

APPENDIX C

SUMMARY

Frequency of visit	Daily	Weekly	3 - 6 mos	Yearly	Total	Responses as % of total				
How often do you visit the public library?	108	642	229	50	1029	10.5	62.4	22.3	4.9	
How often do you use the library from home?	77	279	262	166	784	9.8	35.6	33.4	21.2	
Satisfaction	Very	Fairly	Not	n/a						
Helpfulness of circulation staff	777	248	12	38	1075	72.3	23.1	1.1	3.5	
Helpfulness of adult services staff	700	233	4	121	1058	66.2	22.0	0.4	11.4	
Helpfulness of children's services staff	419	132	10	464	1025	40.9	12.9	1.0	45.3	
Book collections	413	480	69	119	1081	38.2	44.4	6.4	11.0	
Magazine and newspaper collections	353	369	33	285	1040	33.9	35.5	3.2	27.4	
Audiovisual collections	234	390	81	333	1038	22.5	37.6	7.8	32.1	
Adult programs	188	181	27	634	1030	18.3	17.6	2.6	61.6	
Children's programs	236	148	14	616	1014	23.3	14.6	1.4	60.7	
Electronic information services	408	296	36	257	997	40.9	29.7	3.6	25.8	
Library interior	617	374	26	29	1046	59.0	35.8	2.5	2.8	
Library exterior	461	419	64	36	980	47.0	42.8	6.5	3.7	
Hours of operation	306	487	147	30	970	31.5	50.2	15.2	3.1	

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LORD SELKIRK-WEST KILDONAN LAC

St. John's

Frequency of visit	Daily	Weekly	3 - 6 mos	Yearly	Variance from system average								
	How often do you visit the public library?	12	14	6		32	37.5	43.8	18.8	0.0	3.57	0.70	0.84
How often do you use the library from home?	6	10	7		23	26.1	43.5	30.4	0.0	2.66	1.22	0.91	0.00
Satisfaction	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	19	13	1	1	34	55.9	38.2	2.9	2.9	0.77	1.66	2.63	0.83
Helpfulness of adult services staff	15	12		7	34	44.1	35.3	0.0	20.6	0.67	1.60	0.00	1.80
Helpfulness of children's services staff	8	7	2	17	34	23.5	20.6	5.9	50.0	0.58	1.60	6.03	1.10
Book collections	12	11	9	2	34	35.3	32.4	26.5	5.9	0.92	0.73	4.15	0.53
Magazine and newspaper collections	6	11	5	12	34	17.6	32.4	14.7	35.3	0.52	0.91	4.63	1.25
Audiovisual collections	6	10	3	15	34	17.6	29.4	8.8	44.1	0.78	0.78	1.13	1.35
Adult programs	4	7	2	21	34	11.8	20.6	5.9	61.8	0.64	1.17	2.24	1.00
Children's programs	9	10		15	34	26.5	29.4	0.0	44.1	1.14	2.02	0.00	0.73
Electronic information services	13	11	3	7	34	38.2	32.4	8.8	20.6	0.93	1.09	2.44	0.80
Library interior	19	12	1	2	34	55.9	35.3	2.9	5.9	0.95	0.99	1.18	2.12
Library exterior	16	12	1	5	34	47.1	35.3	2.9	14.7	1.00	0.83	0.45	4.00
Hours of operation	11	11	10	3	35	31.4	31.4	28.6	8.6	1.00	0.63	1.89	2.77

Sir William Stephenson

Frequency of visit	Daily	Weekly	3 - 6 mos	Yearly	Variance from system average								
	How often do you visit the public library?	4	20	4	1	29	13.8	69.0	13.8	3.4	1.31	1.11	0.62
How often do you use the library from home?	4	8	4	3	19	31.6	52.6	36.8	0.0	3.22	1.48	1.10	0.00
Satisfaction	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	23	12			35	54.3	37.1	2.9	2.9	0.75	1.61	2.56	0.81
Helpfulness of adult services staff	23	10		2	35	42.9	34.3	0.0	20.0	0.65	1.56	0.00	1.75
Helpfulness of children's services staff	12	4	2	19	37	32.4	10.8	5.4	51.4	0.79	0.84	5.54	1.13
Book collections	18	9	5	3	35	34.3	31.4	25.7	5.7	0.90	0.71	4.03	0.52
Magazine and newspaper collections	9	14	1	11	35	17.1	31.4	14.3	34.3	0.51	0.89	4.50	1.25
Audiovisual collections	8	11	3	12	34	17.6	29.4	8.8	44.1	0.78	0.78	1.13	1.35
Adult programs	6	7	1	22	36	11.1	19.4	5.6	58.3	0.61	1.11	2.12	0.95
Children's programs	5	5	1	24	35	25.7	28.6	0.0	42.9	1.10	1.96	0.00	0.71
Electronic information services	13	8	2	10	33	39.4	33.3	9.1	21.2	0.96	1.12	2.52	0.82
Library interior	20	11	2		33	57.6	36.4	3.0	6.1	0.98	1.02	1.22	2.15
Library exterior	18	13	2		33	48.5	36.4	3.0	15.2	1.03	0.85	0.46	4.12
Hours of operation	17	12	3		32	34.4	34.4	31.3	9.4	1.09	0.68	2.06	3.03

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West Kildonan													
Frequency of visit													
	Daily	Weekly	3 - 6 mos	Yearly						Variance from system average			
How often do you visit the public library?	8	36	22	4	70	11.4	51.4	31.4	5.7	1.09	0.82	1.41	1.18
How often do you use the library from home?	9	26	19	12	66	13.6	39.4	28.8	18.2	1.39	1.11	0.86	0.86
Satisfaction													
	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	67	20		5	92	72.8	21.7	0.0	5.4	1.01	0.94	0.00	1.54
Helpfulness of adult services staff	67	18		6	91	73.6	19.8	0.0	6.6	1.11	0.90	0.00	0.58
Helpfulness of children's services staff	33	8		49	90	36.7	8.9	0.0	54.4	0.90	0.69	0.00	1.20
Book collections	43	45		2	90	47.8	50.0	0.0	2.2	1.25	1.13	0.00	0.20
Magazine and newspaper collections	28	30	2	27	87	32.2	34.5	2.3	31.0	0.95	0.97	0.72	1.13
Audiovisual collections	16	27	7	38	88	18.2	30.7	8.0	43.2	0.81	0.82	1.02	1.35
Adult programs	16	25	3	47	91	17.6	27.5	3.3	51.6	0.96	1.56	1.26	0.84
Children's programs	19	11		61	91	20.9	12.1	0.0	67.0	0.90	0.83	0.00	1.10
Electronic information services	33	28	1	21	83	39.8	33.7	1.2	25.3	0.97	1.14	0.33	0.98
Library interior	53	30	1	1	85	62.4	35.3	1.2	1.2	1.06	0.99	0.47	0.42
Library exterior	37	40	2	2	81	45.7	49.4	2.5	2.5	0.97	1.16	0.38	0.67
Hours of operation	27	46	4	3	80	33.8	57.5	5.0	3.8	1.07	1.15	0.33	1.21

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RIEL LAC

Pembina Trail													
Frequency of visit													
	Daily	Weekly	3 - 6 mos	Yearly						Variance from system average			
How often do you visit the public library?	5	49	17		71	7.0	69.0	23.9	0.0	0.67	1.11	1.08	0.00
How often do you use the library from home?	7	22	19	11	59	11.9	37.3	32.2	18.6	1.21	1.05	0.96	0.88
Satisfaction													
	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	66	12	0	1	79	83.5	15.2	0.0	1.3	1.16	0.66	0.00	0.36
Helpfulness of adult services staff	52	16		12	80	65.0	20.0	0.0	15.0	0.98	0.91	0.00	1.31
Helpfulness of children's services staff	32	5		43	80	40.0	6.3	0.0	53.8	0.98	0.49	0.00	1.19
Book collections	28	29	4	19	80	35.0	36.3	5.0	23.8	0.92	0.82	0.78	2.16
Magazine and newspaper collections	32	20	1	27	80	40.0	25.0	1.3	33.8	1.18	0.70	0.39	1.23
Audiovisual collections	20	30	5	25	80	25.0	37.5	6.3	31.3	1.11	1.00	0.80	0.97
Adult programs	7	13		60	80	8.8	16.3	0.0	75.0	0.48	0.92	0.00	1.22
Children's programs	18	10	1	49	78	23.1	12.8	1.3	62.8	0.99	0.88	0.93	1.03
Electronic information services	33	20	3	24	80	41.3	25.0	3.8	30.0	1.01	0.84	1.04	1.16
Library interior	56	21		3	80	70.0	26.3	0.0	3.8	1.19	0.73	0.00	1.35
Library exterior	45	27	3	5	80	56.3	33.8	3.8	6.3	1.20	0.79	0.57	1.70
Hours of operation	22	31	20	7	80	27.5	38.8	25.0	8.8	0.87	0.77	1.65	2.83

Louis Riel													
Frequency of visit													
	Daily	Weekly	3 - 6 mos	Yearly						Variance from system average			
How often do you visit the public library?	1	31	5	2	39	2.6	79.5	12.8	5.1	0.24	1.27	0.58	1.06
How often do you use the library from home?	3	15	13	7	38	7.9	39.5	34.2	18.4	0.80	1.11	1.02	0.87
Satisfaction													
	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	40	7		3	50	80.0	14.0	0.0	6.0	1.11	0.61	0.00	1.70
Helpfulness of adult services staff	35	7		8	50	70.0	14.0	0.0	16.0	1.06	0.64	0.00	1.40
Helpfulness of children's services staff	13	8	1	27	49	26.5	16.3	2.0	55.1	0.65	1.27	2.09	1.22
Book collections	14	26	5	4	49	28.6	53.1	10.2	8.2	0.75	1.19	1.60	0.74
Magazine and newspaper collections	15	14	1	20	50	30.0	28.0	2.0	40.0	0.88	0.79	0.63	1.46
Audiovisual collections	3	14	4	28	49	6.1	28.6	8.2	57.1	0.27	0.76	1.05	1.78
Adult programs	4	5		41	50	8.0	10.0	0.0	82.0	0.44	0.57	0.00	1.33
Children's programs	6	6	2	36	50	12.0	12.0	4.0	72.0	0.52	0.82	2.90	1.19
Electronic information services	23	9		18	50	46.0	18.0	0.0	36.0	1.12	0.61	0.00	1.40
Library interior	29	17	2	2	50	58.0	34.0	4.0	4.0	0.98	0.95	1.61	1.44
Library exterior	24	19	5	2	50	48.0	38.0	10.0	4.0	1.02	0.89	1.53	1.09
Hours of operation	16	20	9	5	50	32.0	40.0	18.0	10.0	1.01	0.80	1.19	3.23

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Windsor Park													
Frequency of visit													
	Daily	Weekly	3 - 6 mos	Yearly						Variance from system average			
How often do you visit the public library?	1	19	12	1	33	3.0	57.6	36.4	3.0	0.29	0.92	1.63	0.62
How often do you use the library from home?	3	4	11	9	27	11.1	14.8	40.7	33.3	1.13	0.42	1.22	1.57
Satisfaction													
	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	22	11	1	1	35	62.9	31.4	2.9	2.9	0.87	1.36	2.56	0.81
Helpfulness of adult services staff	19	12	1	3	35	54.3	34.3	2.9	8.6	0.82	1.56	7.56	0.75
Helpfulness of children's services staff	11	6	2	1	20	55.0	30.0	10.0	5.0	1.35	2.33	10.25	0.11
Book collections	11	20	2	1	34	32.4	58.8	5.9	2.9	0.85	1.32	0.92	0.27
Magazine and newspaper collections	8	15		10	33	24.2	45.5	0.0	30.3	0.71	1.28	0.00	1.11
Audiovisual collections	11	13	4	6	34	32.4	38.2	11.8	17.6	1.44	1.02	1.51	0.55
Adult programs	4	7	3	21	35	11.4	20.0	8.6	60.0	0.63	1.14	3.27	0.97
Children's programs	7	6	2	19	34	20.6	17.6	5.9	55.9	0.88	1.21	4.26	0.92
Electronic information services	10	14		10	34	29.4	41.2	0.0	29.4	0.72	1.39	0.00	1.14
Library interior	17	14	1		32	53.1	43.8	3.1	0.0	0.90	1.22	1.26	0.00
Library exterior	14	15	1	1	31	45.2	48.4	3.2	3.2	0.96	1.13	0.49	0.85
Hours of operation	9	14	8	1	32	28.1	43.8	25.0	3.1	0.89	0.87	1.65	1.01

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St. Vital													
Frequency of visit	Daily	Weekly	3 - 6 mos	Yearly						Variance from system average			
How often do you visit the public library?	12	60	14	5	91	13.2	65.9	15.4	5.5	1.26	1.06	0.69	1.13
How often do you use the library from home?	3	19	14	10	46	6.5	41.3	30.4	21.7	0.66	1.16	0.91	1.03
Satisfaction	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	47	14	1	1	63	74.6	22.2	1.6	1.6	1.03	0.96	1.42	0.45
Helpfulness of adult services staff	45	9		9	63	71.4	14.3	0.0	14.3	1.08	0.65	0.00	1.25
Helpfulness of children's services staff	34	3		65	102	33.3	2.9	0.0	63.7	0.82	0.23	0.00	1.41
Book collections	41	38	2	21	102	40.2	37.3	2.0	20.6	1.05	0.84	0.31	1.87
Magazine and newspaper collections	39	17	1	45	102	38.2	16.7	1.0	44.1	1.13	0.47	0.31	1.61
Audiovisual collections	24	29	4	44	101	23.8	28.7	4.0	43.6	1.05	0.76	0.51	1.36
Adult programs	17	10	2	74	103	16.5	9.7	1.9	71.8	0.90	0.55	0.74	1.17
Children's programs	20	5	1	76	102	19.6	4.9	1.0	74.5	0.84	0.34	0.71	1.23
Electronic information services	25	27	4	25	81	30.9	33.3	4.9	30.9	0.75	1.12	1.37	1.20
Library interior	37	33	2	17	89	41.6	37.1	2.2	19.1	0.70	1.04	0.90	6.85
Library exterior	25	40	10	5	80	31.3	50.0	12.5	6.3	0.66	1.17	1.91	1.70
Hours of operation	27	37	12	6	82	32.9	45.1	14.6	7.3	1.04	0.90	0.97	2.37

Saint Boniface													
Frequency of visit	Daily	Weekly	3 - 6 mos	Yearly						Variance from system average			
How often do you visit the public library?	10	31	12	5	58	17.2	53.4	20.7	8.6	1.64	0.86	0.93	1.77
How often do you use the library from home?	2	15	13	8	38	5.3	39.5	34.2	21.1	0.54	1.11	1.02	0.95
Satisfaction	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	35	8		2	45	77.8	17.8	0.0	4.4	1.08	0.77	0.00	1.25
Helpfulness of adult services staff	31	9		5	45	68.9	20.0	0.0	11.1	1.04	0.91	0.00	0.97
Helpfulness of children's services staff	10	6		33	49	20.4	12.2	0.0	67.3	0.50	0.95	0.00	1.45
Book collections	15	30	2	4	51	29.4	58.8	3.9	7.8	0.77	1.32	0.61	0.71
Magazine and newspaper collections	17	21	2	8	48	35.4	43.8	4.2	16.7	1.04	1.23	1.31	0.61
Audiovisual collections	12	20	7	16	55	21.8	36.4	12.7	29.1	0.97	0.97	1.63	0.91
Adult programs	8	10	1	29	48	16.7	20.8	2.1	60.4	0.91	1.19	0.79	0.95
Children's programs	6	5		33	44	13.6	11.4	0.0	75.0	0.59	0.78	0.00	1.23
Electronic information services	19	15	1	6	41	46.3	36.6	2.4	14.6	1.13	1.23	0.68	0.57
Library interior	28	13		2	43	65.1	30.2	0.0	4.7	1.10	0.85	0.00	1.65
Library exterior	21	16	2	3	42	50.0	38.1	4.8	7.1	1.06	0.89	0.73	1.94
Hours of operation	18	19	4		41	43.9	46.3	9.8	0.0	1.39	0.92	0.64	0.00

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EK-TRANSCONA LAC

Munroe

Frequency of visit	Daily	Weekly	3 - 6 mos	Yearly						Variance from system average			
How often do you visit the public library?	2	38	16	13	69	2.9	55.1	23.2	18.8	0.28	0.88	1.04	3.88
How often do you use the library from home?	2	7	16	13	38	5.3	18.4	42.1	34.2	0.54	0.52	1.26	1.62
Satisfaction	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	41	17		4	62	66.1	27.4	0.0	6.5	0.91	1.19	0.00	1.83
Helpfulness of adult services staff	39	17		4	60	65.0	28.3	0.0	6.7	0.98	1.29	0.00	0.58
Helpfulness of children's services staff	30	15		8	53	56.6	28.3	0.0	15.1	1.38	2.20	0.00	0.33
Book collections	31	10		19	60	51.7	16.7	0.0	31.7	1.35	0.38	0.00	2.88
Magazine and newspaper collections	20	22	1	16	59	33.9	37.3	1.7	27.1	1.00	1.05	0.53	0.98
Audiovisual collections	15	21	6	19	61	24.6	34.4	9.8	31.1	1.09	0.92	1.26	0.97
Adult programs	13	8		38	59	22.0	13.6	0.0	64.4	1.21	0.77	0.00	1.08
Children's programs	23	11	1	24	59	39.0	18.6	1.7	40.7	1.67	1.28	1.23	0.67
Electronic information services	19	13	3	23	58	32.8	22.4	5.2	39.7	0.80	0.75	1.43	1.54
Library interior	49	11			60	81.7	18.3	0.0	0.0	1.38	0.51	0.00	0.00
Library exterior	43	16	1		60	71.7	26.7	1.7	0.0	1.52	0.62	0.26	0.00
Hours of operation	21	34	5		60	35.0	56.7	8.3	0.0	1.11	1.13	0.55	0.00

Transcona

Frequency of visit	Daily	Weekly	3 - 6 mos	Yearly						Variance from system average			
How often do you visit the public library?	8	46	29		83	9.6	55.4	34.9	0.0	0.92	0.89	1.57	0.00
How often do you use the library from home?	4	27	25	14	70	5.7	38.6	35.7	20.0	0.58	1.08	1.07	0.94
Satisfaction	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	72	12		4	88	81.8	13.6	0.0	4.5	1.13	0.59	0.00	1.28
Helpfulness of adult services staff	62	10		14	86	72.1	11.6	0.0	16.3	1.09	0.53	0.00	1.42
Helpfulness of children's services staff	57	7		23	87	65.5	8.0	0.0	26.4	1.60	0.62	0.00	0.58
Book collections	37	39	2	8	86	43.0	45.3	2.3	9.3	1.13	1.02	0.36	0.88
Magazine and newspaper collections	31	23	2	29	85	36.5	27.1	2.4	34.1	1.07	0.76	0.74	1.24
Audiovisual collections	21	31	8	26	86	24.4	36.0	9.3	30.2	1.08	0.96	1.19	0.94
Adult programs	14	10	3	57	84	16.7	11.9	3.6	67.9	0.91	0.68	1.36	1.10
Children's programs	33	9	2	43	87	37.9	10.3	2.3	49.4	1.63	0.71	1.67	0.81
Electronic information services	43	22	3	17	85	50.6	25.9	3.5	20.0	1.24	0.87	0.98	0.78
Library interior	52	34			86	60.5	39.5	0.0	0.0	1.03	1.11	0.00	0.00
Library exterior	39	37	5	3	84	46.4	44.0	6.0	3.6	0.99	1.03	0.91	0.97
Hours of operation	24	41	2	1	68	35.3	60.3	2.9	1.5	1.12	1.20	0.19	0.48

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Henderson													
Frequency of visit													
	Daily	Weekly	3 - 6 mos	Yearly						Variance from system average			
How often do you visit the public library?	12	65	13	2	92	13.0	70.7	14.1	2.2	1.24	1.13	0.63	0.45
How often do you use the library from home?	8	22	23	18	71	11.3	31.0	32.4	25.4	1.15	0.87	0.97	1.20
Satisfaction													
	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	57	26	1	7	91	62.6	28.6	1.1	7.7	0.87	1.24	0.98	2.15
Helpfulness of adult services staff	52	29		11	92	56.5	31.5	0.0	12.0	0.85	1.43	0.00	1.05
Helpfulness of children's services staff	37	16		35	88	42.0	18.2	0.0	39.8	1.03	1.41	0.00	0.85
Book collections	35	48	5	4	92	38.0	52.2	5.4	4.3	1.00	1.18	0.85	0.35
Magazine and newspaper collections	33	33	4	22	92	35.9	35.9	4.3	23.9	1.06	1.01	1.37	0.87
Audiovisual collections	19	42	6	24	91	20.9	46.2	6.6	26.4	0.93	1.23	0.84	0.82
Adult programs	13	22	1	54	90	14.4	24.4	1.1	60.0	0.79	1.39	0.42	0.97
Children's programs	13	23	1	51	88	14.8	26.1	1.1	58.0	0.63	1.79	0.82	0.95
Electronic information services	33	30	3	17	83	39.8	36.1	3.6	20.5	0.97	1.22	1.00	0.75
Library interior	46	34	3		83	55.4	41.0	3.6	0.0	0.94	1.15	1.45	0.00
Library exterior	34	41	6	2	83	41.0	49.4	7.2	2.4	0.87	1.16	1.11	0.65
Hours of operation	18	49	14	1	82	22.0	59.8	17.1	1.2	0.70	1.19	1.13	0.35

APPENDIX C

CITY CENTRE LAC

Cornish

Frequency of visit	Daily	Weekly	3 - 6 mos	Yearly	Variance from system average									
How often do you visit the public library?	6	30	11	1	48	12.5	62.5	22.9	2.1	1.19	1.00	1.03	0.43	
How often do you use the library from home?	7	9	13	10	39	17.9	23.1	33.3	25.6	1.83	0.65	1.00	1.21	
Satisfaction	Very	Fairly	Not	n/a										
Helpfulness of circulation staff	38	11	1		50	76.0	22.0	2.0	0.0	1.05	0.95	1.79	0.00	
Helpfulness of adult services staff	32	8	1	8	49	65.3	16.3	2.0	16.3	0.99	0.74	5.40	1.43	
Helpfulness of children's services staff	10	4		35	49	20.4	8.2	0.0	71.4	0.50	0.63	0.00	1.53	
Book collections	12	29	4	4	49	24.5	59.2	8.2	8.2	0.64	1.33	1.28	0.74	
Magazine and newspaper collections	13	26	2	9	50	26.0	52.0	4.0	18.0	0.77	1.47	1.26	0.63	
Audiovisual collections	11	24	4	11	50	22.0	48.0	8.0	22.0	0.98	1.28	1.03	0.63	
Adult programs	11	11	2	28	52	21.2	21.2	3.8	53.8	1.16	1.20	1.47	0.87	
Children's programs	5	5		39	49	10.2	10.2	0.0	79.6	0.44	0.70	0.00	1.31	
Electronic information services	16	13	4	14	47	34.0	27.7	8.5	29.8	0.83	0.93	2.36	1.13	
Library interior	37	20			57	64.9	35.1	0.0	0.0	1.10	0.98	0.00	0.00	
Library exterior	27	19	2		48	56.3	39.6	4.2	0.0	1.20	0.93	0.64	0.00	
Hours of operation	14	22	10		46	30.4	47.8	21.7	0.0	0.96	0.95	1.43	0.00	

Fort Garry

Frequency of visit	Daily	Weekly	3 - 6 mos	Yearly	Variance from system average									
How often do you visit the public library?	1	8	3	4	16	6.3	50.0	18.8	25.0	0.60	0.80	0.84	5.13	
How often do you use the library from home?	1	5	4	3	13	7.7	38.5	30.8	23.1	0.78	1.08	0.92	1.03	
Satisfaction	Very	Fairly	Not	n/a										
Helpfulness of circulation staff	9	5	1		15	60.0	33.3	6.7	0.0	0.83	1.44	5.97	0.00	
Helpfulness of adult services staff	7	4	2	5	18	38.9	22.2	11.1	27.8	0.59	1.01	29.39	2.43	
Helpfulness of children's services staff	7	2	1	5	15	46.7	13.3	6.7	33.3	1.14	1.04	6.83	0.74	
Book collections	5	6	2	2	15	33.3	40.0	13.3	13.3	0.87	0.90	2.09	1.21	
Magazine and newspaper collections	5	5	1	4	15	33.3	33.3	6.7	26.7	0.98	0.94	2.10	0.97	
Audiovisual collections	3	6	4	2	15	20.0	40.0	26.7	13.3	0.89	1.06	3.42	0.42	
Adult programs	2		1	12	15	13.3	0.0	6.7	80.0	0.73	0.00	2.54	1.30	
Children's programs	4	1		10	15	26.7	6.7	0.0	66.7	1.15	0.46	0.00	1.10	
Electronic information services	3	7		5	15	20.0	46.7	0.0	33.3	0.49	1.57	0.00	1.23	
Library interior	8	6	1		15	53.3	40.0	6.7	0.0	0.90	1.12	2.68	0.00	
Library exterior	4	7	4		15	26.7	46.7	26.7	0.0	0.57	1.09	4.08	0.00	
Hours of operation	7	6			13	53.8	46.2	0.0	0.0	1.71	0.92	0.00	0.00	

APPENDIX C

Osborne

Frequency of visit	Daily	Weekly	3 - 6 mos	Yearly						Variance from system average			
How often do you visit the public library?	2	13	2		17	11.8	76.5	11.8	0.0	1.12	1.23	0.53	0.00
How often do you use the library from home?		9	3	2	14	0.0	64.3	21.4	14.3	0.00	1.81	0.64	0.67
Satisfaction	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	14	3			17	82.4	17.6	0.0	0.0	1.14	0.76	0.00	0.00
Helpfulness of adult services staff	13	3		1	17	76.5	17.6	0.0	5.9	1.16	0.80	0.00	0.51
Helpfulness of children's services staff	8	2		7	17	47.1	11.8	0.0	41.2	1.15	0.91	0.00	0.91
Book collections	6	5	2	2	15	40.0	33.3	13.3	13.3	1.05	0.75	2.09	1.21
Magazine and newspaper collections	4	9	1	2	16	25.0	56.3	6.3	12.5	0.74	1.59	1.97	0.46
Audiovisual collections	5	8	1	2	16	31.3	50.0	6.3	12.5	1.39	1.33	0.80	0.36
Adult programs	3	2	1	10	16	18.8	12.5	6.3	62.5	1.03	0.71	2.38	1.02
Children's programs	4	4	1	7	16	25.0	25.0	6.3	43.8	1.07	1.71	4.53	0.72
Electronic information services	8	5		4	17	47.1	29.4	0.0	23.5	1.15	0.99	0.00	0.91
Library interior	8	6			14	57.1	42.9	0.0	0.0	0.97	1.20	0.00	0.00
Library exterior	7	6	1	1	15	46.7	40.0	6.7	6.7	0.99	0.94	1.02	1.81
Hours of operation	6	7	2	1	16	37.5	43.8	12.5	6.3	1.19	0.87	0.82	2.02

River Heights

Frequency of visit	Daily	Weekly	3 - 6 mos	Yearly						Variance from system average			
How often do you visit the public library?		43	19	2	64	0.0	67.2	29.7	3.1	0.00	1.08	1.33	0.64
How often do you use the library from home?	3	21	21	12	57	5.3	36.8	36.8	21.1	0.54	1.04	1.10	0.96
Satisfaction	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	44	23		2	69	63.8	33.3	0.0	2.9	0.88	1.44	0.00	0.82
Helpfulness of adult services staff	33	18		12	63	52.4	28.6	0.0	19.0	0.79	1.30	0.00	1.67
Helpfulness of children's services staff	16	10	2	37	65	24.6	15.4	3.1	56.9	0.60	1.19	3.15	1.26
Book collections	15	32	15	8	70	21.4	45.7	21.4	11.4	0.56	1.03	3.36	1.04
Magazine and newspaper collections	15	26	4	16	61	24.6	42.6	6.6	26.2	0.72	1.20	2.07	0.96
Audiovisual collections	8	24	7	20	59	13.6	40.7	11.9	33.9	0.60	1.08	1.52	1.06
Adult programs	17	14	2	40	73	23.3	19.2	2.7	54.8	1.28	1.09	1.05	0.86
Children's programs	4	8		46	58	6.9	13.8	0.0	79.3	0.30	0.95	0.00	1.31
Electronic information services	24	24	1	15	64	37.5	37.5	1.6	23.4	0.92	1.26	0.43	0.91
Library interior	23	34	4	1	62	37.1	54.8	6.5	1.6	0.63	1.53	2.60	0.56
Library exterior	16	24		4	44	36.4	54.5	0.0	9.1	0.77	1.28	0.00	2.47
Hours of operation	7	33	16	1	57	12.3	57.9	28.1	1.8	0.39	1.15	1.85	0.57

APPENDIX C

West End													
Frequency of visit													
	Daily	Weekly	3 - 6 mos	Yearly						Variance from system average			
How often do you visit the public library?	8	28	6	3	45	17.8	62.2	13.3	6.7	1.69	1.00	0.60	1.37
How often do you use the library from home?	3	16	8	9	36	8.3	44.4	22.2	25.0	0.85	1.25	0.66	1.18
Satisfaction													
	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	30	13		3	46	65.2	28.3	0.0	6.5	0.90	1.23	0.00	1.84
Helpfulness of adult services staff	18	16		6	40	45.0	40.0	0.0	15.0	0.68	1.82	0.00	1.31
Helpfulness of children's services staff	16	14		15	45	35.6	31.1	0.0	33.3	0.87	2.42	0.00	0.74
Book collections	15	20	2	4	41	36.6	48.8	4.9	9.8	0.96	1.10	0.76	0.89
Magazine and newspaper collections	15	17	3	8	43	34.9	39.5	7.0	18.6	1.03	1.11	2.20	0.68
Audiovisual collections	9	19	3	11	42	21.4	45.2	7.1	26.2	0.95	1.20	0.92	0.82
Adult programs	9	8	2	20	39	23.1	20.5	5.1	51.3	1.26	1.17	1.96	0.83
Children's programs	11	12	1	19	43	25.6	27.9	2.3	44.2	1.10	1.91	1.68	0.73
Electronic information services	13	15	2	4	34	38.2	44.1	5.9	11.8	0.93	1.49	1.63	0.46
Library interior	16	15	2		33	48.5	45.5	6.1	0.0	0.82	1.27	2.44	0.00
Library exterior	10	16	7	1	34	29.4	47.1	20.6	2.9	0.63	1.10	3.15	0.80
Hours of operation	7	20	5		32	21.9	62.5	15.6	0.0	0.69	1.24	1.03	0.00

APPENDIX C

ASSINIBOIA LAC

Charleswood													
Frequency of visit	Daily	Weekly	3 - 6 mos	Yearly						Variance from system average			
How often do you visit the public library?	2	39	16	2	59	3.4	66.1	27.1	3.4	0.32	1.06	1.22	0.7C
How often do you use the library from home?	3	14	19	10	46	6.5	30.4	41.3	21.7	0.66	0.86	1.24	1.0E
Satisfaction	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	53	19	1	2	75	70.7	25.3	1.3	2.7	0.98	1.10	1.19	0.7E
Helpfulness of adult services staff	46	16	0	3	65	70.8	24.6	0.0	4.6	1.07	1.12	0.00	0.4C
Helpfulness of children's services staff	38	3	0	22	63	60.3	4.8	0.0	34.9	1.48	0.37	0.00	0.77
Book collections	22	33	5	11	71	31.0	46.5	7.0	15.5	0.81	1.05	1.10	1.41
Magazine and newspaper collections	18	26		18	62	29.0	41.9	0.0	29.0	0.86	1.18	0.00	1.0E
Audiovisual collections	10	33		16	59	16.9	55.9	0.0	27.1	0.75	1.49	0.00	0.8E
Adult programs	9	6	1	39	55	16.4	10.9	1.8	70.9	0.90	0.62	0.69	1.1E
Children's programs	21	9	1	34	65	32.3	13.8	1.5	52.3	1.39	0.95	1.11	0.8E
Electronic information services	24	10	2	23	59	40.7	16.9	3.4	39.0	0.99	0.57	0.94	1.51
Library interior	23	29	7	0	59	39.0	49.2	11.9	0.0	0.66	1.37	4.77	0.0C
Library exterior	16	36	4	1	57	28.1	63.2	7.0	1.8	0.60	1.48	1.07	0.4E
Hours of operation	18	29	8		55	32.7	52.7	14.5	0.0	1.04	1.05	0.96	0.0C

St. James													
Frequency of visit	Daily	Weekly	3 - 6 mos	Yearly						Variance from system average			
How often do you visit the public library?	4	24	12	2	42	9.5	57.1	28.6	4.8	0.91	0.92	1.28	0.9E
How often do you use the library from home?	4	10	13	5	32	12.5	31.3	40.6	15.6	1.27	0.88	1.22	0.74
Satisfaction	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	37	11		2	50	74.0	22.0	0.0	4.0	1.02	0.95	0.00	1.1E
Helpfulness of adult services staff	53	10		5	68	77.9	14.7	0.0	7.4	1.18	0.67	0.00	0.64
Helpfulness of children's services staff	19	5		23	47	40.4	10.6	0.0	48.9	0.99	0.83	0.00	1.0E
Book collections	16	25	2	1	44	36.4	56.8	4.5	2.3	0.95	1.28	0.71	0.21
Magazine and newspaper collections	16	25	2	1	44	36.4	56.8	4.5	2.3	1.07	1.60	1.43	0.0E
Audiovisual collections	15	11	3	18	47	31.9	23.4	6.4	38.3	1.42	0.62	0.82	1.1E
Adult programs	10	6	2	21	39	25.6	15.4	5.1	53.8	1.40	0.88	1.96	0.87
Children's programs	10	5	0	30	45	22.2	11.1	0.0	66.7	0.95	0.76	0.00	1.1C
Electronic information services	18	13	3	14	48	37.5	27.1	6.3	29.2	0.92	0.91	1.73	1.1E
Library interior	26	25	0	1	52	50.0	48.1	0.0	1.9	0.85	1.34	0.00	0.6E
Library exterior	21	21	2	1	45	46.7	46.7	4.4	2.2	0.99	1.09	0.68	0.6C
Hours of operation	15	19	8	1	43	34.9	44.2	18.6	2.3	1.11	0.88	1.23	0.7E

APPENDIX C

Westwood													
Frequency of visit													
	Daily	Weekly	3 - 6 mos	Yearly						Variance from system average			
How often do you visit the public library?	10	48	10	3	13	76.9	369.2	76.9	23.1	7.33	5.92	3.46	4.75
How often do you use the library from home?	5	20	17	10	52	9.6	38.5	32.7	19.2	0.98	1.08	0.98	0.91
Satisfaction													
	Very	Fairly	Not	n/a									
Helpfulness of circulation staff	63	11	5		79	79.7	13.9	6.3	0.0	1.10	0.60	5.67	0.00
Helpfulness of adult services staff	58	9			67	86.6	13.4	0.0	0.0	1.31	0.61	0.00	0.00
Helpfulness of children's services staff	28	7			35	80.0	20.0	0.0	0.0	1.96	1.55	0.00	0.00
Book collections	37	25	1		63	58.7	39.7	1.6	0.0	1.54	0.89	0.25	0.00
Magazine and newspaper collections	29	15			44	65.9	34.1	0.0	0.0	1.94	0.96	0.00	0.00
Audiovisual collections	18	17	2		37	48.6	45.9	5.4	0.0	2.16	1.22	0.69	0.00
Adult programs	21	10			31	67.7	32.3	0.0	0.0	3.71	1.84	0.00	0.00
Children's programs	18	3			21	85.7	14.3	0.0	0.0	3.68	0.98	0.00	0.00
Electronic information services	38	12	1		51	74.5	23.5	2.0	0.0	1.82	0.79	0.54	0.00
Library interior	70	9			79	88.6	11.4	0.0	0.0	1.50	0.32	0.00	0.00
Library exterior	44	14	6		64	68.8	21.9	9.4	0.0	1.46	0.51	1.44	0.00
Hours of operation	22	37	7		66	33.3	56.1	10.6	0.0	1.06	1.12	0.70	0.00