

Branch Summary Statistics: January to December 2013

		VISITS			CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			HOLDS AVAILABLE FOR P/U			WORKSTATION USERS			SQUARE FOOTAGE			OPEN HOURS			
		2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	
Neighbourhood & District branches are ranked in order by visits																										
NEIGHBOURHOOD BRANCHES																										
1st Quartile																										
* 1	Woodside Square	471,800	488,396	-3.4	520,729	542,341	-4.0	96,763	109,806	-11.9	100,788	121,606	-17.1	67,277	75,130	-10.5	114,088	105,207	8.4	9,792	9,792		3,097.5	2,927.5	5.8	1
2	Bridlewood	399,650	392,397	1.8	522,544	518,725	0.7	130,950	127,506	2.7	79,750	84,220	-5.3	61,384	66,915	-8.3	43,375	41,350	4.9	7,690	7,690		3,276.0	3,164.5	3.5	2
3	Parkdale	345,738	315,734	9.5	371,412	375,921	-1.2	79,575	85,964	-7.4	78,600	67,317	16.8	64,958	71,233	-8.8	128,159	111,474	15.0	24,083	24,083		3,405.5	3,290.5	3.5	3
4	Sanderson	290,300	352,949	-17.8	292,200	311,553	-6.2	100,488	108,503	-7.4	55,438	62,125	-10.8	48,460	51,408	-5.7	69,388	67,645	2.6	12,702	12,702		3,097.5	2,989.5	3.6	4
5	Runnymede	283,238	325,843	-13.1	457,819	470,632	-2.7	64,738	75,132	-13.8	104,675	122,856	-14.8	112,074	121,579	-7.8	67,213	69,640	-3.5	12,034	12,034		3,097.5	3,132.0	-1.1	5
* 6	High Park	235,163	164,444	43.0	347,145	308,987	12.3	60,713	48,552	25.0	30,563	34,871	-12.4	70,594	66,267	6.5	41,600	39,306	5.8	8,850	8,850		3,097.5	2,792.0	10.9	6
7	Riverdale	226,400	231,360	-2.1	304,089	338,175	-10.1	69,963	85,373	-18.1	55,425	54,811	1.1	43,389	45,491	-4.6	73,788	73,429	0.5	9,658	9,658		3,097.5	2,989.5	3.6	7
8	Deer Park	225,188	229,132	-1.7	407,306	401,443	1.5	43,513	49,597	-12.3	67,150	65,394	2.7	91,734	95,190	-3.6	52,063	40,648	28.1	16,558	16,558		3,097.5	2,989.5	3.6	8
9	Hillcrest	222,063	150,059	48.0	468,119	360,965	29.7	83,688	62,453	34.0	71,388	53,291	34.0	91,130	71,897	26.8	55,275	32,986	67.6	7,473	7,473		3,276.0	2,278.5	43.8	9
10	City Hall	219,213	215,588	1.7	381,890	384,481	-0.7	54,475	44,820	21.5	48,588	42,239	15.0	94,440	102,200	-7.6	31,225	30,061	3.9	5,074	5,074		1,992.0	1,920.0	3.8	10
11	Eglinton Square	217,688	220,158	-1.1	283,051	286,302	-1.1	39,813	44,665	-10.9	71,575	68,915	3.9	36,748	39,231	-6.3	39,200	34,997	12.0	4,716	4,716		2,919.0	2,814.5	3.7	11
12	Beaches	215,213	235,687	-8.7	348,964	341,900	2.1	49,275	67,344	-26.8	45,713	53,583	-14.7	70,943	72,584	-2.3	46,488	45,165	2.9	8,000	8,000		3,097.5	2,989.5	3.6	12
~ 13	Eatonville	214,193	205,341	4.3	481,519	530,488	-9.2	62,395	77,034	-19.0	167,333	195,496	-14.4	79,622	106,018	-24.9	43,594	48,329	-9.8	12,203	12,203		2,911.0	3,165.5	-8.0	13
14	Humberwood	212,738	209,196	1.7	101,325	106,825	-5.1	48,100	44,332	8.5	52,700	48,630	8.4	14,487	16,180	-10.5	36,038	31,205	15.5	5,748	5,748		2,048.0	1,992.0	2.8	14
15	Parliament Street	208,063	205,094	1.4	257,039	261,976	-1.9	82,338	125,430	-34.4	50,525	93,338	-45.9	48,904	56,094	-12.8	69,688	60,005	16.1	14,634	14,634		3,405.5	3,290.5	3.5	15
16	Bayview	205,213	188,863	8.7	499,535	433,652	15.2	50,513	51,949	-2.8	72,925	71,063	2.6	101,721	90,842	12.0	25,243	21,394	18.0	6,333	6,333		2,643.0	2,465.5	7.2	16
17	Thorncliffe	203,338	205,064	-0.8	231,256	231,899	-0.3	62,875	74,700	-15.8	72,888	62,470	16.7	29,765	31,787	-6.4	88,100	80,657	9.2	11,034	11,034		3,276.0	3,164.5	3.5	17
18	St. James Town	192,963	198,384	-2.7	297,168	301,031	-1.3	44,850	74,998	-40.2	41,088	42,122	-2.5	57,418	63,663	-9.8	62,200	64,006	-2.8	7,800	7,800		2,048.0	1,992.0	2.8	18
19	Yorkville	191,050	208,985	-8.6	325,299	327,149	-0.6	37,263	38,362	-2.9	48,150	42,091	14.4	76,411	77,144	-1.0	32,475	32,464	0.0	9,053	9,053		3,097.5	2,989.5	3.6	19
20	Pleasant View	186,250	103,343	80.2	364,392	256,862	41.9	43,738	28,985	50.9	28,600	19,348	47.8	61,677	43,681	41.2	41,325	25,879	59.7	7,000	7,000		3,276.0	2,278.5	43.8	20
2nd Quartile																										
21	Goldhawk Park	184,713	205,973	-10.3	309,625	334,004	-7.3	59,288	84,851	-30.1	36,438	52,914	-31.1	40,491	47,364	-14.5	48,736	46,660	4.5	8,000	8,000		3,227.0	3,115.5	3.6	21
22	Locke	179,513	181,942	-1.3	356,462	351,907	1.3	95,025	89,580	6.1	100,988	100,385	0.6	68,345	70,592	-3.2	40,425	42,570	-5.0	11,647	11,647		3,097.5	2,989.5	3.6	22
23	Jane/Dundas	168,775	165,105	2.2	290,200	300,276	-3.4	42,213	45,529	-7.3	64,938	56,374	15.2	49,178	52,398	-6.1	75,575	71,573	5.6	11,955	11,955		2,940.0	2,846.0	3.3	23
24	Leaside	160,863	134,816	19.3	364,969	363,636	0.4	64,263	74,247	-13.4	64,650	57,418	12.6	68,932	71,502	-3.6	27,025	25,308	6.8	12,000	12,000		3,097.5	2,989.5	3.6	24
25	Steeles	160,538	210,047	-23.6	323,144	338,021	-4.4	62,500	71,467	-12.5	34,150	38,076	-10.3	42,692	44,825	-4.8	37,838	37,604	0.6	5,009	5,009		3,276.0	3,164.5	3.5	25
26	Danforth/Coxwell	158,188	168,594	-6.2	319,308	307,214	3.9	49,988	47,202	5.9	37,088	39,247	-5.5	63,016	63,543	-0.8	39,138	35,962	8.8	9,617	9,617		3,097.5	2,989.5	3.6	26
~ 27	Downsview	153,000	339,600	-54.9	265,652	271,666	-2.2	93,400	103,156	-9.5	86,350	68,846	25.4	34,399	38,387	-10.4	120,176	103,227	16.4	20,016	20,016		3,052.0	2,997.0	1.8	27
28	Maryvale	150,788	168,413	-10.5	258,596	266,502	-3.0	29,563	31,864	-7.2	35,513	42,634	-16.7	35,983	37,124	-3.1	30,713	31,081	-1.2	4,421	4,421		2,520.5	2,430.5	3.7	28
29	Flemingdon Park	150,363	150,663	-0.2	173,555	188,026	-7.7	57,938	49,767	16.4	45,638	50,899	-10.3	22,397	26,918	-16.8	59,211	55,771	6.2	7,250	7,250		2,177.5	2,118.0	2.8	29
30	Burrows Hall	144,500	151,087	-4.4	207,751	218,886	-5.1	38,875	59,916	-35.1	34,350	36,402	-5.6	23,066	28,016	-17.7	27,563	25,885	6.5	6,500	6,500		2,048.0	1,992.0	2.8	30
31	Centennial	138,425	143,138	-3.3	349,505	348,457	0.3	84,750	87,905	-3.6	143,475	135,890	5.6	65,769	65,801	0.0	29,350	28,740	2.1	6,866	6,866		2,520.5	2,430.5	3.7	31
32	Morningside	135,475	119,263	13.6	216,544	217,494	-0.4	62,875	60,662	3.6	43,388	43,325	0.1	28,095	28,593	-1.7	39,950	34,166	16.9	7,000	7,000		2,919.0	2,814.5	3.7	32
33	McGregor Park	128,400	132,919	-3.4	256,023	269,715	-5.1	80,413	82,718	-2.8	88,563	85,485	3.6	26,665	33,321	-20.0	44,723	39,797	12.4	7,793	7,793		2,177.5	2,118.0	2.8	33
34	Port Union	127,775	134,834	-5.2	250,018	254,806	-1.9	40,850	41,060	-0.5	29,550	24,573	20.3	46,095	51,866	-11.1	16,875	15,438	9.3	5,000	5,000		2,520.5	2,430.5	3.7	34
35	Dawes Road	123,463	133,892	-7.8	235,319	225,295	4.4	32,188	38,553	-16.5	34,888	38,118	-8.5	31,358	33,527	-6.5	49,088	48,770	0.7	6,740	6,740		2,520.5	2,430.5	3.7	35
36	Dufferin/St. Clair	121,688	117,090	3.9	151,379	154,309	-1.9	27,850	35,056	-20.6	21,825	23,926	-8.8	23,965	25,368	-5.5	63,350	54,256	16.8	11,208	11,208		2,520.5	2,430.5	3.7	36
37	Kennedy/Eglinton	117,338	117,782	-0.4	214,023	223,015	-4.0	40,363	30,124	34.0	88,325	84,013	5.1	26,919	32,716	-17.7	38,200	38,399	-0.5	6,713	6,713		2,048.0	1,992.0	2.8	37
38	Palmerston	115,625	119,602	-3.3	222,670	220,608	0.9	38,975	45,433	-14.2	73,438	68,459	7.3	51,023	50,375	1.3	20,863	21,846	-4.5	8,493	8,493		2,520.5	2,430.5	3.7	38
39	Jane/Sheppard	115,425	95,315	21.1	140,002	141,266	-0.9	76,163	89,390	-14.8	95,000	104,311	-8.9	15,659	16,007	-2.2	48,988	46,352	5.7	7,000	7,000		2,520.5	2,430.5	3.7	39
* 40	St. Lawrence	114,900	99,144	15.9	219,240	200,598	9.3	18,938	19,776																	

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Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			HOLDS AVAILABLE FOR P/U			WORKSTATION USERS			SQUARE FOOTAGE			OPEN HOURS			
	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	
3rd Quartile																									
41 Wychwood	114,613	107,079	7.0	239,247	243,739	-1.8	91,825	55,223	66.3	43,775	36,023	21.5	65,769	68,442	-3.9	43,200	44,020	-1.9	6,381	6,381		3,097.5	2,989.5	3.6	41
42 College/Shaw	112,175	120,622	-7.0	214,116	215,913	-0.8	32,875	35,010	-6.1	27,275	26,675	2.3	50,485	50,285	0.4	21,563	22,640	-4.8	7,664	7,664		2,520.5	2,430.5	3.7	42
~ 43 Main Street	107,346	127,129	-15.6	254,725	278,109	-8.4	58,333	62,337	-6.4	41,189	42,508	-3.1	50,813	56,822	-10.6	39,548	35,881	10.2	8,664	8,664		2,895.5	2,989.5	-3.1	43
44 Gerrard/Ashdale	99,125	104,885	-5.5	194,083	203,132	-4.5	28,863	36,848	-21.7	17,600	31,769	-44.6	32,713	35,425	-7.7	21,888	21,811	0.4	6,504	6,504		2,520.5	2,430.5	3.7	44
45 Alderwood	96,088	88,065	9.1	178,588	171,050	4.4	45,738	36,251	26.2	32,300	26,213	23.2	28,655	28,376	1.0	16,238	16,279	-0.3	7,341	7,341		2,520.5	2,430.5	3.7	45
46 Forest Hill	90,188	93,424	-3.5	215,971	227,143	-4.9	8,913	29,179	-69.5	16,213	17,266	-6.1	49,992	54,948	-9.0	19,988	20,652	-3.2	10,399	10,399		3,097.5	2,989.5	3.6	46
47 New Toronto	88,600	88,266	0.4	136,741	146,150	-6.4	45,613	47,692	-4.4	51,913	52,399	-0.9	24,297	26,370	-7.9	22,372	26,430	-15.4	9,925	9,925		2,177.5	2,118.0	2.8	47
48 Weston	87,500	84,777	3.2	148,627	185,500	-19.9	16,775	26,150	-35.9	29,575	28,979	2.1	28,016	35,766	-21.7	37,488	40,117	-6.6	11,944	11,944		2,520.5	2,430.5	3.7	48
49 Oakwood Village Library and	84,013	79,205	6.1	133,008	128,285	3.7	44,375	55,711	-20.3	25,013	26,148	-4.3	21,715	23,117	-6.1	34,600	35,837	-3.5	17,270	17,270		2,520.5	2,430.5	3.7	49
~ 50 Mimico Centennial	83,468	93,400	-10.6	188,067	216,921	-13.3	20,399	27,403	-25.6	45,973	31,305	46.9	33,699	37,661	-10.5	21,055	17,454	20.6	17,469	17,469		1,992.0	1,992.0		50
~ 51 Black Creek	82,713	95,843	-13.7	110,368	138,372	-20.2	76,063	86,392	-12.0	39,958	40,570	-1.5	10,768	13,277	-18.9	21,560	25,755	-16.3	5,782	5,782		1,832.0	1,992.0	-8.0	51
52 Cliffcrest	80,800	89,195	-9.4	193,420	195,299	-1.0	13,225	11,059	19.6	14,663	15,893	-7.7	33,618	36,075	-6.8	17,750	18,786	-5.5	4,660	4,660		2,048.0	1,992.0	2.8	52
~ 53 Annette Street	79,655	96,885	-17.8	212,282	240,626	-11.8	26,250	29,366	-10.6	22,273	24,142	-7.7	46,066	55,876	-17.6	30,396	36,663	-17.1	7,806	7,806		2,326.5	2,430.5	-4.3	53
~ 54 Spadina Road	78,583	92,352	-14.9	178,496	196,119	-9.0	36,206	31,094	16.4	18,732	25,880	-27.6	43,796	51,525	-15.0	11,245	11,709	-4.0	3,952	3,952		1,872.0	1,992.0	-6.0	54
55 Jones	75,250	87,163	-13.7	185,842	181,779	2.2	23,700	28,596	-17.1	21,800	19,879	9.7	34,464	34,611	-0.4	28,675	30,753	-6.8	3,636	3,636		2,533.0	2,450.5	3.4	55
~ 56 Bendale	72,446	62,326	16.2	184,484	200,129	-7.8	35,081	37,719	-7.0	40,125	44,078	-9.0	23,774	27,242	-12.7	22,293	19,911	12.0	8,500	8,500		2,000.0	1,992.0	0.4	56
57 Mount Pleasant	72,363	66,278	9.2	159,474	163,678	-2.6	21,300	18,690	14.0	32,813	19,506	68.2	37,155	41,266	-10.0	5,675	5,328	6.5	5,829	5,829		2,048.0	1,992.0	2.8	57
58 Queen/Saulter	70,725	60,209	17.5	114,279	108,993	4.8	19,438	18,186	6.9	31,113	23,100	34.7	24,968	24,652	1.3	11,863	12,243	-3.1	2,957	2,957		2,048.0	1,992.0	2.8	58
59 Armour Heights	68,925	67,184	2.6	207,404	204,490	1.4	17,350	22,008	-21.2	27,675	30,912	-10.5	39,933	42,383	-5.8	11,250	11,895	-5.4	2,988	2,988		2,048.0	1,992.0	2.8	59
60 Evelyn Gregory	60,925	51,552	18.2	82,785	95,421	-13.2	24,863	29,815	-16.6	26,925	18,128	48.5	13,153	14,850	-11.4	29,788	30,367	-1.9	6,200	6,200		2,520.5	2,430.5	3.7	60
4th Quartile																									
61 Brookbanks	60,825	61,252	-0.7	203,292	202,154	0.6	25,663	31,948	-19.7	22,013	43,301	-49.2	34,205	35,034	-2.4	22,950	19,784	16.0	7,933	7,933		2,048.0	1,992.0	2.8	61
62 Highland Creek	60,375	80,642	-25.1	204,248	218,516	-6.5	30,013	33,104	-9.3	43,163	61,948	-30.3	28,690	32,131	-10.7	22,513	23,497	-4.2	7,000	7,000		2,048.0	1,992.0	2.8	62
~ * 63 Mount Dennis	57,388			105,129	9,180	1045.2	15,913			19,213			9,755	2	487,650.0	44,575		11,350	11,350		2,036.5				63
64 Elmbrook Park	55,800	54,894	1.7	184,184	183,060	0.6	7,488	7,066	6.0	23,000	24,708	-6.9	31,260	30,649	2.0	7,575	8,451	-10.4	3,600	3,600		2,048.0	1,992.0	2.8	64
65 Long Branch	54,113	53,681	0.8	135,757	142,115	-4.5	15,675	15,489	1.2	18,950	23,144	-18.1	23,497	26,069	-9.9	26,575	26,643	-0.3	6,418	6,418		2,048.0	1,992.0	2.8	65
66 Humber Bay	53,538	59,603	-10.2	185,845	192,426	-3.4	10,300	12,540	-17.9	17,725	22,317	-20.6	43,106	49,394	-12.7	8,675	8,441	2.8	2,400	2,400		2,048.0	1,992.0	2.8	66
67 Amesbury Park	53,300	74,678	-28.6	151,191	163,898	-7.8	47,788	54,894	-12.9	26,013	35,932	-27.6	19,625	22,496	-12.8	17,788	18,961	-6.2	6,320	6,320		2,048.0	1,992.0	2.8	67
68 Guildwood	51,138	58,289	-12.3	134,737	148,552	-9.3	9,150	12,940	-29.3	14,625	18,898	-22.6	25,053	29,974	-16.4	12,550	11,027	13.8	3,010	3,010		2,048.0	1,992.0	2.8	68
69 Humber Summit	48,263	51,300	-5.9	89,453	97,199	-8.0	24,525	22,927	7.0	56,350	52,874	6.6	11,463	11,664	-1.7	30,800	31,763	-3.0	9,040	9,040		2,048.0	1,992.0	2.8	69
70 Rexdale	46,325	45,502	1.8	92,390	97,181	-4.9	9,600	9,878	-2.8	10,525	9,993	5.3	14,919	17,414	-14.3	18,938	20,822	-9.1	5,088	5,088		2,048.0	1,992.0	2.8	70
71 Victoria Village	41,950	65,984	-36.4	117,074	117,945	-0.7	18,338	28,540	-35.7	27,500	45,998	-40.2	19,853	20,311	-2.3	13,675	14,772	-7.4	5,383	5,383		2,048.0	1,992.0	2.8	71
72 Northern Elms	41,188	39,158	5.2	95,443	90,365	5.6	13,600	15,455	-12.0	26,300	19,064	38.0	15,602	16,240	-3.9	13,700	12,532	9.3	3,032	3,032		2,048.0	1,992.0	2.8	72
73 Perth/Dupont	40,100	35,235	13.8	87,564	86,088	1.7	21,200	18,037	17.5	13,488	12,351	9.2	15,674	16,828	-6.9	9,638	10,329	-6.7	3,627	3,627		2,048.0	1,992.0	2.8	73
74 Davenport	39,263	40,644	-3.4	120,435	123,173	-2.2	14,350	9,374	53.1	7,388	10,197	-27.6	28,479	28,367	0.4	7,000	6,192	13.1	3,604	3,604		2,048.0	1,992.0	2.8	74
75 Taylor Memorial	36,375	40,929	-11.1	137,367	130,971	4.9	9,338	11,988	-22.1	11,175	9,943	12.4	23,350	22,818	2.3	15,425	13,881	11.1	5,000	5,000		2,048.0	1,992.0	2.8	75
76 St. Clair/Silverthorn	31,100	41,997	-25.9	61,402	65,465	-6.2	5,800	9,374	-38.1	12,938	17,315	-25.3	10,374	12,362	-16.1	14,225	15,156	-6.1	4,587	4,587		2,048.0	1,992.0	2.8	76
77 Woodview Park	30,575	35,561	-14.0	87,524	90,311	-3.1	13,975	15,566	-10.2	19,888	24,647	-19.3	13,818	15,707	-12.0	16,738	19,629	-14.7	6,658	6,658		2,048.0	1,992.0	2.8	77
78 Swansea Memorial	19,688	20,256	-2.8	44,401	45,368	-2.1	4,600	5,370	-14.3	7,438	5,547	34.1	11,262	12,171	-7.5	2,575	2,759	-6.7	1,127	1,127		1,436.0	1,393.0	3.1	78
* 79 Todmorden Room	17,500	21,401	-18.2	57,785	55,391	4.3	6,788	5,598	21.3	3,813	2,377	60.4	11,943	11,399	4.8	3,300	2,820	17.0	554	554		1,373.0	1,253.0	9.6	79
Neighbourhood Total	10,359,502	10,572,060	-2.0	18,214,014	18,287,214	-0.4	3,393,713	3,658,557	-7.2	3,514,331	3,609,162	-2.6	3,236,135	3,409,662	-5.1	2,822,020	2,634,926	7.1	620,098	620,098					

Branch Summary Statistics: January to December 2013

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			HOLDS AVAILABLE FOR P/U			WORKSTATION USERS			SQUARE FOOTAGE			OPEN HOURS				
	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change	2013	2012	% Change		
DISTRICT BRANCHES																										
* 1 Agincourt	451,500	434,320	4.0	1,053,430	1,061,437	-0.8	207,625	210,894	-1.6	157,763	161,470	-2.3	112,683	120,101	-6.2	180,672	140,407	28.7	27,000	27,000		3,340.0	3,172.0	5.3	1	
2 Albion	432,525	522,309	-17.2	466,776	515,235	-9.4	190,463	205,776	-7.4	182,850	208,497	-12.3	45,313	57,506	-21.2	139,402	132,024	5.6	32,279	32,279		3,278.0	3,165.5	3.6	2	
~ 3 Richview	409,390	421,962	-3.0	669,746	791,674	-15.4	86,249	102,934	-16.2	178,520	151,914	17.5	100,238	117,550	-14.7	118,823	131,921	-9.9	47,252	47,252		3,251.5	3,290.5	-1.2	3	
4 Cedarbrae	405,263	415,753	-2.5	659,795	731,057	-9.7	193,350	216,683	-10.8	246,950	258,289	-4.4	64,950	79,427	-18.2	260,191	240,834	8.0	31,506	31,506		3,405.5	3,290.5	3.5	4	
5 Malvern	385,150	358,262	7.5	507,636	534,394	-5.0	188,463	202,198	-6.8	206,900	213,025	-2.9	49,023	57,687	-15.0	181,120	165,136	9.7	25,834	25,834		3,405.5	3,290.5	3.5	5	
6 Bloor/Gladstone	367,025	373,581	-1.8	477,286	479,949	-0.6	90,838	89,293	1.7	120,850	118,891	1.6	85,591	88,030	-2.8	171,160	177,112	-3.4	20,627	20,627		3,405.5	3,290.5	3.5	6	
7 Barbara Frum	364,175	353,141	3.1	613,282	647,905	-5.3	129,513	140,122	-7.6	275,813	298,625	-7.6	89,111	93,410	-4.6	112,745	101,666	10.9	39,223	39,223		3,120.5	3,022.0	3.3	7	
8 Lillian H. Smith	354,888	370,557	-4.2	495,308	499,815	-0.9	126,963	112,281	13.1	147,550	168,436	-12.4	72,205	79,760	-9.5	189,215	188,318	0.5	38,935	38,935		3,405.5	3,290.5	3.5	8	
9 Northern District	328,400	407,488	-19.4	492,887	489,994	0.6	93,463	102,302	-8.6	122,213	127,576	-4.2	97,742	104,055	-6.1	117,777	127,600	-7.7	45,750	45,750		3,405.5	3,290.5	3.5	9	
10 S. Walter Stewart	262,125	254,166	3.1	453,121	459,564	-1.4	105,513	103,123	2.3	70,925	69,528	2.0	79,014	80,056	-1.3	147,925	129,468	14.3	25,847	25,847		3,405.5	3,290.5	3.5	10	
11 Pape/Danforth	257,275	279,483	-7.9	437,861	436,618	0.3	64,643	97,533	-33.9	61,063	69,502	-12.1	90,518	93,834	-3.5	72,263	70,725	2.2	8,175	8,175		3,405.5	3,290.5	3.5	11	
* 12 Brentwood	247,650	40,479	511.8	420,090	106,001	296.3	147,013	12,945	1035.7	99,788	14,865	571.3	72,636	7,414	879.7	84,403	8,276	919.8	17,500	17,500		3,278.0	519.0	531.6	12	
~ 13 Don Mills	239,838	248,880	-3.6	630,135	685,617	-8.1	93,079	113,223	-17.8	81,787	77,917	5.0	100,865	109,329	-7.7	81,804	75,424	8.5	21,563	21,563		3,120.5	3,022.0	3.3	13	
~ 14 Albert Campbell	222,012	214,076	3.7	420,341	446,623	-5.9	95,308	102,585	-7.1	101,154	118,283	-14.5	47,612	54,422	-12.5	133,591	131,353	1.7	26,100	26,100		3,120.5	3,147.0	-0.8	14	
~ 15 York Woods	208,388	212,775	-2.1	306,947	338,157	-9.2	123,180	124,891	-1.4	178,412	167,203	6.7	37,165	42,729	-13.0	176,806	172,783	2.3	42,176	42,176		2,931.5	3,022.0	-3.0	15	
~ 16 Maria A. Shchuka	208,021	242,057	-14.1	249,361	284,876	-12.5	42,141	54,244	-22.3	65,521	99,586	-34.2	33,336	37,378	-10.8	111,379	132,310	-15.8	25,475	25,475		3,030.5	3,165.5	-4.3	16	
~ * 17 Fairview		442,214	-100.0	186,152	890,759	-79.1		187,406	-100.0		155,901	-100.0		7	99,487	-100.0		164,649	-100.0		64,670	64,670		2,507.5	-100.0	17
District Total	5,143,624	5,591,500	-8.0	8,540,154	9,399,675	-9.1	1,977,618	2,178,429	-9.2	2,298,056	2,479,502	-7.3	1,178,009	1,322,175	-10.9	2,279,272	2,290,003	-0.5	539,912	539,912		52,309.5	51,066.5	2.4		
District Average	321,476	328,912	-2.3	502,362	552,922	-9.1	123,601	128,143	-3.5	143,628	145,853	-1.5	69,295	77,775	-10.9	142,455	134,706	5.8	31,760	31,760		3,269.3	3,003.9	8.8		
Branch Total (excl. R&R)	15,503,125	16,163,560	-4.1	26,754,168	27,686,889	-3.4	5,371,331	5,836,986	-8.0	5,812,386	6,088,664	-4.5	4,414,144	4,731,837	-6.7	5,101,292	4,924,928	3.6	1,160,010	1,160,010		249,639.0	239,073.0	4.4		
Branch Average (excl. R&R)	163,191	170,143	-4.1	278,689	288,405	-3.4	56,540	61,442	-8.0	61,183	64,091	-4.5	45,981	49,290	-6.7	53,698	51,841	3.6	12,083	12,083		2,627.8	2,516.6	4.4		
RESEARCH AND REFERENCE BRANCHES																										
North York Central Library	1,690,775	1,493,796	13.2	1,735,943	1,703,346	1.9	479,700	482,298	-0.5	534,025	474,480	12.5	198,669	207,527	-4.3	545,403	484,789	12.5	168,022	168,022		3,405.5	3,290.5	3.5		
Toronto Reference Library	1,226,659	1,137,016	7.9	372,810	355,367	4.9	786,663	704,877	11.6	388,866	396,911	-2.0	59,503	62,572	-4.9	818,494	727,822	12.5	426,535	426,535		3,128.5	3,021.0	3.6		
Merril Collection	8,300	7,612	9.0	4	23	-82.6	9,275	9,177	1.1	9,638	7,763	24.2	2													
Osborne Collection	5,825	9,372	-37.8	10	2	400.0	15,100	28,243	-46.5	8,113	11,135	-27.1														
Answerline				56,496	54,585	3.5				189,300	187,563	0.9	1	2	-50.0											
Interloan				4,213	5,076	-17.0							3,841	4,662	-17.6											
Virtual Reference Desk										6,713	6,638	1.1														
Research & Reference Total	2,931,559	2,647,795	10.7	2,169,476	2,118,399	2.4	1,290,738	1,224,595	5.4	1,136,654	1,084,488	4.8	262,016	274,763	-4.6	1,363,897	1,212,611	12.5	594,557	594,557		6,534.0	6,311.5	3.5		
Research & Reference Average	1,458,717	1,315,406	10.9	1,054,377	1,029,357	2.4	633,181	593,588	6.7	461,446	435,695	5.9	129,086	135,050	-4.4	681,948	606,306	12.5	297,279	297,279		3,267.0	3,155.8	3.5		
City-Wide & Remote Services^^	50,688	61,233	-17.2	3,221,377	2,226,748	44.7	47,600	79,978	-40.5	181,257	170,803	6.1	54,541	58,692	-7.1	538	631	-14.8				3,915.0	3,854.3	1.6		
Grand Total	18,485,372	18,872,588	-2.1	32,145,021	32,032,036	0.4	6,709,668	7,141,558	-6.0	7,130,296	7,343,954	-2.9	4,730,701	5,065,292	-6.6	6,465,726	6,138,170	5.3	1,754,567	1,754,567		260,088.0	249,238.8	4.4		

Notes:

~ In 2013, this branch was closed for part or all of this time period for renovation/retrofit

* In 2012, this branch was closed for part or all of this time period for renovation/retrofit

All branches were closed Monday, March 19 to Thursday, March 29, 2012, due to a labour disruption by the TPL Workers Union Local 4948. Branches re-opened Friday, March 30, 10:30 a.m.

- The figure shown as the average for Research & Reference is an average for North York Central Library & Toronto Reference Library only.

+ Information Requests counts reference and directional requests made in-person, by telephone and electronically.

^^ City-Wide & Remote Services includes Home Library Service, Bookmobile Total, Sunnybrook Hospital, Adult Literacy Services, e-Titles and Departmental Staff.