material not owned by TUG parse into a management software package (Aviso).

[16] Because of the UG/WLU/UW shared Voyager system, requests for returnables (books) are handled using the holds/recalls circulation functions for requesting from UG and WLU.

[17] At two smaller branches -- yes

[18] At two smaller branches -- no

[19] If the request is correctly formatted. At three smaller branches -- no

[20] Yes for e-mail

[21] Yes for e-mail

[22] The Library's web page communicates information about policies, procedures, FAQs and contact information.

[23] The OPAC's patron record in Voyager shows the status of TUG hold/recall requests only.

[24] Error in previous years; response should have been 'yes'.

[25] The Library web page communicates information about policies, procedures, FAQs and contact information.

[26] The patron record in the Voyager ILS shows the status for UG and WLU hold/recall requests only.

[27] Killam library only

[28] Killam library only

[29] At two smaller branches -- no.

[30] At two smaller branches -- no.

[31] Yes to clients / no to libraries

[32] By mail - seldom

[33] Charges are incurred after limit is reached.

[34] We do not charge our primary clients but do charge Alumni and Externals.

[35] Copies supplied: For Carleton users, charges for copies supplied are as follows: Faculty, Graduate students, 4th year Honours and staff -150 photocopies at no cost for the calendar year (Jan.-Dec.). This includes Interlibrary Loans and Document Delivery (CISTI Source and Ingenta). 2nd and 3rd year students in Science, Engineering, Psychology and Geography -75 photocopies at no cost for the calendar year (Jan.-Dec.). This includes Interlibrary Loans and CISTI Source. 1st year students in Science, Engineering, Psychology and Geography - 25 photocopies at no charge for the calendar year (Jan.-Dec.). 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.

[36] Originals supplied: If the lending library charges Carleton for a loan this charge is passed on to the user. Carleton does not usually charge the borrowing library for loans. There are a few exceptions. CISTI charges 10.00. We charge

them $10.00. Statistics Canada charges $15.00. We charge them $15.00. Windsor Public Library charges $10.00. We charge them $10.00.

3.3 This number represents the total number of requests received from Carleton patrons. Out of 17,868 requests, ILL staff found 2,275 in the Carleton collection.

[37] See footnote 1.5.6.

[38] Flat fee-all libraries except the Health Sciences Library

[39] Variable-Health Sciences Library only

[40] See footnote for 1.5.6.

[41] Purchase of retained items such as patents & reports may be passed on to the patron.

[42] We charge a flat fee of $10 for originals supplied if the lending library charges us any amount. We do not charge if no charge is imposed on us. The flat fee of $10 is charged regardless of how much the lending library charges.

[43] Two smaller branches do not.

[44] On smaller branch does.

[45] Two smaller branches do not.

[46] One smaller branch does.

[47] Undergrads are limited to requesting materials that can be ordered directly through the library's GODOT ordering software.

[48] Sexton and Law libraries only

[49] Sexton and Law libraries only

[50] 1.8.1, 1.8.2, & 1.8.3 Three smaller branches do not.

[51] Q 1.8.1 to 1.8.3 - Not applicable

[52] UW also has deposit accounts with the British Library, ERIC and Ingenta. Membership in OCLC allows UW to operate full borrowing/lending/IFM. Only CISTI numbers are reported in 3.4.

[53] Question 1 - SFU Library users 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.

[54] Only copies of articles from journals stored in a TUG off campus storage facility (TUG Annex).

[55] Distance Education students only

[56] See footnotes 2.1.1 and 2.1.2.

[57] Is there a delivery charge associated with this service?-Patrons who can charge photocopy costs to a McMaster University account number, mainly faculty members & some graduate students.

[58] Question 2.1 - Delivery available only to Distance Ed students and Co-op students on work term

[59] Law library only

[60] Killam and Law libraries only

[61] Law library only

[62] At one smaller branch it is not.

[63] At one smaller branch there is.

[64] Email can be used for Distance Ed students only.

[65] 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).

[66] Only requests for circulating materials

[67] The patron record in Voyager will show status of requests placed through ILS(Voyager).

[68] Distance Ed students and Co-op students on work term only

[69] Requests for UW materials in the Annex (storage facility) and from Distance Ed students & Co-op students on work term only.

[70] Patron record on Voyager ILS shows status of books signed out on behalf of Distance Ed and Co-op students. No status information is available for articles.3.1 -See footnote 2.1.

[71] Section 2.4 limited to Macdonald Campus and Downtown Campus

[72] Add 2.4.7 Other - Kellogg uses Lonesome Doc

[73] Kellogg Library - users can also request via Lonesome Doc (not included as option and available to health science libraries

[74] Two smaller branches do not.

[75] Two smaller branches do not.

[76] At one smaller branch they cannot.

[77] At one smaller branch they cannot.

[78] No requests directly from individuals

[79] These 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.

[80] UG only ships originals to Distance Education students.

[81] 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.

[82] Data available only for Distance Education and Co-op students' requests.

[83] Distance Ed: 176; Co-op: 31

[84] Distance Ed: 243; Co-op: 30

[85] SFU's film/video collection is maintained by the Learning and Instructional Development Centre (LIDC), which also lends to other libraries from its collection.

[86] 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.

[87] Je n'avais pas les données pour la question 3.4 la voici: 8 961 articles reçus de l'ICIST en 2002-2003

[88] This is the subsidized unmediated ordering (SUMO) service via CISTI Source. The service by-passes 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. This figure represents the number of filled articles and is not included in section 3.3.2

[89] Included in these stats: Killam library - CISTI 1339; Kellogg library - ECRC 1144

[90] Two smaller branches do not.

[91] Two smaller branches do not.

[92] University of Alberta - 5832, ECRC - 2260, CISTI - 869