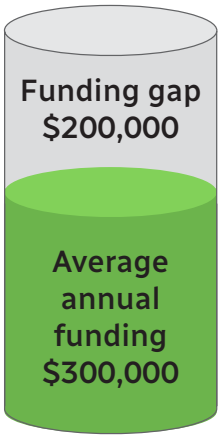


Library equipment and furniture

Total asset replacement value	**$6.1 million**
Current condition	**GOOD**
Projected condition in 25 years	**FAIR**
Annual funding needed to meet target performance	**$500,000**
Annual average funding	**$300,000**
Annual funding gap	**$200,000**
Funding source	**Tax base and WPL levy**
Data maturity level	**High**

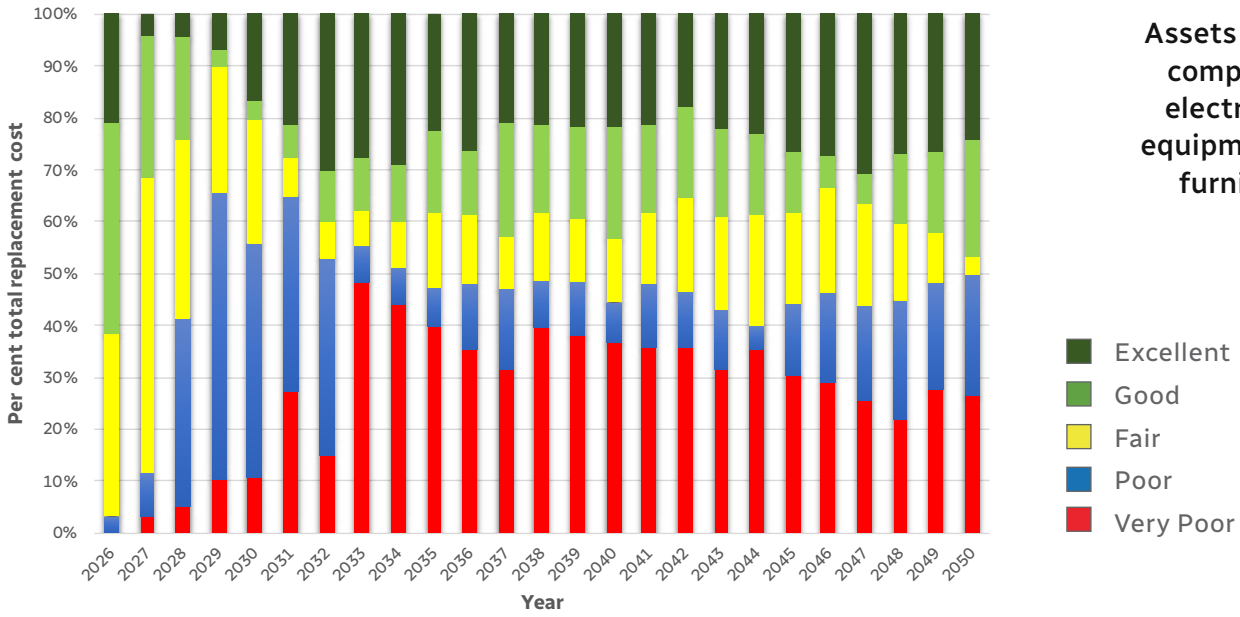


Annual funding needed $500,000



Assets include computers, electronics, equipment and furniture.

Projected annual performance of library content assets



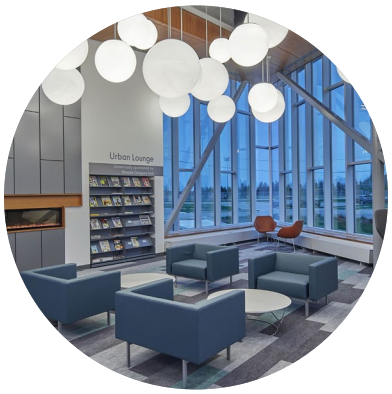
A FEATURED STORY

More than books on shelves

Libraries were deemed critical social infrastructure in 2025 by the Waterloo Region Community Foundation, calling them “vital touchpoints for community connection and learning.” WPL (Waterloo Public Library) locations are full of thoughtfully designed and furnished areas that foster these opportunities. Each branch provides quiet study areas with comfortable seating, bright spaces with interactive toys for young families, gathering spaces and more.

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 97% 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 50%.

97%

Library content assets with a fair or better performance

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.

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	2024	2025
Reliability	Per cent of collections asset in fair or better condition	54%	65%
Utilization	Percentage of waterloo population with a library card (number of active card holders as a percentage of population including students)	43%	44%
	Total number of in person visits	729,581	755,995
	Use of collection (number of items borrowed every minute)	3.2	3.2
	Public computer user sessions per year	40,206	44,269
	Public wireless connections per year	140,417	137,333

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

Replacement value of collections not included. There are over $16 million worth of collection items including hardcover books, paperbacks, CD audiobookds, DVDs, eBooks.