Montreal Public Libraries
Network

May 1st, 2017
Montréal

- 19 boroughs
- Reconstituted suburbs

In the heart of a metropolitan area of 4.1 million residents

1.7 million residents

Half the population lives in seven boroughs
## 2011 Socio demographic profile – Greater Montreal

### Mother tongue

<table>
<thead>
<tr>
<th>Language</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>French</td>
<td>53%</td>
</tr>
<tr>
<td>English</td>
<td>13%</td>
</tr>
<tr>
<td>Others</td>
<td>34%</td>
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### Immigrants

More than half of the residents are born or have parents who were born in another country.

### Families

- **475 095** families
- **377 050** families *with partners* (79%)
- **98 050** *single parent* families (21%)
The Montreal libraries today at a glance
19 boroughs

45 district libraries
More than 8.8 million online visitors

More than 750 employees

45 district libraries in 19 boroughs

8.1 million visitors

400 645 subscribers

28 060 activities of programming and training: 577 127 participants

4.3 million documents

66 600 ebooks

11,9 million loans

Business hours 7 days on 7 and 55 hours per week
Short history: 10 years ago
Libraries Assessment - Serious deficiencies and disparities

- Librarians
- Employees
- Collection
- Business hours
- Floor space

Compared with Canadian cities with a population of more than 500,000
Libraries Consolidation Plan: 21st Century Library

- Most significant advances in recent years.
- Service offers have greatly improved; more opening hours.
- Collections are broader and more diversified.
- Services to citizens have been simplified.
- New computer equipment and technologies have been implemented.
- Libraries have developed and diversified their activities, events and programs, as well as in outreach efforts.
- Libraries have strengthened and developed their partnerships.
A few major achievements in services for Montrealers
Libraries Renovation, Expansion and Construction Program (RAC)

Implementation: 2008

Real estate component of Libraries Consolidation Plan.

Objectives:

- Develop and maintain an appropriate and modern library network.
- Improve basic services in accordance with the Libraries Consolidation Plan and the priorities identified in the Assessment of Municipal Libraries on the Island of Montreal.
- Creative and innovative when implementing best practices: architecture or public art competitions, pursue basic LEED certification or higher.
- Four library projects have been completed.
RAC overview

- Part of the third initiative area mentioned in the 2008–2011 Cultural Development Agreement between the Ministère de la Culture et des Communications du Québec (MCC) and Ville de Montréal, and also the subsequent agreement for 2012–2015.

- Consistent with the sustainable development principles expressed in the Agenda 21 de la culture (Agenda 21 for culture) and in the vision for a 21st Century Library.
Marc-Favreau Library – Inaugurated 2013
Du Boisé Library – Inaugurated 2013
Saul-Bellow Library – Inaugurated 2015

Before

After
Benny Library in Centre culturel Notre-Dame-de-Grâce – Inaugurated 2016
Focus on new technologies

New projects have emerged, including:

• **Converting collections to** Radio Frequency Identification (RFID) technology, which allows, among other things, the **introduction of self-service** kiosks;

• **Increasing** the number of **computers**;

• **Expanding** the range of **online services**;

• Offering a greater number of **trainings** and **workshops**;

• Developing the **digital library**.
Activities and Events

- Le festival Montréal joue
- Le Mois de l’accessibilité universelle
- Le Mois de la BD
- Le Prix du livre jeunesse des Bibliothèques de Montréal and the Prix du Club des irrésistibles
- La Soirée des ados
- Le Club de lecture d’été TD
Programs and activities to foster literacy, educational success, and the welcoming and inclusion of newcomers

- Agents de liaison
- Bibliothèque à la rescousse
- Contact, le plaisir des livres
- Coup de poing
- Livres dans la rue
The investments of the Ville de Montréal have borne their fruit!

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<tbody>
<tr>
<td>Total loans</td>
<td>8 518 627</td>
<td>11 465 156</td>
<td>11 992 298</td>
<td>4,60%</td>
<td>40,78%</td>
</tr>
<tr>
<td>Book loans</td>
<td>6 871 406</td>
<td>8 135 300</td>
<td>8 805 217</td>
<td>8,23%</td>
<td>28,14%</td>
</tr>
<tr>
<td>Numeric loans</td>
<td>N/A</td>
<td>31 597</td>
<td>168 899</td>
<td>434,54%</td>
<td>N/A</td>
</tr>
<tr>
<td>Subscribers</td>
<td>N/A</td>
<td>366 916</td>
<td>400 645</td>
<td>9,19%</td>
<td>N/A</td>
</tr>
<tr>
<td>Activites</td>
<td>N/A</td>
<td>23 596</td>
<td>28 061</td>
<td>18,92%</td>
<td>N/A</td>
</tr>
<tr>
<td>Participants</td>
<td>208 411</td>
<td>441 186</td>
<td>577 127</td>
<td>30,81%</td>
<td>176,92%</td>
</tr>
<tr>
<td>Attendance</td>
<td>5 311 034</td>
<td>6 712 019</td>
<td>8 130 607</td>
<td>21,14%</td>
<td>53,09%</td>
</tr>
<tr>
<td>Web attendance</td>
<td>598 056</td>
<td>5 945 363</td>
<td>8 835 188</td>
<td>48,61%</td>
<td>1377,32%</td>
</tr>
<tr>
<td>Collections</td>
<td>3 656 856</td>
<td>4 419 143</td>
<td>4 302 797</td>
<td>-2,63%</td>
<td>17,66%</td>
</tr>
<tr>
<td>Area m²</td>
<td>61 396</td>
<td>63 693</td>
<td>66 400</td>
<td>4,25%</td>
<td>8,15%</td>
</tr>
<tr>
<td>Weekly Opening Hours</td>
<td>1 917</td>
<td>2 507</td>
<td>2 452</td>
<td>-2,19%</td>
<td>27,91%</td>
</tr>
<tr>
<td>Employees (*FTE)</td>
<td>676,27</td>
<td>741</td>
<td>738</td>
<td>-0,40%</td>
<td>9,13%</td>
</tr>
</tbody>
</table>

* FTE : Full time equivalent
Strategic Plan from 2016 to 2019

- In 2015, the Montreal Libraries Branch initiated a strategic plan process.
- Strategic reflection was initiated within the framework of a participative approach involving library staff and all 19 boroughs.
- Strategic Plan has made it possible to update the mission, vision and values of libraries, as well as to identify four strategic priorities.
Mission
Fervently committed to the community, Montreal Libraries offer the public access to reading, to information, to knowledge, to culture and to leisure.

Vision
- Inclusive
- Connected
- Animated
- Authentically Montreal!
Values

- Accessibility
- Innovation
- Sustainable development
- Quality and efficiency
- Concern for others
- Collaboration
- Intellectual freedom
Bibliothèques de Montréal strategic priorities

1. **Renew** the experience of the library with citizens.

2. **Improve** our digital and technological environment.

3. **Contribute** to the development of an inclusive and committed community.

4. **Aim** for quality, performance and innovation in our practices.
Future outlook: Libraries Renovation, Expansion and Construction Program (RAC)

- Continue to **modernize** and **upgrade** the library network with construction, expansion and/or renovation.
- By the end of **2021**, there will be, at minimum, **eight library projects**.
- **Mixed function**: library, cultural and sociocommunity spaces.
- By **2022**, 26 libraries will transform their reception areas.
Future outlook: New technologies

• By 2019, 15% of the **book acquisition budget** allocated to the purchase of **ebooks**.

• **Simplify the citizen’s life** by developing the user-friendliness of digital and technological services.

• **New spaces for creation and exchanges** (fab labs, media labs, etc.).
Future outlook: Community

• Actively contribute to the development of an inclusive and engaged community.

• Fully committed to consolidating and developing partnerships.

• Range of services adapted to the reception and integration of immigrants.

• Services and activities to promote social inclusion.
Coming soon

- New municipal and provincial cultural development policy.
Working together, to go further!