Library equipment and furniture

Total asset replacement value	**$6.2 million**[*]
Current condition	**FAIR**
Projected condition in 25 years	**VERY POOR**
Annual funding needed to meet target performance	**$400,000**
Annual average funding	**$200,000**
Annual funding gap	**$200,000**
Funding source	**Tax base and WPL levy**
Data maturity level	**High**

Funding gap $200,000

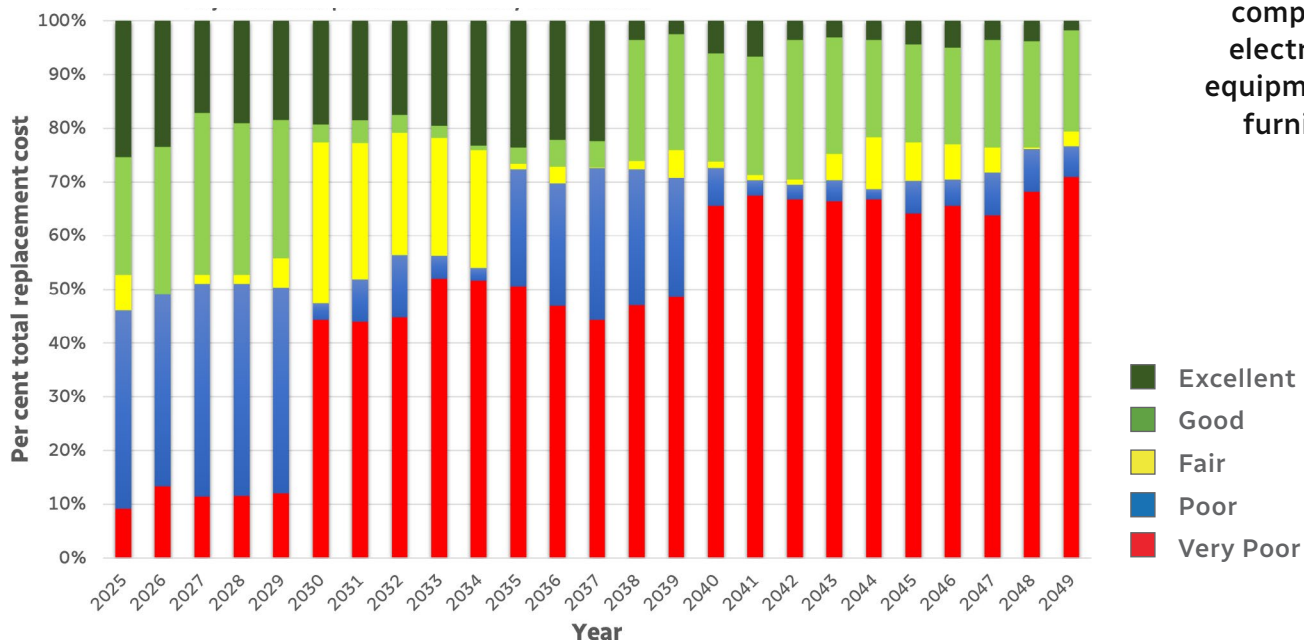**Average annual funding $200,000**
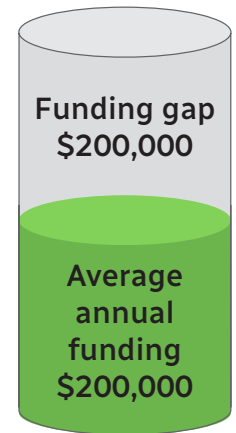
Annual funding needed $400,000

Assets include computers, electronics, equipment and furniture.

[*]*Replacement value of collections not included. There are $16.1 million worth of collection items including hardcover books, paperbacks, CD audiobooks, DVDs, eBooks.*

Projected annual performance of library content assets

Per cent total replacement cost vs. Year (2025–2049)

Legend:
- Excellent
- Good
- Fair
- Poor
- Very Poor

More Than Books on Shelves

The public library has become a dynamic place for learning, creativity, and community connection. It offers much more than books, with resources like computers, digital screens, and maker tools such as 3D printers, Cricut machines, and podcast equipment. These tools help ensure that everyone has access to the technology they need to explore, learn, and create, making the library an important resource for innovation and inclusion in the community.

CURRENT STRATEGY

The City of Waterloo supports the Waterloo Public Library's purpose to satisfy the multiple literacy needs of the community, the library provides public access to print and digital collections that respond to and anticipate the information, cultural, learning and leisure needs of its customers.

ASSET PERFORMANCE

Library asset performance is evaluated using historical knowledge, age, circulation, and observed conditions. The quality and availability of our asset data (data maturity) are continuously evolving. The current data maturity level for Library is High. The city is continuously working to improve asset data quality.

Approximately 54% of library assets are currently considered in fair or better performance. Over the 25-year timeline, with the current level of funding, we anticipate the percentage of library content assets with fair or better performance profiles to decrease to 23%.

LEVELS OF SERVICE

The following tables show the levels of service established by the city for library content assets. These metrics include the technical and community level of service required as part of the Ontario Regulation 588/17. Service metrics are reported for the prior year ending on December 31.

54%

Library content assets with a fair or better performance

COMMUNITY LEVELS OF SERVICE

The following table outlines the qualitative descriptions that determine the community levels of service for library content assets.

SERVICE ATTRIBUTE	QUALITATIVE DESCRIPTION
Scope	Library network and contents supporting the City of Waterloo residents.

TECHNICAL LEVELS OF SERVICE

The following table outlines the quantitative metrics that determine the technical level of service for library content assets.

SERVICE ATTRIBUTE	QUANTITATIVE METRICS	2023	2024
Reliability	Per cent of collections asset in fair or better condition	90%	54%
Utilization	Percentage of waterloo population with a library card (number of active card holders as a percentage of population including students)	39%	43%
	Total number of in person visits	703,161	729,581
	Use of collection (number of items borrowed every minute)	3.2	3.2
	Public computer user sessions per year	35,183	40,206
	Public wireless connections per year	199,983	140,417*

*In 2024, wireless usage tracking changed due to a new access point system. Prior to 2024, all detected devices were counted; beginning in 2024, only users who actively connected and accepted the use policy are included resulting in a drop in reported metrics.

The information presented here is based on the best available asset inventory and condition data as of March 2025, as well as funding details from the 2024-2026 approved capital budget and the 2027-2033 capital forecast.

waterloo.ca/asset-management

THE CITY OF
Waterloo