Winnipeg

Review of Winnipeg Public Library services for improvement and investment

Questionnaire for comparator library systems

August, 2023

Message from Karin Borland, Manager of Library Services, City of Winnipeg

Greetings from Winnipeg!

On behalf of the management team and staff at Winnipeg Public Library, thank you for engaging with this questionnaire. We appreciate the time and effort that goes into replying to requests of this kind.

Background

Winnipeg's City Council has requested a report from Winnipeg Public Library (WPL) reviewing WPL services "for improvement and investment". This report represents the first opportunity in some years for our City Council to consider comprehensive information about the state of public library services in Winnipeg. (City Council, via the City of Winnipeg public service structure, is the governing body for public library services in Winnipeg. The body known as the Winnipeg Public Library Board plays an advisory – not governance – role in library operations and funding decisions.)

About this questionnaire

The questionnaire addresses the following areas:

- **budget**
- **operations** (locations, hours of operation, mobile services)
- **organizational structure and staffing** (staffing levels, qualifications, recruitment/retention)
- **collections**
- **programming**
- **technology**

Please enter your responses directly into this document. I encourage you to share information in whatever form is most convenient for you – a simple mention of an existing resource, a URL, pasted screen shots, etc. Attachments are also welcome.

The final report will be available publicly. If there is information you do not want included in our final report, please indicate this in your response(s).

Please send responses to me at kborland@winnipeg.ca by Thursday, August 17, 2023. Any questions can also be sent to me.

Thank you again.
Sincerely,

Karin Borland

CENSUS DATA

We will complete per capita calculations for some measures using 2021 census of Canada data.

Please indicate which of the following 2021 population counts we should use for your municipality: census subdivision OR census metropolitan area. *This should relate to the geographic area your library system serves. Census listings/maps for your municipality are included below.*

Edmonton
Hamilton
Regina

BUDGET

Please share your total (budgeted) operating budget for 2022:

Please the total amount budgeted for collections (all formats, physical and electronic) for 2022:

Please share the total amount your library system budgeted for professional development / staff training in 2022. *Please include a short explanation about how this budget is allocated, for example, if specific positions have associated PD budgets, etc.***:**

Please share the total amount your library system budgeted for marketing and promotion for 2022, *not including staffing*. *We are particularly interested in an amount that reflects budgeting for any advertising, purchase of larger promotional items (banners, etc.), and large printing orders not done in-house.*

Please share a typical/average annual technology hardware budget for all public *and* staff computers *inclusive of peripherals (mice, etc.) and circulation-supporting equipment such as self-checkouts***:**

Please share a typical/average annual technology software budget for all public and staff computers *inclusive of annual renewals or upgrades, maintenance, etc.***:**

OPERATIONS

May we contact you for follow up questions re daily branch activities, staffing and services? If yes, can you provide a contact name?

LOCATIONS

Number of branches, including central branch:
Winnipeg Public Library staff will source from your website.

HOURS OF OPERATION

Hours of operation across your library system:
Winnipeg Public Library staff will source from your website.

Do hours of operation vary according to season (yes/no)?
If yes, please share how hours vary seasonally, *unless indicated on your website*:

Please share any planned changes to hours of operation, *not including regular seasonal changes*:

MOBILE SERVICES

Does your library system operate a bookmobile or any other vehicle for the purpose of outreach services (yes/no):
If yes, please share general type of vehicle *(example: bookmobile, van, etc.)* **and number of vehicles:**

ORGANIZATIONAL STRUCTURE & STAFFING

ORGANIZATIONAL STRUCTURE

WPL's governance structure places it within Winnipeg's municipal bureaucracy. Formally, Winnipeg Public Library is a division of a larger City of Winnipeg department. The head of the public library system reports to a City department head, who reports through to the City's Chief Administrative Officer and City Council.

Functions such as human resources, finance, policy/planning are staffed at the department level (an organizational level up from WPL system), by individuals who are also tasked with providing those functions for the other City services that exist in the same department.

As you are able, please share any/all organizational charts – from senior management down to front-line service teams. *We are particularly interested in the organizational structure of your senior*

management team, including very brief portfolio information; and the organizational structure of any other levels of management/supervisory teams – that is, before reaching front-line service teams.

STAFFING LEVELS

Please share the number of budgeted for full-time equivalent (FTE) positions for your entire library system for the year 2022:

Please share the number of FTEs whose positions are designated for areas *not* specific to "library" services- proper, for example: human resources, finance, etc. *If in doubt about whether to include an area/FTEs, please include it.*

Please share the number of positions (FTEs) that are dedicated to the selecting of collection materials (any audience or format):

Please share the number of positions (FTEs) dedicated to "outreach" services, *examples: bookmobile staff, van services/pop-up libraries, staff who work on home service/delivery, or any similar services**:***

Does your library system have dedicated positions/teams that work on Indigenous-focused services? (yes/no)
These can include positions which may exist on a contract or grant-funded basis.
If yes, how many positions *(FTEs)***?**

Please share the number of positions *(FTEs; either core library staff or contracted)* **your library system designates for Indigenous (First Nations, Métis or Inuit) candidates only?**

Please share the number of positions *(FTEs; either core library staff or contracted)* **that are designated to provide services in French.**

Please share the number of positions *(FTEs; either core library staff or contracted)* **that are dedicated to providing library services in languages *other than* English, French or an Indigenous language?**

QUALIFICATIONS

Please share number of positions *(FTEs)* **in your library system which require an MLIS/MLS/MIM:**

Please share number of positions *(FTEs)* **in your *most senior* management team that require an MLIS/MLS/MIM:**

Please share the number of dedicated, *front-line* positions *(FTEs)* **for any type of *children, teen, family/early literacy* services that require an MLIS/MLS/MIM.**

Please share the number of positions *(FTEs)* **which require a Library Technician diploma.**

RECRUITMENT/RETENTION

As focused on professional librarians, **please share information about any recruitment and retention strategy or practices in place at your library system,** *examples: commitment to competitive salaries, support for professional development, and training and mentorship, etc.***:**

COLLECTIONS

Please share the total number of items in your library system's *physical* collections *all formats*:

Please share the total number of eCollection items (eBooks, eAudiobooks, eMagazines*)* *– not including content on streaming services***:**

PROGRAMMING

Please share the total number of programs offered *(any age, audience, onsite or virtually and offsite)* **in 2022:**

Please share the total number of programs offered *(any age, audience, onsite or virtually and offsite)* **January 1 – June 30, 2023.**

If available, please share a breakdown of number of total number of programs offered in 2022 by audience:
Categories are offered as suggestions.
Adults
Seniors
Teens
Children (age 12 and under)
Families
recent Newcomers *(program designed for and promoted specifically for this audience)*

If available, please share a breakdown of total number of programs offered in 2022, by:
Number delivered *on-site*
Number delivered *off-site*
Number delivered *virtually*

If available, please share the total number of programs offered *(any age of audience, on-site or virtually and offsite)* **with either significant amounts Indigenous content OR delivered to an Indigenous audience** *(example: outreach visit to an Indigenous organization)* **in 2022:**

Please share the total number of programs delivered solely in French *(any age, audience, onsite or virtually and offsite)*, **in 2022:**

TECHNOLOGY

Please share information about any replacement schedule/plan your library system may have for public and staff technology *(that is, any "evergreening" plan, frequency of replacement, etc., for hardware and software)***:**

What is the total number of public access computers available in your library system?
This can include computers designated for specific purposes (example: unique software used in makerspace settings, or audiences). We are most interested in the total number.

Does your library system offer mobile printing/print-from-your-device service (yes/no)?
If yes, please indicate if it is available system-wide or limited to specific library branches:

Does your library system loan out tech devices? (yes/no) If yes:
what types of items? *In general terms, that is: laptops, tablets, etc.*
can borrowers take these items off-site?

Is RFID technology in place in your library system (yes/no)?
If yes, please share how/where it is employed.

END OF QUESTIONNAIRE. Thank you for your time.