APPENDIX F: Customer Use Index

The Customer Use Index (CUI) is a simple quantification of library services. Major points of user interactions and activity are counted and divided by each library branch's open hours. The resulting number offers a comparison of branch activity from year to year, and from location to location. The Customer Use Index was initially created by Windsor Public Library (Windsor ON), and was adapted for Winnipeg Public Library in 2016.

2022	CIRCULATION	GATE COUNT[1]	IN-HOUSE USE			PUBLIC SERVICE						
Branch	Circulation	Patron Counter	Materials-Used-In-Library Report	Computer Bookings	WI-FI Use Login - HOURS	Program Attendance	Room Bookings	Answered Questions	**Total**	**Total number of Branch Hours**	**Customer Use Index[2]**	**% Change from 2021**
Bill and Helen Norrie	318,489	141,550	51,450	3,173	19,910	2,244	0	2,256	539,072	2,075	259.79	62
Charleswood	199,279	64,760	14,450	1,334	1,444	1,548	79	4,893	287,787	2,225	129.34	19
Cornish	48,247	27,170	5,400	1,114	663	1,391	0	561	84,546	1,015	83.30	111
Fort Garry	128,380	34,995	11,900	2,269	2,948	2,369	0	3,726	186,587	2,292	81.41	19
Harvey Smith	90,107	49,927	13,325	2,745	1,749	1,470	0	2,559	161,882	1,827	88.61	17
Henderson	294,522	109,746	21,725	6,541	5,694	1,649	35	6,138	446,050	2,356	189.33	13
Millennium	310,152	520,196	115,850	57,836	23,209	5,360	322	69,639	1,102,564	2,608	422.76	48
Munroe	46,481	25,227	13,175	1,561	3,824	1,331	23	1,870	93,492	1,715	54.51	11
Osborne	84,617	47,170	40,825	1,762	5,556	792	0	1,885	182,607	1,715	106.48	61
Pembina Trail	292,188	91,441	38,250	4,107	8,886	1,561	240	6,977	443,650	2,139	207.41	9
Louis Riel	297,827	100,678	18,525	3,173	3,127	3,632	325	6,057	433,344	2,075	208.84	25
Sir William Stephenson	97,831	61,557	9,050	3,469	5,197	1,137	370	5,271	183,882	2,244	81.94	-1
St. Boniface	131,166	51,837	8,975	4,408	3,187	1,345	70	2,019	203,007	2,656	76.43	-14
St. James - Assiniboia	132,243	54,721	9,200	3,226	1,955	2,165	0	979	204,489	2,292	89.22	2
St. John's	25,910	32,714	3,775	1,811	3,828	544	183	1,587	70,352	1,715	41.02	6
St. Vital	97,306	54,642	7,850	2,305	7,063	2,372	0	2,214	173,752	2,187	79.45	51
Transcona	201,722	69,108	22,500	3,017	11,657	2,570	533	10,973	322,080	2,075	155.22	33
West Kildonan	121,786	52,184	15,500	3,111	395	1,717	0	4,077	198,770	2,292	86.72	23
Westwood	126,914	56,193	18,525	828	626	1,024	0	3,192	207,302	2,075	99.90	32
Windsor Park	129,251	48,385	40,525	892	0	926	103	1,591	221,673	1,715	129.26	63
Outreach	3,367	N/A	1,725	N/A	N/A	3,674	0	120	8,886	440	20.20	124

Three locations were closed for a total of thirty-eight weeks/1,386 hours:

- Cornish Library HVAC and furnace repair: January 12 – May 24
- Munroe Library renovations: January 1 – April 22
- Millennium Library: Incident, December 12-31; renovations requiring separate floors to be closed, August 15-December 31

[1] There are reporting weaknesses with current gate count systems due to manual counting and limitations of current tools. Recommendations in this report include capital funding to install electronic people counters at all library branches, which will reduce counting errors and provide accurate data with which to make decisions on service delivery.

[2] Customer Use Index number is derived for each library branch by adding all branch-specific measures (Total) and dividing by the number of hours the branch was open to the public.

APPENDIX F: Customer Use Index

TOP TENS – 2022

	Top 10 Circulation			Top 10 Gate Count			Top 10 Program Attendance	
1	Bill and Helen Norrie	318,489		Millennium	520,196		Millennium	5,360
2	Millennium	310,152		Bill and Helen Norrie	141,550		Outreach	3,674
3	Louis Riel	297,827		Henderson	109,746		Louis Riel	3,632
4	Henderson	294,522		Louis Riel	100,678		Transcona	2,570
5	Pembina Trail	292,188		Pembina Trail	91,441		St. Vital	2,372
6	Transcona	201,722		Transcona	69,108		Fort Garry	2,369
7	Charleswood	199,279		Charleswood	64,760		Bill and Helen Norrie	2,244
8	St. James - Assiniboia	132,243		Sir William Stephenson	61,557		St. James - Assiniboia	2,165
9	St. Boniface	131,166		Westwood	56,193		West Kildonan	1,717
10	Windsor Park	129,251		St. James - Assiniboia	54,721		Henderson	1,649

	Top 10 Total			Top 10 CUI			Top 10 Computer Bookings	
1	Millennium	1,102,564		Millennium	423		Millennium	57,836
2	Bill and Helen Norrie	539,072		Bill and Helen Norrie	260		Henderson	6,541
3	Henderson	446,050		Louis Riel	209		St. Boniface	4,408
4	Pembina Trail	443,650		Pembina Trail	207		Pembina Trail	4,107
5	Louis Riel	433,344		Henderson	189		Sir William Stephenson	3,469
6	Transcona	322,080		Transcona	155		St. James - Assiniboia	3,226
7	Charleswood	287,787		Charleswood	129		Louis Riel	3,173
8	Windsor Park	221,673		Windsor Park	129		Bill and Helen Norrie	3,173
9	Westwood	207,302		Osborne	106		West Kildonan	3,111
10	St. James - Assiniboia	204,489		Westwood	100		Transcona	3,017