

## 2009 Summary

### **Population**

Population of province, 2009 estimate	3,520,268	
Population served by public libraries	3,502,251	(99.5%)
Population with no local library service	18,017	(0.5%)

### **General Statistics**

Total materials in public libraries	10,046,752
Items per capita served	2.87
Online/electronic items (included in above total)	120,528

### **Output Statistics**

Total public library circulation	39,560,199
Circulation per capita served	11.30
Number of library cardholders in public libraries	1,358,987
Percentage of Albertans with library cards	38.6%
Number of programs offered by public libraries	63,823
Number of participants in programs	1,115,440
Number of reference questions asked	4,242,100
Online reference as a percentage of all reference	4.2%
Interlibrary loans borrowed	1,247,365
Interlibrary loans lent	1,222,838
Annual visits	18,258,187
Number of remote library website/catalogue visits	23,756,584
Number of public access computer stations in public libraries	2,672
Customer satisfaction on a scale of 5	4.6
Customers finding what they wanted (%)	88.04 %

### **Financial Data**

Total local support for public library service	\$ 109,990,068
Local support per capita served	\$31.41
Total provincial grants to public library boards	\$ 24,819,378
Provincial grants per capita served	\$7.09

### **Provincial network support**

Provincial support to APLEN	\$ 1,500,000
Provincial support to TAL	\$ 250,000
Provincial support for Resource Sharing	\$ 179,191
Total paid for SuperNet monthly connection fees	\$ 1,860,812
Total provincial support for public library service	\$ 28,609,381
Provincial support per capita	\$8.13

### **Library Management and Personnel**

Number of FTE in public libraries	1,732.9
Number of FTE in system headquarters	162.9
Total FTE devoted to public library service	1,895.8
Number of hours open	522,659.5
Average opening hours	33.61