

2019 Annual Performance Measures and Benchmarking

Date:	April 27, 2020
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

This report presents Toronto Public Library’s 2019 annual performance measures and benchmarking results from North American and Canadian public libraries.

In 2019, total use¹ remained stable despite the closure of fifteen branches throughout the year for renovation, compared to twelve in the previous year. The Library continues to provide a balance of in-branch and online services in response to community needs, and changes in how customers access information and use the library.

With total use at 96,013,542, other significant trends include:

- Virtual visits increased 3.6% and reported the second highest use ever, with 30,494,070 visits, as more content and customizable features were added, including the launch of TPL Kids, our new children’s site;
- Electronic circulation increased 15.3% and surpassed eight million transactions;
- Physical circulation decreased 4.1%, primarily CDs and DVDs. Demand remains healthy with physical items reporting a 2.2% increase in holds placed;
- Overall visits decreased 1.9%. Average hourly branch visits however remained unchanged at 65;
- The second highest number of programs and attendance reported to date;
- New library card registrations increased 2.2%.

In 2018, the latest year comparative data is available, Toronto Public Library (TPL) ranked first in North America in circulation, visits and electronic visits per capita among libraries serving populations of two million or more.

¹ Total use is a measure of the Municipal Benchmarking Network Canada (MBNC). It includes visits, circulation, in-library use, reference requests, program attendance, virtual visits, workstation user sessions, wireless sessions and licensed database searches.

FINANCIAL IMPACT

There is no financial impact associated with this report.

The Director, Finance & Treasurer has reviewed this financial impact statement and agrees with it.

ALIGNMENT WITH STRATEGIC PLAN

Key performance indicators for 2019 reflect changing patterns of library use and the priorities of the Library's strategic plan.

ISSUE BACKGROUND

Library staff report annually to the Toronto Public Library Board on the annual performance measures with benchmarking information that places Toronto Public Library's performance in the context of other municipal library systems.

COMMENTS

Toronto Public Library's 2019 Key Performance Indicators are summarized below with trends and influencing factors. Activity by branch is summarized in Attachment 1, Branch Summary Statistics: January to December 2019.

Benchmarking Ranking 2018

Toronto Public Library's services and programs have been developed to address the unique needs of Toronto's diverse urban population. Benchmarking the Library's performance against North American and Canadian comparators places Toronto's library service in the context of other municipalities. The latest comparative data available is from 2018.

North America (Libraries serving a population over 2 million) (Attachment 2)

Toronto Public Library had the highest visits, circulation and electronic visits per capita when compared to other large urban systems, and the greatest number of branches and second highest square footage of library space per capita.

Canadian (Libraries serving a population of over 500,000) (Attachment 3)

Toronto Public Library had the highest overall visits, circulation and electronic visits and ranked third in visits per capita, and fifth in circulation per capita and in electronic visits per capita, while offering the third highest square footage of library space per capita.

Municipal Benchmarking Network Canada

Formerly known as the Ontario Municipal Benchmarking Initiative (OMBI)

Toronto Public Library has participated in the Municipal Benchmarking Network Canada (MBNC) survey for fourteen years. In 2018, TPL ranked fourth in library use per capita, fifth in electronic library use per capita, sixth in non-electronic library use per capita, first in computer use per capita, and fifth in total cost per use, out of the eleven library systems reporting. TPL offers services in a complex and diverse urban environment that is significantly different from comparator libraries serving smaller municipalities.

Toronto Public Library's Total Use

Total use captures activity across the Library's five service pillars (spaces, collections, programs, staff and technology) through an omni-channel customer experience. As a five-year trend, program attendance, electronic circulation, reference requests, library card registration, and wireless use are increasing. Physical circulation, in-person visits and in-library use is declining.

Total use*

2019: **96,013,542** - **0.2%**

Five-year trend: - 6.0%

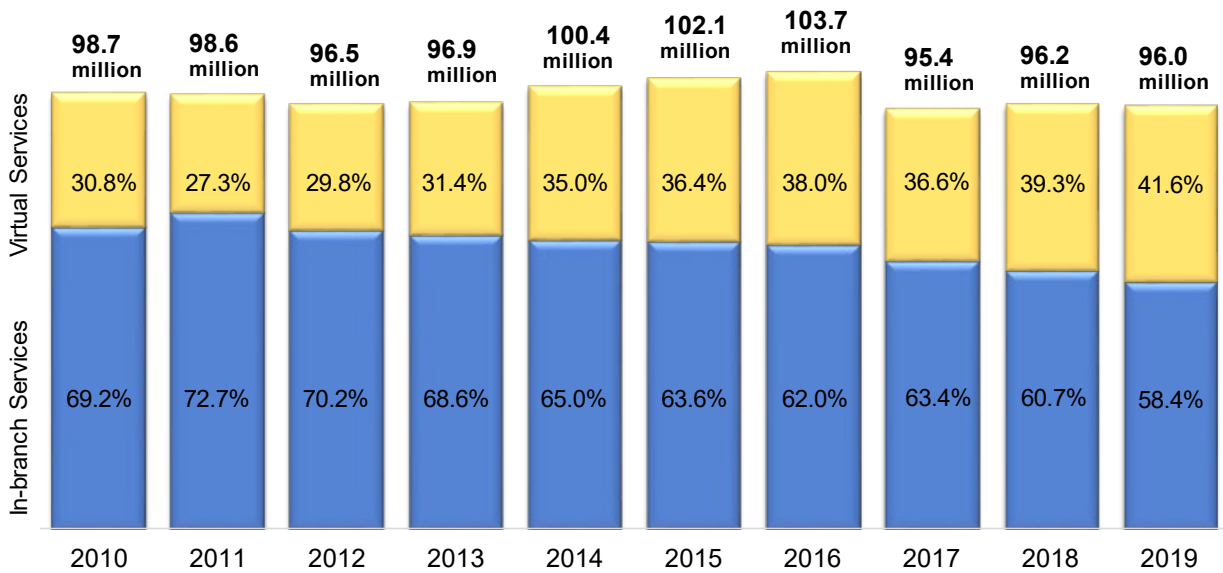
Ten-year trend: - 2.8%

*Total use includes visits, circulation, in-library use, reference requests, program attendance, virtual visits, workstation user sessions, wireless sessions and licensed database searches.

Key influencing factors 2019:

- Branch renovation closures, resulted in a decline in use of in-branch services. Fifteen branches were closed throughout the year, compared to twelve in 2018.
- Use of Virtual services grew 5.5%, driven by a 3.6% increase in virtual visits and a 15.3% rise in electronic circulation.
- New registrations increased 2.2%.

2009 to 2018 Total Use: In-branch Services and Virtual Services



Total Use Performance Measures (actuals including all locations)

Measure	2018	2019	2018-2019 % change	2015-2019 % change	2010-2019 % change
Visits	17,577,373	17,248,760	-1.9%	-5.0%	-6.0%
Physical circulation	23,554,361	22,586,856	-4.1%	-19.6%	-29.6%
In-library use ²	4,924,241	4,431,870	-10.0%	-24.8%	-43.2%
Program attendance	1,017,209	986,133	-3.1%	6.6%	24.6%
Standard reference requests	1,989,045	1,961,579	-1.4%	2.3%	-11.8%
Workstation User Sessions	4,281,407	3,987,543	-6.9%	-40.4%	-33.5%
Wireless Use	5,019,054	4,883,758	-2.7%	51.3%	337.7%
In-branch services total	58,362,689	56,086,499	-3.9%	-13.6%	-17.9%
Virtual visits	29,432,872	30,494,070	3.6%	-2.4%	12.9%
Electronic circulation	7,001,209	8,075,177	15.3%	83.7%	3033.4%
Licensed database searches ³	1,391,070	1,341,684	-3.6%	-11.7%	-57.1%
Electronic reference requests	24,348	16,112	-33.8%	-15.3%	4.7%
Virtual services total	37,849,499	39,927,043	5.5%	7.4%	31.3%
Total Use	96,212,188	96,013,542	-0.2%	-6.0%	-2.8%

² This metric does not provide a comprehensive view of in-library use of materials. It only counts physical items used in the library and does not capture electronic content consumed by customers using library computers or their own devices.

³ The figure reported for licensed database searches is not comprehensive, since not all vendors provide search statistics and vendors may count them differently. If using Google analytics for publicly-facing metrics, visits to databases increased by 13.8% 2018-19.

Circulation

As a five-year trend, electronic circulation is increasing. Total circulation is declining, driven by the decrease in physical circulation.

Total circulation		Key influencing factors 2019:
2019: 30,662,033	+ 0.3%	<ul style="list-style-type: none">• Branch renovation closures, resulted in a larger than usual decline in physical circulation. Fifteen branches were closed throughout the year, compared to twelve in 2018.• Demographic changes and commercial video streaming services contributed to the continuing decline in the use of multilingual materials: down 46.9% or 1 million uses over the past 5 years, and down 71.5% or 2.8 million over the last ten years.• Use of English audiovisual materials has declined since 2015, with DVDs having the largest impact, again due to the popularity of commercial streaming services. The drop over the last five years was 34.6% or 2.4 million uses.
Five-year trend:	- 5.7%	
Ten-year trend:	- 5.1%	

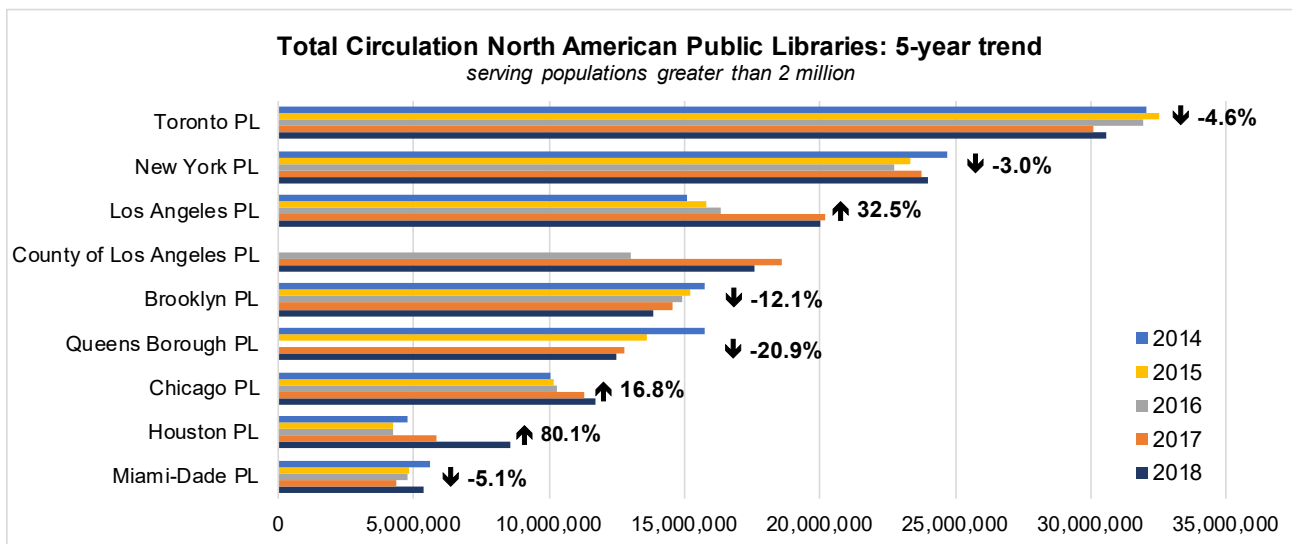
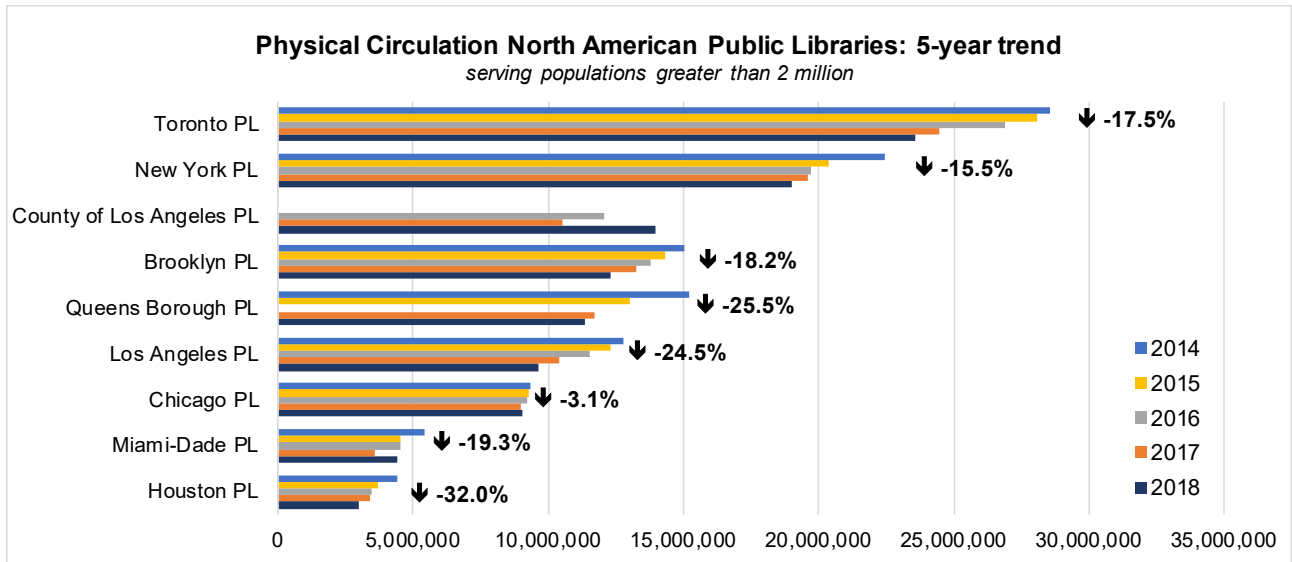
How Toronto compares 2014 to 2018:

Circulation is influenced by funding trends, policies and procedures regarding collection use, and the demographic makeup of communities. An analysis of five year circulation trends from 2014 to 2018, at North American libraries⁴ serving populations greater than two million, shows that:

- Physical circulation declined for all nine comparator libraries, an average drop of 19.5%. Toronto Public Library's decline was 17.5%, the third lowest. It is still a positive picture. TPL continues to have the highest physical circulation in North America. While most large Canadian libraries are maintaining their use, major U.S. libraries like Houston, Queens Borough and Los Angeles are seeing serious declines.
- Electronic circulation increased for all but one of the libraries, an average increase of 128.0%. Toronto reported the seventh largest increase (100.7%). Toronto was an early adopter of electronic circulating materials in 2000 and use has been building for almost 20 years.

⁴ Analysis of the latest data available. North American libraries are used because the larger geography provides benchmarking against urban centres offering library service to similarly sized populations. In the Canadian context, Toronto is the largest urban centre, followed by Montreal and Calgary. All other library systems serve populations less than 1 million (refer to attachment 3).

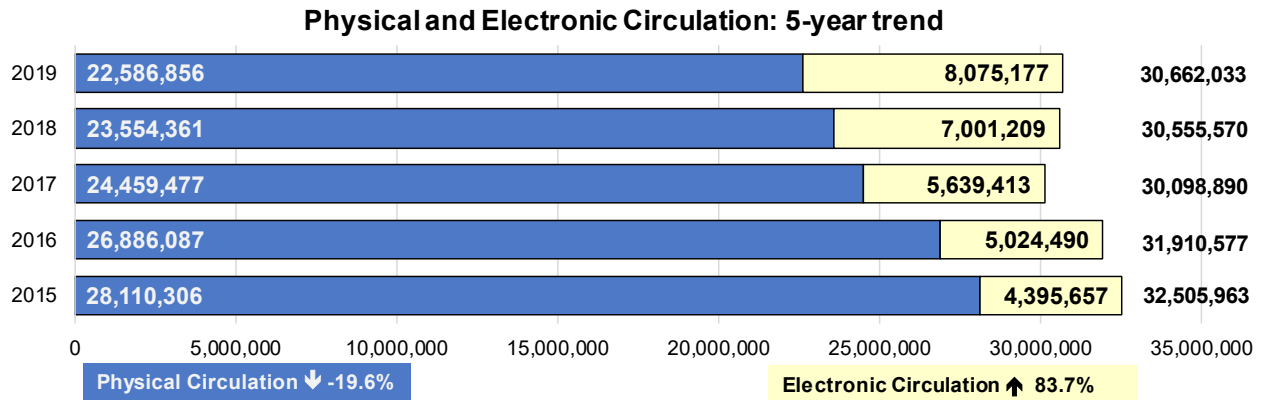
- Total circulation, which comprises both electronic and physical transactions, declined for five out of the nine comparator libraries, and averaged an increase of 10.5%. Toronto reported the second smallest drop (-4.6%).



2019 highlights:

- 2019 reported a slight increase in total circulation transactions (0.3%), driven by electronic circulation.
- Overall book formats, which include physical and electronic books and audiobooks, increased 4.3%.
- The use of English physical books increased 1.2%, driven by a 3.0% increase in adult nonfiction books.
- Children’s early literacy books continue to be very popular. Use of Board Books increased 1.2%, Beginning Readers’ grew 3.6%, and Easy to Read books increased 3.0%.

- Electronic circulation increased 15.3%, and accounted for 26.3% of total circulation, up from 22.9% in the previous year.
- eAudiobooks reported the largest increase, 30.0%.



Physical and Electronic Circulation: 5-year trend

Year	Physical Circulation	Electronic Circulation	Total Circulation
2015	28,110,306	4,395,657	32,505,963
2016	26,886,087	5,024,490	31,910,577
2017	24,459,477	5,639,413	30,098,890
2018	23,554,361	7,001,209	30,555,570
2019	22,586,856	8,075,177	30,662,033
Percentage change 2018 to 2019	-4.1%	15.3%	0.3%
Percentage change 2015 to 2019	-19.6%	83.7%	-5.7%

The shift in the use from physical to digital formats requires a corresponding shift in the budget allocated to those formats. This has resulted in a budget pressure as digital formats are more expensive than physical. For example, eBooks may cost up to three to five times more than physical books and all have to be repurchased after two years. Video streaming services like hoopla and Kanopy operate on a pay-per-use model which, given their popularity, is more expensive than purchasing DVDs. Costly new interactive eLearning products, have no physical equivalent but must be acquired to satisfy customer demand and meet our strategic initiatives.

The new staffing model reallocates staff resources from the management of physical collections to other services, including managing electronic services, which includes providing training and technology support.

Branch Visits

Branch visits is the broadest measure of facility use. Branches are increasingly used for technology access, programs, study space and community use. Visits are influenced by service offerings, programming, collections, and study space. While branch visits declined 5.0% over the past five years, program attendance (6.6%) and wireless use (51.3%) increased.

Branch Visits		Key influencing factors 2019:
2019: 17,248,760	- 1.9%	<ul style="list-style-type: none">• Branch renovation closures, resulted in a decline in overall visits. Average hourly branch visits however remained unchanged at 65.• Expanded Sunday hours resulted in a 9.6% increase in overall Sunday visits. Eight additional branches opened September to June.
Five-year trend:	- 5.0%	
Ten-year trend:	- 6.0%	

How Toronto compares 2014 to 2018:

Toronto Public Library performance is in line with library trends and its North American comparators. An analysis of five year trends from 2014 to 2018, at North American libraries⁵ serving populations greater than two million, shows that:

- Visits are declining, an average decrease of 12.7%. Toronto (-4.1%) reported the smallest drop, Houston (-25.3%) and Los Angeles (-23.1%) had sharp declines;
- Toronto reported the highest average visits per capita (6.7), followed by Queens Borough (5.0) and New York (4.2), in this time period.

2019 highlights: Visits by Day of Week

Branch visits reflect the varying needs of customers throughout the week and the Library's commitment to providing open access throughout the day. Analysis of visits by open half hour shows that branch visits are highest on Sunday at opening, and at opening on weekdays Tuesday to Thursday. On weekdays, visits at opening and during after school hours are higher on average.

- Total visits are highest on Tuesdays. Per-hour visits are highest on Sundays.
- On Sunday, Tuesday, Wednesday and Thursday, branches averaged the largest number of visitors in the first half hour of opening. The 50 branches open Sunday averaged 3,632 visits from 1:30-2 p.m.
- On Monday, branches averaged the largest number of visits from 3:30-4 p.m.
- On Saturday, branches averaged the largest number of visits from 2-2:30 p.m.
- On Friday, branches averaged the largest number of visits from 6-6:30 p.m. Only 24 branches are open during this time period.

⁵ Analysis of the latest data available.

- These are the same trends seen in 2017 and 2018.
- On the following table, the busiest time of each day is highlighted in yellow. The busiest half hour period of any day is bolded in red.

Average Annual Visits per Branch by Open Half Hour and Day of Week

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9:00		2,236	2,633	2,471	2,488	2,408	1,666
9:30		1,628	1,980	1,905	1,856	1,880	1,302
10:00		1,486	1,879	1,495	1,817	1,462	1,527
10:30		1,411	1,839	1,336	1,805	1,286	1,656
11:00		1,421	1,832	1,297	1,808	1,234	1,690
11:30		1,663	2,066	1,452	2,058	1,360	1,604
12:00		1,628	2,125	1,453	2,140	1,360	1,649
12:30		1,646	1,785	1,423	1,660	1,398	1,692
13:00		1,692	1,537	1,452	1,483	1,458	1,784
13:30	3,632	1,787	1,602	1,565	1,535	1,579	1,865
14:00	2,186	1,699	1,472	1,460	1,449	1,495	1,866
14:30	1,938	1,625	1,443	1,417	1,406	1,450	1,789
15:00	1,771	1,994	1,809	1,773	1,765	1,724	1,743
15:30	1,572	2,299	2,039	1,975	1,941	1,812	1,656
16:00	1,351	1,983	1,801	1,718	1,706	1,597	1,552
16:30	940	1,832	1,624	1,561	1,569	1,452	1,206
17:00		1,728	1,537	1,493	1,464	1,414	
17:30		1,645	1,469	1,411	1,422	1,244	
18:00		1,580	1,483	1,880	1,409	2,557	
18:30		1,385	1,308	1,635	1,243	2,163	
19:00		1,116	1,066	1,305	990	1,768	
19:30		834	817	992	765	1,359	
20:00		565	563	689	540	886	

Notes:

Average visits are calculated based on the number of branches open during that time period. 35 branches are closed on Monday. The busiest time of each day is highlighted in yellow. The busiest half hour period of any day is bolded in red.

Electronic Visits

Electronic visits are influenced by website content, self-service features and electronic services and collections. Over the past five years, electronic visits decreased 2.4%, due to a change implemented in 2017 to how traffic to www.tpl.ca is counted, despite more content, self-service and customizable features, and improved searching added to the main site.

Branch Visits

2019: 30,311,263	+ 3.6%
Five-year trend:	- 2.4%
Ten-year trend:	+ 12.9%

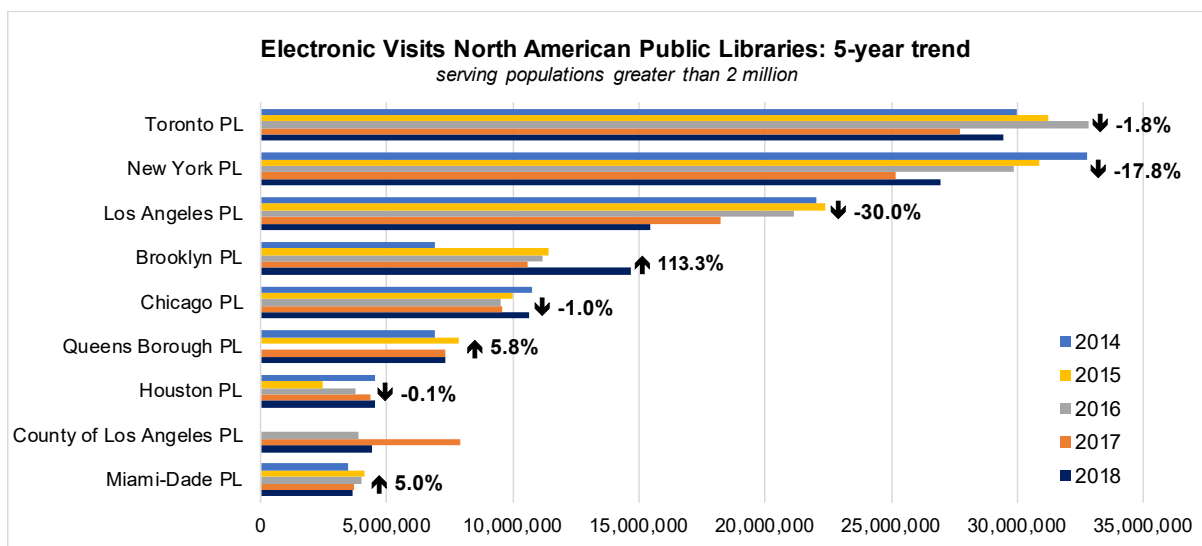
Key influencing factors 2019:

- Visits to access our main site (www.tpl.ca) increased 3.6%.
- Launched the new children’s website, TPL Kids (<https://kids.tpl.ca>), designed with accessibility and kid-friendly navigation.
- Launched online card renewal, one of the most commonly requested account enhancements.
- Use of electronic databases and content continues to grow.

How Toronto compares 2014 to 2018:

An analysis of five year trends from 2014 to 2018, at North American libraries⁶ serving populations greater than two million, shows that:

- Electronic visits have increased, an average of 9.2%.
- Toronto reports the highest electronic visits in North America, and the highest average electronic visits per capita (11.3), followed by New York (9.0).



⁶ Analysis of the latest data available.

2019 highlights:

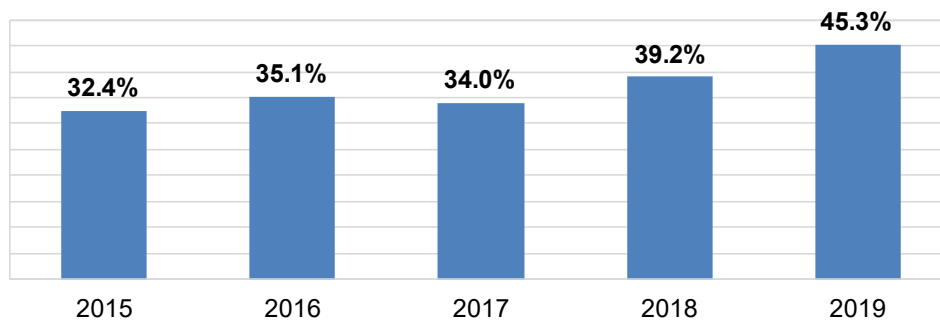
- In 2019, use of eLearning resources continues to be popular among customers, with the top performing databases, Lynda.com, Brainfuse and Mango Languages contributing more than half a million visits.
- Visits to blogs with TPL-produced content grew 19.3%.
- Use of online databases jumped 40.7%, four of the top five performing databases were eLearning resources. The table below lists the 15 top performing licensed databases and eLearning resources. The latter are highlighted in rose.

Top Performing Online Databases (Licensed and eLearning Resources)

Rank	Online Database Resource	2019	2018	2018-2019 % change
1	PressReader	634,775	289,035	119.6%
2	Lynda.com	295,085	240,859	22.5%
3	Brainfuse	151,194	144,992	4.3%
4	Mango Languages	91,159	67,750	34.6%
5	Gale Courses	50,473	45,070	12.0%
6	Naxos Music Library	50,005	45,220	10.6%
7	Toronto Star - Historical Newspaper Archive	46,182	41,316	11.8%
8	NYTimes.com	42,714	30,176	41.5%
9	Globe and Mail - Historical Newspaper Archive	39,013	35,818	8.9%
10	Academic OneFile	26,551	28,335	-6.3%
11	Consumer Reports Online	25,647	22,842	12.3%
12	IELTS General	22,367	10,834	106.5%
13	Scott's Business Directories Online	22,107	18,681	18.3%
14	Canadian Newsstream	20,349	15,319	32.8%
15	Canadian Business & Current Affairs (CBCA)	13,588	12,441	9.2%
	Total Sessions	1,640,531	1,166,003	40.7%

- Almost half (45.3%) of all website visits took place on a phone or tablet.

TPL Main Website: Percentage of mobile visits



Programs

As a five-year trend, program offerings and program attendance increased, 21.2% and 6.6%, respectively. Areas of growth include technology, cultural and afterschool programming.

Programs Offered		Program Attendance	
2019: 44,936	- 3.4%	2019: 986,133	- 3.1%
Five-year trend:	+ 21.2%	Five-year trend:	+ 6.6%
Ten-year trend:	+ 56.5%	Ten-year trend:	+ 24.6%

Key influencing factors 2019:

- A strategic focus on increasing afterschool, innovation and technology programs.
- Two additional Youth Hubs opened at Parliament Street and Thorncliffe branches, providing afterschool space and programming to youth in these Neighbourhood Improvement Areas.
- Expanded Sunday programming, with program offerings increasing 12.6% and attendance 18.6%.

How Toronto compares 2014 to 2018:

Toronto Public Library performance is in line with library trends and its North American comparators. An analysis of five-year program trends from 2014 to 2018, at North American libraries⁷ serving populations greater than 2 million, shows that:

- Programs offered rose, an average increase of 80.6%. Toronto increased 37.7%.
- Program attendance increased, an average of 49.2%. Toronto increased 19.7%.
- Toronto ranked 4th in per capita programs and per capita attendance over this period.

2019 highlights:

- The second highest number of programs and attendance reported to date.
- Adult (25-64) programs reported the only increase in offerings (2.3%), with a corresponding increase in attendance of 6.3%.
- Programs geared to seniors reported the largest increase in attendance (7.3%), even though program offerings declined 8.2%.
- Youth Hubs attracted 78,242 participants, and accounted for 60.1% of total teen programs and 63.0% of total teen attendance. Youth Hubs are an area advanced by the Library's 2016-2019 Strategic Plan and funding from the City's Poverty Reduction Strategy.

⁷ Analysis of the latest data available.

- Innovation and technology programs offered at the Digital Innovation Hubs, Fabrication Studio and Pop-Up Learning Labs increased 18.5%, with attendance increasing 10.3%.
- 90.4% of programs were offered at branches and 9.6% were offered offsite in the community.
- 15.7% of programs were cosponsored programs delivered with community partners, a total of 7,074 programs with an attendance of 160,565, representing 16.3% of total program attendance. ESL programs run by school boards and other community agencies accounted for 24.5% of cosponsored programs and contributed to 31.1% of all co-sponsored attendance.
- Programs at **The Bram and Bluma Appel Salon** continued to draw the largest attendance per program, averaging 276 attendees, up from 251 in the previous year. In 2019, 11,593 customers attended 42 Appel Salon programs.

2019 Programs and Attendance by Program Type

Program Type	Programs	Attendance	% of Programs	% of Attendance
Cultural	10,874	220,901	24.2%	22.4%
ESL	2,181	54,150	4.9%	5.5%
Information & Current Issues	11,844	262,773	26.4%	26.6%
Literacy	626	20,908	1.4%	2.1%
Literary	14,042	371,474	31.2%	37.7%
User Education	5,369	55,927	11.9%	5.7%
Total	44,936	986,133	100.0%	100.0%

Program Type definitions

Cultural: Programs that feature or promote the arts, culture and heritage; that relate to the ideas, customs and social behavior of a society, and to intellectual achievements.
Examples: Culture, performing and visual arts, entertainment, hobbies, crafts and games, puppet shows, customs and social behavior, history, genealogy, etc.

ESL: Programs to help participants learn English.
Examples: English as a Second Language classes, English Conversation Circle, etc.

Information & Current Issues: Non-computer programs that are instructional and /or impart knowledge, and programs on topical issues and current events.
Examples: Health and wellness, gardening, business, legal, personal finance, science and technology, newcomer programs, intellectual topics, ideas, etc.

Literacy: Instructional programs where participants learn how to read and write.

Examples: Leading to Reading, one on one programs in basic reading, writing and math.

Literary: Programs related to all aspects of the literary arts, reading and stories; writing, analysis and content of literature and related to the literature profession: publishers, writers and illustrators.

Examples: Author talks and lectures, storytimes, book talks, book clubs, writing groups, literature programs, illustrating books, comics, etc.

User Education: Programs on using computer resources and library resources.

Examples: Computer and library resources, online career and job search, eContent and devices, Library tours, Web Basics, How Social Media Can Help Your Small Business, etc.

Use of Technology in Branches

As a five-year trend, wireless use increased 51.3%, and workstation use fell 40.4% due to a change in methodology in 2018. This represents an artificial drop as demand for workstations continues across branches. The Bridge survey of technology use indicates that 51.0% of Toronto respondents accessed technology at the Library that they would not have had access to otherwise. This is up from 47.0% reported in the previous year.

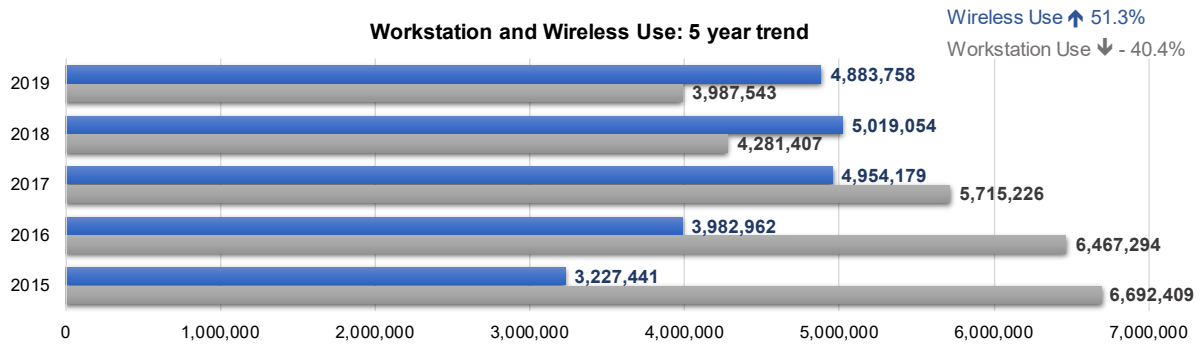
Workstation User Sessions		Wireless Sessions	
2019: 3,987,543	- 6.9%	2019: 4,883,758	- 2.7%
Five-year trend:	- 40.4%	Five-year trend:	+ 51.3%
Ten-year trend:	- 33.5%	Ten-year trend:	+ 337.7%

Key influencing factors 2019:

- Branch renovation closures, resulted in a larger than usual decline in workstation user sessions and a decline in wireless sessions. Fifteen branches were closed throughout the year, compared to twelve in 2018.
- Mobile device use is driving increased demand for library wireless service.

2019 highlights:

- Wireless use continues to surpass workstation use.
- Peak months for wireless use were March, October and May, when students need connected space to study and for research.



Workstation and Wireless Sessions: 5-year trend

Year	Workstation User Sessions	Wireless Sessions
2015	6,692,409	3,227,441
2016	6,467,294	3,982,962
2017	5,715,226	4,954,179
2018	4,281,407	5,019,054
2019	3,987,543	4,883,758
Percentage change 2018 to 2019	-6.9%	-2.7%
Percentage change 2015 to 2019	-40.4%	51.3%

Note: Starting in 2018, user workstation sessions are tracked and reported using the Reserve a Computer (RAC) management system, providing a more accurate measure of workstation use. In the RAC system, one session equals use that is greater than 15 seconds. The duration of the session is the entire length of use within the booked time. In the old method, quarterly figures were prorated based on counts collected every half hour during quarterly survey weeks.

Library Membership

Toronto Public Library annually reviews its Circulation and Collection Use Policy to remove barriers to access. The customer database is purged regularly to maintain an accurate view of members. Over the past five and ten-year periods new membership increased.

New Membership

2019: **202,732** + **2.2%**
 Five-year trend: + 33.9%
 Ten-year trend: + 20.0%

Active Membership

Members who used their card in 2019

2019: **711,457** + **9.2%**
 Five-year trend: + 4.2%
 Ten-year trend: - 16.7%

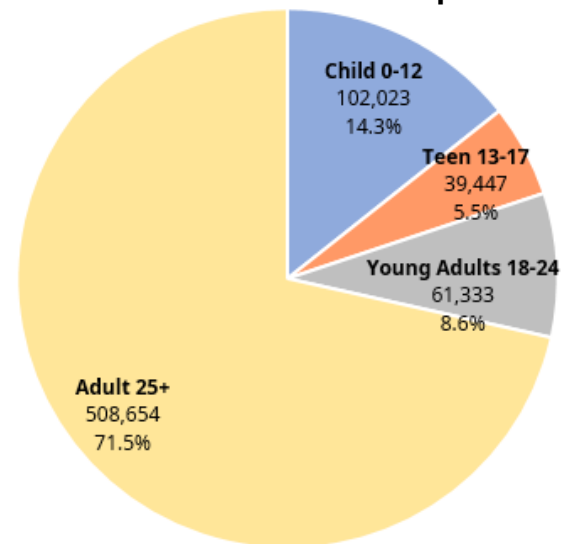
Key influencing factors 2019:

- New registrations increased 2.2% in 2019.
- Through its Business Intelligence Strategy and Digital Strategy, the Library is building capacity to deliver more personalized, mobile and self-service options and to measure equity of access by residents, communities and neighbourhoods.
 - In October 2016, changes to the Circulation and Collection Use Policy made membership more accessible by lowering fines for all library users, and changing the fines model to assess fees according to the cardholder type. This provides an incentive for parents to use children’s cards to checkout materials.
 - Effective April 2018, further changes to the registration and membership services reduced barriers to get a library card.
 - In April 2019, online library card renewal launched. This was one of the most requested account features. It provides eligible customers with a convenient way to manage their annual membership and facilitate continuous active membership.

2019 highlights:

- The number of active members grew 9.2%, and accounted for 72.6% of total library members, up from 67.0% the previous year. Online card renewal helped contribute to this increase.
- 26.0% of Torontonians used their library card in 2019.
- The breakdown of members by type was:
 - Adult 25+: **71.5%**
 - Young Adult 18-24: **8.6%**
 - Teen 13-17: **5.5%**
 - Child 0-12: **14.3%**
- In 2019, new registrations increased 2.2%. All age groups, with the exception of children, reported increases in card membership. Teen 13-17 had the largest growth (5.4%), followed by adult 25+ (3.9%).
- In 2019, membership was required for the following services: checking out physical materials and electronic items, accessing licensed databases and placing holds. Membership is not currently required to visit a branch, attend programs, use public workstations, connect to wireless service, and to use materials in a branch, and is therefore not a complete picture of library use.

2019 Active Membership



2019 Library Membership compared to City Population

Library Membership	Child (0-12)	Teen (13-17)	Young Adult (18-24)	Adult (25+)	All Adults (18+)	Total
Active members (members who used their card in 2019)	102,023	39,447	61,333	508,654	569,987	711,457
<i>% of total active members</i>	14.3%	5.5%	8.6%	71.5%	80.1%	100.0%
Total members or cardholders	149,739	63,164	91,005	675,586	766,591	979,494
<i>% of total members</i>	15.3%	6.4%	9.3%	69.0%	78.3%	100.0%
Toronto population	347,875	132,160	258,370	1,993,170	2,251,540	2,731,571
<i>% of Toronto population</i>	12.7%	4.8%	9.5%	73.0%	82.4%	100.0%
% of population that are active members	29.3%	29.8%	23.7%	25.5%	25.3%	26.0%
% of population that are members	43.0%	47.8%	35.2%	33.9%	34.0%	35.9%

CONCLUSION

In 2019, Toronto Public Library continued to demonstrate that services are accessible, responsive and relevant to a broad range of users of all ages and backgrounds. Branch Statistics for 2019 are summarized in Attachment 1.

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SIGNATURE

Vickery Bowles
City Librarian

ATTACHMENTS

- Attachment 1: Branch Summary Statistics: January to December 2019
- Attachment 2: How We Compare 2018 – North American Libraries
- Attachment 3: How We Compare 2018 – Canadian Libraries

Branch Summary Statistics: January to December 2019

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS				
	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change		
NEIGHBOURHOOD BRANCHES																										
1st Quartile																										
1	Bridlewood	404,356	434,621	-7.0	346,131	419,149	-17.4	51,816	57,273	-9.5	116,483	101,683	14.6	9,131	10,065	-9.3	109,378	152,343	-28.2	47,541	51,202	-7.2	3,409.0	3,420.5	-0.3	1
2	Woodside Square	362,674	373,195	-2.8	290,873	312,597	-6.9	46,377	46,543	-0.4	73,807	77,430	-4.7	15,392	13,554	13.6	75,083	88,044	-14.7	72,288	75,752	-4.6	3,101.0	3,112.5	-0.4	2
3	Runnymede	291,820	284,820	2.5	426,354	421,173	1.2	131,104	122,526	7.0	88,509	91,670	-3.4	15,370	12,342	24.5	35,265	38,512	-8.4	67,083	68,987	-2.8	3,230.5	3,242.0	-0.4	3
4	Deer Park	280,295	289,666	-3.2	415,115	401,466	3.4	128,040	113,790	12.5	98,459	112,960	-12.8	7,761	7,953	-2.4	48,318	54,783	-11.8	61,486	65,983	-6.8	3,101.0	3,112.5	-0.4	4
5	Eglinton Square	261,247	251,189	4.0	202,898	204,647	-0.9	33,686	29,773	13.1	58,933	74,630	-21.0	4,641	6,034	-23.1	91,633	84,643	8.3	55,205	55,733	-0.9	3,230.5	3,161.5	2.2	5
6	Sanderson	228,261	223,279	2.2	171,106	178,416	-4.1	39,779	36,326	9.5	86,107	76,932	11.9	14,861	11,631	27.8	68,999	71,742	-3.8	53,178	52,512	1.3	3,230.5	3,161.5	2.2	6
7	Eatonville	225,560	232,419	-3.0	441,050	463,951	-4.9	109,909	109,271	0.6	139,158	137,284	1.4	12,469	13,933	-10.5	56,775	58,329	-2.7	38,638	41,801	-7.6	3,230.5	3,242.0	-0.4	7
8	High Park	217,479	200,533	8.5	338,769	302,244	12.1	97,530	83,577	16.7	44,144	50,060	-11.8	9,097	10,296	-11.6	48,168	37,340	29.0	33,287	32,396	2.8	3,132.5	3,112.5	0.6	8
*	9 Locke	204,120	206,804	-1.3	335,761	349,360	-3.9	91,517	89,295	2.5	53,683	54,693	-1.8	9,905	10,164	-2.5	64,205	69,904	-8.2	36,896	40,048	-7.9	3,101.0	3,099.0	0.1	9
10	City Hall	202,935	197,005	3.0	270,410	273,173	-1.0	95,922	89,461	7.2	37,544	52,034	-27.8	7,636	6,593	15.8	33,122	42,895	-22.8	47,505	50,205	-5.4	1,992.0	2,000.0	-0.4	10
11	Beaches	198,067	207,052	-4.3	287,323	289,818	-0.9	81,889	80,862	1.3	46,443	50,555	-8.1	6,393	5,694	12.3	37,054	40,094	-7.6	26,353	31,292	-15.8	3,101.0	3,112.5	-0.4	11
12	Scarborough Civic Centre	197,245	191,703	2.9	172,072	172,722	-0.4	28,014	25,897	8.2	54,408	50,181	8.4	6,139	5,356	14.6	76,823	74,559	3.0	43,849	45,256	-3.1	3,230.5	3,242.0	-0.4	12
13	Fort York	196,094	190,668	2.8	230,898	227,453	1.5	74,052	66,349	11.6	45,120	82,497	-45.3	9,024	10,779	-16.3	66,808	68,533	-2.5	38,890	37,264	4.4	3,230.5	3,242.0	-0.4	13
14	Thornccliffe	183,994	194,581	-5.4	138,280	152,062	-9.1	23,026	23,714	-2.9	31,748	40,384	-21.4	2,954	2,703	9.3	53,849	42,974	25.3	42,950	50,333	-14.7	3,409.0	3,340.0	2.1	14
15	St. James Town	182,887	157,596	16.0	248,646	221,964	12.0	63,002	60,517	4.1	66,105	71,731	-7.8	4,002	5,339	-25.0	57,115	43,683	30.7	58,962	51,621	14.2	2,621.5	2,168.0	20.9	15
~	16 Parkdale	181,068	333,245	-45.7	204,819	324,230	-36.8	64,466	81,637	-21.0	52,630	129,456	-59.3	8,081	15,127	-46.6	31,109	52,860	-41.1	53,495	103,625	-48.4	2,059.5	3,420.5	-39.8	16
17	Riverdale	180,229	180,916	-0.4	225,704	223,472	1.0	55,238	50,962	8.4	42,582	47,132	-9.7	10,670	11,903	-10.4	42,946	48,515	-11.5	44,200	45,729	-3.3	3,101.0	3,112.5	-0.4	17
18	Bayview	171,685	202,545	-15.2	397,779	429,168	-7.3	99,662	102,909	-3.2	73,959	87,209	-15.2	4,415	5,068	-12.9	31,396	40,577	-22.6	20,341	26,289	-22.6	2,520.5	3,008.0	-16.2	18
19	Danforth/Coxwell	166,953	169,976	-1.8	273,555	269,855	1.4	71,983	66,668	8.0	42,768	54,257	-21.2	8,685	7,961	9.1	31,554	29,530	6.9	36,170	40,326	-10.3	3,101.0	3,112.5	-0.4	19
*	20 Steeles	162,606	55,838	191.2	198,868	114,108	74.3	33,159	25,637	29.3	42,545	17,404	144.5	6,016	2,832	112.4	47,908	17,133	179.6	36,129	14,624	147.1	3,409.0	1,561.0	118.4	20
2nd Quartile																										
21	Jane/Dundas	158,197	154,666	2.3	267,037	269,642	-1.0	64,327	59,123	8.8	57,270	59,933	-4.4	6,348	8,619	-26.3	59,019	47,752	23.6	41,567	43,864	-5.2	3,230.5	3,161.5	2.2	21
22	Leaside	157,656	162,265	-2.8	330,924	344,926	-4.1	88,001	87,757	0.3	60,783	50,070	21.4	8,236	7,955	3.5	22,835	23,654	-3.5	21,315	20,752	2.7	3,101.0	3,112.5	-0.4	22
23	Flemingdon Park	157,505	139,776	12.7	98,375	103,736	-5.2	17,272	15,615	10.6	62,569	64,245	-2.6	16,047	11,498	39.6	26,634	26,494	0.5	29,562	29,894	-1.1	2,177.5	2,185.5	-0.4	23
*	24 Goldhawk Park	153,844	164,412	-6.4	194,589	202,870	-4.1	31,267	32,643	-4.2	23,868	22,342	6.8	18,971	15,850	19.7	43,239	35,811	20.7	28,864	30,554	-5.5	3,230.5	3,076.5	5.0	24
~	25 Downsview	139,493	231,580	-39.8	122,726	185,960	-34.0	23,876	31,538	-24.3	57,168	71,882	-20.5	14,518	22,926	-36.7	43,453	64,295	-32.4	43,740	72,517	-39.7	2,127.5	3,242.0	-34.4	25
*	26 Yorkville	134,385	137,585	-2.3	251,808	255,993	-1.6	76,768	76,062	0.9	54,557	47,562	14.7	12,200	10,480	16.4	23,027	25,308	-9.0	21,130	22,390	-5.6	3,101.0	2,977.0	4.2	26
27	Centennial	134,067	157,112	-14.7	270,126	297,665	-9.3	65,842	66,790	-1.4	62,845	85,844	-26.8	17,047	20,073	-15.1	32,647	41,714	-21.7	21,971	26,974	-18.5	2,650.0	3,104.0	-14.6	27
28	St. Lawrence	133,158	117,556	13.3	220,519	216,375	1.9	75,015	70,775	6.0	42,659	33,298	28.1	4,829	2,828	70.8	27,498	23,501	17.0	27,347	24,264	12.7	2,821.0	2,528.5	11.6	28
29	Maryvale	126,402	137,412	-8.0	148,594	162,654	-8.6	30,478	30,909	-1.4	38,243	42,817	-10.7	2,941	4,097	-28.2	37,044	35,293	5.0	32,754	34,992	-6.4	2,520.5	2,528.5	-0.3	29
30	McGregor Park	120,802	122,591	-1.5	152,135	158,704	-4.1	26,597	24,559	8.3	39,993	48,868	-18.2	4,922	4,938	-0.3	33,450	32,650	2.5	29,609	30,641	-3.4	2,177.5	2,185.5	-0.4	30
31	Main Street	118,568	122,506	-3.2	252,545	242,978	3.9	70,898	64,789	9.4	23,468	34,369	-31.7	7,544	8,202	-8.0	23,455	22,109	6.1	23,379	26,001	-10.1	3,101.0	3,112.5	-0.4	31
32	Hillcrest	110,800	116,494	-4.9	281,722	298,415	-5.6	70,724	71,908	-1.6	45,461	46,732	-2.7	4,248	3,620	17.3	25,008	26,713	-6.4	15,515	16,987	-8.7	2,048.0	2,088.0	-1.9	32
33	Morningside	109,795	102,939	6.7	156,566	152,677	2.5	31,309	27,605	13.4	55,632	47,320	17.6	4,696	4,800	-2.2	27,391	25,329	8.1	29,277	30,116	-2.8	3,230.5	3,161.5	2.2	33
34	Dufferin/St. Clair	109,667	111,761	-1.9	169,397	169,416	0.0	41,531	36,667	13.3	34,330	28,494	20.5	9,314	8,221	13.3	22,637	23,810	-4.9	40,379	42,709	-5.5	2,520.5	2,528.5	-0.3	34
35	Black Creek	107,777	98,278	9.7	79,871	86,179	-7.3	8,357	9,749	-14.3	96,783	55,332	74.9	6,862	6,148	11.6	51,043	45,285	12.7	25,777	24,989	3.2	2,048.0	2,056.0	-0.4	35
~	36 Forest Hill	107,435	113,245	-5.1	172,300	181,125	-4.9	56,229	51,327	9.6	27,995	39,229	-28.6	6,465	11,796	-45.2	39,197	40,260	-2.6	17,319	14,583	18.8	2,853.0	2,814.0	1.4	36
37	Palmerston	104,919	103,023	1.8	194,833	189,682	2.7	66,491	60,878	9.2	36,993	39,707	-6.8	4,675	4,258	9.8	15,858	16,262	-2.5	21,569	23,629	-8.7	2,520.5	2,528.5	-0.3	37
38	College/Shaw	103,210	101,932	1.3	189,401	182,356	3.9	64,288	58,460	10.0	29,920	23,218	28.9	4,312	5,548	-22.3	26,257	27,779	-5.5	21,432	21,914	-2.2	2,520.5	2,528.5	-0.3	38
39	Alderwood	100,412	100,886	-0.5	147,747	155,864	-5.2	28,585	29,921	-4.5	31,796	36,744	-13.5	9,843	9,455	4.1	15,743	16,852	-6.6	10,518	12,162	-13.5	2,520.5	2,528		

Branch Summary Statistics: January to December 2019

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS			
	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	
3rd Quartile																									
41 Oakwood Village Library and	99,154	98,891	0.3	142,126	133,088	6.8	34,379	29,004	18.5	73,595	62,106	18.5	9,489	10,292	-7.8	24,286	19,712	23.2	19,498	21,743	-10.3	2,520.5	2,528.5	-0.3	41
~ 42 Parliament Street	98,771	225,922	-56.3	101,464	191,193	-46.9	33,513	44,081	-24.0	40,068	68,549	-41.5	4,629	5,545	-16.5	35,471	60,416	-41.3	28,959	62,072	-53.3	1,750.0	3,420.5	-48.8	42
43 Annette Street	97,246	102,239	-4.9	201,398	201,476	0.0	59,439	56,959	4.4	20,895	23,727	-11.9	7,306	8,963	-18.5	17,091	18,278	-6.5	20,898	21,239	-1.6	2,520.5	2,528.5	-0.3	43
44 Humberwood	94,909	101,360	-6.4	50,965	55,565	-8.3	9,251	9,485	-2.5	27,120	28,755	-5.7	6,575	9,470	-30.6	16,681	11,598	43.8	10,952	10,942	0.1	2,048.0	2,056.0	-0.4	44
45 Weston	93,178	91,230	2.1	108,961	116,159	-6.2	21,738	22,124	-1.7	31,544	32,391	-2.6	5,193	5,294	-1.9	29,396	26,359	11.5	26,812	26,060	2.9	2,650.0	2,577.5	2.8	45
46 Jane/Sheppard	89,668	83,508	7.4	93,852	81,754	14.8	14,624	11,588	26.2	83,245	73,080	13.9	4,877	5,061	-3.6	24,814	24,690	0.5	25,099	23,749	5.7	2,573.0	2,528.5	1.8	46
47 Dawes Road	88,804	89,637	-0.9	151,755	162,061	-6.4	30,595	31,196	-1.9	36,833	30,254	21.7	7,828	7,484	4.6	24,892	21,099	18.0	29,528	30,300	-2.5	2,573.0	2,528.5	1.8	47
~ 48 Mimico Centennial	85,449	91,352	-6.5	167,353	172,926	-3.2	39,638	38,159	3.9	81,295	81,806	-0.6	4,508	5,254	-14.2	13,385	15,830	-15.4	12,713	15,725	-19.2	1,928.0	2,056.0	-6.2	48
* 49 Spadina Road	85,425	85,974	-0.6	172,880	173,509	-0.4	61,553	54,302	13.4	22,404	33,732	-33.6	3,099	5,438	-43.0	12,544	12,185	2.9	14,116	15,469	-8.7	2,048.0	2,024.0	1.2	49
50 Burrows Hall	85,122	81,913	3.9	123,257	123,742	-0.4	17,787	18,394	-3.3	38,032	40,193	-5.4	4,307	5,356	-19.6	27,128	26,830	1.1	17,393	16,232	7.2	2,177.5	2,105.0	3.4	50
51 Port Union	82,062	84,874	-3.3	200,031	202,041	-1.0	49,075	49,151	-0.2	20,983	21,982	-4.5	3,769	4,279	-11.9	21,956	20,322	8.0	8,556	10,086	-15.2	2,520.5	2,528.5	-0.3	51
52 Mount Dennis	77,877	80,819	-3.6	89,270	104,754	-14.8	16,575	17,703	-6.4	34,182	29,819	14.6	4,820	4,892	-1.5	22,341	19,040	17.3	31,430	36,451	-13.8	2,650.0	2,658.0	-0.3	52
53 Brookbanks	77,106	73,308	5.2	151,891	156,836	-3.2	31,424	28,984	8.4	46,632	31,130	49.8	2,865	2,847	0.6	23,062	21,596	6.8	16,706	16,333	2.3	2,048.0	2,056.0	-0.4	53
54 Kennedy/Eglinton	75,312	81,014	-7.0	122,499	130,416	-6.1	20,456	22,212	-7.9	41,944	64,706	-35.2	4,164	4,677	-11.0	25,695	26,468	-2.9	27,027	29,139	-7.2	2,100.5	2,056.0	2.2	54
55 Jones	75,303	78,623	-4.2	154,766	160,471	-3.6	41,529	39,049	6.4	46,494	28,857	61.1	7,764	8,334	-6.8	12,301	13,012	-5.5	14,749	18,622	-20.8	2,501.0	2,543.5	-1.7	55
* 56 Pleasant View	73,267	66,616	10.0	168,874	157,096	7.5	32,109	30,294	6.0	28,407	35,865	-20.8	7,535	10,752	-29.9	17,047	14,515	17.4	13,878	13,400	3.6	2,084.5	1,912.0	9.0	56
57 Armour Heights	72,816	73,829	-1.4	213,427	214,013	-0.3	53,306	50,117	6.4	30,632	29,745	3.0	1,983	2,609	-24.0	14,111	14,235	-0.9	9,414	9,753	-3.5	2,048.0	2,056.0	-0.4	57
58 Queen/Saulter	69,777	68,578	1.7	103,936	111,106	-6.5	30,328	29,540	2.7	15,106	19,494	-22.5	8,900	11,321	-21.4	10,346	9,513	8.8	10,704	13,869	-22.8	2,048.0	2,056.0	-0.4	58
59 Cliffcrest	67,906	65,876	3.1	155,449	137,460	13.1	40,630	34,460	17.9	28,031	27,059	3.6	3,483	2,950	18.1	17,294	17,236	0.3	14,182	14,475	-2.0	2,048.0	2,056.0	-0.4	59
60 Woodview Park	65,661	58,068	13.1	60,941	71,530	-14.8	12,539	14,324	-12.5	25,145	19,958	26.0	8,412	7,669	9.7	19,749	18,444	7.1	14,657	13,555	8.1	2,048.0	2,056.0	-0.4	60
4th Quartile																									
61 Mount Pleasant	61,718	62,333	-1.0	155,612	153,772	1.2	49,460	44,238	11.8	57,772	36,558	58.0	6,280	6,688	-6.1	8,018	8,571	-6.5	5,368	6,809	-21.2	2,048.0	2,056.0	-0.4	61
62 Amesbury Park	56,893	51,242	11.0	86,154	85,101	1.2	14,977	11,970	25.1	45,370	40,433	12.2	2,426	2,300	5.5	17,015	14,032	21.3	13,549	13,010	4.1	2,048.0	2,056.0	-0.4	62
63 Highland Creek	56,329	57,664	-2.3	135,525	145,360	-6.8	28,024	29,664	-5.5	24,243	32,393	-25.2	4,589	6,127	-25.1	17,505	14,102	24.1	15,568	16,657	-6.5	2,048.0	2,056.0	-0.4	63
64 Long Branch	55,632	53,829	3.3	128,543	130,359	-1.4	27,571	28,340	-2.7	26,258	29,071	-9.7	4,580	4,311	6.2	11,732	11,847	-1.0	13,628	14,458	-5.7	2,048.0	2,056.0	-0.4	64
65 New Toronto	53,786	55,870	-3.7	122,517	128,546	-4.7	30,851	30,009	2.8	30,155	41,257	-26.9	2,265	2,343	-3.3	11,808	12,150	-2.8	13,824	15,193	-9.0	2,177.5	2,185.5	-0.4	65
66 Perth/Dupont	52,157	55,219	-5.5	97,542	94,768	2.9	29,158	25,685	13.5	83,133	25,880	221.2	6,029	6,411	-6.0	7,841	9,495	-17.4	5,480	5,775	-5.1	2,048.0	2,056.0	-0.4	66
67 Bendale	48,541	51,489	-5.7	114,383	122,497	-6.6	22,020	21,625	1.8	51,317	37,780	35.8	4,785	7,008	-31.7	11,291	11,136	1.4	13,281	14,323	-7.3	2,048.0	2,056.0	-0.4	67
68 Humber Bay	47,611	44,973	5.9	160,861	156,811	2.6	48,965	44,477	10.1	33,771	21,570	56.6	1,519	1,793	-15.3	5,007	5,098	-1.8	6,809	6,015	13.2	2,048.0	2,056.0	-0.4	68
69 Elmbrook Park	45,225	45,807	-1.3	120,847	125,978	-4.1	30,514	29,795	2.4	13,505	13,920	-3.0	3,614	3,334	8.4	10,825	11,433	-5.3	5,383	5,700	-5.6	2,048.0	2,056.0	-0.4	69
70 Evelyn Gregory	43,655	46,693	-6.5	64,150	62,447	2.7	12,200	12,607	-3.2	21,557	36,444	-40.8	5,020	4,191	19.8	15,819	15,116	4.7	12,828	13,481	-4.8	2,520.5	2,528.5	-0.3	70
71 Victoria Village	42,414	42,043	0.9	87,183	87,550	-0.4	17,014	18,093	-6.0	19,357	11,135	73.8	4,432	3,826	15.8	7,622	7,741	-1.5	9,070	9,463	-4.2	2,048.0	2,056.0	-0.4	71
* 72 Humber Summit	40,175	35,770	12.3	51,847	53,901	-3.8	10,648	10,652	0.0	41,091	40,195	2.2	7,888	11,477	-31.3	14,092	9,657	45.9	11,207	10,281	9.0	2,084.5	1,976.0	5.5	72
* 73 Rexdale	39,099	40,274	-2.9	69,288	66,414	4.3	14,810	12,998	13.9	9,593	16,758	-42.8	2,745	3,163	-13.2	11,194	10,768	4.0	10,536	11,519	-8.5	2,100.5	2,032.0	3.4	73
~ 74 Davenport	36,185	37,506	-3.5	138,693	131,944	5.1	49,286	45,316	8.8	14,538	13,695	6.2	2,336	2,257	3.5	11,314	11,315	0.0	4,311	4,008	7.6	2,328.0	2,232.0	4.3	74
* 75 Todmorden Room	34,029	28,888	17.8	55,877	47,739	17.0	17,088	13,993	22.1	21,892	12,753	71.7	10,538	6,798	55.0	15,707	12,577	24.9	3,749	3,450	8.7	2,663.0	1,239.0	114.9	75
76 Northern Elms	32,994	33,315	-1.0	62,927	66,929	-6.0	13,073	12,433	5.1	22,805	21,558	5.8	1,993	2,508	-20.5	15,892	13,376	18.8	12,233	13,858	-11.7	2,048.0	2,056.0	-0.4	76
*~ 77 Guildwood	26,595	57,017	-53.4	47,291	97,265	-51.4	12,854	23,319	-44.9	6,502	15,030	-56.7	1,281	2,361	-45.7	5,823	16,413	-64.5	3,327	9,772	-66.0	864.0	1,872.0	-53.8	77
78 Taylor Memorial	26,401	34,784	-24.1	103,046	104,908	-1.8	27,773	26,498	4.8	25,706	14,808	73.6	1,458	1,544	-5.6	9,648	9,727	-0.8	8,422	8,594	-2.0	2,048.0	2,056.0	-0.4	78
* 79 Swansea Memorial	23,836	20,826	14.5	41,280	40,102	2.9	12,074	12,794	-5.6	8,769	7,693	14.0	1,390	1,151	20.8	6,193	5,069	22.2	2,707	1,443	87.6	2,430.0	1,269.0	91.5	79
*~ 80 St. Clair/Silverthorn	10,366			14,047	4,239	231.4	4,571	2,275	100.9	3,352			1,178	630	87.0	2,270	155	1,364.5	1,473			459.0			80
*~ 81 Wychwood		62,229	-100.0	14,190	115,280	-87.7	12,524	41,899	-70.1		23,916	-100.0	166	3,751	-95.6		11,705	-100.0		16,140	-100.0		1,558.0	-100.0	81
Neighbourhood Total	9,476,333	9,874,648	-4.0	14,092,007	14,659,161	-3.9	3,538,097	3,441,467	2.8	3,553,861	3,665,352	-3.0	529,366	563,186	-6.0	2,354,995	2,416,077	-2.5	1,973,777	2,166,790	<				

Branch Summary Statistics: January to December 2019

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS		
	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change	2018	2017	% Change
DISTRICT BRANCHES																								
1 Fairview	514,987	546,827	-5.8	638,738	683,924	-6.6	100,285	99,904	0.4	191,483	217,732	-12.1	33,103	35,701	-7.3	192,242	214,608	-10.4	132,363	130,320	1.6	3,433.5	3,445.0	-0.3
2 Bloor/Gladstone	363,692	369,395	-1.5	372,794	369,252	1.0	99,753	90,886	9.8	155,694	163,870	-5.0	20,508	18,260	12.3	109,765	111,390	-1.5	119,884	128,177	-6.5	3,433.5	3,434.5	0.0
3 Northern District	357,327	373,362	-4.3	420,227	432,317	-2.8	116,863	115,394	1.3	101,294	130,308	-22.3	15,633	17,791	-12.1	113,891	126,985	-10.3	92,396	104,897	-11.9	3,433.5	3,445.0	-0.3
4 Agincourt	356,784	368,837	-3.3	562,590	623,148	-9.7	85,991	92,119	-6.7	96,910	111,619	-13.2	20,082	20,686	-2.9	123,430	127,812	-3.4	110,006	112,149	-1.9	3,433.5	3,434.5	0.0
5 Cedarbrae	355,086	355,089	0.0	374,943	394,326	-4.9	56,599	57,371	-1.3	268,381	234,232	14.6	29,076	31,493	-7.7	101,638	103,048	-1.4	124,808	133,544	-6.5	3,433.5	3,445.0	-0.3
~ 6 Albion	337,559	327,977	2.9	300,374	328,536	-8.6	44,414	42,796	3.8	193,919	225,956	-14.2	30,414	27,190	11.9	132,074	124,912	5.7	105,936	111,939	-5.4	3,387.5	3,445.0	-1.7
7 Richview	298,478	275,100	8.5	556,421	540,718	2.9	105,607	96,618	9.3	148,710	119,570	24.4	33,018	27,037	22.1	90,684	75,279	20.5	71,343	71,177	0.2	3,433.5	3,445.0	-0.3
8 Malvern	275,220	294,944	-6.7	291,620	312,335	-6.6	37,400	41,022	-8.8	167,343	178,457	-6.2	25,578	28,332	-9.7	71,521	79,090	-9.6	79,554	83,951	-5.2	3,433.5	3,445.0	-0.3
~ 9 Lillian H. Smith	262,069	327,094	-19.9	273,328	322,224	-15.2	68,396	74,567	-8.3	96,753	133,107	-27.3	8,081	11,065	-27.0	52,440	66,257	-20.9	91,815	108,743	-15.6	3,046.0	3,445.0	-11.6
10 S. Walter Stewart	247,041	259,975	-5.0	389,780	399,144	-2.3	86,046	83,527	3.0	81,895	100,608	-18.6	18,199	18,620	-2.3	54,474	57,016	-4.5	58,495	64,722	-9.6	3,433.5	3,445.0	-0.3
~ 11 Barbara Frum	235,589	246,900	-4.6	482,673	503,402	-4.1	106,064	104,592	1.4	164,768	156,957	5.0	19,650	21,746	-9.6	62,080	67,428	-7.9	66,397	76,409	-13.1	3,368.0	3,445.0	-2.2
~ 12 Albert Campbell	229,609	340,522	-32.6	219,561	303,855	-27.7	31,197	43,303	-28.0	75,130	133,922	-43.9	9,348	10,751	-13.0	33,762	47,197	-28.5	54,592	82,784	-34.1	2,563.0	3,445.0	-25.6
~ 13 Pape/Danforth	215,656	230,567	-6.5	359,576	374,726	-4.0	108,205	100,873	7.3	37,608	47,472	-20.8	7,779	6,182	25.8	34,364	41,417	-17.0	49,103	60,571	-18.9	3,364.5	3,434.5	-2.0
~ 14 Don Mills	212,850	253,090	-15.9	472,171	545,675	-13.5	93,346	97,194	-4.0	82,588	116,181	-28.9	11,420	13,781	-17.1	52,037	61,822	-15.8	46,052	61,911	-25.6	3,103.5	3,434.5	-9.6
15 Maria A. Shchuka	210,369	216,570	-2.9	178,398	201,845	-11.6	31,002	33,830	-8.4	70,080	89,595	-21.8	20,062	22,410	-10.5	67,392	66,238	1.7	79,476	81,688	-2.7	3,433.5	3,434.5	0.0
16 Brentwood	205,226	257,933	-20.4	409,868	418,716	-2.1	110,417	105,080	5.1	72,782	77,582	-6.2	18,300	25,047	-26.9	67,226	61,485	9.3	51,475	57,702	-10.8	3,433.5	3,445.0	-0.3
*~ 17 York Woods	134,259	170,623	-21.3	134,944	181,002	-25.4	23,607	28,914	-18.4	95,169	177,168	-46.3	11,265	19,757	-43.0	47,701	69,551	-31.4	62,065	93,349	-33.5	3,216.5	3,410.5	-5.7
District Total	4,811,801	5,214,805	-7.7	6,438,006	6,935,145	-7.2	1,305,192	1,307,990	-0.2	2,100,507	2,414,336	-13.0	331,516	355,849	-6.8	1,406,721	1,501,535	-6.3	1,395,760	1,564,033	-10.8	56,384.0	58,478.0	-3.6
District Average	283,047	306,753	-7.7	378,706	407,950	-7.2	76,776	76,941	-0.2	123,559	142,020	-13.0	19,501	20,932	-6.8	82,748	88,326	-6.3	82,104	92,002	-10.8	3,316.7	3,439.9	-3.6
Branch Total (excl. R&R)	14,288,133	15,089,453	-5.3	20,530,013	21,594,306	-4.9	4,843,289	4,749,457	2.0	5,654,368	6,079,688	-7.0	860,882	919,035	-6.3	3,761,716	3,917,612	-4.0	3,369,537	3,730,823	-9.7	254,986.0	258,276.0	-1.3
Branch Average (excl. R&R)	147,300	157,182	-6.3	211,650	222,622	-4.9	49,931	48,963	2.0	58,292	63,330	-8.0	8,875	9,475	-6.3	38,781	40,388	-4.0	34,737	38,863	-10.6	2,628.7	2,690.4	-2.3
RESEARCH AND REFERENCE BRANCHES																								
* Toronto Reference Library	1,507,185	1,594,315	-5.5	375,830	394,068	-4.6	123,935	117,435	5.5	545,386	576,874	-5.5	45,178	45,588	-0.9	579,193	769,405	-24.7	390,307	428,446	-8.9	3,433.5	3,445.0	-0.3
* North York Central Library	1,398,539	830,485	68.4	995,148	764,881	30.1	190,295	175,354	8.5	390,846	297,722	31.3	58,357	34,318	70.0	463,847	216,139	114.6	227,153	121,507	86.9	3,433.5	3,331.0	3.1
Osborne Collection	13,582	19,171	-29.2	153	68	125.0	6	2	200.0	4,117	5,131	-19.8	778	1,101	-29.3									
Merril Collection	10,997	14,550	-24.4	2	5	-60.0				3,556	4,742	-25.0	476	651	-26.9									
Answerline				48,219	48,323	-0.2	26	12	116.7	174,772	194,896	-10.3												
Interloan				3,887	4,902	-20.7	4,034	5,154	-21.7															
Virtual Reference Desk										9,430	12,416	-24.0												
Research & Reference Total	2,930,303	2,458,521	19.2	1,423,239	1,212,247	17.4	318,296	297,957	6.8	1,128,107	1,091,781	3.3	104,789	81,658	28.3	1,043,040	985,544	5.8	617,460	549,953	12.3	6,867.0	6,776.0	1.3
Research & Reference Average	1,452,862	1,212,400	19.8	685,489	579,475	18.3	157,115	146,395	7.3	468,116	437,298	7.0	51,768	39,953	29.6	521,520	492,772	5.8	308,730	274,977	12.3	3,433.5	3,388.0	1.3
City-Wide & Remote Services^^	30,324	29,399	3.1	8,708,781	7,749,017	12.4	3,101,940	2,780,027	11.6	109,273	114,740	-4.8				79,002	115,898	-31.8	546	631	-13.5	3,818.8	3,830.3	-0.3
Grand Total	17,248,760	17,577,373	-1.9	30,662,033	30,555,570	0.3	8,263,525	7,827,441	5.6	6,891,748	7,286,209	-5.4	986,133	1,017,209	-3.1	4,883,758	5,019,054	-2.7	3,987,543	4,281,407	-6.9	265,671.8	268,882.3	-1.2

Notes:
 ~ In 2019, this branch was closed for part or all of this time period for renovation/retrofit
 * In 2018, this branch was closed for part or all of this time period for renovation/retrofit
 - The figure shown as the average for Research & Reference is an average for North York Central Library and 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.
 Total Open Hours is based on scheduled open hours with adjustments made for closures of more than three days.

How We Compare 2018: The North American Library Context

North American Libraries Serving a Population Over 2,000,000 sorted by Population

Library Systems	Population Served		# of Branches		Pop'n. Served per Branch		Square Footage		Sq. Ft. per Capita		Total Visits		Visits per Capita		Total Circulation		Circulation per Capita		E-visits		E-visits per Capita	
	Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank	
Los Angeles Public Library	1	4,054,400	5	72	7	56,311	4	1,396,361	5	0.34	4	11,217,889	7	2.77	3	19,996,261	6	4.93	3	15,420,993	5	3.80
County of Los Angeles Public Library	2	3,373,360	3	85	5	39,687	5	1,220,326	4	0.36	5	10,300,859	6	3.05	4	17,564,790	5	5.21	8	4,388,224	9	1.30
New York Public Library	3	3,239,253	2	88	4	36,810	3	1,471,863	3	0.45	2	12,735,517	3	3.93	2	23,984,179	2	7.40	2	26,948,000	2	8.32
Miami-Dade Public Library System	4	2,779,322	8	49	9	56,721	6	770,292	7	0.28	8	4,617,844	8	1.66	9	5,336,319	9	1.92	9	3,648,760	8	1.31
Toronto Public Library	5	2,731,571	1	100	1	27,316	2	1,781,831	2	0.65	1	17,577,373	1	6.43	1	30,555,570	1	11.19	1	29,432,872	1	10.78
Chicago Public Library	6	2,695,598	4	80	2	33,695	1	1,831,272	1	0.68	6	8,461,164	5	3.14	7	11,706,364	7	4.34	5	10,658,575	4	3.95
Brooklyn Public Library	7	2,504,700	7	58	6	43,184	8	675,089	8	0.27	7	7,942,958	4	3.17	5	13,827,630	4	5.52	4	14,691,006	3	5.87
Houston Public Library	8	2,312,717	9	41	8	56,408	9	604,494	9	0.26	9	3,048,845	9	1.32	8	8,553,027	8	3.70	7	4,534,835	7	1.96
Queens Borough Public Library	9	2,230,722	6	62	3	35,979	7	682,655	6	0.31	3	11,410,789	2	5.12	6	12,470,346	3	5.59	6	7,330,108	6	3.29
Average		2,880,183		71		42,901		1,159,354		0.40		9,701,471		3.40		15,999,387		5.53		13,005,930		4.51
Maximum		4,054,400		100		56,721		1,831,272		0.68		17,577,373		6.43		30,555,570		11.19		29,432,872		10.78
Minimum		2,230,722		41		27,316		604,494		0.26		3,048,845		1.32		5,336,319		1.92		3,648,760		1.30
Median		2,731,571		72		39,687		1,220,326		0.34		10,300,859		3.14		13,827,630		5.21		10,658,575		3.80

Source: Public Library Data Service (PLDS) 2019 (2018 data)

How We Compare 2018: The Canadian Library Context

Canadian Libraries Serving a Population Over 500,000 sorted by Population

Library Systems	Population Served		# of Branches		Pop'n. Served per Branch		Square Footage		Sq. Ft. per Capita		Total Visits		Visits per Capita		Total Circulation		Circulation per Capita		E-visits		E-visits per Capita	
	Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank	
Toronto Public Library	1	3,005,402*	1	100	3	30,054	1	1,876,753	3	0.62	1	17,577,373	3	5.85	1	30,555,570	5	10.17	1	29,432,872	5	9.79
Montréal Public Library	2	1,777,058	2	47	6	37,810	2	702,897	7	0.40	2	8,319,243	8	4.68	2	12,031,263	7	6.77	5	10,958,622	9	6.17
Calgary Public Library	3	1,246,337	8	18	10	69,241	4	469,800	8	0.38	3	6,934,257	6	5.56								
Ottawa Public Library	4	979,175	3	33	2	29,672	5	449,536	5	0.46	7	4,156,750	9	4.25	3	11,692,782	2	11.94	3	13,227,578	3	13.51
Edmonton Public Library	5	966,199	5	21	8	46,009	9	276,694	11	0.29	5	5,538,014	4	5.73	4	11,446,708	3	11.85	6	9,233,858	6	9.56
Mississauga Public Library	6	773,420	9	18	7	42,968	7	349,138	6	0.45	6	4,382,909	5	5.67	7	6,482,556	5	8.38	2	18,641,327	1	24.10
Winnipeg Public Library	7	704,800	7	20	5	35,240	8	342,701	4	0.49	9	2,832,351	10	4.02	8	4,879,201	6	6.92	4	11,596,929	2	16.45
Brampton Library	8	642,800	11	7	11	91,829	10	204,497	10	0.32	11	2,156,488	11	3.35	9	4,279,075	8	6.66	8	5,573,980	7	8.67
Vancouver Public Library	9	642,686	6	21	4	30,604	3	547,619	1	0.85	4	6,438,486	1	10.02	5	9,881,521	1	15.38	7	6,932,390	4	10.79
Hamilton Public Library	10	563,480	4	22	1	25,613	6	369,827	2	0.66	8	3,753,900	2	6.66	6	6,668,020	4	11.83	9	4,532,632	8	8.04
Surrey Public Library	11	557,310	10	9	9	61,923	11	188,246	9	0.34	10	2,733,555	7	4.90	10	3,423,646	9	6.14	10	2,192,776	10	3.93
Average		1,078,061		29		45,542		525,246		0.48		5,893,030		5.52		10,134,034		8.73		11,232,296		11.10
Maximum		3,005,402		100		91,829		1,876,753		0.85		17,577,373		10.02		30,555,570		15.38		29,432,872		24.10
Minimum		557,310		7		25,613		188,246		0.29		2,156,488		3.35		3,423,646		0.00		2,192,776		3.93
Median		773,420		21		37,810		369,827		0.45		4,382,909		5.56		8,274,771		8.38		10,096,240		9.68

Source: Canadian Public Library Statistics 2018 (Canadian Urban Libraries Council (CULC))

* Adjusted for under coverage. Data provided by the City of Toronto.