



Expenditures, Establishment and Collection Size	Dépenses institutionnelles et de collections
Supplementary Statistics	Statistiques supplémentaires
Emerging Services	Les services en emergence
Data	L'utilisation des données
Document Delivery	Les services de livraison de documents

2001-2002
Statistics / Statistiques

2002-2003
Salaries / Salaires

August / août 2003

Canadian Association of Research Libraries
Association des bibliothèques de recherche du Canada

Room/Pièce 239, Pavillon Morisset Hall
65 rue University Street
Ottawa, ON K1N 9A5

www.carl-abrc.ca

Tel/Tél. 613.562.5385 Fax/Télé. 613.562.5195 Email/Courriel carladm@uottawa.ca

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 salaires pouvant être tirée des données qui y sont contenues. La méthode de collecte des données fortement normalisées qui a été utilisée peut faire apparaître des modèles administratifs non valides. Ces données ne sont pas apurées

Table of Contents / Table des matières

Commentary on the 2001-2002 CARL Statistics: An Introduction And Retrospective Overview **5**

General Observations:	5
1.0 EXPENDITURES	6
2.0 COLLECTIONS	9
3.0 INTER AND INTRA-LIBRARY LENDING ACTIVITY	10
4.0 EMERGING SERVICES	12
5.0 LIBRARY USE	12
6.0 SERVICE HOURS AND REFERENCE TRANSACTIONS	13
7.0 DATA SERVICES	13

Commentaire sur les Statistiques de l'ABRC 2001-2002 : une introduction et un survol rétrospectif **14**

Observations Générales :	14
1.0 DÉPENSES	15
2.0 COLLECTIONS	18
3.0 PRÊTS ENTRE LES BIBLIOTHÈQUES ET DANS LE MÊME ÉTABLISSEMENT	20
4.0 NOUVEAUX SERVICES	22
5.0 USAGE DES BIBLIOTHÈQUES	22
6.0 HEURES DE SERVICE ET TRANSACTIONS DE RÉFÉRENCE	23
7.0 SERVICES DE DONNÉES	23

Section A : Expenditures, Establishment And Collection Size 2001 - 2002 **25**

TABLE I - LIBRARY COLLECTIONS	26
TABLE II - LIBRARY COLLECTIONS OTHER FORMATS	28
TABLE III - SERIALS COLLECTIONS	30
TABLE IV - LIBRARY MATERIALS EXPENDITURES	32
TABLE V - SALARY AND OTHER OPERATING EXPENDITURES	34
TABLE VI - SUMMARY OF LIBRARY EXPENDITURES	36
TABLE VII - SUMMARY OF LIBRARY PERSONNEL	37
TABLE VIII - SUMMARY EXPENDITURES STAFFING AND COLLECTIONS	38
EXPENDITURES ESTABLISHMENT AND COLLECTIONS SIZE QUESTIONNAIRE	39
ENDNOTES TO EXPENDITURES, ESTABLISHMENT AND COLLECTION SIZE QUESTIONNAIRE	41

Section B : Emerging Services 2001 - 2002 **45**

TABLE I – ONLINE PUBLIC ACCESS CENTRES (OPAC) SERVICES AND TYPES	46
TABLE II – CONVERSIONS AND STORAGE	48
TABLE III - SERVICES OFFERED	49
TABLE IV - COFFEE SHOP AND LOAN OF EQUIPMENT	50
EMERGING SERVICES QUESTIONNAIRE	52
ENDNOTES TO EMERGING SERVICES QUESTIONNAIRE	54

Section C : Supplementary 2001 - 2002 **57**

TABLE I - MONOGRAPHS TITLES AND COLLECTIONS USE	58
TABLE II - SERVICES HOURS LIBRARY INSTRUCTION AND SHELVING	60
TABLE III - FACILITIES	62
SUPPLEMENTARY STATISTICS QUESTIONNAIRE	64
ENDNOTES TO SUPPLEMENTARY STATISTICS QUESTIONNAIRE	65

Section D : Salaries 2002 - 2003	67
<hr/>	
TABLE I - SALARY DATA FOR ALL PROFESSIONALS	68
TABLE II - SALARY DATA FOR ADMINISTRATIVE LIBRARIANS	69
TABLE III - SALARY DATA FOR NON-ADMINISTRATIVE LIBRARIANS	70
TABLE IV - SALARY DATA FOR OTHER PROFESSIONALS	71
TABLE V - SALARY DISTRIBUTION	72
TABLE VI - AVERAGE AND MEDIAN SALARY PER YEAR OF PROFESSIONAL EXPERIENCE - LIBRARIAN POSITIONS ONLY	74
SALARY QUESTIONNAIRE	76
ENDNOTES TO SALARY QUESTIONNAIRE	77
Section E : Data 2001 - 2002	79
<hr/>	
TABLE I - STAFF COLLECTIONS AND USE	80
TABLE II - CONSORTIAL DATA ACQUISITION AND ACCESS	82
DATA QUESTIONNAIRE	84
ENDNOTES TO DATA QUESTIONNAIRE	85
Section F : Document Delivery 2001 - 2002	87
<hr/>	
TABLE I - INTER-INSTITUTIONAL DOCUMENT DELIVERY	88
TABLE II - INTER-INSTITUTIONAL DOCUMENT DELIVERY	90
TABLE III - INTER-INSTITUTIONAL DOCUMENT DELIVERY	92
TABLE IV - INTRA-INSTITUTIONAL DOCUMENT DELIVERY	94
TABLE V - INTRA-INSTITUTIONAL DOCUMENT DELIVERY	96
DOCUMENT DELIVERY QUESTIONNAIRE	98
ENDNOTES TO DOCUMENT DELIVERY QUESTIONNAIRE	101

Commentary on the 2001-2002 CARL Statistics: An Introduction and Retrospective Overview

General Observations:

As stated in the introductions to previous versions of the *CARL Statistics*, the reader needs to exercise caution when making inter-library comparisons based solely on the numbers presented in this volume. The numbers reported are largely input measures: expenditures, collections sizes, staff counts, etc. These measures are reported because they are more easily quantified. Output measures in a library context are much harder to obtain, since they have to do with user outcomes: *do patrons get what they want, when they want it, at the lowest possible cost to patron and institution?* Given that research libraries have a varied clientele with a very wide range of needs and expectations, such measurements are difficult. Although there have been some attempts to measure comparative student satisfaction with university libraries through survey research (e.g. the annual surveys conducted by the Canadian Undergraduate Survey Consortium) there are as yet, no comprehensive, detailed and comparable data on user outcomes for Canadian research libraries.

Another caveat lies in the inherent uncertainties of estimation associated with some of the numbers reported. For example, collection counts are often estimates or running totals from some point in time when a full inventory was carried out. Over the years, considerable errors can creep into such numbers. Also, despite the best efforts of the compilers, local interpretations of the statistical definitions at the point of collection and reporting may vary slightly.

When comparing numbers from one year to another, the reader should also be aware that CARL has periodically updated the definitions and extended the range of measures reported. Efforts have been made to maintain the consistency of core data, but retrospective comparisons with earlier data must be made with care. Also when comparing data, particularly averages, over a number of years, it is only valid to do so for libraries that consistently reported data in the same categories for the years in question.

Nevertheless, the numbers presented do represent the best available data for making comparisons between Canadian research libraries and can yield valid comparisons especially when compared to overall university expenditures or student enrolments.

As well, year over year comparisons of the same measure or ratios of measures, for a given library should yield valid information about changes in that library. Taken as a whole, the 32 years of CARL statistics represent an invaluable picture of the changes in Canadian research libraries over a period of tremendous growth in Canadian universities and their constituent libraries.

It is with these provisos in mind that the reader should use the information presented in this publication. The reader is also referred to the companion volume, *CARL 2000-2001 Ratios*, which presents data relating selected library statistics to overall university expenditure and enrolment.

CARL also intends to release a historical database of the complete core statistics from their inception to the present time.

1.0 Expenditures

1.1 Collections Expenditures

(See Expenditures, Table IV – Library materials expenditures in 2001-2002)

Total library materials expenditures increased in all but 7 CARL libraries (Saskatchewan, Carleton, Ottawa, UQAM, Dalhousie, Memorial and the National Library) over the preceding year. For all CARL libraries total materials expenditures (excluding contract binding) increased on average from \$6.64 million to \$7.15 million; an increase of 7.7%, compared to the change in the overall Canadian Consumer Price Index of an unusually low 0.85 % over the period from May 2001 to April 2002.

In 2001-02 CARL libraries collectively spent a total of \$207.5 million on library materials, plus another \$3.7 million on contract binding.

Overall the average spending on print monographs by CARL libraries in 2001-02 was \$1.75 million, compared to \$1.57 million the year before and \$1.45 million in 1999-00. Eight libraries spent less on print monographs than the year before, while the rest all reported spending increases. McGill recorded the largest year over year increase, spending an additional \$2.01 million on print monographs. Toronto continued to spend by far the largest amount on this category of library material, spending \$8.68 million. McGill, Alberta and British Columbia were the next biggest spenders on monographs, each spending over \$3 million. At the other end of the scale New Brunswick spent \$400 thousand.

CARL libraries reported spending an average of \$67 thousand on electronic monographs, up from \$50 thousand the year before. Although reporting is incomplete, clearly this is not a significant category of expenditure for most libraries.

The average spending on print serials across all CARL libraries in 2001-02 was \$3.49 million, down from \$3.62 million (3.7%) in the previous year. This appears to be the first year in some time that national average expenditures on print serials have declined in absolute terms. Of the 28 libraries reporting, 11 increased spending on print serials and 17 spent less (CISTI did not supply numbers). Altogether, 28 CARL libraries reported spending a total of \$97.61 million on print serials – still the largest share of the library materials budget.

The flip side of the serials 'coin' is the electronic serials subscription. Of the 26 libraries reporting data in this category, the average expenditure was \$1.40 million, up from \$1.01 million (38.6%) in 2000-01 and \$.710 thousand in 1999-2000. Waterloo leads the way in the shift from print to electronic serials, for the first time spending more on the latter than on the former. Both UBC and Montréal reported electronic serial expenditures of more than \$3 million, while Alberta, Toronto, York, McGill and Waterloo all spent more than \$2 million. Altogether the 26 reporting libraries spent an impressive \$36.53 million on electronic serials.

This is a remarkable shift in expenditure patterns when one considers that only a few years ago, CARL libraries spent next to nothing on this category of material. It must also be remembered that many electronic subscriptions are still bundled with their print equivalents. As a result, the true cost of many electronic subscriptions may still be hidden in the print subscription budget.

The categories of 'other library materials' and 'miscellaneous materials' accounted for an average expenditure of \$180 thousand and \$210 thousand respectively. Since these categories are not fully reported and include a wide variety of expenditures, it is hard to draw any conclusions about expenditure trends here.

The national pattern of overall library expenditures remains relatively the same as in prior years. CARL members in British Columbia spent an average of \$8.33 million, followed by Ontario at \$7.91 million and the Prairies at \$7.24 million. Québec libraries spent an average of \$6.73 million and the smaller Atlantic libraries \$4.02 million. Toronto retains its lead as by far the largest spender. At \$24.04 million, it spent almost twice as much as the next CARL university library, UBC (\$13.74 million) or Alberta (\$13.25 million). CISTI's expenditures of \$12.62 million place it fourth amongst CARL members, just ahead of McGill in fifth spot at \$12.51 million. The National Library's materials expenditures of \$2.13 million do not reflect the full scope of its acquisitions, since much of what it collects is obtained at no charge; either under legal deposit or as a gift.

1.2 Overall Expenditures

(See Expenditures, Table VI – Summary of library expenditures in 2001-2002)

When salary and other operating costs are added to library materials expenditures, the result is an average total expenditure figure of \$19.96 million across all CARL libraries. Toronto reported the highest total expenditure of \$69.69 million, followed by the National Library (\$45.31 million), CISTI (\$42.43 million), UBC (\$37.55 million) and Alberta (\$30.96 million). New Brunswick reported the smallest total expenditures of \$6.27 million, just behind Regina and Sherbrooke.

Toronto reported the largest expenditure on personnel, followed by the National Library, UBC, Alberta and CISTI respectively.

CISTI reported the largest other operating expenditures (this includes the National Research Council Research Press), followed by the National Library, Toronto and UBC.

As a percentage of total expenditures, salaries fell slightly to 51.8% from 52.55% in 2000-01 and 53.05% in 1999-00, reflecting perhaps the ongoing savings from the automation of library housekeeping operations. There was a small offsetting rise in the percentage of budget spent on operating expenditures (11.71%), while the proportion of budgets spent on library materials remained almost static (36.48%). The national averages are somewhat skewed by the inclusion of the two national institutions.

Although there was not much regional variation, the Prairie libraries spent the highest proportion of their budget on library materials – an average of 41.20%, while British Columbia spent the least at 39.39%. Québec libraries spent the highest proportion on salaries – 54.14%, while British Columbia spent the least at 49.77%. British Columbia spent almost double Québec's proportional expenditure on other operating costs: 10.84% compared to 5.74%.

There is more variation amongst individual libraries. Of the CARL universities, Western set a three-year milestone for CARL libraries by being the only library to spend more than half of its budget on library materials (50.27%), while UQAM spent only slightly over a quarter (27.78%). UQAM spent the highest proportion of budget on salaries (69.83%), followed by New Brunswick (60.12%) and Carleton (59.24%). Regina spent only 43.17% on salaries.

1.3 Salaries and Employment

(See Expenditures Table V – Salary and Other operating expenditures in 2001-02 and 2002-03 Salary Survey tables)

Although, as noted above, there continues to be a slight decline in the *percentage* of overall library budgets spent on salaries, the *absolute amounts* spent on salaries continue to increase. In 2001-02, the average expenditure on salaries and fringe benefits for all CARL libraries was \$10.61 million, compared to \$9.89 million the year before. Salary expenditures increased for all three categories of employee. On average,

CARL libraries spent 42% of their direct salary budgets on professional staff, 54% on support staff and 4% on casual staff. This continues a gradual trend towards a switch in resources away from support staff towards professionals.

The 2001-02 Salary Survey points to a small but significant increase in the number of professional staff employed across the board. The survey reported a total professional complement of 1,272 professionals in 2001-02, compared to 1,208 the year before. Professional employment increased in 18 of the 27 CARL universities. Seven libraries reported a decline in professional staff numbers. At the regional level all regions reported an average increase in the number of professionals.

Owing to a recent trend towards new hiring, the average age of professional staff appears to be dropping. The average years of professional experience for all CARL professionals has declined to 18.73 years from 18.95 years in 2001-02 and 19.27 in 2000-01. This suggests an average age of somewhere around 45, or higher. Taken together with the average years of experience in the reporting library of 14.81 years, there appears to remain some room for turnover and renewal of the professional library cohort.

The national average professional salary was \$65,592 in 2001-02 up from \$63,706 in the previous year, an increase of 3.0%. The median professional salary was slightly higher at \$66,326, up from \$63,990. Ontario had the highest average professional salaries of \$67,852, reflecting perhaps the highest average professional years of experience. There was considerable variation between CARL libraries, with Carleton reporting the highest average professional salaries by a wide margin - \$85,235, compared to second place York at \$78,085. Western reported the lowest average professional salary of \$55,720. Given primarily age-based salary scales, it is perhaps not surprising that Carleton also reported the highest average number of years of professional experience, 24.71, with Western reporting the lowest figure of 14.63.

Tables V and VI showing salary distribution for professional librarians demonstrate once again how salaries are strongly tied to length of experience (age). Average salaries climb from \$47,187 for those with less than 7 years of professional experience to \$77,975 for those with over 35 years of experience. In 2001-02, there were 229 librarians earning more than \$80 thousand in CARL university libraries, up from 166 the year before.

It appears that CARL libraries are starting to experience some gradual renewal of their professional staffs, many of whom are nearing retirement. As this accelerates over the coming years, professional salary expenditures will start to decline quite quickly, as average (age-related) salaries drop with an influx of younger librarians. However, these savings are likely to be temporary as libraries are then likely to see a long-term rise in professional salary costs ensue, since librarians tend to stay with their employers for long periods of time. If this scenario is accurate, it represents a microcosm of what is happening with the renewal of university faculty.

Despite the above-noted small increase in the overall number of professional staff, the number of administrative librarians has not increased nationally. The national average salary of administrative librarians rose to \$77,398, from \$74,836, an increase of 3.4%.

The number of quaintly named "other professionals", increased slightly from the year before. On average CARL university libraries report employing 5.6 "other professionals" and paying them an average salary of \$54,860, up from \$53,218 the year before.

2.0 Collections

(See Expenditures, Tables I to III)

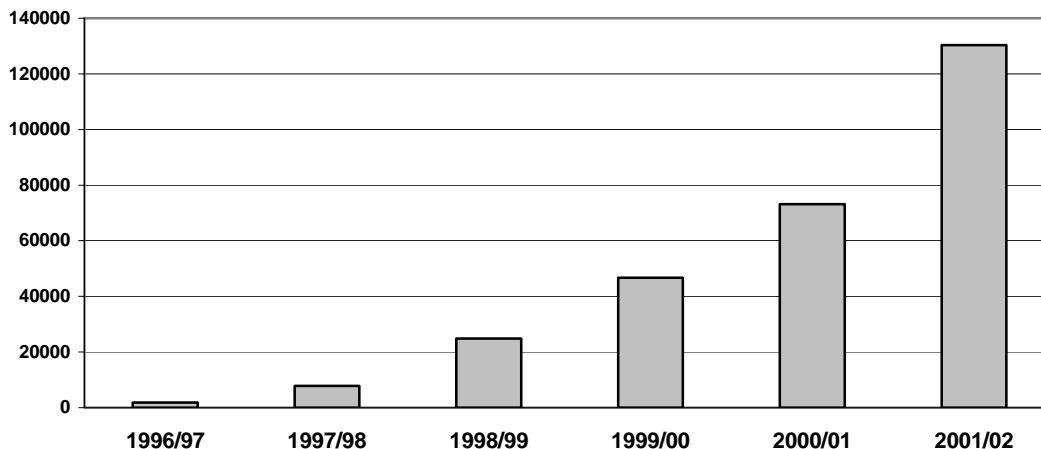
As mentioned in the introduction, comparing collection counts has some pitfalls. However, taking the numbers as generally accurate, all CARL libraries grew their collections from 2000-01 to 2001-02, with the number of new volumes added greatly exceeding those withdrawn. Most libraries grew by more than they did the year before. In absolute terms, amongst university members, Toronto, Alberta and UBC grew the most, continuing the long-term trend of these three libraries widening the gap between CARL's largest libraries and other Canadian libraries. The sole exception to this trend is the National Library, which added the most volumes of any Canadian library (325,150 net additional volumes). With the exception of the National Library, Toronto remains in a class by itself. In 2001-02, it grew by 225,721 net new volumes, more than all the other 9 Ontario CARL university members combined (221,741 volumes).

Total volume counts are difficult to compare, given different methods of counting, but Toronto, with 9.52 million total volumes is by far the biggest library in Canada and in CARL. The next largest collections are held by the National Library (7.99 million volumes), Alberta (5.77 million), UBC (4.81 million) and McGill (3.32 million). CISTI reports a collection of 2.61 million volumes, but this may understate the relative size of the predominantly serial collection, as CISTI reports a bibliographic, rather than a physical, volume count. Sherbrooke is the smallest CARL library with a collection of 800 thousand volumes.

CARL libraries purchased 633,315 monographs in 2001-02. Of 21 university libraries consistently reporting data in this category over the past 4 years, there has been a steady increase in the average number of monographs purchased: 22,894 in 1998-99, 23,525 in 1999-00, 24,740 in 2000-01 and 26,265 in 2001-02. Libraries appear to have recovered from the years of the serials crisis when monograph acquisitions were sacrificed to protect serials collections. This has to be one of the principal side benefits of the funding provided by the Canadian National Site Licensing Project.

As indicated in the section on expenditures, the switch to an electronic serials collection continues apace. In 2001-02 CARL university libraries reported 'holding' an average 7,412 electronic serial titles and 11,683 hard copy serial titles. The year before the equivalent numbers were 4,608 electronic titles and 11,811 hard copy titles. The total number of serial titles held on average has increased from 16,419 to 19,095: the surge in electronic holdings is enriching library collections substantially. Indeed the reality is in all likelihood more dramatic than the numbers indicate since the holdings of electronic serials may often be under-reported. While the reporting of aggregator packages is somewhat spotty, it is clear that many electronic titles are being acquired as a result of block licensing from aggregators or large publishers. The increase in electronic holdings is much greater than the concomitant decline in hard copy holdings. Serial cancellations continue at a steady pace, but the rate and value of these cancellations appears to have slowed somewhat from those of recent years.

Figure 1 shows the dramatic rise in the number of electronic serial titles held by 15 CARL libraries that have reported data consistently since 1996-97.

Figure 1: Electronic Serial Titles in 15 CARL Libraries

Surprisingly in this electronic age, CARL libraries continue to add to their microform holdings at a steady rate. Overall, CARL libraries added a total of 2.28 million microform units to their collections in the past year. Collections of other types of library materials are also growing steadily across the country.

3.0 Inter and Intra-Library Lending Activity

(See *Document Delivery Survey for the year 2001-2002, Tables I-V*)

3.1 Inter-Institutional Document Delivery

Technology is widely used to support Interlibrary Loan (ILL) activities in CARL libraries. 27 CARL libraries used a software package to support inter-library borrowing and inter-library lending. Several products are used, but Aviso remains the most widely used.

Libraries increasingly allow users to request an ILL loan or photocopy, using a number of different channels. Of the 29 CARL libraries, 18 accept requests by e-mail, 27 via their library webpage, 8 by telephone, 21 by fax and 4 via an integrated library system. The number accepting the traditional paper form has dropped to 21. Fifteen libraries report the ability to parse an ILL request automatically into their electronic systems.

Increasingly libraries are using electronic means to communicate with users about inter-library loan requests. All but Waterloo report using e-mail, while a number use the library webpage. Six university libraries allow the user to view the status of their request online.

Policies on charging for obtaining an external loan or copy vary across the country and seem to change quite often. Seventeen universities charge a fee for copies, of which 13 charge a flat fee and the others charge a fee that varies according to the actual cost. Twelve libraries charge for obtaining the loan of an original item, of these 6 charge a flat fee.

Three university libraries place a limit on loan requests from faculty members. The same libraries also limit the number of loan requests from graduate students. Five libraries limit requests from undergraduate students. Compared to the year before, the number of libraries placing limits on users appears to have declined.

A few institutions allow document delivery suppliers to deliver material directly to the end-user, but most retain their positions as an intermediary in the process of document delivery from an outside supplier. Of CARL universities, only Manitoba reports not having a contract with another institution to supply documents. CISTI is the most common document supplier listed.

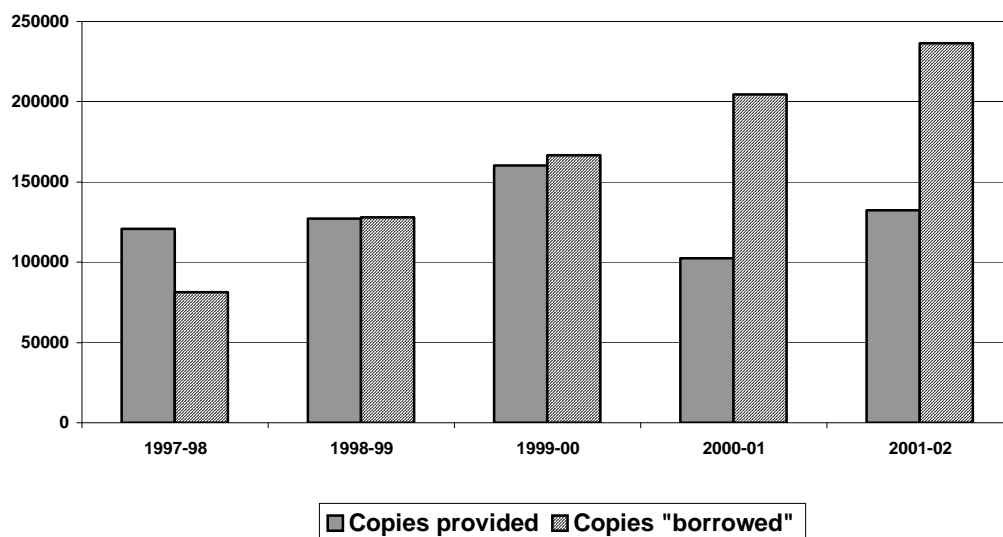
In terms of total requests from other institutions, Alberta reported filling the largest volume amongst universities (107,831), while Waterloo (78,891) and Guelph (35,131) were in 2nd and 3rd place respectively. Both Alberta and Waterloo reported an increase in requests filled from 2000-01. CISTI, the national document delivery supplier for science and technology, filled an impressive 773,172 requests but this was down from 791,780 the year before. The National Library supplied 35,419 documents, also down from the year before.

With the growth in electronic serial collections, one might expect to start seeing a decline in inter-library requests for photocopied articles. Since the majority of these electronic holdings are in science, engineering and medicine, one would expect the effect to be seen first in CISTI's statistics. Indeed this appears to be the case, although there does not yet appear to be a drop in lending across the system as a whole.

In terms of traffic in the other direction, Guelph was the largest recipient of loans (80,584), followed by Calgary (56,023) and Simon Fraser (46,581). Toronto, the country's largest library with the greatest concentration of researchers, imported a mere 11,210 documents – a testament to the strength of its collections.

Figure 2 shows graphically the balance of trade in copies for a representative sample of 14 CARL university libraries that have reported consistently over the last five years (Ontario and Québec minus Toronto and Sherbrooke). It shows the number of copies received per year from other institutions, versus the number supplied. It includes copies received from contract suppliers (mediated or otherwise), where numbers are reported.

Figure 2 : Traffic Patterns in Copies - 14 CARL Libraries



In 1997-98 and prior years these CARL university libraries were net providers of copies to other institutions. There was close to a perfect "balance of trade" in 1998-1999. In subsequent years the balance has tilted as these libraries and their users became net importers of copies. A number of factors are at play in these numbers. Local print serial collections have declined both for economic and technological reasons; document delivery contracts have made unmediated document delivery easier and faster, while the increasing availability of electronic titles reduces the demand for traditional document delivery.

3.2 Intra-Institutional Document Delivery

Some universities are getting into the business of delivering documents from their own collections to their end-users in response to an electronic request. Twelve university libraries provide the service for copies while 9 also deliver originals.

Generally the traffic volumes appear to be fairly light, however British Columbia was an exception, delivering 36,764 copies and 2,714 originals in 2001-02.

4.0 Emerging Services

(See Emerging Services questionnaire for the year 2001-02)

There is little need for commentary on the 4 tables in the Emerging Services section. Some points of note are:

- Commercial suppliers of integrated library systems have further penetrated the CARL marketplace with Carleton's purchase of Innovative Interface's Millennium system.
- 18 libraries now support Z39.50/Bath Profile, compared with only 14 the previous year.
- 12 libraries support wireless communication with public workstations compared to 9 last year.
- 14 libraries report having a "Learning Commons" within the library, compared to 9 last year.
- 25 libraries now offer 'asynchronous' delivery of reference service via e-mail, a big increase from 5 the previous year.
- 8 libraries offer synchronous electronic reference services compared to 4 the previous year.
- The Starbucks phenomenon continues to spread with 13 libraries hosting a coffee shop within the library building, although only 2 institutions receive a share of the profits.
- 7 libraries lend laptop computers, 5 lend wireless Ethernet cards and 1 library lends PDA's. Three libraries lend E-Book readers.

5.0 Library Use

(See Supplementary questionnaire for the year 2001-02, Table I)

Compared to the previous year, circulation figures (initial loans) show a mixed picture. Circulation numbers are down in 14 of the 26 university libraries that reported data in 2001-02. (Queen's did not report). Last year 17 of 26 reported a decline and the year before that 15 of 27 reported a decline. It would appear that, with some exceptions, there is a long-term downward trend in library borrowing that is running counter to the general increase in student numbers and steady growth in library collections. This is probably due to the increased availability of electronic materials of all kinds on the Internet.

Reserve circulation numbers show a similarly mixed picture. They are down year over year in 11 of the 21 libraries reporting data. This is not as clear-cut as the previous year, when all but 4 libraries reported a

decline. Nevertheless, electronic journals, course packs and the Internet may be reducing traffic at library reserve desks.

In-house use is very difficult to measure and circulation numbers reported have to be assessed carefully. Having said that, those libraries reporting in-house use paint a clear picture. Usage is down in 18 out of 19 university libraries reporting data, in some cases quite substantially. For example Toronto reported an 11.5% year over year decline while in-house use at Guelph declined 15.0%. These declines continue similar trends reported last year. This trend may be due to the increased use of electronic resources, either through the library or directly through the Internet.

Remarks, such as the one below are quite common, although misguided:

“In my personal experience, I have actually never read any library material at Carleton. All the information I have needed to obtain I found on the net – and I’m in 4th year.”

6.0 Service Hours And Reference Transactions

(See Supplementary Questionnaire for the year 2001-2002)

The average number of hours of service per week offered by CARL university libraries was 95.2 hours in 2001-2002. This compares to 94.0 the year before and 91.7 in 1999-00, continuing a gradual upward trend after the cuts of earlier years. There was also a marginal increase in the number of staff service points to 19.7.

Reference transactions were down year over year in 14 libraries and up in the other 13. There were an average of 98,041 such reference transactions across the 27 libraries versus an average of 97,671 the year before. Whether this fractional increase represents an end to the long-term decline in this category, or just a reflection of increasing student numbers, remains to be seen.

7.0 Data Services

(See Data Questionnaire for the year 2001-02, Tables I and II)

This is the second year that this survey has been included in the CARL Statistics. Once again all CARL university libraries except UQAM report having such a service. Staffing of the data centre varies, but averages just over 1.0 professional and 0.9 support staff per library – a slight increase from last year in both categories. Usage statistics are too incomplete to compare, but it might be noted that Carleton reported over five thousand user consultations per year.

Most data centres now incorporate digital maps and geospatial data as well as more “traditional” digital numeric files.

All centres are members of various consortia for acquisition of, and access to data. All are members of the Statistics Canada Data Liberation Initiative (DLI). All but four university libraries are members of the Michigan-based Inter-University Consortium for Political and Social Research (ICPSR) and six are associated with the Connecticut-based Roper Center for Public Opinion Research.

(CISTI and the National Library do not participate in the DLI and neither operates a data centre).

David Holmes
Adjunct Professor, Carleton University. May 2003.

Commentaire sur les statistiques de l'ABRC 2001-2002 : une introduction et un survol rétrospectif

Observations générales :

Tel que mentionné dans l'introduction des versions précédentes des *Statistiques de l'ABRC*, il faut user de précaution lorsque l'on souhaite faire des comparaisons entre bibliothèques à partir des chiffres donnés dans le présent document. Les chiffres rapportés portent surtout sur des mesures de données d'entrée : dépenses, taille des collections, nombre d'employés, etc. Ces mesures sont effectuées parce qu'elles sont plus faciles à quantifier. Les mesures de données de sortie en bibliothèque sont beaucoup plus difficiles à obtenir, puisqu'elles portent sur les résultats liés aux clients : *est-ce que les clients obtiennent ce qu'ils désirent, lorsqu'ils le désirent, au coût le plus bas pour le client et pour l'établissement ?* Puisque les bibliothèques de recherche ont une clientèle variée ayant des besoins et des attentes tout aussi variés, de telles mesures sont difficiles à effectuer. Bien qu'il y ait eu quelques tentatives de comparaison de la satisfaction des étudiants par un sondage (p. ex., les sondages annuels effectués par le *Canadian Undergraduate Survey Consortium*), il n'existe toujours pas de données complètes, détaillées et comparables sur les résultats pour les clients des bibliothèques de recherche canadiennes.

Un autre problème provient du caractère incertain des estimations concernant les chiffres rapportés. Par exemple, le nombre de collections est souvent une estimation ou des totaux courants d'un moment précis lorsque l'inventaire complet a été effectué. Au cours des années, des erreurs importantes peuvent survenir au sein de ces chiffres. De plus, malgré les efforts des compilateurs, l'interprétation locale des définitions statistiques au lieu de la collecte et de la transmission des données peut varier légèrement.

Lorsqu'il compare les données d'une année à l'autre, le lecteur doit être conscient que l'ABRC a mis à jour les définitions des mesures rapportées et étendu la portée de ces dernières. Des efforts ont été faits pour assurer le maintien de la constance des données principales, mais les comparaisons avec les données antérieures doivent être faites avec précaution. De plus, pour comparer les données, particulièrement les moyennes, sur plusieurs années, il faut que la bibliothèque ait rapporté ces données année après année dans les mêmes catégories.

Malgré tout, les données présentées représentent les meilleures données disponibles pour faire des comparaisons entre les bibliothèques de recherche canadiennes et elles permettent des comparaisons valides, surtout lorsqu'elles sont comparées aux dépenses totales pour les universités ou aux nombres d'étudiants inscrits.

De plus, les comparaisons d'une année à l'autre pour une même mesure ou un ratio de mesures et une bibliothèque donnée permettent d'obtenir des renseignements valides sur les changements dans la bibliothèque en question. Prises dans l'ensemble, les 32 ans de statistiques de l'ABRC brossent un tableau inestimable des changements qu'ont connus les bibliothèques de recherche canadiennes au cours d'une période de croissance considérable pour les universités canadiennes et leurs bibliothèques.

C'est donc en tenant compte de ces mises en garde que le lecteur devrait se servir de l'information présentée dans cette publication. Le lecteur peut aussi consulter le volume complémentaire à celui-ci *Ratios 2000-2001 CARL/ABRC*, qui présente des données de bibliothèques choisies portant sur les dépenses générales et les effectifs étudiants des universités.

L'ABRC a également l'intention de créer une base de données historiques sur les données statistiques principales complètes depuis leur première collecte jusqu'à aujourd'hui.

1.0 Dépenses

1.1 Dépenses de collections

(Voir Dépenses, Tableau IV – Dépenses d'acquisitions en 2001-2002)

Les dépenses totales d'acquisitions ont augmenté dans toutes les bibliothèques de l'ABRC sauf 7 (Saskatchewan, Carleton, Ottawa, UQAM, Dalhousie, Memorial et la Bibliothèque nationale) comparativement à l'année précédente. Pour toutes les bibliothèques de l'ABRC, les dépenses totales d'acquisitions (mis à part les contrats de reliure) ont augmenté pour passer en moyenne de 6,64 millions de dollars à 7,15 millions de dollars, une augmentation de 7,7 %, comparativement à la croissance de l'Indice des prix à la consommation qui était exceptionnellement faible à 0,85 % pour la période de mai 2001 à avril 2002.

En 2001-2002, les bibliothèques de l'ABRC ont dépensé un total de 207,5 millions de dollars en acquisitions, en plus de 3,7 millions de dollars en contrats de reliure.

En tout, les dépenses moyennes des bibliothèques de l'ABRC pour les monographies imprimées en 2001-2002 étaient de 1,75 million de dollars, comparativement à 1,57 million de dollars l'année précédente et à 1,45 million de dollars en 1999-2000. Huit bibliothèques ont dépensé moins pour les monographies imprimées que l'année précédente, alors que les autres ont toutes rapporté avoir dépensé plus. McGill a rapporté la plus importante augmentation, avec une dépense supplémentaire de 2,01 millions de dollars pour les monographies imprimées. Toronto continue à être celle qui dépense le plus pour cette catégorie avec ses 8,68 millions de dollars. Les universités McGill, de l'Alberta et de la Colombie-Britannique suivaient, dépensant chacune plus de 3 millions de dollars. À l'autre extrémité se trouve celle du Nouveau-Brunswick, qui a dépensé 400 000 \$.

Les bibliothèques de l'ABRC ont rapporté des dépenses moyennes de 67 000 \$ pour les monographies électroniques, une augmentation face aux 50 000 \$ de l'année précédente. Même si toutes les données ne sont pas disponibles, il ne s'agit pas d'une catégorie de dépenses importantes pour la plupart des bibliothèques.

Les dépenses moyennes pour les périodiques imprimés dans les bibliothèques de l'ABRC en 2001-2002 étaient de 3,49 millions de dollars, une réduction de 3,7 % face aux 3,62 millions de dollars l'année précédente. Il semble que ce soit la première année depuis quelques temps que la moyenne nationale des dépenses pour les périodiques imprimés ait diminué. Des 28 bibliothèques qui ont soumis des données, 11 avaient dépensé plus pour les périodiques imprimés et 17 avaient dépensé moins (l'ICIST n'a pas soumis de données). Ensemble, les 28 bibliothèques de l'ABRC ont rapporté des dépenses totalisant 97,61 millions de dollars pour les périodiques imprimés – il s'agit toujours de la partie la plus importante du budget des acquisitions.

L'autre aspect des périodiques est celui des abonnements aux périodiques électroniques. Des 26 bibliothèques qui ont soumis des données pour cette catégorie, la moyenne des dépenses était de 1,40 million de dollars, une augmentation de 38,6 % comparativement au 1,01 million de dollars pour 2000-2001 et une croissance continue si l'on compare aux 710 000 dollars en 1999-2000. L'université Waterloo fait figure de leader dans la transition aux périodiques électroniques; pour la première fois, elle dépense plus pour ceux-ci que pour les périodiques imprimés. Les universités UBC et de Montréal ont rapporté des dépenses pour les périodiques électroniques de plus de 3 millions de dollars, alors que celles de l'Alberta, de Toronto, York, McGill et Waterloo ont toutes dépensé plus de 2 millions de dollars. Ensemble, les 26 bibliothèques qui ont

rapporté des données ont dépensé un total impressionnant de 36,53 millions de dollars pour les périodiques électroniques.

Il s'agit d'un changement important dans les habitudes de dépenses si l'on considère qu'il y a à peine quelques années, les bibliothèques de l'ABRC ne dépensaient pratiquement rien pour ce type d'acquisitions. Il est important de mentionner que dans le cas de nombreux abonnements aux périodiques électroniques, il faut également s'abonner au périodique imprimé. Le coût réel des abonnements aux périodiques électroniques peut donc encore être caché dans le budget des abonnements aux périodiques imprimés.

Les catégories « autres acquisitions » et « acquisitions diverses » comptaient en moyenne pour 180 000 \$ et 210 000 \$ respectivement. Puisque ces catégories ne sont pas rapportées en entier et qu'elles comprennent une grande variété de dépenses, il est difficile de tirer des conclusions quant aux tendances.

Le modèle national des dépenses globales d'acquisitions est resté à peu près le même par rapport aux années précédentes. Les membres de l'ABRC en Colombie-Britannique ont dépensé en moyenne 8,33 millions de dollars, suivis de ceux en Ontario avec 7,91 millions de dollars et de ceux des Prairies avec 7,24 millions de dollars. Les bibliothèques du Québec ont dépensé en moyenne 6,73 millions de dollars et celles plus petites de la région de l'Atlantique, 4,02 millions de dollars. Toronto conserve son avance avec 24,04 millions de dollars, près de deux fois plus que la bibliothèque de l'ABRC qui la suit, la UBC (13,74 millions de dollars), ou que la troisième, l'Alberta (13,25 millions de dollars). Les dépenses de l'ICIST se chiffrent à 12,62 millions de dollars et la placent quatrième au sein de l'ABRC, tout juste au-dessus de McGill au cinquième rang à 12,51 millions de dollars. Les dépenses en acquisitions de la Bibliothèque nationale de 2,13 millions de dollars ne reflètent pas la portée entière de ses acquisitions, car une grande partie de ses acquisitions sont obtenues gratuitement; soit par dépôt légal ou par cadeaux.

1.2 Dépenses totales

(Voir Dépenses, Tableau VI – Résumé des dépenses des bibliothèques en 2001-2002)

Lorsque les salaires et les autres coûts de fonctionnement sont ajoutés aux dépenses d'acquisitions, les dépenses moyennes se chiffrent à 19,96 millions de dollars pour les bibliothèques de l'ABRC. L'université de Toronto a rapporté les dépenses totales les plus importantes avec 69,69 millions de dollars, suivie de la Bibliothèque nationale (45,31 millions de dollars), de l'ICIST (42,43 millions de dollars), de la UBC (37,55 millions de dollars) et de l'Alberta (30,96 millions de dollars). L'université du Nouveau-Brunswick a rapporté les dépenses les moins importantes avec 6,27 millions de dollars, tout juste derrière Regina et Sherbrooke.

L'université de Toronto a rapporté les dépenses les plus importantes pour le personnel, suivie de la Bibliothèque nationale, de la UBC, de l'Alberta et de l'ICIST.

L'ICIST a rapporté les dépenses de fonctionnement les plus importantes (cela comprend les Presses scientifiques du Conseil national de recherches du Canada), suivi de la Bibliothèque nationale, de l'université de Toronto et de la UBC.

Le pourcentage qu'occupent les salaires au sein des dépenses a légèrement diminué pour passer de 52,55 % en 2000-2001 à 51,8 %, alors qu'il se chiffrait à 53,05 % en 1999-2000, reflétant possiblement les économies continues dues à l'automatisation des opérations de gestion internes. Il y a eu une légère augmentation compensatoire au pourcentage du budget consacré aux dépenses de fonctionnement (11,71 %), alors que la proportion du budget consacrée aux acquisitions est demeurée pratiquement la même (36,48 %). Les moyennes nationales sont quelque peu faussées par l'inclusion des deux organismes nationaux.

Même s'il n'y avait pas de grande variation régionale, les bibliothèques des Prairies ont dépensé la plus grande partie de leur budget pour les acquisitions – 41,20 % en moyenne, alors que la Colombie-Britannique dépensait le moins à 39,39 %. Les bibliothèques du Québec ont dépensées la plus grande proportion pour les salaires – 54,14 %, alors que la Colombie-Britannique dépensait le moins à 49,77 %. La Colombie-Britannique a dépensé près du double des dépenses proportionnelles du Québec pour les coûts de fonctionnement : 10,84 % comparativement à 5,74 %.

Il y a plus de variations entre les bibliothèques individuelles. De toutes les universités de l'ABRC, l'université de Western Ontario a établi un jalon de trois ans pour les bibliothèques de l'ABRC en étant la seule bibliothèque à dépenser plus de la moitié de son budget pour les acquisitions (50,27 %), alors que l'UQAM y a consacré un peu plus du quart de son budget (27,78 %). L'UQAM a consacré la plus grande partie de son budget aux salaires (69,83 %), suivie de l'université du Nouveau-Brunswick (60,12 %) et de celle de Carleton (59,24 %). Regina n'a consacré que 43,17 % de son budget aux salaires.

1.3 Salaires et personnel

(Voir Dépenses Tableau V – Salaires et autres dépenses de fonctionnement dans les tableau d'enquête sur les salaires 2001-2002 et 2002-2003)

Même si, tel que mentionné ci-dessus, il y a toujours une diminution du *pourcentage* du budget des bibliothèques consacré aux salaires, la *valeur absolue* consacrée aux salaires continue de croître. En 2001-2002, la dépense moyenne pour les salaires et les avantages sociaux pour toutes les bibliothèques de l'ABRC était de 10,61 millions de dollars, comparativement à 9,89 millions de dollars l'année précédente. Les dépenses pour les salaires des trois catégories d'employés se sont accrues. En moyenne, les bibliothèques de l'ABRC ont consacré 42 % de leur budget pour les salaires directs des employés professionnels, 54 % pour les employés de soutien et 4 % pour le personnel auxiliaire. Il s'agit d'une tendance graduelle de transfert des ressources des employés de soutien aux employés professionnels.

L'enquête sur les salaires de 2001-2002 montre une augmentation faible, mais importante, du nombre d'employés professionnels en général. L'enquête a rapporté un nombre total d'employés professionnels de 1 272 en 2001-2002, comparativement à 1 208 l'année précédente. Le nombre d'employés professionnels a augmenté dans 18 des 27 universités de l'ABRC. Sept bibliothèques ont rapporté une diminution du nombre d'employés professionnels. Au niveau régional, toutes les régions ont rapporté une augmentation moyenne du nombre d'employés professionnels.

En raison d'une tendance à de nouvelles embauches, l'âge moyen des employés professionnels semble être à la baisse. La longueur moyenne de l'expérience professionnelle pour le personnel professionnel de l'ABRC est passée de 19,27 ans en 2000-2001, à 18,95 en 2001-2002 pour se chiffrer à 18,73 ans. L'âge moyen que l'on peut en déduire se chiffre aux environs de 45 ans ou plus. Avec le nombre moyen d'années d'expérience dans les bibliothèques qui ont rapporté cette donnée, 14,81 ans, il semble y avoir encore place à un roulement et à un renouvellement du personnel professionnel des bibliothèques.

Le salaire moyen national pour les employés professionnels était de 65 592 \$ en 2001-2002, comparativement à 63 706 \$ au cours de l'année précédente, soit une augmentation de 3,0 %. Le salaire médian chez les employés professionnels était légèrement supérieur, à 66 326 \$, il était auparavant à 63 990 \$. L'Ontario avait le salaire moyen le plus élevé pour les employés professionnels, avec 67 852 \$, reflétant possiblement le nombre d'années d'expérience le plus élevé. Il y avait des écarts considérables entre les bibliothèques de l'ABRC, celle de l'université Carleton a rapporté de loin le salaire moyen le plus élevé pour les employés professionnels (85 235 \$), alors que York, au deuxième rang, a rapporté 78 085 \$. L'université de Western Ontario a rapporté le salaire moyen le plus bas pour ses employés professionnels à 55 720 \$. En raison d'échelles salariales fondées surtout sur l'âge, il n'est peut-être pas surprenant de voir

que Carleton a également rapporté le nombre d'années moyen le plus élevé pour l'expérience des employés professionnels, avec 24,71, alors que Western rapportait le nombre le plus faible, à 14,63.

Les tableaux V et VI sur la distribution des salaires pour les bibliothécaires professionnels montrent encore une fois à quel point les salaires sont liés au nombre d'années d'expérience (âge). Les salaires moyens vont de 47 187 \$ pour ceux qui ont moins de 7 années d'expérience professionnelle à 77 975 \$ pour ceux qui ont plus de 35 années d'expérience. En 2002-2003, il y avait 229 bibliothécaires qui recevaient plus de 80 000 \$ dans les bibliothèques des universités de l'ABRC, alors qu'il y en avait 166 l'année précédente.

Il semble que les bibliothèques de l'ABRC commencent à renouveler graduellement leurs effectifs professionnels, effectifs comprenant de nombreux employés près de la retraite. Avec l'accélération de cette tendance au cours des années à venir, les dépenses consacrées aux employés professionnels commenceront à diminuer rapidement, puisque les salaires moyens (liés à l'âge) diminuent avec un apport de bibliothécaires plus jeunes. Cependant, ces économies devraient être temporaires puisque les bibliothèques devraient voir une augmentation à long terme des coûts liés aux salaires des employés professionnels, car les bibliothécaires ont tendance à demeurer longtemps avec le même employeur. Si ce scénario se matérialise, il représentera un microcosme de ce qui arrive avec le renouvellement dans les facultés universitaires.

Malgré la légère augmentation au nombre d'employés professionnels mentionnée ci-dessus, le nombre de bibliothécaires administratifs n'a pas crû à l'échelle nationale. Le salaire national moyen est passé de 74 836 \$ à 77 398 \$, une augmentation de 3,4 %.

Le nombre d'employés classés sous « autres employés professionnels » s'est légèrement accru comparativement à l'année précédente. En moyenne, les bibliothèques des universités de l'ABRC ont rapporté employer 5,6 « autres professionnels » et les payer en moyenne 54 860 \$, comparativement à 53 218 l'année précédente.

2.0 Collections

(Voir Dépenses, Tableaux I à III)

Tel que mentionné en introduction, la comparaison du nombre de collections comprend certains pièges. Cependant, si l'on considère que les données sont généralement précises, toutes les bibliothèques de l'ABRC ont augmenté leurs collections de 2000-2001 à 2001-2002, le nombre de nouveaux volumes surpassant grandement le nombre de volumes retirés. La plupart des bibliothèques ont crû plus qu'au cours de l'année précédente. En termes absolus, parmi les universités membres, celles de Toronto, de l'Alberta et la UBC ont grossi le plus, continuant une tendance à long terme pour un écart croissant entre les bibliothèques les plus importantes de l'ABRC et les autres bibliothèques canadiennes. La seule exception à cette tendance est la Bibliothèque nationale, qui a ajouté le plus grand nombre de volumes de toutes les bibliothèques canadiennes (accroissement net de 325 150 volumes supplémentaires). Excluant la Bibliothèque nationale, Toronto demeure dans une classe à part; en 2001-2002 elle a connu une croissance nette de 225 721 nouveaux volumes, plus que les 9 autres bibliothèques de l'ABRC en Ontario combinées (221 741 volumes).

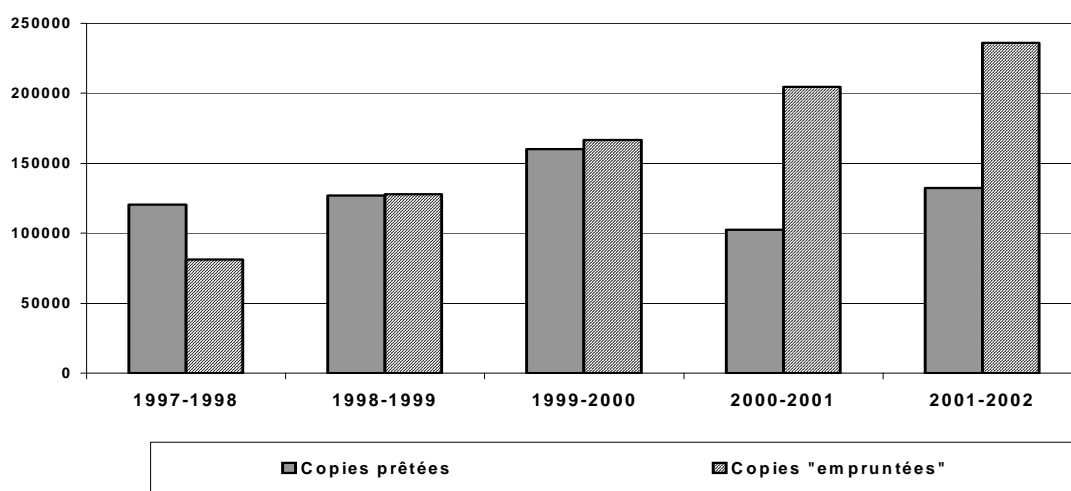
Les comptes des volumes totaux sont difficiles à comparer en raison des méthodes de calcul qui varient, mais Toronto, avec ses 9,52 millions de volumes, est de loin la plus importante bibliothèque au Canada et au sein de l'ABRC. Les collections les plus importantes après elle sont celles de la Bibliothèque nationale (7,99 millions de volumes), de l'Alberta (5,77 millions), de la UBC (4,81 millions) et de McGill (3,32 millions). L'ICIST a rapporté une collection de 2,61 millions de volumes, mais il s'agit d'un compte bibliographique plutôt qu'un compte physique du nombre de volumes, puisque sa collection est surtout composée de périodiques.

Les bibliothèques de l'ABRC ont fait l'acquisition de 633 315 monographies en 2001-2002. Des 21 bibliothèques des universités qui ont toujours rapporté ces données au cours des 4 dernières années, le nombre moyen de monographies achetées a connu une croissance régulière : 22 894 en 1998-1999, 23 525 en 1999-2000, 24 740 en 2000-2001 et 26 265 en 2001-2002. Les bibliothèques semblent avoir récupéré des années de crise des périodiques, pendant laquelle les acquisitions de monographies étaient sacrifiées pour protéger les collections de périodiques. Il s'agit certainement de l'un des principaux avantages qu'apporte le financement offert par le Projet canadien de licences de sites nationales.

Tel que mentionné dans la section sur les dépenses, le passage à une collection de périodiques électroniques se poursuit. En 2001-2002, les bibliothèques des universités de l'ABRC ont rapporté « détenir » en moyenne 7 412 titres de périodiques électroniques et 11 683 titres de périodiques imprimés. L'année précédente, les mêmes données se chiffraient à 4 608 titres électroniques et à 11 811 titres imprimés. Le nombre total de titres de périodiques détenus en moyenne est passé de 16 419 à 19 095 : la croissance du nombre de titres électroniques fait augmenter de façon importante les collections des bibliothèques. En fait, les nombres réels sont probablement plus importants encore puisque les périodiques électroniques ne sont souvent comptés qu'en partie. Même si les paquets groupés ne sont rapportés qu'en partie, il est évident que de nombreux titres électroniques sont obtenus par des licences de groupe de courtiers ou d'éditeurs importants. L'augmentation du nombre de titres électroniques est plus importante que la réduction concomitante au sein des titres imprimés. Les annulations de périodiques continuent à un rythme constant, mais le taux et la valeur de ces annulations semblent avoir ralenti comparativement aux années précédentes.

Le Graphique 1 montre la croissance dramatique du nombre de titres électroniques détenus par les 15 bibliothèques de l'ABRC qui ont toujours rapporté ces données depuis 1996-1997.

Graphique 2 : Prêts de copies - 14 bibliothèques de l'ABRC



Il est surprenant de voir qu'à l'ère de l'informatique, les bibliothèques de l'ABRC continuent à faire croître de façon constante le nombre de microfilms qu'elles détiennent. En tout, les bibliothèques de l'ABRC ont ajoutés 2,28 millions d'unités microformes au sein de leur collection pendant la dernière année. Les collections d'autres types d'acquisitions ont également crû de façon constante à l'échelle du pays.

3.0 Prêts entre les bibliothèques et dans le même établissement

(Voir le questionnaire de livraison de documents pour l'année 2001-2002, Tableaux I-V)

3.1 Livraison de documents entre les établissements

La technologie est beaucoup utilisée pour appuyer les prêts entre bibliothèques (PEB) de l'ABRC. 27 des bibliothèques de l'ABRC utilisent une suite de logiciels pour effectuer les prêts entre bibliothèques. Plusieurs produits sont utilisés, mais Aviso est celui qui l'est le plus.

Les bibliothèques permettent de plus en plus aux usagers de demander des PEB ou des photocopies par différents moyens. Des 29 bibliothèques de l'ABRC, 18 acceptent les demandes par courrier électronique, 27 par l'entremise de leur page web, 8 par téléphone, 21 par télécopieur et 4 par un système intégré de bibliothèque. Le nombre de bibliothèques qui acceptent les demandes sur papier a chuté à 21.

Quinze bibliothèques ont rapporté avoir la capacité d'analyser les demandes de PEB automatiquement dans leur système électronique.

De plus en plus, les bibliothèques utilisent des moyens électroniques pour communiquer avec les usagers pour les demandes de prêts entre bibliothèques. Toutes les bibliothèques sauf celle de Waterloo ont rapporté utiliser le courrier électronique, et certaines utilisent la page web de la bibliothèque. Six bibliothèques universitaires permettent aux usagers de voir l'état de leur demande en ligne.

Les politiques sur les frais pour les prêts externes varient et semblent changer souvent. Dix-sept universités imposent des frais pour des copies, 13 d'entre-elles ont des frais fixes et les autres demandent des frais en fonction du coût réel. Douze bibliothèques exigent des frais pour l'obtention d'un prêt d'un item original et 6 ont des frais fixes.

Trois bibliothèques universitaires fixent une limite au nombre de demandes de prêt pour les membres des facultés. Ces bibliothèques limitent également le nombre de demandes de prêt des étudiants du deuxième cycle. Cinq bibliothèques limitent les demandes des étudiants du premier cycle. Comparativement à l'année précédente, le nombre de bibliothèques qui imposent des limites aux usagers semble avoir diminué.

Quelques établissements permettent aux fournisseurs de documents de livrer le matériel directement au usager, mais les bibliothèques conservent généralement leur rôle d'intermédiaire dans le processus de livraison de documents venant de fournisseurs externes. De toutes les bibliothèques de l'ABRC, seule celle du Manitoba a rapporté ne pas avoir de contrat avec un autre établissement pour l'obtention de documents. L'ICIST est le fournisseur de documents le plus souvent mentionné.

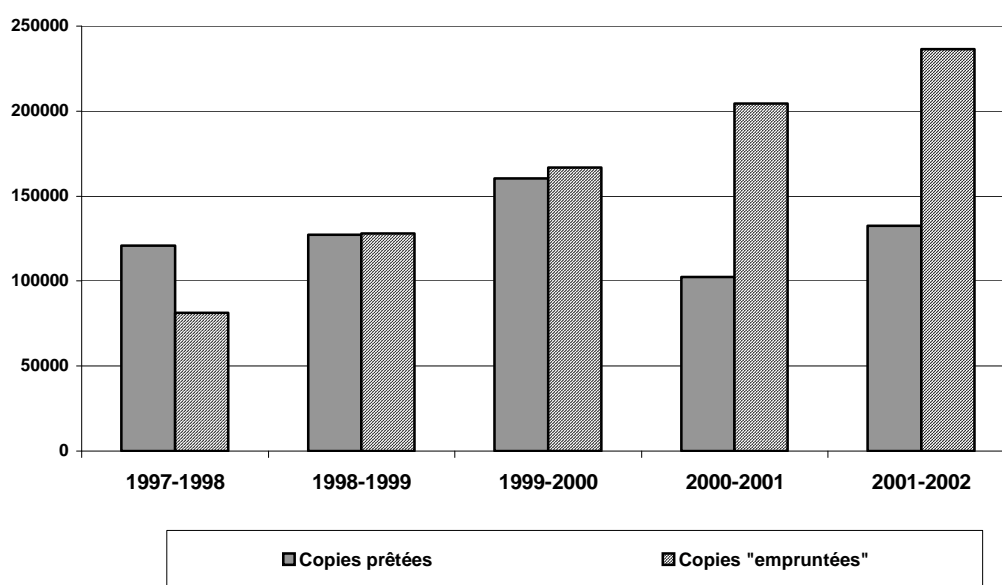
Pour ce qui est des demandes d'autres établissements, l'Alberta a rapporté le volume le plus important des universités (107 831), alors que celle de Waterloo (78 891) et de Guelph (35 131) étaient en 2^e et 3^e places respectivement. Alberta et Waterloo ont rapporté une augmentation du nombre de demandes présentées comparativement à 2000-2001. L'ICIST, le fournisseur national de documents en science et technologie, a présenté un nombre impressionnant de demandes (773 172), mais ce nombre est inférieur à celui de l'année précédente (791 780). La Bibliothèque nationale a fourni 35 419 documents, une donnée également inférieure à celle de l'année précédente.

Avec la croissance des collections de périodiques électroniques, on peut s'attendre à une diminution du nombre de demandes de photocopies d'articles entre bibliothèques. Puisque la majorité des périodiques électroniques portent sur la science, l'ingénierie et la médecine, on peut également s'attendre à ce que les effets se fassent d'abord sentir dans les statistiques de l'ICIST. En fait, il semble que ce soit le cas, même si, dans l'ensemble du système, il ne semble pas y avoir de réduction du nombre de prêts.

En termes de prêts effectués, Guelph est celle qui en a fait le plus (80 584), suivie de Calgary (56 023) et de Simon Fraser (46 581). Toronto, la bibliothèque la plus importante au pays avec la plus grande concentration de chercheurs, n'a emprunté que 11 210 documents – une preuve de l'importance de ses collections.

Le Graphique 2 montre l'équilibre des échanges de documents pour un échantillon représentatif de 14 bibliothèques universitaires de l'ABRC qui ont toujours rapporté ces données au cours des cinq dernières années (Ontario et Québec moins Toronto et Sherbrooke). Il donne le nombre d'exemplaires reçus d'autres établissements pendant l'année face au nombre prêté aux autres établissements. Il comprend les exemplaires reçus d'autres fournisseurs (négocié ou autre), lorsque ces données ont été rapportées.

Graphique 2 : Prêts de copies: Tendances - 14 bibliothèques de l'ABRC



En 1997-1998 et au cours des années précédentes, les bibliothèques des universités de l'ABRC fournissaient plus de copies aux autres établissements qu'elles n'en empruntaient. L'équilibre de la « balance commerciale » était presque parfait en 1998-1999. Au cours des années qui ont suivi, l'équilibre n'a pas été maintenu et maintenant, les bibliothèques empruntent plus qu'elles ne prêtent. Différents facteurs peuvent expliquer ces données. Les collections de périodiques imprimés sur place ont diminué pour des raisons économiques et technologiques; les ententes de livraison de documents ont rendu la livraison de documents sans intermédiaire plus facile et plus rapide, alors que la disponibilité croissante de titres électroniques a fait diminuer la demande pour la livraison de documents imprimés.

3.2 Livraison de documents dans l'établissement

Certaines universités s'investissent dans la livraison de documents de leurs collections directement aux usagers en réponse aux demandes électroniques. Douze bibliothèques universitaires offrent ce service pour les copies et 9 l'offrent pour les originaux.

En règle générale, le volume semble faible, cependant la Colombie-Britannique fait exception, livrant 36 764 copies et 2 714 originaux en 2001-2002.

4.0 Nouveaux services

(Voir le questionnaire sur les nouveaux services pour 2001-2002)

Il y a peu à dire sur les 4 tableaux de la section sur les nouveaux services. Il y a cependant certains points dignes de mention, notamment :

- Les fournisseurs commerciaux de systèmes unifiés de bibliothèque ont pris plus de place au sein de l'ABRC avec l'achat par Carleton du système *Millennium* de Innovative Interfaces
- 18 bibliothèques utilisent Z39.50/Bath Profile, comparativement à 14 l'année précédente.
- 12 bibliothèques utilisent les communications sans fil pour les postes de travail publics, comparativement à 9 l'année précédente.
- 14 bibliothèques utilisent une « méthode commune d'apprentissage » au sein de la bibliothèque, comparativement à 9 l'année précédente.
- 25 bibliothèques offrent maintenant la livraison « asynchrone » des services de référence par courrier électronique, une forte augmentation comparativement aux 5 de l'année précédente.
- 8 bibliothèques offrent de services de référence électroniques synchrones, comparativement aux 4 l'année précédente.
- Le phénomène « Starbucks » continue de s'étendre avec 13 bibliothèques qui ont accueilli un café au sein de l'édifice, même si seulement 2 bibliothèques reçoivent une partie des profits.
- 7 bibliothèques prêtent des ordinateurs portables, 5 prêtent des cartes Ethernet sans fil et 1 bibliothèque prête des ANP. Trois bibliothèques prêtent des lecteurs de livres électroniques.

5.0 Usage des bibliothèques

(Voir le questionnaire sur les statistiques additionnelles pour 2001-2002, Tableau I)

Comparativement à l'année précédente, les données sur la circulation (prêts initiaux) ne sont pas uniformes. Les données sur la circulation sont plus faibles dans 14 des 26 bibliothèques des universités qui ont rapporté ces données en 2001-2002. (Queen's n'a pas rapporté ces données). L'année précédente, 17 des 26 bibliothèques ont rapporté une diminution et l'année d'avant, 15 sur 27 rapportaient une diminution. Il semble que, sauf quelques exceptions, la tendance à long terme est à la baisse pour les emprunts, ce qui va à l'encontre du nombre croissant d'étudiants et de la taille croissante des collections des bibliothèques. Cette tendance est probablement due à la disponibilité croissante des documents électroniques de toutes sortes dans Internet.

Les données sur la circulation liée aux réserves montrent la même situation. Elles sont à la baisse dans 11 des 21 bibliothèques qui ont rapporté ces données. Ce n'est pas aussi marqué que l'année précédente, alors que toutes les bibliothèques sauf 4 rapportaient une diminution. Malgré tout, les revues scientifiques électroniques, les documents pédagogiques et Internet causent peut-être cette réduction dans les réserves de bibliothèques.

L'utilisation sur place est difficile à mesurer et les données sur la circulation doivent être évaluées avec précaution. Cela dit, les bibliothèques qui rapportent des données sur l'utilisation sur place donne une image claire. L'utilisation a diminué dans 18 des 19 bibliothèques qui ont rapporté des données, dans certains cas la diminution est importante. Par exemple, Toronto a rapporté une diminution de 11,5 % face à l'année précédente, alors que l'utilisation sur place à Guelph a diminué de 15 0 %. Ces réductions s'inscrivent dans une tendance semblable rapportée l'année précédente. Cette tendance est peut-être due à l'augmentation accrue des ressources électroniques, soit par l'entremise de la bibliothèque ou directement dans Internet.

Les remarques comme celle ci-dessous sont fréquentes, mais peuvent être trompeuses :

« Selon mon expérience personnelle, je n'ai jamais lu de documents de la bibliothèque ici à Carleton. Toute l'information dont j'ai eu besoin, je l'ai trouvée dans le net – et j'en suis à ma 4^e année. »

6.0 Heures de service et transactions de référence

(Voir le questionnaire sur les statistiques additionnelles pour l'année 2001-2002)

Le nombre d'heures de service par semaine dans les bibliothèques des universités de l'ABRC se chiffrait à 95,2 heures en 2001-2002, comparativement à 94,0 l'année précédente et à 91,7 en 1999-2000, continuant la tendance graduelle vers le haut après les restrictions des années antérieures. Il y a également eu une légère hausse du nombre de points de services avec personnel (19,7).

Les transactions de référence ont diminué par rapport à l'année précédente dans 14 bibliothèques et elles ont augmenté dans les 13 autres. En moyenne, 98 041 transactions de référence ont eu lieu dans les 27 bibliothèques, comparativement à une moyenne de 97 671 l'année précédente. Il reste à déterminer si cette augmentation représente la fin d'une tendance à long terme à la baisse dans cette catégorie ou si elle ne fait que refléter le nombre croissant d'étudiants.

7.0 Services de données

(Voir le questionnaire sur l'utilisation des données pour l'année 2001-2002, Tableaux I et II)

Ce questionnaire est inclus dans les statistiques de l'ABRC pour la deuxième année. Encore une fois, toutes les bibliothèques de l'ABRC mise à part celle de l'UQAM ont rapporté offrir ce service. Le nombre d'employés pour ces centres de données varie, mais se chiffre à un peu plus de 1.0 employé professionnel et à 0.9 employé de soutien – une légère augmentation dans les deux catégories face à l'année précédente. Les statistiques sur l'utilisation sont trop incomplètes pour faire des comparaisons, mais il faut mentionner que Carleton a rapporté plus de cinq milles consultations pour l'année.

La plupart des centres de données comprennent maintenant des cartes numériques et des données géospatiales en plus des fichiers numériques « traditionnels ».

Tous les centres sont membres de différents consortiums pour l'acquisition de données et l'accès à celles-ci. Tous sont membres de l'Initiative de démocratisation des données (IDD) de Statistique Canada. Toutes les bibliothèques d'université sauf quatre sont membres du consortium de données ICPSR (*Inter-University Consortium for Political and Social Research*) situé au Michigan et six sont associées au *Roper Center for Public Opinion Research*, situé au Connecticut.

(L'ICIST et la Bibliothèque nationale ne participent pas à l'IDD et ne possèdent pas de centre de données.)

David Holmes
Professeur adjoint, Université Carleton. Mai 2003.

SECTION A

Expenditures, Establishment and Collection Size

2001 - 2002

Table I - Library collections

	Notes	Volumes held 2000 - 2001	Volumes added 2001 - 2002	Volumes withdrawn 2001 - 2002
Question		1.1	1.2	1.3
British Columbia ^{1&2}	PGLM	4 731 607 ³	94 058 ⁴	6 548
Simon Fraser	PG	1 306 397	41 285	2 502
Victoria	PGL	1 788 434	25 356	2 435
Alberta ⁵	PGLM	5 624 382	151 540	7 458
Calgary ⁶	PGLM	2 321 411	56 897	2 278
Manitoba	PGLM	1 969 184	45 126	9 168
Regina	PG	812 343	21 232	1 957
Saskatchewan	PGLM	1 842 977	62 054	20 057
Carleton ⁷	PG ⁸	1 677 086	21 954 ⁹	5 972
Guelph	P	1 514 113	21 755	4 587
McMaster	PGM	1 888 974	28 001	5 911 ¹⁰
Ottawa	BLM	1 615 191	27 295	15 478
Queen's	PLM	2 297 118	36 855	4 342
Toronto (incl. OISE) ¹¹	PGLM ¹²	9 300 114	247 553	21 832
Waterloo ¹³	PG	1 950 530	31 491	20 648
Western Ontario	PGL	2 795 706 ¹⁴	42 859	272
Windsor	PGL	1 620 528	23 290 ¹⁵	5 897
York	PGL	2 385 233	70 034	18 686
Concordia	P	1 635 386	22 010	1 473
Laval	BGLM	2 469 051	75 902	15 202
McGill	PGLM	3 239 183	90 939	11 850
Montréal ¹⁶	BGLM	2 514 675	62 720	5 138
Québec	BGL	1 533 453 ¹⁷	43 557	14 435
Sherbrooke	BGLM	791 576	15 438	6 802
Dalhousie	BGLM	1 799 257	25 553	8 092
Memorial ¹⁸	BM	1 650 713 ¹⁹	38 355	20 794
New Brunswick ²⁰	BG	1 176 353	16 129	725
CISTI	BG	2 578 481	40 059	6 458
National Library	BGM	7 666 973	325 150	N/A

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

	Net additions 2001 - 2002	Total volumes held 2001 - 2002	Monographs purchased 2001 - 2002	Electronic monographs titles purchased 2001 - 2002
Question	1.4	1.5	1.6	1.7
British Columbia	87 510 ²¹	4 819 117 ²²	52 000 ²³	U/A
Simon Fraser	38 783	1 345 180	U/A	2 864
Victoria	22 921	1 811 355	U/A	U/A
Alberta	144 082	5 768 464	U/A ²⁴	U/A ²⁵
Calgary	54 619	2 376 030	26 674	58
Manitoba	35 958	2 005 142	19 480	4 838
Regina	19 275	831 618	U/A	1 760
Saskatchewan	41 997	1 884 974	22 526	2 425
Carleton	15 982 ²⁶	1 693 068 ²⁷	14 556	29
Guelph	17 168	1 531 281	16 300 ²⁸	0
McMaster	22 090	1 911 064	14 700	2 204
Ottawa	11 817	1 627 008	17 536	48
Queen's	32 513	2 329 631	20 882	U/A
Toronto (incl. OISE)	225 721 ²⁹	9 525 835	156 402	404
Waterloo	10 843	1 961 373	18 687	U/A ³⁰
Western Ontario	42 587	2 838 293	20 171	85
Windsor	17 393	1 637 921	13 692	3 900
York	51 348	2 436 581	32 123	0
Concordia	20 537	1 655 923	12 033 ³¹	157
Laval	60 700	2 529 751	29 209	8 505
McGill	79 089	3 318 272	38 186	3 009
Montréal	57 582	2 572 257	23 524	2 159
Québec	29 122	1 562 575	27 996	0
Sherbrooke	8 636	800 212	10 040	758
Dalhousie	17 461	1 816 718	9 810	1 621
Memorial	17 561	1 668 274	20 222	14
New Brunswick	15 404	1 191 757	6 413	8
CISTI	33 601	2 612 082	2 991	3 395 ³²
National Library	325 150	7 992 123	7 162	28

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	2.1	2.2	2.3	2.4
British Columbia	4 993 103	U/A ³³	3 536	U/A ³⁴
Simon Fraser	1 172 956	N/A ³⁵	548	N/A
Victoria	2 203 765	U/A	1 082	32 558
Alberta	3 677 528	0	6 251	43 932
Calgary	3 488 359	0 ³⁶	2 888	U/A
Manitoba	1 475 456	557 610	3 484	U/A
Regina	1 209 452	288 206	2 018	6 194
Saskatchewan	3 035 173	402 056	268	U/A
Carleton	1 298 249	0	363	31 531
Guelph	2 255 084	0	2 757	U/A
McMaster	1 548 150	0	3 930	31 330
Ottawa	1 850 989	837 771	495	35 513
Queen's	3 652 395	1 172 175	U/A	U/A
Toronto	5 094 957	N/A	10 251	65 066
Waterloo	1 672 413	0	1 323 ³⁷	0
Western Ontario	3 760 416	0	2 876	447 449 ³⁸
Windsor	1 651 772	92 325	1 048	7 180
York	3 957 861	0	2 866	U/A
Concordia	1 739 283	103 558	71	2 664
Laval	1 310 267	0	0	27 201
McGill	1 626 988	680 484	782	42 277
Montréal	1 639 457	11 510	0	29 078
Québec	921 102	N/A	126	72 180 ³⁹
Sherbrooke	1 323 189	0	0	5 892
Dalhousie	459 474	0	5 131	8 534
Memorial	2 794 330	0	579	6 526
New Brunswick	3 172 320	N/A	1 726	735
CISTI	4 385 000	0	N/A	0
National Library	7 438 863	3 521 085	2 470	79 933

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	547 197	495 684	128 588	12 080
Simon Fraser	88 240	44 829	9 601	252
Victoria	197 126	U/A	50 004	6 733
Alberta	1 391 680	U/A	U/A	U/A
Calgary	1 429 625	898 198 ⁴⁰	35 810	9 318
Manitoba	108 253	661 270	17 359	3 330
Regina	365	18 173	14 016	2 757
Saskatchewan	72 165	18 538	14 784	1 635
Carleton	174 108	9 557	19 559	11 422
Guelph	73 100	4 025	10 678	5 921
McMaster	143 622	10	29 429	1 268
Ottawa	415 142	218 373	17 386	8 860
Queen's	155 402	27 435	U/A	U/A
Toronto	279 873	693 060	189 288	23 125
Waterloo	150 662	1 ⁴¹	1 022	110
Western Ontario	15 327	345 347 ⁴²	52 538	4 058
Windsor	60 200	1 405	1 786	2 514
York	110 752	8 647	46 362	16 753
Concordia	12 713	U/A	38 704	3 169
Laval	327 094	207 575	18 417	16 597
McGill	239 983	256 108	44 435	31 242
Montréal	384	126 208	39 939	8 775
Québec	325 352	336 776	28 460	16 034
Sherbrooke	118 163	42 112	11 071	4 124
Dalhousie	92 405	U/A	547 ⁴³	4 470
Memorial	137 360	48 249 ⁴⁴	14 777 ⁴⁵	4 961 ⁴⁶
New Brunswick	50 128	62 761	2 766	1 400
CISTI	N/A	N/A	N/A	467
National Library	N/A	97 009	229 119	12 847

U/A = Unavailable

N/A = Not applicable

N/P = Non-pertinent

N/R = Did not reply

Table III - Serials collections

	Serials - print and microform titles	Serials - electronic titles	Serials - total of titles
Question	3.1	3.2	3.1 + 3.2
British Columbia	27 843 ⁴⁷	7 500 ⁴⁸	35 343
Simon Fraser	7 963	9 819	17 782
Victoria	10 819	3 647	14 466
Alberta	29 987 ⁴⁹	7 058	37 045
Calgary	12 540 ⁵⁰	10 727 ⁵¹	23 267
Manitoba	9 865	8 968	18 833
Regina	2 767	1 937 ⁵²	4 704
Saskatchewan	11 261	2 791 ⁵³	14 052
Carleton	8 110	3 007 ⁵⁴	11 117
Guelph	6 394 ⁵⁵	3 973	10 367
McMaster	8 922	8 679	17 601
Ottawa	7 602	5 403	13 005
Queen's	6 616	8 857	15 473
Toronto	37 022 ⁵⁶	16 000	53 022
Waterloo	7 797	7 454	15 251
Western Ontario	11 204	28 787	39 991
Windsor	6 383	9 766	16 149
York	21 852	11 229	33 081
Concordia	4 655 ⁵⁷	4 876	9 531
Laval	17 661	7 335	24 996
McGill	14 413	8 100	22 513
Montréal	13 120	3 915	17 035
Québec	9 446	3 301	12 747
Sherbrooke	6 431	N/D	6 431
Dalhousie	2 719 ⁵⁸	6 946	9 665
Memorial	8 903	3 045	11 948
New Brunswick	3 137	7 000	10 137
CISTI	11 500	3 800	15 300
National Library	37 450	1 578	39 028

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	35 343 ⁵⁹	U/A	49	\$192 224 ⁶⁰
Simon Fraser	U/A	U/A	U/A	U/A
Victoria	7 890	2 753	127	\$64 977
Alberta	12 523 ⁶¹	U/A	465 ⁶²	\$230 000 ⁶³
Calgary	U/A	7 453	179	\$141 040
Manitoba	8 321	6 043	110	\$18 480
Regina	820	5 550	97	\$189 914
Saskatchewan	6 856	9 693	215	\$488 805
Carleton	8 318 ⁶⁴	2 696	U/A	U/A
Guelph	9 929	2 308	315 ⁶⁵	\$359 054
McMaster	11 924	3 868	203	\$307 279
Ottawa	U/A	U/A	487	U/A
Queen's	9 165	1 792	U/A	U/A
Toronto	45 083	6 428	U/A	U/A
Waterloo	U/A ⁶⁶	U/A	49	\$18 000
Western Ontario	478	18 766	38	\$46 914
Windsor	16 955	6 408	56	\$11 478
York	18 988	5 178	220	\$716 700
Concordia	6 839	7 694 ⁶⁷	70	\$119 214
Laval	14 996	4 184	333	N/D
McGill	17 673	5 537	61	\$20 263
Montréal	12 117	2 615	342	\$135 061
Québec	N/D	N/D	497	N/D
Sherbrooke	3 662	4 965	154	\$146 179
Dalhousie	2 716 ⁶⁸	2 863	468	\$309 582
Memorial	11 389	2 395	51	\$35 515
New Brunswick	9 688	4 354	354	\$398 485
CISTI	U/A	N/A	U/A	U/A
National Library	1 827	0	74	\$6 911

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	3 216 518	81 206 ⁶⁹	7 008 664	3 433 144 ⁷⁰	U/A
Simon Fraser	1 729 126	24 800	3 980 395	477 025	U/A
Victoria	1 003 412	216 366	2 344 710	926 752	U/A
Provincial average	\$2 109 965	\$148 786	\$4 676 687	\$2 179 948	U/A
Alberta	4 091 991	U/A	6 435 698	2 045 046 ⁷¹	0
Calgary	1 897 632	32 183	3 668 047	1 333 376	468 150
Manitoba	1 219 858	30 145	4 548 461	U/A	U/A
Regina	1 258 611	50 821	1 018 823	572 284	119 724
Saskatchewan	1 485 788	176 376	2 989 046	1 025 037	U/A
Regional average	\$1 990 776	\$72 381	\$3 732 015	\$1 243 936	\$195 958
Carleton	878 730	34 134	1 148 356	935 019	247 321
Guelph	799 044	0 ⁷²	1 713 132	1 166 091	9 993
McMaster	1 134 812	72 171	4 726 311	1 195 110	0
Ottawa	1 078 749	U/A ⁷³	3 273 515	1 262 553	148 078
Queen's	1 615 830	U/A	4 158 924	1 758 766	29 903
Toronto	8 685 853	36 781	11 973 686	2 771 120	574 307
Waterloo	1 202 584	U/A ⁷⁴	2 127 785	2 307 953 ⁷⁵	132 265 ⁷⁶
Western Ontario	1 461 536	9 290	5 458 499	1 691 092	U/A
Windsor	722 145	13 958	1 556 356	1 431 174	N/A
York	2 004 818	33 274	3 314 301	2 110 830	331 904
Provincial average	\$1 958 410	\$28 515	\$3 945 087	\$1 662 971	\$184 221
Concordia	807 558	27 384	2 285 494	676 269	85 603 ⁷⁷
Laval	2 811 490	90 000	4 322 476	1 698 156	74 589
McGill	4 373 963	531 002	5 052 564	2 358 549	U/A
Montréal	1 635 748	78 422	3 266 381	3 121 832	N/D
Québec	1 135 779	0	1 354 908	591 965	N/D
Sherbrooke	499 657	52 761	2 098 965	N/D	13 112
Provincial average	\$1 877 366	\$129 928	\$3 063 465	\$1 689 354	\$57 768
Dalhousie	658 876	0 ⁷⁸	3 043 677	755 024 ⁷⁹	0 ⁸⁰
Memorial	1 789 789	277	3 206 584	475 803	10 848
New Brunswick	403 824	N/A	683 621	378 266	438 860
Regional average	\$950 830	\$139	\$2 311 294	\$536 364	\$149 903
CISTI	596 313 ⁸¹	U/A	U/A	U/A	U/A
National Library	578 639	66 855	854 757	37 157	556 665
National average	\$1 750 989	\$72 096	\$3 486 219	\$1 405 207	\$180 073
National total	\$50 778 673	\$1 658 206	\$97 614 136	\$36 535 393	\$3 241 322

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	13 739 532	193 382	539 418	356 016
Simon Fraser	361 432	6 572 778 ⁸²	164 689	249 732	112 126
Victoria	178 168	4 669 408	119 936	55 349	220 291
Provincial average	\$179 867	\$8 327 239	\$159 336	\$281 500	\$229 478
Alberta	681 842	13 254 577	194 400	2 494 992	268 155
Calgary	436 552	7 835 940	111 389	1 174 036	253 960
Manitoba	472 666	6 271 130	159 358	U/A	194 737
Regina	0	3 020 263	11 144	201 129	70 668
Saskatchewan	130 852	5 807 099	103 840	0	367 053 ⁸³
Regional average	\$344 382	\$7 237 802	\$116 026	\$967 539	\$230 915
Carleton	262 430	3 505 991	110 026	U/A	131 317
Guelph	362 093	4 050 353	57 012	194 935	114 404
McMaster	25 303	7 153 707	186 138	0	132 696
Ottawa	49 830	5 812 725	119 179	U/A	170 185
Queen's	65 105	7 628 528	156 019	N/A	130 156
Toronto	N/A	24 041 747	528 041	N/A	418 620
Waterloo	245 823 ⁸⁴	6 016 410	90 121	84 752	165 270 ⁸⁵
Western Ontario	609 483	9 229 900	178 045	0	212 517
Windsor	149 914	3 873 547	70 626	12 500 ⁸⁶	95 354
York	28 097	7 823 224	188 033	N/A	288 098
Provincial average	\$199 786	\$7 913 613	\$168 324	\$58 437	\$185 862
Concordia	19 500 ⁸⁷	3 901 809	146 166	126 303	99 432
Laval	0	8 996 711	0 ⁸⁸	0	309 497
McGill	197 147	12 513 225	195 360	U/A	369 114
Montréal	41 151	8 143 534	169 942	35 466	333 552
Québec	N/A	3 082 652	47 027	72 651	136 368
Sherbrooke	1 086 048	3 750 543	50 997	174 111	138 576
Provincial average	\$268 769	\$6 731 412	\$101 582	\$81 706	\$231 090
Dalhousie	108 414	4 565 991	87 184	96 629	258 555
Memorial	1 378	5 484 679	162 217	360 591	232 109
New Brunswick	104 038	2 008 609	58 885	166 559	120 705
Regional average	\$71 277	\$4 019 760	\$102 762	\$207 926	\$203 790
CISTI	0	12 620 251	0	N/A	0
National Library	38 124	2 132 197	14 164	0	0
National average	\$209 459	\$7 155 416	\$126 666	\$287 579	\$196 536
National total	\$5 655 390	\$207 507 060	\$3 673 320	\$6 039 153	\$5 699 531

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	7 316 845 ⁸⁹	7 639 125	1 359 800
Simon Fraser	N	1 971 863	3 123 610	315 221
Victoria	N	2 130 793	3 785 405	U/A
Provincial average		\$3 806 500	\$4 849 380	\$837 511
Alberta	N	4 352 292	7 678 060	977 150
Calgary	N	2 973 448	5 852 753	514 685
Manitoba	Y	3 366 424	4 434 857	411 338
Regina	N	1 456 746	1 345 702	112 038
Saskatchewan	N	2 621 976	3 139 998	373 499
Regional average		\$2 954 177	\$4 490 274	\$477 742
Carleton	N	1 910 353	3 581 251	416 397
Guelph	Y	2 009 513	2 896 399	245 773
McMaster	Y	1 994 121	3 994 167 ⁹⁰	182 654
Ottawa	N	2 591 819	4 179 727	204 611
Queen's	Y	2 286 517	4 218 966	307 464
Toronto	N	13 120 641	14 581 845	3 779 656
Waterloo	N	2 474 143	3 344 982	606 266
Western Ontario	N	3 017 067	3 459 803	535 075
Windsor	Y	1 557 985	2 113 749	155 863
York	Y	4 342 041	4 217 985	734 281
Provincial average		\$3 587 459	\$4 792 119	\$716 804
Concordia	Y	2 189 382	3 507 994	92 197
Laval	N	3 442 127	5 483 078	69 703
McGill	N	4 044 741	5 612 284	853 508
Montréal	N	4 476 164	6 568 099	N/D
Québec	N	2 587 026	3 731 444	586 550
Sherbrooke	N	N/D	N/D	277 397
Provincial average		\$3 347 888	\$4 980 580	\$375 871
Dalhousie	Y	1 988 746	2 313 219	274 083
Memorial	Y	2 424 547	3 418 737	672 906
New Brunswick	N	U/A ⁹¹	U/A ⁹²	187 641
Regional average		\$2 206 647	\$2 865 978	\$378 210
CISTI	N	U/A	U/A	U/A
National Library	Y	14 464 839	10 181 665	206 563
National average		\$3 735 083	\$4 784 804	\$555 858
National total		\$97 112 159	\$124 404 904	\$14 452 319

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	16 315 770	2 542 516	4 760 681 ⁹³	23 618 967
Simon Fraser	5 410 694	1 095 224	1 224 876	7 730 794
Victoria	5 916 198	887 367	1 019 298 ⁹⁴	7 822 863
Provincial average	\$9 214 221	\$1 508 369	\$2 334 952	\$13 057 541
Alberta	13 007 502	2 478 390	2 029 335	17 515 227
Calgary	9 340 886	1 515 222	1 378 746	12 234 854
Manitoba	8 212 619	1 417 477	1 335 506	10 965 602
Regina	2 914 486	U/A	804 695 ⁹⁵	3 719 181
Saskatchewan	6 135 474	832 988	1 082 662	8 051 124
Regional average	\$7 922 193	\$1 561 019	\$1 326 189	\$10 497 198
Carleton	5 908 001	1 043 405	1 166 172 ⁹⁶	8 117 578
Guelph	5 151 685	1 132 283	815 213	7 099 181
McMaster	6 170 942	959 489	894 522	8 024 953
Ottawa	6 976 157	1 286 607	1 654 731 ⁹⁷	9 917 495
Queen's	6 812 947	1 246 755	1 407 495	9 467 197
Toronto	31 482 142	5 734 241	7 902 673	45 119 056
Waterloo	6 425 391	979 672	1 174 814	8 579 877
Western Ontario	7 011 945	1 806 921	489 716	9 308 582
Windsor	3 827 597	822 822	499 088	5 149 507
York	9 294 307	1 677 908	1 448 288	12 420 503
Provincial average	\$8 906 111	\$1 669 010	\$1 745 271	\$12 320 393
Concordia	5 789 574	900 490	990 720	7 680 784
Laval	8 994 908	2 527 197	570 527	12 092 632
McGill	10 510 533	2 011 205	2 691 565	15 213 303
Montréal	11 044 263	1 647 854	1 065 315	13 757 432
Québec	6 905 020	962 714	269 621	8 137 355
Sherbrooke	3 367 544	662 730	274 911	4 305 185
Provincial average	\$7 768 640	\$1 452 032	\$977 110	\$10 197 782
Dalhousie	4 576 048	627 506	870 073	6 073 627
Memorial	6 516 190	892 104	1 000 172	8 408 466
New Brunswick	3 771 555	U/A	434 699	4 206 254
Regional average	\$4 954 598	\$759 805	\$768 315	\$6 229 449
CISTI	15 452 912	U/A	14 361 837	29 814 749
National Library	24 853 067	4 128 000	14 180 126	43 161 193
National average	\$8 899 874	\$1 608 426	\$2 337 865	\$12 679 777
National total	\$258 096 357	\$41 819 087	\$67 798 077	\$367 713 521

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	13 932 914	18 858 286	4 760 681	37 551 881	37.10	50.22	12.68
Simon Fraser	6 737 467	6 505 918	1 224 876	14 468 261	46.57	44.97	8.47
Victoria	4 789 344	6 803 565	1 019 298	12 612 207	37.97	53.94	8.08
Provincial average	\$8 486 575	\$10 722 590	\$2 334 952	\$21 544 116	39.39%	49.77%	10.84%
Alberta	13 448 977	15 485 892	2 029 335	30 964 204	43.43	50.01	6.55
Calgary	7 947 329	10 856 108	1 378 746	20 182 183	39.38	53.79	6.83
Manitoba	6 430 488	9 630 096	1 335 506	17 396 090	36.97	55.36	7.68
Regina ⁹⁸	3 031 407	2 914 486	804 695	6 750 588	44.91	43.17	11.92
Saskatchewan	5 910 939	6 968 462	1 082 662	13 962 063	42.34	49.91	7.75
Regional average	\$7 353 828	\$9 171 009	\$1 326 189	\$17 851 026	41.20%	51.38%	7.43%
Carleton	3 616 017	6 951 406	1 166 172	11 733 595	30.82	59.24	9.94
Guelph	4 107 365	6 283 968	815 213	11 206 546	36.65	56.07	7.27
McMaster	7 339 845	7 130 431	894 522	15 364 798	47.77	46.41	5.82
Ottawa	5 931 904	8 262 764	1 654 731	15 849 399	37.43	52.13	10.44
Queen's	7 784 547	8 059 702	1 407 495	17 251 744	45.12	46.72	8.16
Toronto	24 569 788	37 216 383	7 902 673	69 688 844	35.26	53.40	11.34
Waterloo	6 106 531	7 405 063	1 174 814	14 686 408	41.58	50.42	8.00
Western Ontario	9 407 945	8 818 866	489 716	18 716 527	50.27	47.12	2.62
Windsor	3 944 173	4 650 419	499 088	9 093 680	43.37	51.14	5.49
York	8 011 257	10 972 215	1 448 288	20 431 760	39.21	53.70	7.09
Provincial average	\$8 081 937	\$10 575 122	\$1 745 271	\$20 402 330	39.61%	51.83%	8.55%
Concordia	4 047 975	6 690 064	990 720	11 728 759	34.51	57.04	8.45
Laval	8 996 711	11 522 105	570 527	21 089 343	42.66	54.63	2.71
McGill	12 708 585	12 521 738	2 691 565	27 921 888	45.51	44.85	9.64
Montréal	8 313 476	12 692 117	1 065 315	22 070 908	37.67	57.51	4.83
Québec	3 129 679	7 867 734	269 621	11 267 034	27.78	69.83	2.39
Sherbrooke	3 801 540	4 030 274	274 911	8 106 725	46.89	49.72	3.39
Provincial average	\$6 832 994	\$9 220 672	\$977 110	\$17 030 776	40.12%	54.14%	5.74%
Dalhousie	4 653 175	5 203 554	870 073	10 726 802	43.38	48.51	8.11
Memorial	5 646 896	7 408 294	1 000 172	14 055 362	40.18	52.71	7.12
New Brunswick	2 067 494	3 771 555	434 699	6 273 748	32.95	60.12	6.93
Regional average	\$4 122 522	\$5 461 134	\$768 315	\$10 351 971	39.82%	52.75%	7.42%
CISTI	12 620 251	15 452 912	14 361 837	42 435 000	29.74	36.42	33.84
National Library	2 146 361	28 981 067	14 180 126	45 307 554	4.74	63.97	31.30
National average	\$7 282 082	\$10 341 912	\$2 337 865	\$19 961 859	36.48%	51.81%	11.71%
National total	\$211 180 380	\$299 915 444	\$67 798 077	\$578 893 901			

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	88.0	27.0	115.0	220.0	56.0	391.0
Simon Fraser	28.2	7.6	35.8	84.0	16.0	135.8
Victoria	28.0	9.0	37.0	100.6	16.6	154.2
Provincial average	48.1	14.5	62.6	134.9	29.5	227.0
Alberta	73.0	9.0	82.0	216.0	32.0	330.0
Calgary	41.4	6.0	47.4	162.7	24.3	234.4
Manitoba	50.5	N/A	50.5	128.5	15.0	194.0
Regina	18.0	5.0	23.0	46.0	4.0	73.0
Saskatchewan	37.0	10.0	47.0	108.0	12.0	167.0
Regional average	44.0	7.5	50.0	132.2	17.5	199.7
Carleton	23.3	1.0	24.3	76.0	23.5	123.9
Guelph	22.0	12.0	34.0	79.0	17.0	130.0
McMaster	29.0 ⁹⁹	3.0 ¹⁰⁰	32.0 ¹⁰¹	111.0 ¹⁰²	18.0 ¹⁰³	161.0 ¹⁰⁴
Ottawa	38.1	1.0	39.1	118.9	8.0	166.0
Queen's	39.0	3.0	42.0	117.0	17.0	176.0
Toronto	164.0	24.0	188.0	363.0	147.0	697.0
Waterloo	31.5	6.7	38.2	97.3	35.6	171.1
Western Ontario	43.0	15.0	58.0	112.0	15.0	185.0
Windsor	24.0	N/A	24.0	57.0	14.0	95.0
York	42.8	15.0	57.8	114.9	47.0	219.7
Provincial average	45.7	9.0	53.7	124.6	34.2	212.5
Concordia	35.0	5.0	40.0	119.0	5.0	164.0
Laval	54.0	5.0	59.0	151.0	3.0	213.0
McGill	59.0	9.0	68.0	152.0	46.0	266.0
Montréal	76.0	2.0	78.0	201.0	0.0	279.0
Québec	39.0	3.0	42.0	109.0	21.0	172.0
Sherbrooke	21.0	1.0	22.0	52.0	3.0	77.0
Provincial average	47.3	4.2	51.5	130.7	13.0	195.2
Dalhousie	33.6	2.0	35.6	85.0	25.1	145.6
Memorial	39.0	0.0	39.0	110.0	31.4	180.4
New Brunswick	16.0 ¹⁰⁵	2.0	18.0	72.0	7.0	97.0
Regional average	29.5	1.0	30.9	89.0	21.2	141.0
CISTI	68.0	102.0	170.0	146.0	N/A	316.0
National Library	136.0	85.0	221.0	242.0	8.0	471.0
National average	48.2	13.7	60.9	129.3	23.8	213.3
National total	1 397.3	370.3	1 767.5	3 750.9	667.5	6 185.0

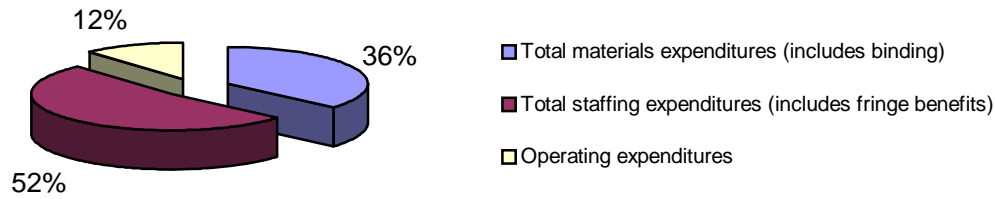
U/A = Unavailable

N/A = Not applicable

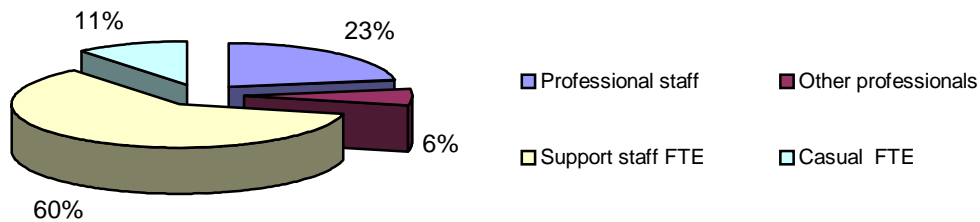
N/P = Non-pertinent

N/R = Did not reply

Table VIII - Summary Expenditures Staffing and Collections



Total materials expenditures (includes binding)	\$211 180 380
Total staffing expenditures (includes fringe benefits)	\$301 563 298
Operating expenditures	\$67 798 077
Totals	\$580 541 755



Professional staff	1 397
Other professionals	370
Total professionals	1 768
Support staff FTE	3 751
Casual FTE	668
Total staff FTE	6 185

Total Collections in CARL Libraries

Total volumes held in 2001 - 2002	76 053 879
Monographs purchased in 2001 - 2002	633 315
Total current serials received	569 880

Expenditures Establishment and Collections Size Questionnaire

I. Collections

1.0 Print volumes

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

2.0 Other formats

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

3.0 Current serials received

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

II. Expenditures

4.0 Library materials

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

5.0 Salaries and wages

- 5.1 Professional staff.
- 5.2 Support staff
- 5.3 Casual staff
- 5.4 Total staffing expenditures (add lines 5.1 to 5.3)

- 5.5 Fringe benefits.
- 5.6 Other operating expenditures
- 5.7 Total library expenditures (add lines 4.7 4.8 5.4& 5.6)

III. Personnel

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

IV. Local characteristics

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

Endnotes to Expenditures, Establishment and Collection Size questionnaire

-
- ¹ All figures are as of March 31, 2002.
 - ² Includes documents & technical reports.
 - ³ New base count. Volumes held 2001 are revised to include volumes held but not previously counted.
 - ⁴ Increase: the B2B books are now catalogued and accounted for in 1.1.
 - ⁵ All figures are as of March 31, 2002.
 - ⁶ Fiscal Year is April 1, 2001 to March 31, 2002.
 - ⁷ Covers period May 1, 2001 to April 30, 2002.
 - ⁸ Includes documents & technical reports.
 - ⁹ In 2000-2001 the number for 1.2 should have been recorded as 25459. This discrepancy was discovered when we prepared the Statistics for 2001-2002.
 - ¹⁰ Decrease due to Health Sciences Library weeding 9364 textbooks in 2001.
 - ¹¹ All figures reported as of April 30, 2002. Includes all University of Toronto Libraries.
 - ¹² Includes documents & technical reports.
 - ¹³ Fiscal year: May 1,2001-April 30, 2002.
 - ¹⁴ Volumes held at the end of the previous year has been corrected to reflect a more accurate count.
 - ¹⁵ This figure, though it represents a decrease, is correct.
 - ¹⁶ Période couverte : du 1er juin au 31 mai.
 - ¹⁷ Nous avons effectué un recomptage des collections, le nombre actuel est plus exact.
 - ¹⁸ Includes documents & technical reports.
 - ¹⁹ Adjusted total resulting from recount at one branch.
 - ²⁰ Fiscal Year May 2/2001 - April 30/2002.
 - ²¹ See 1.2.
 - ²² See 1.1 and 1.4.
 - ²³ Estimated.
 - ²⁴ 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.
 - ²⁵ This figure is unavailable as we are unable to extract/count monograph titles purchased as many are ordered online.
 - ²⁶ In 2000-2001 the number for 1.4 should have been recorded as 15371. This discrepancy was discovered when we prepared the Statistics for 2001-2002.
 - ²⁷ In 2000-2001 the number for 1.5 should have been recorded as 1,677,086. This discrepancy was discovered when we prepared the Statistics for 2001-2002.
 - ²⁸ Estimate based on number of book trucks of monographs processed multiplied by an average number of monographs per book truck.
 - ²⁹ Include monographic series and government documents. Some recounts taken in 2001/02 resulted in base adjustment to bookform ending 2000/01 of -46,365 items.
 - ³⁰ We cannot separate out the electronic monograph titles that we pay for in publishers' packages.
 - ³¹ This figures excludes monographic series.
 - ³² In fiscal year 2001-2002, CISTI began its subscription to netLibrary electronic books.
 - ³³ Included in 1.1 and 1.5.
 - ³⁴ Included in 1.5.
 - ³⁵ The StatsCan serial volumes are included with the bound journals count. StatsCan and journals are not LC classified.
 - ³⁶ All government publications are counted in 1.5.
 - ³⁷ Reported incorrectly for 2000/01 as linear feet. Corrected as linear metres for 2001/02.
 - ³⁸ Printed music scores count has been corrected to reflect a more accurate count.
 - ³⁹ Nous avons acquis une collection de 36,700 partitions de musique populaire.
 - ⁴⁰ Includes 767,051 architectural drawings.
 - ⁴¹ Skull.
 - ⁴² Graphic materials count has been corrected to reflect a more accurate count.
 - ⁴³ Law library reporting only. Killam and Kellogg numbers reported in 2.8.
 - ⁴⁴ Includes slides & ship drawings. Reflects more accurate amount after recount.

-
- 45 Reflects more accurate amount after recount.
- 46 Reflects more accurate amount after recount.
- 47 New base count (subscriptions) includes all membership titles, serials received by exchange.
- 48 Increase: over 2000 new electronic serials in 01/02.
- 49 Figures include monographic series and government documents.
- 50 Includes monographic series.
- 51 Number of electronic titles – Figures reported in 2000 – 2001 should have been 5,800.
- 52 Number of electronic titles: The number reported in 2000-2001 should have been 1381.
- 53 Number of electronic titles: the 2000-2001 is not correct, we are unable to establish the count.
- 54 MADGIC* is not able to provide a count of free/web titles at this time.
- 55 Number of serial titles received was computed based on method used at Guelph in previous years. This methodology will be reviewed in the coming months.
- 56 Figures reported in 2000-2001 should read 38,455, also figure reported for print titles only.
- 57 Does not include monographs received on standing order or government documents.
- 58 Number for Kellogg, Sexton and Law. Law library did major weeding project resulting in lower numbers. Killam U/A.
- 59 Cannot differentiate titles and subscriptions.
- 60 Increase: cancelled more expensive serials.
- 61 Figures include monographic series and government documents.
- 62 Includes print subscriptions cancelled because electronic access is available. Figures include monographic series and government documents.
- 63 This figure is an approximate value in Canadian Dollars. Figures include monographic series and government documents.
- 64 There is currently no method to distinguish between free and priced serials for MADGIC. *MADGIC is the Maps, Data and Government Information Centre.
- 65 Represents the number of titles for which an explicit decision was made to terminate the subscription completely. It does not include, for example, those serials that ceased publication.
- 66 Subscription title count available for print only.
- 67 No attempt has been made to eliminate the overlap of titles among different aggregators.
- 68 Kellogg, Sexton and Law libraries only. Killam U/A.
- 69 Includes monos and some one-time expenditures for backfiles.
- 70 See 3.2.
- 71 This figure is in Canadian dollars.
- 72 No electronic monographs were purchased but links were established to many that are freely available over the internet, such as though from the National Academies Press.
- 73 Included in 4.1
- 74 This figure is included in 4.4. See footnote for 1.7.
- 75 This figure includes expenditures for electronic monograph and serial titles, included in publishers' packages.
- 76 This figure includes payment for ICPSR and DLI, and electronic backfiles.
- 77 DLI, a/v materials & CREPUQ consortia purchases are reported in lines 4.1.-4.4.
- 78 Included in 4.1.
- 79 Killam, Sexton and Law only. Kellogg included in 4.1.
- 80 Killam, Sexton and Law only. Kellogg included in 4.5.
- 81 The expenditures for print monographs includes expenditures for ""other library materials"" from question 4.5.
- 82 The GST rebate has been subtracted from the Library's material expenditures.
- 83 Provincial contribution of \$183,554 to CNSLP not received directly by Library.
- 84 Includes bibliographic utilities, taxes, ILL, Document Delivery, shipping and evaluations.
- 85 CFI and CNSLP contribution to be added by CARL Office.
- 86 This includes polonia fund - \$3500; safety - \$500; other gifts - \$7500; Nursing - \$1000.
- 87 Taxes included in totals reported on lines 4.1-4.5.
- 88 Toute la reliure a été faite à l'interne. Aucun contrat n'a été donné.
- 89 Includes affiliated libraries; opened new branch.
- 90 Increase in Support Staff Expenditures due to contract settlement which resulted in backpay.
- 91 #5.1 and #5.2 - In budget not differentiated between.
- 92 #5.1 and #5.2 - In budget not differentiated between.
- 93 Opened Chapman Learning Commons.

-
- ⁹⁴ Other operating expenditures – The value reported for 2000 – 2001 should have been \$ 836,139.
- ⁹⁵ Paid centrally at institutional level.
- ⁹⁶ Other operating expenditures: The large increase is due to the purchase of a new Library system.
- ⁹⁷ We have purchased a new library system.
- ⁹⁸ Fringe benefits not included.
- ⁹⁹ Personnel-Correction to FTE counts in 2001: Librarians 29.
- ¹⁰⁰ Personnel-Correction to FTE counts in 2001: Other 3.
- ¹⁰¹ Personnel-Correction to FTE counts in 2001: Total 32.
- ¹⁰² Personnel-Correction to FTE counts in 2001: Support Staff 113.
- ¹⁰³ Personnel-Correction to FTE counts in 2001: Casual Staff 14.
- ¹⁰⁴ Personnel-Correction to FTE counts in 2001: Total staff FTE 159.
- ¹⁰⁵ Excludes Director of Libraries as in Section D of the survey.

SECTION B

Emerging Services

2001 - 2002

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	DRA	No
Simon Fraser	2	III Java Millennium Version	No ²
Victoria	2	Endeavor/Voyager	No
Alberta ³	1	DRA Classic	No
Calgary	8	Unicorn (SIRSI)	Yes ⁴
Manitoba ⁵	17	DRA/SIRSI	Yes
Regina	2	Voyager	Yes
Saskatchewan	7	Innopac	No
Carleton	1	Innovative Interfaces Millennium	Yes
Guelph	3	Endeavor's Voyager	No
McMaster	2	Epixtech	Yes
Ottawa	5	Innovative	Yes
Queen's	7	VOYAGEUR	Yes
Toronto	31	DRA	Yes
Waterloo ⁶	1	Endeavor's Voyager	No
Western Ontario	6	III	Yes
Windsor	2	Endeavor	Yes
York	8	SIRSI	No
Concordia	2	Millennium	No
Laval	1	DRA-Multilis	Oui
McGill ⁷	0	Aleph500	No
Montréal	18	ADVANCE	Oui
Québec	6	MANITOU	Non
Sherbrooke	6	DRA-Multilis	Oui
Dalhousie	4	GEAC Advance 6.8	Yes
Memorial	4	SIRSI ⁸	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 ⁹
Simon Fraser	No	No	N/A
Victoria	Yes	Yes	Complete responsibility of the Library
Alberta	No	Yes	N/A ¹⁰
Calgary	Yes	Yes	Shared responsibility with another university unit ¹¹
Manitoba	No	No	N/A
Regina	Yes	Yes	Shared responsibility with another university unit ¹²
Saskatchewan	Yes	Yes	Shared responsibility with another university unit ¹³
Carleton	No	No	N/A
Guelph	No	Yes ¹⁴	Shared responsibility with another university unit ¹⁵
McMaster	No	No	N/A
Ottawa	No	No	N/A
Queen's	No	Yes	Shared responsibility with another university unit ¹⁶
Toronto	Yes	Yes	Complete responsibility of the Library ¹⁷
Waterloo	No	Yes	Shared responsibility with another university unit ¹⁸
Western Ontario	Yes	No ¹⁹	N/A
Windsor	No	Yes	Complete responsibility of the Library
York	Yes	No	N/A
Concordia	Yes	Yes	Complete responsibility of the Library ²⁰
Laval	Non	Non	N/A
McGill	No	No	N/A
Montréal	Non	Non	N/A
Québec	Non	Oui	elle relève complètement de la bibliothèque
Sherbrooke	Non	N/A	N/A
Dalhousie	No	No	N/A
Memorial	No	Yes ²¹	Shared responsibility with another university unit
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	Yes	Yes	N/A	N/A	N/A
Simon Fraser	Yes	Yes	Yes	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	N/A	Yes	By providing storage space	Yes	Yes
Calgary	Yes	Yes	Yes	Yes	Yes	By storing materials ²²	Yes	Yes
Manitoba	Yes	Yes	Yes	Yes	Yes	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 ²³	Yes	Yes	N/A	N/A	By storing materials	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	N/A	N/A	Yes	N/A	N/A	N/A
Toronto	Yes	Yes	Yes	Yes	Yes	N/A	N/A	N/A
Waterloo	Yes	Yes	No	No	No	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 ²⁴	N/A	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	No
Laval	Oui	Oui	Oui	N/P	N/P	N/A	N/P	N/P
McGill	Yes	Yes	Yes	Yes	Yes	N/A	N/A	N/A
Montréal	Non	N/P	N/P	N/P	N/P	N/A	N/P	N/P
Québec	Non	N/P	N/P	N/P	N/P	N/A	N/P	N/P
Sherbrooke	Non	N/P	N/P	N/P	N/P	N/A	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 ²⁵	Yes	No	Yes	No	No
Simon Fraser	No	Yes	No	No	Yes	No	No
Victoria	Yes	Yes	No	No	Yes	Yes	No
Alberta	No	Yes	Yes	No	Yes	Yes	No
Calgary	Yes	Yes	Yes	No	Yes	No	No
Manitoba	No	No	Yes	No	Yes	No	No
Regina	No	Yes	No	No	Yes	No	No
Saskatchewan	No	Yes	No	No	Yes	No	No
Carleton	No	Yes	No	No	Yes	No	No
Guelph	No	Yes	No	No	No	No	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	No	No
Western Ontario	No	No	No	No	Yes	Yes ²⁶	No
Windsor	No	Yes	Yes	No	Yes	Yes	No
York	No	Yes	No	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	Non	Oui	Non	Non	Oui	Oui	Oui
Québec	Non	Non	Non	Non	Non	Non	Non
Sherbrooke	Non	Non	Non	Non	Non	Non	Non
Dalhousie	Yes	Yes	No	No	Yes	No	No
Memorial	No	No	Yes ²⁷	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	Yes	Yes	Yes	No

U/A = Unavailable

N/A = Not applicable

N/P = non-pertinent

N/R = Did not reply

Table IV -Coffee shop and loan of equipment

	Coffee Shop In The Library Building	In The Library?	Does The Library Share The Profits?	Does The Library Support Bibliographic Management Software?
Question	12	12.1	12.2	14
British Columbia	Yes	Yes	Yes ²⁸	No ²⁹
Simon Fraser	No	N/A	N/A	Yes ³⁰
Victoria	No	N/A	N/A	No
Alberta	No	N/A	N/A	Yes ³¹
Calgary	No	N/A	N/A	Yes ³²
Manitoba	No	N/A	N/A	No
Regina	No	N/A	N/A	Yes ³³
Saskatchewan	No	N/A	N/A	Yes ³⁴
Carleton	Yes ³⁵	Yes ³⁶	No ³⁷	Yes ³⁸
Guelph	No	N/A	N/A	No
McMaster	No	N/A	N/A	No
Ottawa	No	N/A	N/A	No
Queen's	No	N/A	N/A	Yes ³⁹
Toronto	Yes	No	No	Yes ⁴⁰
Waterloo	Yes	Yes	No	Yes ⁴¹
Western Ontario	Yes	Yes	No	Yes ⁴²
Windsor	No	N/A	N/A	No
York	No	N/A	N/A	Yes ⁴³
Concordia	Yes	No	N/A	No
Laval	Non	N/P	N/P	Oui ⁴⁴
McGill	Yes	No	No	No
Montréal	Non	N/P	N/P	Oui ⁴⁵
Québec	Oui	N/P	N/P	Non
Sherbrooke	Oui	Oui	Non	Non
Dalhousie	Yes	No	No	No
Memorial	No	N/A	N/A	No
New Brunswick	Yes	Yes	Yes	Yes ⁴⁶
CISTI	Yes	Yes	No	No
National Library	Yes	Yes	No	Yes

U/A = Unavailable

N/A = Not applicable

N/P = non-pertinent

N/R = Did not reply

	Does The Library Lend					
	Laptop	Wireless Ethernet Card	Software	PDA's	E-Book Readers	Other Materials
Question	13.1	13.2	13.3	13.4	13.5	13.6
British Columbia	Yes	No	No	No	Yes	0
Simon Fraser	No	No	No	No	No	0
Victoria	No	No	No	No	No	0
Alberta	Yes	No	No	No	No	N/A
Calgary	No	No	Yes ⁴⁷	No ⁴⁸	No	No
Manitoba	No	No	No	No	No	0
Regina	No	Yes	No	No	No	0
Saskatchewan	No	No	No	Yes ⁴⁹	No	0
Carleton	No	No	No	No	No	N/A
Guelph	No	No	No	No	No	0
McMaster	No	No	No	No	No	N/A
Ottawa	No	Yes	No	No	No	0
Queen's	No	No	No	No	No	NO
Toronto	Yes	Yes	No	No	No	N/A
Waterloo	No	No	No	No	No	0
Western Ontario	No	No	No	No	No	0
Windsor	No	No	Yes	No	Yes	0
York	No	No	No	No	No	0
Concordia	Yes	No	No	No	No	0
Laval	Non	Non	Non	Non	Non	0
McGill	Yes	Yes	No	No	No	0
Montréal	Oui	Non	Non	Non	Non	0
Québec	Non	Non	Non	Non	Non	N/P
Sherbrooke	Non	Non	Non	Non	Non	0
Dalhousie	No	No	No	No	No	0
Memorial	No	No	Yes ⁵⁰	No	No	microfilm & microform readers; A-V equipment ⁵¹
New Brunswick	Yes	Yes	Yes ⁵²	No	No	N/A
CISTI	No	No	No	No	No	0
National Library	No	No	No	No	Yes	0

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 Is there a coffee shop in the library building?
 - 12.1 If the answer to 12 is "yes" is it inside library security?
 - 12.2 If the answer to 12 is "yes" does the library share directly in the profits?

- 13.0 Does the library lend electronics equipment such as:
 - 13.1 Laptops?
 - 13.2 Wireless ethernet cards?
 - 13.3 Software? (If yes what type and please specify in a footnote)
 - 13.4 PDAs?
 - 13.5 E-Book readers?
 - 13.6 Other (please specify)?

- 14.0 Does the library support bibliographic management software (e.g. Endnotes)

Endnotes to Emerging Services Questionnaire

- ¹ Includes 18 libraries (branch/division); 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, 2002.
- ⁴ Database is 98% compliant - has yet to be tested by a Bath client against our server.
- ⁵ Libraries included: Two hospital libraries joined the University of Manitoba.
- ⁶ Fiscal year: May 1, 2001-April 30, 2002.
- ⁷ One reading room is included.
- ⁸ SIRSI Unicorn Integrated Library Management System.
- ⁹ Chapman Learning Commons URL: <http://www.library.ubc.ca/chapmanlearningcommons/about/html>.
- ¹⁰ www.library.ualberta.ca/kcommon.
- ¹¹ <http://www.ucalgary.ca/IR/infocommons>.
- ¹² <http://www.uregina.ca/helpdesk/> Click on computer labs tab and then Main Library.
- ¹³ URL for Learning Commons: <http://www.usask.ca/learningcommons/>.
- ¹⁴ The Learning Commons at the University of Guelph Library is a joint venture among the Library, Learning and Writing Services, Teaching Support Services and Computing and Communications Services. The primary focus is not technology.
- ¹⁵ The URL for the Learning Commons website is: <http://www.learningcommons.uoguelph.ca/>.
- ¹⁶ Within Queen's library system, there are 4 facilities - each in a separate library building - which meet the definition supplied in the explanation to Question 5. Of these 4 facilities, 3 are the sole responsibility of the library system, but for 1 of the facilities, the responsibility is shared between the library and the faculty which the library serves. A website describing our "information commons" facilities are in process of development but a URL is not available at this time.
- ¹⁷ URL leading to the Information/Knowledge/Learning Commons in the U of T Library is www.utoronto.ca/ic.
- ¹⁸ it3.uwaterloo.ca.
- ¹⁹ In 2002-2003 funding has been provided by the University to set up a "Teaching and Learning Commons" as a result of a proposal submitted by the University Librarian and the Director of the Educational Development Office. The Libraries are taking the lead in this project.
- ²⁰ <http://library.concordia.ca/laptops/>.
- ²¹ Yes at Ferriss Hodgett & C.R. Barrett branches only.
- ²² Stored materials are at the BARD.
- ²³ The government support the digitization of some of the works of Lucy Maud Montgomery.
- ²⁴ We received grant monies from the provincial government for an archives digitization project.
- ²⁵ Users' questions about statistical methods or analysis are referred to instructors, but library helps students/faculty locate and read statistical materials.
- ²⁶ Funding was received from the University for 2002-2003 to set up a virtual reference pilot project. Virtual reference will go live in January 2003.
- ²⁷ Yes at Health Sciences Library only.
- ²⁸ Not now, but it will share in profits after capital is paid off.
- ²⁹ Endnotes will be installed later in 2002.
- ³⁰ The Innovative Interfaces, Inc. catalogue supports export of bibliographic information in both the EndNote and ProCite formats.
- ³¹ Prolite, Endnote, Reference Manager.
- ³² Endnotes, Reference Manager, ProCite.
- ³³ Procite & Endnote.
- ³⁴ EndNotes.
- ³⁵ Our new coffee shop will open in October 2002.
- ³⁶ It will be located inside library security.
- ³⁷ Our library will not share in the profits.
- ³⁸ Endnote training, in cooperation with our Teaching and Learning Resource Centre.
- ³⁹ Reference Manager.
- ⁴⁰ Packages supported are Reference Manager and REFWorks.
- ⁴¹ Endnotes, Reference Manager.
- ⁴² Bibliographic management software packages supported by the library are Reference Manager and Endnote.

-
- ⁴³ Endnote.
- ⁴⁴ Logiciel Endnotes.
- ⁴⁵ Les logiciels EndNote et ProCite.
- ⁴⁶ Reference Manager.
- ⁴⁷ Software as accompanying materials in books and software to connect to U of C catalogue.
- ⁴⁸ CDs, LPs, tapes, slides, microforms, cables.
- ⁴⁹ PDAs are loaned to first year students in the Health Sciences Library only or upon request; this service is not advertised.
- ⁵⁰ Yes at Queen Elizabeth II & C.R. Barrett branches only. CD's & diskettes.
- ⁵¹ Yes at Queen Elizabeth II & C.R. Barrett branches only.
- ⁵² Software Microsoft Office Suite.

SECTION C

Supplementary

2001 - 2002

Table I - Monographs titles and collections use

	Number Of Libraries Included In Survey	Monograph Titles		
		Print Monograph Titles	Electronic Monograph Titles	Total Monograph Titles
Question	i	1.1	1.2	1.3
British Columbia	18 ¹	U/A	U/A	U/A
Simon Fraser	2	866 923	7 507	874 430
Victoria	2	1 171 390	1 603	1 172 993
Alberta ²	1	2 438 769 ³	4 022 ⁴	2 439 363 ⁵
Calgary	8	1 405 800	1 948	1 407 748
Manitoba	17	1 128 432	4 071	1 132 503
Regina	2	676 050	1 760	677 810
Saskatchewan	7	1 077 320	2 621	1 078 431
Carleton	1	913 628	4 767	918 395
Guelph	3	1 129 198	6 287	1 131 632
McMaster	2	1 155 418	6 009	1 161 427
Ottawa	5	1 161 141	1 978	1 163 119
Queen's	7	U/A	U/A	U/A
Toronto	31	U/A	6 762	N/A
Waterloo ⁶	1	1 360 761	12 943	1 362 237
Western Ontario	6	2 838 306	2 051	2 840 357
Windsor	2	869 581	20 758	890 339
York	8	1 402 140	2 000	1 404 140
Concordia	2	1 376 606	1 063 ⁷	1 377 669
Laval	1	1 240 675	8 602	1 249 277
McGill	14	1 913 537	3 009	1 916 546
Montréal	18	2 042 817	2 161	2 044 978
Québec	6	886 233	N/A	886 233
Sherbrooke	6	512 820	758	513 578
Dalhousie	4	115 302 ⁸	7 698	123 000
Memorial	4	1 342 649 ⁹	7 327 ¹⁰	1 349 976
New Brunswick	3	882 513	8	882 521
CISTI	1	676 182	11 227	687 409
National Library	1	3 445 459	3 285	3 158 034

U/A = Unavailable

N/A = Not applicable

N/P = non-pertinent

N/R = Did not reply

	Number Of Initial Loans (Including Journals)	Number Of Renewals	Number Of Journal Loans	Number Of Reserve Loans	Number Of In- House Uses
Question	2.1	2.2	2.3	2.4	2.5
British Columbia	818 143	3 757 832	U/A	U/A	U/A
Simon Fraser	381 942	42 676	N/A	78 080 ¹¹	418 455
Victoria	396 082	146 031	N/A	U/A	296 192
Alberta	969 058 ¹²	U/A	U/A	69 494	U/A
Calgary	363 551	1 052 158	N/A ¹³	86 290 ¹⁴	836 433
Manitoba	509 293	101 160	N/A	N/A	172 485
Regina	181 997	47 009	U/A	U/A	213 165
Saskatchewan	409 140	36 672	58 083	60 074	606 009
Carleton	477 749	222 910	N/A	U/A ¹⁵	U/A
Guelph	314 598	206 794	N/A	116 655 ¹⁶	633 869 ¹⁷
McMaster	240 997	164 800	0	209 417	U/A
Ottawa	557 813	424 034	U/A ¹⁸	46 939	860 683
Queen's	371 819	209 491	U/A	U/A	451 831
Toronto ¹⁹	1 446 802	496 600	U/A	164 042	2 290 167
Waterloo	326 578	298 260	22 894	71 668 ²⁰	N/A ²¹
Western Ontario	676 434	255 753	12 541 ²²	228 374 ²³	651 919
Windsor	161 300	59 646	N/A	27 623	116 404
York	604 286	445 295	N/A	122 600	1 141 215
Concordia	581 156	N/A	N/A	61 863	561 345
Laval	429 378	246 582	N/D	64 025	908 875
McGill	490 788	416 065	U/A	171 484	1 592 756
Montréal	581 200	301 325	63 344	161 285	1 200 820
Québec	423 818	35 427	N/A	132 666	990 773
Sherbrooke	144 947	71 818	N/D	25 501	231 254
Dalhousie	319 319	83 317	0 ²⁴	30 601	355 017
Memorial	224 003	113 598	19 907 ²⁵	186 884	464 943 ²⁶
New Brunswick	151 029	50 600	U/A	130 796	152 102
CISTI	U/A	U/A	U/A	U/A	U/A
National Library	129 041	N/A	28 436	N/A	125 467

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	32	101.0	1 377	26 276	187 452
Simon Fraser	9	96.0	488	10 844	49 365
Victoria	8	91.0	343	5 930	47 526
Alberta	23	101.0	805	17 435	139 461
Calgary	19	138.0	692	19 229	105 543
Manitoba	30	84.8	950	7 818	94 617
Regina	10	87.0	57	1 023	14 780 ²⁷
Saskatchewan	10 ²⁸	90.0	488	7 705	53 525
Carleton	8	101.0	281	6 257	38 867
Guelph	14	105.5	273	5 327	30 475 ²⁹
McMaster	12	100.0	662	8 767	71 793
Ottawa	9	89.0	U/A	6 795	88 759
Queen's	15	95.0	602	8 808	39 773
Toronto	99	100.0	1 613	24 643	450 837
Waterloo	15	106.0	182	3 523	43 513
Western Ontario	11	109.0	757	16 533	100 408
Windsor	7	93.0	157	3 929	29 042
York	22	93.0	623	13 611	154 956
Concordia	10	78.0	474	7 391	97 723
Laval	17	88.0	462	7 346	168 514 ³⁰
McGill	34	82.0	1 023	13 949	142 042
Montréal	57	91.0	2 288	11 945	45 915
Québec	12	95.0 ³¹	523	9 185	229 969
Sherbrooke	6	75.0	344	3 347	50 464
Dalhousie	13	94.0 ³²	376	8 694	45 827
Memorial	20	86.5	297	4 881 ³³	63 823
New Brunswick	9	101.0	334	6 013	62 150
CISTI	3	40.0	U/A	743	17 194
National Library	4	40.3	751	16 883	21 748

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	9%	0%
Simon Fraser	63 540	0	63 540	12%	0%
Victoria	79 036 ³⁴	0	79 036	17%	N/A
Alberta	U/A	U/A	U/A	U/A	U/A
Calgary	75 961 ³⁵	4 342 ³⁶	80 308	5%	100%
Manitoba	U/A	U/A	U/A	U/A	U/A
Regina	34 197	N/A	34 197	8%	N/A
Saskatchewan	U/A	U/A	U/A	U/A	U/A
Carleton	55 367	0	55 367	0%	0%
Guelph	39 350	16 506	55 856	12%	100%
McMaster	U/A	U/A	U/A	U/A	U/A
Ottawa	U/A	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	5%	100%
Western Ontario	86 760	12 992	99 752	18%	100%
Windsor	53 067	0	53 067	12%	N/A
York	99 953	0	99 953	12%	N/A
Concordia	51 218	0	51 218	80%	N/A
Laval	89 300	0	89 300	1%	0%
McGill	U/A	U/A	U/A	U/A	U/A
Montréal	108 709	0	108 709	0%	0%
Québec	50 087	N/A	50 240	N/A	N/A
Sherbrooke	37 954 ³⁷	0	37 954	0%	0%
Dalhousie	52 759	0	52 759	0%	0%
Memorial	54 762 ³⁸	11	54 773	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%	8%

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	21 921 ³⁹	4 155	552	526	526
Simon Fraser	9 352	1 336	114	0	114
Victoria	U/A	1 523	135	42	132
Alberta	17 846 ⁴⁰	5 144 ⁴¹	484	43	484
Calgary	15 424 ⁴²	2 622	422	0 ⁴³	636
Manitoba	11 080	U/A	390	565	284
Regina	N/A	870	131	2	116
Saskatchewan	1 379 267 ⁴⁴	2 480	185	5	96
Carleton	895 067 ⁴⁵	1 126	164	0	235
Guelph	9 127 ⁴⁶	1 363	306	2	304
McMaster	2 061 199 ⁴⁷	2 404	214	97	186
Ottawa	1 268 255 ⁴⁸	1 200	130	37	130
Queen's	1 791 388 ⁴⁹	U/A	280	320	449
Toronto	U/A	8 740	1 945	N/A	1 909
Waterloo	6 206 ⁵⁰	2 074	123	10	108
Western Ontario	2 466 390 ⁵¹	3 651	500	0	500
Windsor	5 218	1 479	169 ⁵²	102 ⁵³	148 ⁵⁴
York	U/A	2 478	297	272	272
Concordia	1 869 336 ⁵⁵	2 721	191	0 ⁵⁶	186
Laval	1 047 915 ⁵⁷	2 863	121	121	121
McGill	2 892 850 ⁵⁸	5 413	371	149	371
Montréal	2 186 383 ⁵⁹	3 336	404	45	246
Québec	1 644 861 ⁶⁰	2 555	202	184	226
Sherbrooke	592 803 ⁶¹	1 520	50	6	44
Dalhousie	3 721 ⁶²	1 626	153	12	130
Memorial	6 685	2 965	194	5	133
New Brunswick	911 693 ⁶³	974	100	5	100
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 ⁶⁴	114	144	75	138
Victoria	1	135	0	110	161
Alberta	157	1 027	1 027	20	340
Calgary	10	723	20	26	281
Manitoba	7	284	18	0	275
Regina	0	131	98	2	101
Saskatchewan	1	341	0	28	198
Carleton	3	164 ⁶⁵	70	0	138
Guelph	2	304	65	8	168
McMaster	0	152	44	10	163
Ottawa	1	42	0	60 ⁶⁶	134
Queen's	0	449	29	99	233
Toronto	29 ⁶⁷	1 825	N/A	960	716
Waterloo	0	109	0	18	207
Western Ontario	0	500	0	70	175
Windsor	1 ⁶⁸	144 ⁶⁹	N/A ⁷⁰	48	134
York	0	297	0	28	231
Concordia	0	147	2	0 ⁷¹	169
Laval	0	12	0	6	265
McGill	11	320	20	85	283
Montréal	11	271	0	30	288
Québec	0	127	N/A	N/A	174
Sherbrooke	0	40	0	67	68
Dalhousie	1	198	44	136	111
Memorial	13	181	112	86	192
New Brunswick	1	100	5	35	110
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 (branch/division services) only; excludes reading rooms and affiliated libraries.
- ² All figures are as of March 31, 2002, except for question 5.1.
- ³ Excludes electronic monographs.
- ⁴ Includes electronic monographs.
- ⁵ Includes electronic monographs.
- ⁶ Fiscal year: May 1, 2001-April 30, 2002.
- ⁷ This figure does not include tables of contents, websites.
- ⁸ 1.1, 1.2, 1.3 Kellogg and Sexton only.
- ⁹ Two branches recounted, reporting numbers less than previous year.
- ¹⁰ Includes diskettes, CD-ROMs, & videotapes at one branch.
- ¹¹ Accesses to our E-Reserves of locally cleared copyrighted materials was 27,741.
- ¹² Excludes reserve loans. Includes journal loans.
- ¹³ Journals do not circulate at U of C.
- ¹⁴ Does not include electronic reserve counts.
- ¹⁵ Reserve loans: Because of the implementation of the new Library system, we can supply 12 months count, we had 66,088 reserve loans for the period of August 1, 2001 to April 30, 2002.
- ¹⁶ Includes material 'signed-out' from Special Collections.
- ¹⁷ In-house use of materials was determined by sampling.
- ¹⁸ Journal loans are included in 2.1.
- ¹⁹ Question 2 : In 2001/02 renovations, constructions and relocations affected use levels in audio Visual, Microtext, Gerstein Science Information Centre, Pharmacy, and UT@Scarborough Libraries.
- ²⁰ Includes hard-copy items only; does not include 58401 e-reserves uses.
- ²¹ In-house use count available only for Special Collections: 2529.
- ²² Most libraries in Western Libraries do not circulate journals. Journals that do circulate have shorter loan periods because they are in heavy demand. There are no renewals.
- ²³ Includes heavy demand materials that circulate from stacks for shorter loan periods.
- ²⁴ Killam journals non-circulating, Kellogg and Sexton included in 2.1.
- ²⁵ Included in 2.1 at one branch only.
- ²⁶ Unavailable at one branch.
- ²⁷ Sampling involved the Dr. John Archer Library Reference and the Education/Fine Arts Library Reference.
- ²⁸ In December 2001, two branch libraries (Geology Library and Thorvaldson Library) were amalgamated into the Natural Sciences Library.
- ²⁹ Does not include the number of 'virtual reference' sessions. The number of those sessions conducted was estimated on the basis of available data and judged to be not significant.
- ³⁰ Nombre total de questions de référence calculé par échantillonnage.
- ³¹ Heures de service : Les heures d'ouverture ont été augmentées le matin et la fin de semaine.
- ³² Killam included in 2.1.
- ³³ Unavailable at one branch.
- ³⁴ Plus 327 cabinets and stands. Diana M. Priestly Law Library shelving was excluded from previous reports.
- ³⁵ Plus 203 map cabinets and 236 microform cabinets.
- ³⁶ Last years count was an estimate only; this is a more accurate reflection of off-site shelving requirements.
- ³⁷ Les données rapportées en 2000-2001 représentent le nombre de sections de rayonnage non pas les mètres.
- ³⁸ Unavailable at one branch.
- ³⁹ Turnstile count is for Oct. 17, 2001.
- ⁴⁰ Figure is for mid-week in September, 2002.
- ⁴¹ Includes seating only in Library facilities.
- ⁴² Based on a mid-weekday count in October, 2002.
- ⁴³ There are no stand-alone CD-ROM networks; 99% of the databases are accessible via the internet.
- ⁴⁴ Annual turnstile count.
- ⁴⁵ Annual turnstile count.
- ⁴⁶ Turnstile count is for first Wednesday in November, 2002.
- ⁴⁷ Annual turnstile count.
- ⁴⁸ Annual turnstile count.

-
- ⁴⁹ Annual turnstile count.
- ⁵⁰ Accurate turnstyle counts not available for Fall 2001 term; count provided for Wed. March 13/02.
- ⁵¹ Annual turnstile count.
- ⁵² These were reported erroneously last year and staff workstations were included.
- ⁵³ These were reported erroneously last year and staff workstations were included.
- ⁵⁴ These were reported erroneously last year and staff workstations were included.
- ⁵⁵ Annual turnstile count.
- ⁵⁶ We no longer use a private network for CD-ROM stations. 158 workstations which have Internet access can also access CD ROMS from local Library servers.
- ⁵⁷ Annual turnstile count.
- ⁵⁸ Annual turnstile count.
- ⁵⁹ Annual turnstile count.
- ⁶⁰ Annual turnstile count.
- ⁶¹ Annual turnstile count.
- ⁶² Killam and Sexton only.
- ⁶³ Annual turnstile count.
- ⁶⁴ These are staff scanning workstations and not public ones.
- ⁶⁵ Number of workstations connected to internet: Figures reported in 2000-2001 included the staff workstations.
- ⁶⁶ We a wireless network available in the Morisset Library in addition to the network drops that are available in the Brian Dickson Law Library and in the Health Sciences Library.
- ⁶⁷ Actual figure reported. 2000/01 figure was estimated.
- ⁶⁸ Number of workstations connected to a scanning facility figures reported in 2000 –2001 should have read 1.
- ⁶⁹ These were reported erroneously last year and staff workstations were included.
- ⁷⁰ There was some confusion last year about definitions but the answer should have been N/A.
- ⁷¹ Although we have no live network drops, our Library currently has a total of 50 wireless network connections.

SECTION D

Salaries

2002 - 2003

Table I - Salary data for all professionals 2002 – 2003

	Number of Staff	Average Years Of Experience	Average Years of Experience in Reporting Library	Median Salary	Average Salary
British Columbia ¹	97	18.11	U/A	62 932	61 434
Simon Fraser	37	15.78	11.97	63 816	63 298
Victoria	30	16.80	8.10	59 749	60 735
Provincial average	54.67	16.90	10.04	\$62 165	\$61 822
Alberta	73	16.33	12.75	73 152	68 928
Calgary	41	18.26	11.59	67 941	65 671
Manitoba	56	18.70	13.09	65 962	65 249
Regina	23	17.17	13.26	61 194	58 004
Saskatchewan	34	19.09	12.91	72 551	71 230
Regional average	45.40	17.91	12.72	\$68 160	\$65 816
Carleton ²	24	24.71	20.08	89 159	85 235
Guelph	29	19.41	17.02	58 632	62 165
McMaster	34	20.03	15.09	62 791	64 215
Ottawa	34	24.15	18.82	70 151	71 523
Queen's	40	20.00	15.55	63 875	62 742
Toronto ³	171	16.49	15.60	73 744	67 269
Waterloo	37	19.51	17.30	65 818	65 682
Western Ontario	57	14.63	11.93	53 152	55 720
Windsor	22	19.55	16.34	63 548	65 887
York	55	17.51	15.96	77 444	78 085
Provincial average	50.30	19.60	16.37	\$67 831	\$67 852
Concordia	34	19.91	16.38	57 402	58 006
Laval	59	19.88	16.68	66 919	64 039
McGill	64	19.53	17.14	66 800	64 951
Montréal	69	17.59	14.25	60 774	61 038
Québec	41	21.66	18.93	60 503	63 847
Sherbrooke	22	15.45	10.00	63 598	64 049
Provincial average	48.17	19.01	15.56	\$62 666	\$62 655
Dalhousie	35	15.31	11.09	66 690	63 178
Memorial	36	20.14	15.89	63 548	63 750
New Brunswick ⁴	18	20.00	17.33	78 978	75 057
Regional average	29.67	18.48	14.77	\$69 738	\$67 328
National Average	47.11	18.73	14.81	\$66 326	\$65 592

* 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 II - Salary data for administrative librarians 2002 – 2003

	Number of Staff	Average Years of Experience	Average Years Of Experience In Reporting Library	Median Salary	Average Salary
British Columbia	17	23.24	U/A	88 352	87 829
Simon Fraser	10	15.89	9.22	71 441	69 408
Victoria	11	21.18	11.73	74 171	71 923
Provincial average	12.67	20.10	10.47	\$77 988	\$76 386
Alberta	14	23.71	18.29	86 837	89 252
Calgary	14	23.36	14.14	77 049	76 215
Manitoba	25	21.60	15.20	77 455	73 392
Regina	8	18.88	11.25	64 994	64 470
Saskatchewan	15	20.73	13.00	83 288	79 173
Regional average	15.20	21.66	14.38	\$77 924	\$76 500
Carleton	8	30.13	22.75	91 067	90 850
Guelph	12	23.50	21.42	78 722	72 503
McMaster	19	22.11	18.00	69 601	72 522
Ottawa	10	25.00	15.20	83 933	83 129
Queen's	15	23.13	17.60	69 260	70 976
Toronto	37	20.70	20.03	82 402	84 634
Waterloo	7	26.29	20.71	73 835	76 548
Western Ontario	12	19.42	14.17	70 131	69 488
Windsor	7	20.14	14.00	62 008	70 554
York	9	23.33	13.00	100 168	95 554
Provincial average	13.60	23.37	17.69	\$78 112	\$78 676
Concordia	10	23.50	18.90	70 116	67 573
Laval	10	24.30	17.80	74 434	75 810
McGill	18	22.83	20.61	74 073	78 986
Montréal	20	23.85	18.40	68 051	72 694
Québec	7	27.14	20.86	88 338	92 238
Sherbrooke	8	18.13	10.13	71 144	76 919
Provincial average	12.17	23.29	17.78	\$74 359	\$77 370
Dalhousie	18	19.83	13.06	71 902	72 874
Memorial	14	23.14	16.29	64 798	66 814
New Brunswick	7	24.00	20.43	88 046	87 418
Regional average	13.00	22.33	16.59	\$74 915	\$75 702
National Average	13.41	22.56	16.39	\$76 874	\$77 398

* 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 2002 – 2003

	Number of Staff	Average Years of Experience	Average Years of Experience in Reporting Library	Median Salary	Average Salary
British Columbia	58	19.34	U/A	63 828	59 911
Simon Fraser	19	16.32	13.00	63 634	61 723
Victoria	11	16.55	7.73	55 522	55 945
Provincial average	29.33	17.40	10.36	\$60 994	\$59 193
Alberta	53	14.68	11.70	73 152	63 494
Calgary	27	15.61	10.26	56 614	60 204
Manitoba	31	16.35	11.39	53 038	58 683
Regina	11	19.73	17.55	61 194	59 247
Saskatchewan	19	17.79	12.84	70 046	64 960
Regional average	28.20	16.83	12.75	\$62 808	\$61 317
Carleton	15	22.87	19.40	87 854	83 768
Guelph	11	12.64	10.73	59 660	58 246
McMaster	13	14.92	9.54	53 460	52 059
Ottawa	23	23.74	20.13	67 567	65 969
Queen's	23	18.52	14.17	60 100	57 697
Toronto	123	15.37	14.33	64 969	61 996
Waterloo	23	20.04	18.35	64 439	63 089
Western Ontario	30	15.80	13.83	53 143	53 321
Windsor	15	19.27	17.43	67 678	63 709
York	32	17.53	14.34	77 560	80 259
Provincial average	30.80	18.07	15.23	\$65 643	\$64 011
Concordia	19	20.84	17.16	52 239	55 594
Laval	43	20.56	18.14	66 919	63 164
McGill	42	18.76	16.29	63 038	59 564
Montréal	47	15.47	12.91	60 774	56 080
Québec	31	20.06	17.94	60 503	57 759
Sherbrooke	13	14.23	9.92	59 104	56 122
Provincial average	32.50	18.32	15.39	\$60 429	\$58 047
Dalhousie	17	10.53	9.00	49 962	52 912
Memorial	22	18.23	15.64	62 980	61 800
New Brunswick	9	16.67	15.00	75 750	70 423
Regional average	16.00	15.14	13.21	\$62 897	\$61 712
National Average	28.89	17.50	14.18	\$63 138	\$61 396

* 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 2002 – 2003

	Number of Staff	Average Years of Experience	Average Years of Experience in Reporting Library	Median Salary	Average Salary
British Columbia	22	10.57	U/A	42 684	45 053
Simon Fraser	8	14.38	12.63	57 715	59 402
Victoria	8	11.13	3.63	50 441	53 337
Provincial average	12.67	12.02	8.13	\$50 280	\$52 597
Alberta	6	13.67	9.17	65 819	69 501
Calgary	0	0.00	0.00	0	0
Manitoba	0	0.00	0.00	0	0
Regina	4	6.75	5.50	41 669	41 653
Saskatchewan	0	0.00	0.00	0	0
Regional average	5.00	10.21	7.33	\$53 744	\$55 577
Carleton	1	9.00	9.00	*	*
Guelph	6	23.67	19.75	52 439	48 673
McMaster	2	33.50	23.50	*	*
Ottawa	1	25.00	25.00	*	*
Queen's	2	13.50	16.00	*	*
Toronto	10	12.80	12.80	65 224	63 740
Waterloo	7	11.00	10.43	59 747	63 336
Western Ontario	15	8.47	6.33	49 087	49 504
Windsor	0	0.00	0.00	0	0
York	14	13.71	21.57	60 829	61 887
Provincial average	6.44	16.74	16.04	\$57 465	\$57 428
Concordia	5	9.20	8.40	49 880	48 037
Laval	6	7.67	4.33	50 064	50 692
McGill	4	12.75	10.50	56 996	58 363
Montréal	2	5.00	4.00	*	*
Québec	3	25.33	24.67	*	*
Sherbrooke	1	10.00	10.00	*	*
Provincial average	3.50	11.66	10.32	\$52 313	\$52 364
Dalhousie	0	0.00	0.00	0	0
Memorial	0	0.00	0.00	0	0
New Brunswick	2	21.00	17.00	*	*
Regional average	2.00	21.00	17.00	\$0	\$0
National Average	5.64	13.12	11.75	\$54 045	\$54 860

* 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 2001 – 2002

	>\$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	17	1	10	16	10	4	3	2
Simon Fraser	0	5	9	2	6	4	2	3
Victoria	0	4	3	4	3	4	1	1
Alberta	21	7	16	5	5	0	1	2
Calgary	10	3	3	7	0	1	4	4
Manitoba	10	9	6	4	3	3	0	3
Regina	0	4	1	4	3	0	0	2
Saskatchewan	15	1	5	1	5	2	0	0
Carleton	17	3	1	1	1	0	0	1
Guelph	5	4	1	2	1	3	3	2
McMaster	4	2	2	6	7	0	3	3
Ottawa	8	4	9	4	3	4	1	0
Queen's	2	4	4	9	8	1	1	3
Toronto-	47	34	13	5	12	3	3	4
Waterloo	4	2	6	8	5	5	1	2
Western Ontario	1	3	2	3	12	2	4	5
Windsor	6	2	1	2	4	1	0	0
York	22	6	5	4	10	1	2	3
Concordia	1	3	4	2	6	1	2	0
Laval	2	3	11	26	1	3	2	0
McGill	8	6	11	10	7	0	3	4
Montréal	5	4	1	10	27	3	3	0
Québec	7	0	0	1	22	2	2	2
Sherbrooke	2	1	3	2	7	1	0	3
Dalhousie	3	4	9	4	3	1	0	1
Memorial	4	3	6	5	4	3	3	2
New Brunswick	8	3	2	0	0	1	0	0

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	2	3	6	4	7	4	3	5
Simon Fraser	3	2	0	1	0	0	0	0
Victoria	2	4	1	1	1	0	0	1
Alberta	0	0	1	2	5	8	0	0
Calgary	1	3	4	0	1	0	0	0
Manitoba	4	4	6	2	2	0	0	0
Regina	1	2	1	2	0	3	0	0
Saskatchewan	0	0	0	0	2	2	1	0
Carleton	0	0	0	0	0	0	0	0
Guelph	2	1	0	4	0	0	0	1
McMaster	3	0	3	0	0	1	0	0
Ottawa	0	1	0	0	0	0	0	0
Queen's	2	2	1	2	0	0	1	0
Toronto	9	4	4	6	8	8	5	6
Waterloo	1	1	1	1	0	0	0	0
Western Ontario	2	11	6	5	0	1	0	0
Windsor	1	1	0	1	1	2	0	0
York	0	0	1	1	0	0	0	0
Concordia	5	3	0	1	3	3	0	0
Laval	0	3	0	4	2	2	0	0
McGill	2	1	3	1	1	2	5	0
Montréal	2	6	2	3	1	2	0	0
Québec	1	1	1	1	1	0	0	0
Sherbrooke	0	0	0	3	0	0	0	0
Dalhousie	0	2	1	2	1	3	0	1
Memorial	0	0	1	3	1	1	0	0
New Brunswick	2	0	2	0	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 2001 – 2002

	< 7 years			7 – 13 years			14 – 20 years		
	# of staff	average	median	# of staff	average	median	# of staff	average	median
British Columbia	19	\$46 228	\$44 220	19	\$54 832	\$61 200	11	\$76 465	\$76 627
Simon Fraser	6	\$51 322	\$51 025	10	\$60 585	\$58 591	10	\$66 061	\$65 787
Victoria	4	\$60 585	\$58 591	8	\$53 422	\$52 296	8	\$57 977	\$64 267
Provincial		\$47 574	\$45 860		\$56 082	\$58 086		\$70 198	\$68 731
Alberta	20	\$45 813	\$41 251	5	\$61 236	\$62 887	18	\$76 686	\$74 522
Calgary	5	\$46 019	\$47 112	11	\$54 578	\$54 740	6	\$68 014	\$68 675
Manitoba	8	\$44 955	\$45 029	12	\$52 221	\$49 087	9	\$67 967	\$65 728
Regina	4	\$42 199	\$39 169	6	\$50 782	\$48 231	4	\$66 357	\$64 400
Saskatchewan	3	/	/	7	\$56 045	\$61 324	9	\$71 568	\$71 197
Regional		\$45 387	\$42 161		\$54 395	\$52 985		\$71 950	\$71 796
Carleton	0	* ⁵	* ⁶	6	\$69 458	\$69 049	0	* ⁷	* ⁸
Guelph	4	\$46 101	\$44 551	5	\$58 817	\$59 660	6	\$67 460	\$67 021
McMaster	3	/	/	3	/	/	10	\$57 287	\$56 258
Ottawa	1	/	/	1	/	/	7	\$64 112	\$65 070
Queens	1	/	/	6	\$51 331	\$51 654	16	\$61 050	\$65 317
Toronto	48	\$49 748	\$48 750	26	\$64 796	\$66 645	29	\$74 668	\$76 155
Waterloo	7	\$51 950	\$52 168	2	/	/	7	\$65 349	\$66 936
Western Ontario	18	\$46 801	\$46 742	13	\$53 614	\$52 547	8	\$62 641	\$61 870
Windsor	4	\$40 780	\$40 933	2	/	/	6	\$62 643	\$61 931
York	13	\$59 845	\$62 200	11	\$69 375	\$71 405	8	\$77 656	\$77 959
Provincial		\$49 896	\$48 068		\$61 718	\$60 374		\$67 260	\$66 035
Concordia	3	/	/	9	\$48 865	\$49 880	6	\$52 145	\$51 500
Laval	11	\$45 295	\$44 233	6	\$56 517	\$57 494	7	\$66 055	\$64 377
McGill	10	\$42 497	\$41 335	9	\$50 458	\$53 673	12	\$62 025	\$64 655
Montréal	10	\$46 003	\$46 079	19	\$59 574	\$60 774	9	\$66 036	\$60 774
Québec à Montréal	3	/	/	5	\$55 228	\$55 802	11	\$64 555	\$60 503
Sherbrooke	4	\$45 371	\$42 930	7	\$64 555	\$60 503	5	\$66 319	\$60 503
Provincial		\$44 292	\$44 228		\$56 056	\$56 041		\$63 837	\$63 200
Dalhousie	7	\$38 892	\$38 189	4	\$51 482	\$50 483	9	\$66 793	\$66 249
Memorial	5	\$42 049	\$43 186	3	/	/	8	\$59 235	\$60 011
New Brunswick	2	/	/	1	/	/	5	\$74 583	\$73 708
Regional		\$43 110	\$43 074		\$51 580	\$51 946		\$65 815	\$63 941
National		\$47 187	\$45 076		\$57 545	\$56 141		\$67 651	\$66 600

/ = 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	27	\$69 017	\$69 704	11	\$62 973	\$68 617	8	\$71 068	\$69 510
Simon Fraser	6	\$70 084	\$71 103	0	*9	*10	4	\$67 687	\$71 103
Victoria	7	\$72 878	\$75 059	2			1		
Provincial		\$69 853	\$71 103		\$62 574	\$65 233		\$68 618	\$70 595
Alberta	19	\$80 628	\$79 056	11	\$81 547	\$82 174	0	*11	*12
Calgary	11	\$72 812	\$72 924	7	\$81 580	\$85 750	1		
Manitoba	12	\$78 287	\$76 609	14	\$75 025	\$77 206	1		
Regina	3			5	\$70 034	\$69 080	1		
Saskatchewan	5	\$81 914	\$85 293	10	\$83 516	\$83 288	0	*13	*14
Regional		\$77 036	\$76 006		\$78 803	\$80 500			
Carleton	5	\$83 370	\$81 226	10	\$92 261	\$91 200	3		
Guelph	8	\$64 750	\$68 740	3			3		
McMaster	7	\$70 854	\$69 601	9	\$77 276	\$77 747	1		
Ottawa	14	\$75 769	\$77 162	9	\$74 681	\$70 151	2		
Queens	10	\$69 089	\$66 123	6	\$68 872	\$71 280	1		
Toronto	33	\$70 454	\$77 750	25	\$83 731	\$80 966	10	\$84 691	\$82 104
Waterloo	11	\$72 160	\$70 349	10	\$69 235	\$70 458	0	*15	*16
Western Ontario	8	\$63 262	\$60 960	9	\$63 031	\$60 960	1		
Windsor	3			6	\$81 128	\$81 952	1		
York	6	\$87 097	\$89 161	11	\$94 720	\$97 149	5	\$104 572	\$101 110
Provincial		\$72 113	\$74 568		\$79 590	\$79 073		\$83 802	\$82 209
Concordia	6	\$66 055	\$64 377	5	\$72 476	\$72 414	5	69282	64884
Laval	16	\$69 558	\$67 294	16	\$72 335	\$69 944	3		
McGill	20	\$69 715	\$70 737	10	\$90 146	\$85 798	3		
Montréal	17	\$67 402	\$60 774	13	\$64 726	\$60 774	0	*17	*18
Québec à Montréal	12	\$66 319	\$60 503	9	\$67 489	\$60 503	1		
Sherbrooke	2			4	\$85 263	\$85 263	0	*19	*20
Provincial		\$68 287	\$66 919		\$72 772	\$68 051		\$73 150	\$70 719
Dalhousie	10	\$77 519	\$74 105	3			0	*21	*22
Memorial	12	\$69 344	\$69 123	6	\$74 731	\$75 826	2		
New Brunswick	9	\$82 193	\$88 046	0	*23	*24	1		
Regional		\$75 711	\$74 583		\$79 015	\$78 160			
National		\$72 073	\$71 797		\$76 599	\$77 095		\$77 975	\$77 014

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 2002	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 2002	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 All figures as of July 1, 2002. Excludes 3.5 fte paid by other departments (Commerce, CICSUR). Excludes 2 fte on disability leave. Excludes 2 fte on sabbatical leave; Excludes 1 fte on LWP.
 - ² Please note that the salary information is as of July 1, 2002 and includes CDIs.
 - ³ The salary figures are last year's plus merit increases. The Faculty Association is currently in negotiations and we do not have the across the board increases. Therefore salary figures are less than they should be.
 - ⁴ Salary rates @ July 1/2 Administrative stipend \$1946".
 - ⁵ Not part of the regional provincial and national average.
 - ⁶ Not part of the regional provincial and national average.
 - ⁷ Not part of the regional provincial and national average.
 - ⁸ Not part of the regional provincial and national average.
 - ⁹ Not part of the regional provincial and national average.
 - ¹⁰ Not part of the regional provincial and national average.
 - ¹¹ Not part of the regional provincial and national average.
 - ¹² Not part of the regional provincial and national average.
 - ¹³ Not part of the regional provincial and national average.
 - ¹⁴ Not part of the regional provincial and national average.
 - ¹⁵ Not part of the regional provincial and national average.
 - ¹⁶ Not part of the regional provincial and national average.
 - ¹⁷ Not part of the regional provincial and national average.
 - ¹⁸ Not part of the regional provincial and national average.
 - ¹⁹ Not part of the regional provincial and national average.
 - ²⁰ Not part of the regional provincial and national average.
 - ²¹ Not part of the regional provincial and national average.
 - ²² Not part of the regional provincial and national average.
 - ²³ Not part of the regional provincial and national average.
 - ²⁴ Not part of the regional provincial and national average.

SECTION E

Data

2001 - 2002

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	1	1	764 ¹	13 842 ²	581 ³	34
Simon Fraser	1	1	309	5 851	142	0
Victoria	.25	0	47	2 640	47	0
Alberta ⁴	2	2	1 500	19 000	150	0
Calgary	1.2	0.5	U/A	22 400	65	0
Manitoba	.5	0	139	U/A	132	N/A
Regina	1	.5	U/A	U/A	78	6
Saskatchewan	.5	1.75	U/A	35 837	178	3
Carleton	1	2.2	1 297 ⁵	9 734	175	249
Guelph	.9	1.25	240	202 724	84	0
McMaster	.15	1	4 744	N/A	85	0
Ottawa	.5	.25	320	1 500	36	2
Queen's	1	0	U/A	U/A	U/A	U/A
Toronto	2.50	4.50	3 302	157 847	563	0
Waterloo	2	.75	568 ⁶	358 153	225	0
Western Ontario	1.5	0	> 1 425	> 9 000	365	43
Windsor ⁷	.25	0	122	U/A	130	17
York	.75	0	675 ⁸	U/A	223 ⁹	19
Concordia	.23	.4	58	N/A	58	N/A
Laval	1.75	.25	119	5 369	25	6
McGill	3 ¹⁰	3 ¹¹	U/A ¹²	U/A	U/A	U/A
Montréal	.5	.25	257	2 794	130	46
Québec	N/A	N/A	N/D	N/D	N/D	N/D
Sherbrooke	1	0	N/A	N/A	3	2
Dalhousie	.83	1.08	110 ¹³	3 454	134	U/A
Memorial	1	0.3 ¹⁴	137	U/A	217	U/A
New Brunswick	0.5	0.5	51	871 ¹⁵	5	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	599	U/A
Simon Fraser	0	N/A	Yes	789	U/A
Victoria	0	0	Yes	40	U/A
Alberta	0	N/A	Yes	392	23 375
Calgary	0	0	Yes	2 925	U/A
Manitoba	N/A	N/A	Yes	500 ¹⁶	U/A
Regina	0	0	Yes ¹⁷	U/A	U/A
Saskatchewan	0	0	Yes	182	17 782 ¹⁸
Carleton	1	N/A	Yes	5 080	U/A
Guelph	0	0	Yes	N/A	4 693
McMaster	0	0	Yes	208	N/A
Ottawa	0	0	Yes	350	U/A
Queen's	U/A	0	Yes	U/A	6 630 ¹⁹
Toronto	0	839 ²⁰	Yes	3 007	N/A
Waterloo	0	0	Yes	917 ²¹	2 318 ²²
Western Ontario	0	210 ²³	Yes	U/A	21 615 ²⁴
Windsor	0	0	Yes	U/A	390
York	0	0	Yes	U/A	U/A
Concordia	N/A	0	No	N/A	N/A
Laval	0	0	Oui	N/D	14 438
McGill	U/A	0	Yes	2 500 ²⁵	N/A
Montréal	0	N/P	Oui	N/D	N/D
Québec	N/D	N/D	Non	N/D	N/D
Sherbrooke	N/D	0	Non	N/D	N/D
Dalhousie	0	0	Yes	794 ²⁶	830
Memorial	U/A	0	Yes	132	1 253
New Brunswick	0	N/A	No	N/A ²⁷	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 Geoconsortium	Yes	No	No
Simon Fraser	Yes	Yes	No	DMTI GeoSpatial Data	Yes	No	No
Victoria	Yes	Yes	No	0	Yes	No	No
Alberta	Yes	Yes	Yes	N/A	Yes	No	No
Calgary	Yes	Yes	No	GEODE;DMTI; NRCAN	Yes	No	No
Manitoba	Yes	Yes	No	0	Yes	No	No
Regina	Yes	Yes	No	DMTI Spatial	Yes	Yes	No
Saskatchewan	Yes	Yes	Yes	none	Yes	Yes	No
Carleton	Yes	Yes	No	DMTI Canmap	Yes	No	No
Guelph	Yes	Yes	No	None	Yes	No	No
McMaster	Yes	Yes	No	1. Depository Services Program Agreement (Maps) 2. DMTI Agreement (Maps)	Yes	No	Yes
Ottawa	Yes	Yes	No	0	Yes	Yes	No
Queen's	Yes	Yes	No	Canadian Opinion Research Archive	Yes	No	Yes
Toronto	Yes	Yes	Yes	CFMRC	Yes	No	No
Waterloo	Yes	Yes	No	0	Yes	No	No
Western Ontario	Yes	Yes	No	DMTI; OGDE	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	DMTI BNDT RNCAN	Oui	Non	Non
McGill	Yes	Yes	Yes	0	Yes	No	No
Montréal	Oui	Oui	Non	DMTI RNCAN	Oui	Non	Non
Québec	Oui	Non	Non	N/A	Oui	Non	Non
Sherbrooke	Oui	Non	Non	DMM	Oui	Non	Non
Dalhousie	Yes ²⁸	Yes	Yes	DMTI (U of Toronto)	Yes ²⁹	Yes	No
Memorial	Yes	No	No	DMTI	Yes	Yes	No
New Brunswick	Yes	Yes	No	N/A ³⁰	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	No	Yes	No	0	Yes	Yes	Yes	No	CRSP IMF
Simon Fraser	No	Yes	No	N/A	No	No	No	Yes	N/A
Victoria	No	Yes	No	0	No	No	No	Yes	0
Alberta	No	Yes	No	ACCOLEDS; METROPOLIS ³¹	Yes	No	No	No	N/A
Calgary	No	Yes	No	0	No	No	No	No	0
Manitoba	No	Yes	No	0	No	No	No	Yes	0
Regina	No	Yes	No	University of Saskatchewan	No	No	Yes	Yes	0
Saskatchewan	No	Yes	No	none	No	No	Yes	Yes	1 ³²
Carleton	No	No	No	University of Ottawa /Carleton University reciprocal agreement	No	No	Yes	Yes	STAT USA
Guelph	No	No	Yes	None	No	Yes	Yes	No	2 ³³
McMaster	No	No	No	ESTAT(Stats Canada) Yes	No	No	Yes	Yes	n/a
Ottawa	No	No	No	0	Yes	Yes	No	Yes	3 ³⁴
Queen's	No	No	No	0	No	Yes	No	No	CRSP IFS
Toronto	No	No	No	DMTI	Yes	Yes	Yes	Yes	N/A
Waterloo	No	No	Yes	0	No	No	No	No	4 ³⁵
Western Ontario	No	No	No	N/A	No	No	No	No	N/A
Windsor	No	No	No	OGDE DMTI	No	No	No	No	0
York	No	No	No	0	Yes	No	No	No	5 ³⁶
Concordia	Yes	No	No	McGill - CREPUQ	No	No	Yes	No	0
Laval	Oui	Non	Non	Tableaux IVT CREPUQ	Non	Non	Oui	Non	Stat-USA E-Stat
McGill	Yes	No	No	0	Yes	Yes	Yes	Yes	6 ³⁷
Montréal	Oui	Non	Non	CREPUQ. Projet de données agrégées	Non	Non	Oui	Non	N/P
Québec	Oui	Non	Non	N/A	Non	Non	Oui	Non	N/A
Sherbrooke	Oui	Non	Non	0	Non	Non	Oui	Non	7 ³⁸
Dalhousie	No	Yes	Yes	**39	Yes	Yes	Yes	Yes	8 ⁴⁰
Memorial	No	No	No	0	No	No	No	No	0
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 In 2000/01 UBC reported 2410 titles. That figure was described as a count of datafiles with the extensions .dat, .data, or .e00. This year the accurate count of titles is 764, while the count of datafiles is 4288.
- ² This figure was unavailable in 2000/01.
- ³ Data Services: 99 CD-ROMs, Government Publications: 482 CD-ROMs, almost all statistical and many obtained from Statistics Canada's DLI. Total: 581 physical files.
- ⁴ All figures are as of March 31, 2002.
- ⁵ 3.1 - 3.3 GIS data is based on holdings as of September 25, 2002.
- ⁶ Collections data reflects holdings at Nov. 2002.
- ⁷ Our data person was away this year on exchange. We have answered the questions to the best of our ability in her absence.
- ⁸ Number of titles figures reported in 2000 – 2001 should read 592.
- ⁹ Number of CD-ROMS reported in 2000-2001 should read 155.
- ¹⁰ One librarian (Data & Systems Specialist) One Digital data management (GIS) One Data management (numeric)
- ¹¹ Student equivalent.
- ¹² 3.1 to 3.3.4 Not available for 2001-2002.
- ¹³ GIS - number of discrete titles would be about 50, but individual files could be anywhere between 2000 and 3000 depending upon what we need to store locally (err on the high side); files would be individual map sheets in the case of topographic data, or individual postal code files, road or other discrete "layers".
- ¹⁴ Number of Other staff – Figures reported in 2000 –2001 represent the total staff involve with the service. Figures reported in 2001 – 2002 represent the FTE involve with the service.
- ¹⁵ Includes some spatial files through DLI.
- ¹⁶ Number of user consultations 500/year is equivalent to 2.5/day.
- ¹⁷ 1) NRCAN Full depository status as of July 2002. 2) Member DMTI Consortium.
- ¹⁸ Represents total number of accesses to Datalib Archive FAO, CANSIM, STAT.USA, E-STAT.
- ¹⁹ This represents a minimum number of accesses.
- ²⁰ Magnetic tapes.
- ²¹ Data is for fiscal year, May 1, 2001-April 30, 2002.
- ²² Data is for calendar year, Jan.-Dec. 2001.
- ²³ Magnetic tapes.
- ²⁴ The information for this survey is pulled together from two locations at UWO. The number recorded for unmediated data accesses is for one location only.
- ²⁵ Specific to numeric & geospatial data.
- ²⁶ DLI - it is not easy to segregate data use from 1. Statistical consulting work by one individual & 2. Gov't documents/social science reference activity by the librarians, hence this figure would be a rough estimate (about 300). GIS - number of users and consultations is based upon the total number of GIS reference questions divided by 3 (estimate that one third of inquiries are GIS related).
- ²⁷ We do not differentiate type of question with our service unit at this time.
- ²⁸ GIS - consortia is limited to DMTI, but Data Access Membership relates to those servers we have access to under other licences (NRCAN & NS government).
- ²⁹ World Trade Analyzer, CANSIM, Canadian Census Analyzer.
- ³⁰ Spatial data consortia (DMTI, NRCAN, SNB) not included
- ³¹ ACCOLEDS: A Prairie Pacific and Maritime ICPSR Federation and Data Use and Training Organisation;
METROPOLIS: Prairie Centre for Research and Immigration and Integration (restricted access).
- ³² NRCAN FAO STATSCAN-E-STAT NTDB.
- ³³ Natural Resources Canada DMTI Spatial TSE World Bank.
- ³⁴ Stat USA FIS online Standard & Poor's compustats WISTAT.
- ³⁵ Natural Resources Canada DMTI Spatial.
- ³⁶ Bloomberg CRSP E-Stat.
- ³⁷ Wharton Research Data Services DMTI. EIU/Bureau van Dijk.
- ³⁸ FMI Dun&Bradstreet FIS Financial Post.
- ³⁹ Natural Resources Canada Centre for Topographical Info Service Nova Scotia Geomatics Centre.
- ⁴⁰ GIS - remote data source used is geography network (free access to download).

SECTION F

Document Delivery

2001 - 2002

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	Epixtech RSS	No	Yes	No
Victoria	Yes	Yes	Aviso	No	Yes	No
Alberta ¹	Yes	Yes	B-AVISO L-RELAIS	No ²	Yes	No
Calgary	Yes	Yes	AVISO RELAIS	Yes	Yes	No
Manitoba	Yes	Yes	B-AVISO L-RELAIS	Yes	Yes	No
Regina	Yes	Yes	AVISO	No	No	No
Saskatchewan	Yes	Yes	AVISO DocLine/QuickDoc	Yes	Yes	No
Carleton	Yes	Yes	AVISO	Yes	No	Yes
Guelph	Yes ³	Yes	Aviso Voyager	No ⁴	Yes	No
McMaster	Yes	Yes	Aviso	Yes	Yes	No
Ottawa	Yes	Yes	AVISO	No	Yes	No
Queen's	Yes	Yes	Aviso Docline	Yes	Yes	No
Toronto	No	No	0	Yes	Yes	Yes
Waterloo	Yes ⁵	Yes	Aviso	No	Yes	No
Western Ontario	No	Yes	AVISO & OCLC's Passport	Yes	Yes	No
Windsor	Yes	Yes	Aviso	Yes	Yes	Yes
York	Yes	Yes	YILL (Locally supported)	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	PEB-UQ	Oui	Oui	Oui
Dalhousie	Yes	Yes	B-AVISO L-RELAIS Quickdoc	Yes	Yes	Yes ⁶
Memorial	Yes ⁷	Yes	AVISO RELAIS	No ⁸	Yes ⁹	No ¹⁰
New Brunswick	Yes	Yes	B-AVISO L-RELAIS ¹¹	Yes	Yes	No
CISTI	Yes	Yes	L-IntelliDoc; B-Wings	Yes	Yes	Yes
National Library	Yes	Yes	AVISO/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	No ¹²	No	N/A	Yes
Calgary	Yes	Yes	No	No	Yes
Manitoba	Yes	Yes	No	Yes ¹³	No ¹⁴
Regina	Yes	No	No	N/A	N/A
Saskatchewan	No	Yes	No	Yes	No
Carleton	Yes	Yes	No	Yes ¹⁵	Yes
Guelph	No	No	Yes ¹⁶	No	Yes ¹⁷
McMaster	Yes	Yes	No	Yes	No
Ottawa	Yes	Yes	No	No	Yes
Queen's	Yes	Yes	No	Yes	No
Toronto	Yes	Yes	No	N/A	N/A
Waterloo	No	No	Yes	No	Yes
Western Ontario	Yes	Yes	No	No	No
Windsor	Yes	Yes	No	Yes	No
York	No	No	No	No	Yes
Concordia	Yes	Yes	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	N/P	Oui	N/P	Oui	N/P
Dalhousie	Yes	Yes	Yes	Yes	Yes
Memorial	Yes ¹⁸	Yes ¹⁹	No ²⁰	Yes	Yes
New Brunswick	Yes	Yes	No	Yes ²¹	Yes ²²
CISTI	Yes	Yes	Yes	No	Yes
National Library	Yes	Yes	No	Yes	No

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	N/A
Victoria	Yes	Yes	Yes	Yes	No	No	0
Alberta	Yes	No	Yes	Yes	No	N/A	N/A
Calgary	Yes	Yes	Yes	Yes	Yes	No	N/A
Manitoba	Yes	No	No	Yes	No	No	0
Regina	Yes	No	Yes	Yes	No	No	0
Saskatchewan	Yes	No	Yes	No	No	No	none
Carleton	Yes	No	Yes	Yes	Yes	No	0
Guelph	Yes	Yes ²³	No	No	No	Yes ²⁴	0
McMaster	Yes	Yes	Yes	Yes	Yes	No	N/A
Ottawa	Yes	No	Yes	Yes	Yes	Yes	0
Queen's	Yes	No	Yes	No	Yes	No	0
Toronto	Yes	No	Yes	Yes	Yes	N/A	N/A
Waterloo	No	Yes ²⁵	Yes	No	No	Yes ²⁶	0
Western Ontario	Yes	Yes	Yes	Yes	Yes	No	0
Windsor	Yes	No	Yes	Yes	Yes	No	0
York	Yes	No	Yes	Yes	No	No	0
Concordia	Yes	Yes	Yes	No	No	N/A	0
Laval	Oui	Non	Oui	Oui	Oui	Non	0
McGill	Yes	No	Yes	No	Yes	No	0
Montréal	Oui	Non	Oui	Non	Non	Non	N/P
Québec	Oui	Non	Oui	Oui	Oui	N/P	N/A
Sherbrooke	Oui	N/P	Oui	Oui	Oui	N/P	0
Dalhousie	Yes	Yes	Yes	Yes	Yes	Yes	N/A
Memorial	Yes	Yes	Yes	Yes	Yes	Yes ²⁷	0
New Brunswick	Yes	Yes	Yes	Yes	Yes	Yes	N/A
CISTI	Yes	Yes	Yes	Yes	Yes	Yes	0
National Library	Yes	No	Yes	No	No	No	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	No	No	N/A	N/A	No	N/A	N/A
Alberta	No	No	N/A	Yes	No	N/A	Yes
Calgary	No	No	N/A	N/A	No	N/A	N/A
Manitoba	No	Yes	Yes	No	Yes	Yes	No
Regina	No	No	N/A	Yes	Yes	N/A	Yes
Saskatchewan	No	No	N/A	N/A	No	N/A	N/A
Carleton	No	Yes	No	Yes ²⁸	Yes	No	Yes ²⁹
Guelph	Yes ³⁰	No	N/A	N/A	No	N/A	N/A
McMaster	No	Yes	Yes ³¹	Yes ³²	No	No	No
Ottawa	No	Yes	Yes	Yes	Yes	Yes	Yes
Queen's	Yes	Yes	Yes	N/A	No	N/A	N/A
Toronto	No	Yes	Yes	Yes	Yes	Yes	Yes
Waterloo	Yes ³³	No	N/A	N/A	No	N/A	N/A
Western Ontario	No	Yes	Yes	No	Yes	No	Yes
Windsor	No	Yes	N/A	Yes	Yes	N/A	Yes
York	No	Yes	Yes	No	No	N/A	N/A
Concordia	No	Yes	Yes	N/A	No	No	No
Laval	Oui	Oui	Oui	Non	Oui	Oui	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 ³⁴	Yes	Yes ³⁵	No	N/A	N/A
Memorial	No	Yes ³⁶	No	Yes	Yes ³⁷	No	Yes
New Brunswick	No	Yes	N/A	Yes	Yes	N/A	Yes
CISTI	Yes	Yes	N/A	Yes	Yes	N/A	Yes
National Library	No	No	N/A	N/A	No	N/A	N/A

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 ³⁸	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	Non	Non
McGill	No	No	No	No	No
Montréal	Non	Non	Non	Non	Non
Québec	Non	Non	Oui	Non	Non
Sherbrooke	Non	Non	Non	Non	Non
Dalhousie	No ³⁹	No	No	No	Yes
Memorial	Yes ⁴⁰	Yes	Yes	No	No
New Brunswick	No	No	No	No	No
CISTI	No	No	No	Yes	Yes
National Library	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 CISTI (through COPPUL) and the University of Alberta University of Alberta; CISTI
Simon Fraser	No	No	Yes	
Victoria	No	No	Yes	
Alberta	No	No	Yes	University of Toronto CISTI 0 Document Delivery Service with University of Alberta COPPUL
Calgary	No	No	Yes	
Manitoba	No	No	No	
Regina	No	No	Yes	
Saskatchewan	No	No	Yes	
Carleton	No	No	Yes	
Guelph	No	No	Yes	
McMaster	No	No	Yes	
Ottawa	No	No	Yes	
Queen's	No	No	Yes	
Toronto	No	No	Yes	
Waterloo	No	No	Yes	
Western Ontario	No	No	Yes	
Windsor	No	No	Yes	
York	No	No	Yes	
Concordia	No	No	Yes	CISTI ICIST CISTI Source/SUMO service at McGill ICIST Source de l'ICIST Source de L'ICIST
Laval	Non	Non	Oui	
McGill	No	No	Yes	
Montréal	Non	Non	Oui	
Québec	Non	Non	Oui	
Sherbrooke	Non	Non	Oui	
Dalhousie	No	No	Yes	CISTI (CAUL agreement) East Coast RELAIS Consortium (informal agreement) CISTI University of Alberta CISTI East Coast RELAIS Consortium
Memorial	No	No	Yes	
New Brunswick	No	No	Yes	
CISTI	No	Yes	Yes	⁴²
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	No ⁴³	No	N/A	N/A	N/A
Victoria	No	No	N/A	N/A	N/A
Alberta	Yes ⁴⁴	Yes	No	Yes	No
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 ⁴⁵	Yes ⁴⁶	Yes ⁴⁷	Yes	No
McMaster	Yes	No	No	Yes ⁴⁸	No
Ottawa	No	No	N/A	N/A	N/A
Queen's	Yes	No	Yes	No	No
Toronto	Yes	Yes	No	Yes	No
Waterloo	Yes	Yes	Yes	Yes ⁴⁹	No
Western Ontario	No	No	N/A	N/A	N/A
Windsor	No	No	N/A	N/A	N/A
York	No	No	N/A	N/A	N/A
Concordia	No	No	N/A	N/A	N/A
Laval	Oui	Oui	Non	Oui ⁵⁰	Oui ⁵¹
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 ⁵²	No	Yes ⁵³	No	Yes ⁵⁴
Memorial ⁵⁵	Yes	Yes	Yes ⁵⁶	No ⁵⁷	No
New Brunswick ⁵⁸	No	No	N/A	N/A	N/A
CISTI	Yes	Yes	No	Yes	No
National Library ⁵⁹	No	No	N/A	N/A	N/A

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	N/A
Alberta	N/A	Yes ⁶⁰	N/A	N/A	N/A	N/A	Yes
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 ⁶¹	Yes ⁶²	No	No	No	Yes ⁶³	Yes ⁶⁴
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	N/A
Toronto	Yes	Yes	Yes	Yes	Yes	N/A	No
Waterloo	Yes ⁶⁵	Yes ⁶⁶	No	No	No	No	Yes ⁶⁷
Western Ontario	Yes	Yes	No	No	No	Yes	Yes
Windsor	N/A	N/A	N/A	N/A	N/A	N/A	N/A
York	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Concordia	No	No	No	No	No	No	No
Laval	Oui	Oui	Oui	Oui	Oui	Non	Non
McGill ⁶⁸	No	Yes	No	No	No	No	No
Montréal	Oui	Non	Non	Oui	Oui	Non	Non
Québec	Oui	Oui	Non	Oui	Oui	N/P	N/P
Sherbrooke	Oui	Oui	Oui	Oui	N/P	N/P	N/P
Dalhousie ⁶⁹	No ⁷⁰	Yes	No	Yes	Yes	Yes	No
Memorial	Yes	Yes	Yes	Yes	Yes	Yes ⁷¹	Yes
New Brunswick	N/A	N/A	N/A	N/A	N/A	N/A	N/A
CISTI	Yes	Yes	Yes	Yes	Yes	Yes	Yes
National Library	Yes	Yes	Yes	Yes	Yes	Yes	N/A

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	36 764	2 714	46 796	10 794	24 115	34 909
Simon Fraser	N/A	N/A	27 435	8 412	12 065	20 477
Victoria	0	0	11 009	1 211	6 542	7 753
Alberta	1 242	1 429	133 901	20 104	87 727	107 831
Calgary	6 868	3 253	45 485	8 925	22 513	31 438
Manitoba	U/A	U/A	U/A	2 684	6 629	9 313
Regina	0	0	8 750	2 712	2 630	5 342
Saskatchewan	0	0	20 844	5 058	9 773	14 831
Carleton	0	0	11 926	4 504	4 262	8 766
Guelph	334 ⁷²	102 ⁷³	42 399 ⁷⁴	26 046	9 085	35 131
McMaster	U/A	U/A	27 864	5 214	15 901	21 115
Ottawa	N/A	N/A	27 210	5 406	16 664	22 070
Queen's	U/A	U/A	U/A	6 330	9 016	15 346
Toronto	1 024	481	48 637 ⁷⁵	18 094	14 882	32 976
Waterloo ⁷⁶	160	229	94 570	57 641	21 250	78 891
Western Ontario	174	0	32 902	10 249	11 308	21 557
Windsor	N/A	N/A	10 168	3 059	3 905	6 964
York	N/A	N/A	18 730	4 938	8 392	13 330
Concordia	N/A	N/A	5 798	2 610	1 770	4 380
Laval	N/D	N/D	36 063	8 622	18 481	27 103
McGill	N/A	N/A	24 042	6 657	9 192	15 849
Montréal	0	0	23 320	5 184	12 113	17 297
Québec	N/A	N/A	10 410	4 209	4 193	8 402
Sherbrooke	N/D	N/D	8 095	3 152	3 732	6 884
Dalhousie	240 ⁷⁷	0	27 221	8 263	14 944	23 207
Memorial	4 514	3 540	21 561	4 964	11 984	16 948
New Brunswick	N/A	N/A	7 309	3 428	2 752	6 180
CISTI	54 381	6 104	895 259	7 783	765 389	773 172
National Library	192 368	N/A	75 578	28 523	6 896	35 419

U/A = Unavailable

N/A = Not applicable

N/P = non-pertinent

N/R = Did not reply

Question	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	36 312	16 516	Yes	Yes	Microforms; multimedia scores; gov't
Simon Fraser	51 075	7 600	38 981	46 581	20 914	Yes ⁷⁸	No	N/A
Victoria	39 014	6 623	26 336	32 959	UA	Yes	Yes	Microforms
Alberta	51 235	7 325	33 893	41 218	3 864	No	No	N/A
Calgary	64 771 ⁷⁹	9 102	46 921	56 023 ⁸⁰	14 308	No	Yes	N/A
Manitoba	U/A	5 698	5 846	11 544	N/A	No	No	N/A
Regina	15 556	3 655	11 032	14 687	6 843	No	No	0
Saskatchewan	29 153	2 502	18 572	21 074	U/A	No	No	none
Carleton	17 092	4 683	9 724	14 407	13 353	Yes	Yes	N/A
Guelph	96 034 ⁸¹	52 191	28 393	80 584	11 504	Yes	No	0
McMaster	19 060	5 850	10 189	16 039	643 ⁸²	No	No	See footnotes ⁸³
Ottawa	13 644	3 079	7 135	10 214	2 937	Yes	Yes	0
Queen's	U/A	3 950	11 459	15 409	U/A	No	No	0
Toronto	11 490	4 552	6 658	11 210	U/A	Yes	No	Microform
Waterloo	50 829	26 684	15 762	42 446	6 961	No	No	0
Western Ontario	7 679	2 034	4 320	6 354	2 347	Yes	No	Microforms
Windsor	13 747	2 354	7 681	10 035	280	Yes	Yes	Leddy will loan out any format of material that is in the circulating collection
York	5 489	2 813	2 000	4 813	440	No	Yes	0
Concordia	9 105	4 967	2 704	7 671	3 665	Yes	No	0
Laval	18 871	5 788	9 688	15 476	7 842	Oui	Non ⁸⁴	0
McGill	18 470	7 029	10 470	17 499	36 653 ⁸⁵	No	No	0
Montréal	15 390	5 693	8 844	14 537	4 218	Oui	Oui	Cédéroms microformes
Québec	7 882	2 387	4 008	6 395	N/A	Non	Non	0
Sherbrooke	7 691	1 565	4 770	6 335	18 151	N/P	Oui	0
Dalhousie	28 454	8 857	16 490 ⁸⁶	25 347	7 225 ⁸⁷	Yes	No	N/A
Memorial	18 319	2 807	12 092	14 899	7 117	Yes	Yes	We consider all requests
New Brunswick	15 845	4 380	8 634	13 014	6 839	Yes	Yes	N/A
CISTI	27 914	2 025	23 090	25 115	37 552	No	No	CD-ROM on occasion
National Library	806	633	120	753	N/A	N/A	N/A	Reported above

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, 2002.
- ² In 2001 – 2002 we encouraged all users to use the WEB Form to submit request instead of Email or fax.
- ³ 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).
- ⁴ For questions from 1.3 to the end of this section, ""user"" is understood to be UG's current students, faculty and staff.
- ⁵ 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.
- ⁶ Kellogg - 'rush' I.e. sameday requests only.
- ⁷ One smaller branch does not.
- ⁸ Two smaller branches – yes.
- ⁹ One smaller branch – no.
- ¹⁰ Two smaller branches – yes.
- ¹¹ Hoping to implement total Relais use within the next year.
- ¹² In 2001 – 2002 we encouraged all users to use the WEB Form to submit request instead of Email or fax.
- ¹³ Yes, if by email.
- ¹⁴ No, if by web page.
- ¹⁵ Approximately 15% of the requests placed by email, or web form will be manually entered into the management software package.
- ¹⁶ 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.
- ¹⁷ Only requests for material not owned by TUG parse into a management software package (Aviso).
- ¹⁸ One smaller branch – no.
- ¹⁹ One smaller branch – no.
- ²⁰ One smaller branch – yes.
- ²¹ Request placed by email.
- ²² request placed by web form.
- ²³ The Library's web page communicates information about policies, procedures, FAQs and contact information.
- ²⁴ The OPAC's patron record in Voyager shows the status of TUG hold/recall requests only.
- 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 Two smaller branches – no.
- ²⁸ For Carleton users, charges for copies supplied are as follows: Faculty, Graduate students, 4th year Honours and staff are entitled to 150 photocopies at no cost for the calendar year (January-December). This includes Interlibrary Loans and Document Delivery (CISTI Source and ingenta). 2nd and 3rd year students in Science, Engineering, Psychology and Geography are entitled to 75 photocopies at no cost for the calendar year (January-December). This includes Interlibrary Loans and CISTI Source. 1st year students in Science, Engineering, Psychology and Geography are entitled to 25 photocopies at no charge for the calendar year (January-December). This includes Interlibrary Loans and CISTI Source. When a patron exceeds the limit of free photocopies, there is a flat fee of \$5.00. For copies supplied by Carleton to a borrowing library we charge a flat fee of \$5.00.
- ²⁹ If the lending library charges Carleton for a loan this charge is passed on to the user. Carleton does not charge the borrowing library for loans.
- ³⁰ The OPAC's patron record in Voyager shows the status of TUG hold/recall requests only.
- ³¹ All libraries except Health Sciences Library.
- ³² Health Sciences Library only.
- ³³ The patron record in the Voyager ILS shows the status for UG and WLU hold/recall requests only.
- ³⁴ Law - fees: copies - we charge non-profit institutions a flat fee and profit organizations pay a variable fee dependent on a per page rate, originals - free to all academic libraries, flat fee to non-academic libraries.
- ³⁵ Kellogg - 'rush' i.e. sameday requests only.
- ³⁶ Two smaller branches do not.

-
- ³⁷ Two smaller branches do not.
- ³⁸ Undergraduates are limited to requesting materials that can be ordered directly through the library's GODOT ordering software.
- ³⁹ Law - assumes question refers to limiting the number of loans requested rather than to the type of user for whom we provide ILL.
- ⁴⁰ Three smaller branches do not.
- ⁴¹ 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.
- ⁴² British Library Document Supply Centre, Canadian Agriculture Library, Sunmedia of Japan, Korea Institute for Science and Technology Information (KISTI), Institute of Scientific and Technical Information of China (ISTIC), Science and Technology Information Centre (STIC) in Chinese Taipei, Institut de l'information scientifique et technique (INIST) of France.
- ⁴³ SFU Library users may request materials that are checked out to be notified when they are returned and specify a library pick-up location. Users may also request that materials located at a branch or main library be delivered to another library location for pick-up. We assume that this service does not qualify for section 2.1 questions.
- ⁴⁴ Distance Education Students.
- ⁴⁵ Only copies of articles from journals stored in a TUG off campus storage facility (TUG Annex).
- ⁴⁶ Distance Education students only.
- ⁴⁷ see footnotes 2.1.1 and 2.1.2.
- ⁴⁸ Patrons who can charge photocopy costs to a McMaster University account number (i.e. mainly faculty members & some graduate students).
- ⁴⁹ Distance Education and students on Co-op work terms can request and receive articles and books from the UW collection. Copies of articles from UW collections in the Annex, a remote storage facility, are sent direct to faculty and graduate students' on-campus mail boxes. Undergraduates do not have on-campus mail boxes and must pick up articles in the Library.
- ⁵⁰ Groupes particuliers: corps professoral, étudiants gradués, étudiants hors campus.
- ⁵¹ Frais de livraison: frais postaux pour toute adresse hors campus.
- ⁵² Killam - Novanet Express - fax; Kellogg - on request.
- ⁵³ Law - service offered to Law students and faculty plus local law firms, the judiciary and gov't agencies.
- ⁵⁴ Killam \$2 per item.
- ⁵⁵ Section 2.1 One smaller branch – no.
- ⁵⁶ One smaller branch – no.
- ⁵⁷ One smaller branch – yes.
- ⁵⁸ Section 2 - Services provided to all Distance Education students and faculty as requested.
- ⁵⁹ Section 2 : Intra institutional Document Deliver does not apply to the National Library of Canada.
- ⁶⁰ Distance Education Students.
- ⁶¹ Email can be used for Distance Ed students only.
- ⁶² 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).
- ⁶³ Only requests for circulating materials.
- ⁶⁴ The patron record in Voyager will show status of requests placed through ILS(Voyager).
- ⁶⁵ Distance Education and Co-op students on work terms only.
- ⁶⁶ Requests for UW materials in the Annex and from Distance Education and Co-op students.
- ⁶⁷ Patron record on Voyager shows status of books signed out on behalf of Distance Education and Co-op students. No status information is available for articles.
- ⁶⁸ Section 2.4 limited to Macdonald Campus and Downtown Campus.
- ⁶⁹ Add 2.4.7 Other - Kellogg uses Lonesome Doc.
- ⁷⁰ Kellogg - users can also request via Lonesome Doc (not included as option and available only to health sciences libraries).
- ⁷¹ One smaller branch – no.
- ⁷² 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.
- ⁷³ UG only ships originals to Distance Education students.
- ⁷⁴ 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.

-
- ⁷⁵ 3.2-3.4: Document Delivery Traffic figures for 2000/01 represent Central Library's activities only, 2001/02 represent Library System's activities.
- ⁷⁶ Data available only for Distance Education and Co-op students' requests.
- ⁷⁷ Law - do not track how many document deliveries are supplied directly to user vs. supplies to another library. Stats reflect what we supply to all categories.
- ⁷⁸ SFU's film/video collection is maintained by the Learning and Instructional Development Centre (LIDC), which also lends to other libraries from its collection.
- ⁷⁹ Number of request sent- Figures reported in 2000-2001 should read 65,400.
- ⁸⁰ Number of request filled – Figures reported in 2000-2001 should read 56,783.
- ⁸¹ 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.
- ⁸² Covers the period July 1, 2001 to June 30, 2002.
- ⁸³ Occasionally lend Rare Books through IUTS, going to another Ontario University library for use in a supervised Rare Book reading room.
- ⁸⁴ Cartes: fournissons photocopie de la carte demandée.
- ⁸⁵ 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.
- ⁸⁶ Kellogg - on request.
- ⁸⁷ Killam - CISTI 1339 ECRC – 1144.

