



STAFF REPORT INFORMATION ONLY

17.

Ontario Municipal Benchmarking Initiative – 2007 Performance Benchmarking Report

Date:	April 20, 2009
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

This report provides an overview of the Library's 2007 Ontario Municipal Benchmarking Initiative (OMBI) performance results. Toronto Public Library has participated for three years along with eight other participating library systems. Results indicate that Toronto Public Library continues to be the largest and busiest public library system in North America, and ranks well with strong performance when compared with libraries in Ontario.

Council requested the City Manager to report on one service area where the City's performance was found to be within the first/top quartile in benchmarked results, and identify how it has been achieved. The area selected for review was library services based on 2007 benchmarked results where TPL results show a combination of very high library use and lower cost per use when compared to other Ontario municipal library systems.

FINANCIAL IMPACT

There is no financial impact associated with this report.

The Director, Finance & Treasurer has reviewed this Financial Impact Statement and is in agreement with it.

ISSUE BACKGROUND

Library staff report annually to the Library Board on OMBI performance results; 2007 is the most recent year available. The City Manager's *2007 Performance Measurement and Benchmarking Report* was presented to Executive Committee on April 7, 2009 and will go onto Council for its meeting on April 29, 30, 2009.

COMMENTS

Toronto Public Library continues to be the largest and busiest public library system in North America in all major performance measures, a result that has been consistent for the past eight years. The chart below reflects statistics from 2007, the most recent year available. The comparators are North American libraries serving populations of two million or greater.

2007 North American Library Statistics for Library Systems Serving Populations of 2 Million or More Residents

Library System	Library Circulation			No of Library Branches			No. of Library Visits			Population Served	
	Total	Ranking on Total	Per Capita	Total	Ranking on Total	Per 100K pop'n	Total	Ranking on Total	Per Capita	Total	Ranking on Total
Toronto Public Library (ON)	28,925,965	1	11.56	99	1	4.0	16,391,516	1	6.5	2,503,281	5
Queens Borough Public Library (NY)	21,033,861	2	9.43	61	6	2.7	14,077,794	3	6.3	2,229,379	8
New York Public Library (NY)	16,556,899	3	5.00	86	2	2.6	13,815,951	4	4.2	3,313,573	3
Brooklyn Public Library (NY)	16,488,414	4	6.69	58	7	2.4	12,410,531	5	5.0	2,465,326	6
Los Angeles Public Library (CA)	15,574,773	5	3.88	71	5	1.8	16,003,909	2	4.0	4,018,080	1
County of Los Angeles Public Library (CA)	13,981,247	6	3.81	84	3	2.3	11,952,539	6	3.3	3,673,313	2
Chicago Public Library (IL)	7,771,541	7	2.68	78	4	2.7	-	-		2,896,016	4
Miami-Dade Public Library System (FL)	7,582,777	8	3.64	41	8	2.0	5,872,671	7	2.8	2,083,984	9
Houston Public Library (TX)	5,643,846	9	2.53	38	9	1.7	4,261,685	8	1.9	2,231,335	7

Source: [Public Library Data Survey 2008](#) – Compiled by TPL Planning & Development, July 2008

Note: Toronto's population as reported above is from the 2006 Census. The population base used in OMBI (2,730,000) accounts for undercounting in the Census and population growth.

Toronto Public Library also ranks well when compared with libraries in Ontario. Details are provided in Attachment 1. This is the third year the Library has participated with eight other library systems in Ontario to measure and compare performance statistics. A total of 15 Ontario municipalities participate in the larger OMBI performance measurement process.

In summary, when compared to the other library systems participating in OMBI, TPL ranked:

- 1st in number of library holdings per capita;
- 1st in library uses per capita;
- 1st in electronic uses per capita;
- 1st in number of times items circulated annually;
- 3rd lowest out of 9 in cost per use;
- 4th lowest out of 9 in library service hours per capita.

The measure for library service hours per capita is low and confirms the need for more library branch open hours in Toronto.

The City Manager's supplementary review of Toronto Public Library's performance is provided in Attachment 2. The supplementary review covers a number of aspects of service delivery including:

- a comparison of the TPL's library use statistics to other large North American and international library systems;
- services and service levels provided;
- staffing levels since amalgamation;
- components of library use, areas of high performance, and factors contributing to Toronto's higher library usage and lower cost per use in relation to other municipalities;
- initiatives TPL has implemented to improve efficiency and effectiveness;
- other key factors contributing to TPL's success;
- future initiatives to further improve the efficiency and effectiveness of operations.

In summary, 2007 performance measures confirm that Toronto Public Library continues to be the busiest urban public library system in the world. High use of collections, programs and electronic services combined with growth in virtual branch and technology based services has helped respond to increased demand while maintaining operating costs.

CONTACT

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SIGNATURE

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ATTACHMENTS

Attachment 1: OMBI 2007 Performance Benchmarking Report (OMBI Joint Report) and Toronto's 2007 Performance Measurement and Benchmarking Report – Library Services sections only

Attachment 2: Areas of Supplementary Review – Library Services section only