16.

STAFF REPORT
INFORMATION ONLY

2022 Public Service Statistics, Trends & Comparisons

Date: April 24, 2023

To: Toronto Public Library Board

From: City Librarian

SUMMARY

This report provides an overview of Toronto Public Library's (TPL's) 2022 public service statistics, trends, and comparisons. TPL provides an annual comprehensive analysis of library services across six main areas: circulation, branch visits, electronic visits, programs, use of technology in branches, and library membership. This annual report includes a year-over-year comparison between 2021 and 2022, along with other noteworthy trends.

In 2022 there were several service changes that impacted results, including the three-month closure of 44 branches due to staffing shortages, as well as the reinstatement of in-branch services throughout the year. The elimination of overdue fines and the unblocking of library cards also had a positive impact on usage and registration.

The most noteworthy trends in 2022 compared to 2021 are as follows:

- **Significant increases in the use of in-branch services.** Despite the closure of 44 branches in the first three months of the year, there were a number of upward trends in the use of in-branch library services including increases in in-branch visits, physical circulation, in-person programming, information requests, and Book a Librarian appointments.

- **Increased use of in-branch technology and digital literacy supports**. By June of 2022, access to computer workstations was at full capacity across all branches and this supported an increase in use of TPL's computers, wireless service and digital literacy programs.

- **Electronic circulation remained at high levels of usage previously achieved during the pandemic.** Use of e-collections has increased significantly since the start of the pandemic; these higher levels have been maintained through to the end of 2022.

- **Many factors positively affected library memberships and card use.** The elimination of overdue fines and branch reopenings spurred on increases, while the Digital Access Card continued to be an important option for new customers. All together, both new registrations and the number of active members increased in 2022.

TPL is the biggest & busiest library system in Canada and North America
The report also features benchmark comparisons with other library systems where data is available. This includes a sample of Canadian libraries serving populations exceeding 500,000. Given the timing of reporting and availability of data, 2021 data was used when making comparisons. In Canada, TPL ranked highest in overall visits, circulation and electronic visits, electronic visits per capita and wireless connections. TPL ranked fourth in circulation per capita.

The report also benchmarks against American library systems serving populations exceeding two million. In 2020 (the latest available data) TPL ranked first in total circulation, circulation per capita, electronic visits and electronic visits per capita. TPL ranked third for branch visits per capita and fourth in the number of overall branch visits.

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

Evaluation and accountability are key enablers of TPL's strategic plan and ensure that TPL makes decisions based on evidence, delivers on outcomes, and continues to be transparent and accountable to Torontonians. The statistics and trends gathered in this report inform the tracking and accountability for TPL's Strategic Plan and provide insights for service planning and governance.

EQUITY IMPACT STATEMENT

TPL continues to build capacity to deliver more personalized, mobile and self-service options and to provide equity of access by residents, communities and neighbourhoods. This report supports this capacity building by providing visibility and overview of its service activity.

DECISION HISTORY

A version of this report has been presented annually to the Board since at least 2006, and was originally named "Annual Performance Measures".

At its meeting on January 25, 2021, the Board approved TPL's Digital Strategy 2020-2024. Within the strategy, there is a strategic priority to ensure that "data is accessible, information is meaningful and actionable, and analytics is a core capability of the organization." As part of the consolidation of standard reports, this report was renamed in 2021 to "Public Service Statistics, Trends & Comparisons". Over the coming years, the format of the report will continue to be refined in line with TPL's strategic direction.

ISSUE BACKGROUND

There is always a delay in seeing benchmarking results of other library systems. This is expected, due to the lead times needed for other libraries to report to various organizations like MBN Canada, Canadian Urban Libraries Council and for the results to be consolidated and reported. Therefore, the benchmarking results provided in this report are from 2021 (Canadian) and 2020 (North American) data, respectively, which is the most recent data available.

COMMENTS

On an annual basis, TPL staff present a report to the Library Board, highlighting performance measures and benchmarking information that places TPL's performance in the context of other public library systems.

The full detailed 2022 annual report **Attachment 1: Public Service Statistics Trends Comparisons Report**, highlights trends across six main library service areas: circulation, branch visits, electronic visits, programs, use of technology in branches, and library membership. It also includes a summary of benchmarks comparing TPL's performance with that of Canadian and North American libraries. Wherever possible, the report also provides explanations and contextual information about the data being reported.

Factors Impacting Service Changes and Trends

In 2022 there were several service changes that impacted results, including the three-month closure of 44 branches due to staffing shortages, as well as the reinstatement of in-branch services throughout the year. The elimination of overdue fines and the unblocking of library cards also had a positive impact on usage and registration.

Insights on 2022 Statistics and Trends

1. Library Service Trends

The most noteworthy trends in 2022 compared to 2021 are as follows:

Significant increases in the use of in-branch services.

Despite the closure of 44 branches in the first three months of the year, there were a number of upward trends in the use of in-branch library services including:

- In-branch visits increased by 137%
- Physical circulation increased by 20%
- There were 17,516 in-person programs which attracted 286,216 customers, an increase of 619% and 1,812% respectively.
- Information requests increased by 105% and Book a Librarian appointments increased by 192%.

Increased use of in-branch technology and digital literacy supports.

By June of 2022, access to computer workstations was at full capacity across all branches and this supported an increase in use of TPL's computers, wireless service and digital literacy programs:

- In-branch use of computers increased by 226%
- Wireless use increased by 61%
- Digital literacy program attendance increased by 54%.

Electronic circulation remained at high levels of usage previously achieved during the pandemic.

Use of e-collections has increased significantly since the start of the pandemic with a 34% increase since 2019; these higher levels have been maintained through to the end of 2022. The electronic formats that have seen the strongest gains since 2021 are eAudiobooks and eMagazines with a 9% and 10% increase, respectively.

Many factors positively affected library memberships and card use.

The elimination of overdue fines and branch reopenings spurred on increases, while the Digital Access Card continued to be an important option for new customers.

- New registrations increased by 63%
- The number of active members increased by 28%.

2. Benchmarking TPL to Comparable Library Systems

The report also features benchmark comparisons with other library systems where data is available. This includes a sample of Canadian libraries serving populations exceeding 500,000. Given the timing of reporting and availability of data, 2021 data was used when making comparisons.

In Canada, TPL was the biggest and busiest library, based on the following rankings:

- #1 in overall visits, circulation and electronic visits
- #1 in electronic visits per capita
- #1 in wireless connections
- #4 in circulation per capita.

The report also benchmarks against American library systems serving populations exceeding two million. In 2020 (the latest available data) TPL was ranked:

- #1 in total circulation and circulation per capita
- #1 in total electronic visits and electronic visits per capita
- #3 in branch visits per capita
- #4 overall branch visits.

CONCLUSION

In 2022, TPL saw increased and sustained usage of its electronic services, while in-person activities made significant strides in their recovery to bridge the gap between pre-pandemic and current usage. TPL continues to adapt to ensure that services are accessible, responsive and relevant. The results in this report are in line with, and have informed the findings from the Enterprise Balanced Scorecard 2022 Results report.

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SIGNATURE

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Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1: 2022 Public Service Statistics, Trends & Comparisons Report
Attachment 2: Branch Summary Statistics: January to December 2022
Attachment 3: How We Compare 2021 – The Canadian Library Context
Attachment 4: How We Compare 2020 – The North American Library Context

2022 Public Service Statistics, Trends & Comparisons

Attachment 1- Report

Date:	April 24, 2023
To:	Toronto Public Library Board
From:	City Librarian

Table of Contents

1 Executive Summary

This report presents Toronto Public Library's (TPL) 2022 public service statistics, trends, and comparisons with other Canadian public libraries. TPL has adapted to meet the needs of the community by offering a balance of in-branch and online services. During the pandemic, the Library shifted towards providing more online and remote services to remain connected with customers.

With the return of in-branch services as COVID-19 safety measures were lifted, there was a significant increase in overall visits and physical material use. Information requests at branches and appointments for the Book-a-Librarian service also saw notable increases. Additionally, the Library experienced a 63% rise in library card registrations and a 60.7% increase in wireless use. Regular in-person programming resumed in April 2022, with 17,516 in-person programs attracting 286,216 customers.

Although branch closures at the beginning of 2022 had some impact on the results, TPL's notable service improvements and re-openings, such as going fines-free and the re-opening of Albert Campbell and Wychwood after years-long renovation, may have counteracted some of the effects.

While comparative data from international libraries remains challenging due to the pandemic, some Canadian and North American context is provided. In 2021, TPL ranked first in Canada in visits, circulation, and electronic visits among libraries serving populations of 500,000 or more. In the North American context, the most current available data was for 2020, which was in the middle of the pandemic. For that time period, however, the Library ranked first for total circulation, circulation per capita, e-visits and e-visits per capita.

2 Impact on Results

There were a number of events and service-level changes would have had both a positive and negative impact on results. For a complete list of initiatives that would have had a positive influence on activity, please see the latest Strategic Plan Board Report.

2.1 Branch Closures and Re-Openings

In 2022, TPL's performance was affected to a lesser extent by the COVID-19 pandemic due to the province lifting COVID-19 health and safety measures, which allowed the library to resume in-person services. Nevertheless, the multi-year trends presented in this report do not reflect the usual patterns of library use under normal operating conditions. Despite these challenges, the Library remained committed to delivering services and programs that align with our strategic plan priorities to enhance the success, resilience, and well-being of our communities.

In January 2022, 44 branches temporarily closed to address staffing shortages, but gradually reopened in March. Physical distancing and capacity limits were enforced until March 20.

As of mid-June, most in-person library services had been reinstated and were operating at full capacity. The remaining in-person programs resumed in September, coinciding with the start of the school year.

3 Benchmarking Ranking

Library services and programs have been developed to address the unique needs of Toronto's diverse population. Benchmarking TPL's performance against Canadian and American comparators places Toronto's library service in the context of other municipalities.

3.1 Canadian Urban Libraries Council

Where reporting is available, Toronto is the largest urban centre, followed by Calgary[1]. All other library systems where data is available serve populations less than 1 million. The Library ranked:

- the highest overall visits, circulation and electronic visits;
- first in electronic visits per capita;
- offered the third highest square footage of library space per capita
- fourth in circulation per capita and;
- ranked sixth in visits per capita.

Please see **Attachment 3, How We Compare 2021: The Canadian Library Context** for more details.

[1] Montréal ranks second in population however, Montréal did not participate in the Canadian Urban Libraries Council (CULC) 2021 Canadian Public Library Statistics survey.

3.2 Municipal Benchmarking Network Canada

TPL has participated in the Municipal Benchmarking Network Canada (MBNC) survey for seventeen years. In 2021, eight library systems reported data.

TPL offers services in a complex and diverse urban environment that is significantly different from comparator libraries serving smaller municipalities, as a result ranking sixth in total cost per use. Per capita, TPL continued to perform well, ranking:

- second in total library uses, with digital uses placing second and accounting for 67.4% of use, and in-person library uses ranking third and representing 32.6% of use;
- first in wireless connections; and
- fourth in computer use and in the number of public access computers available.

3.3 North American Benchmarking

There are important considerations when viewing activity from a North American perspective. The latest reports available that consistently measure service metrics are only up to 2020.[2] It is widely understood that 2020 was when the full impact of the pandemic was becoming known, resulting in a number of branch closures. Canada and the United States may have different reactions to the pandemic, even within their different regions. Therefore, the results and ranking should be understood with that in mind.

That said, in comparison to American library systems of service populations over 2 million and up to 4 million, for that year, TPL ranked:

- First in total circulation, circulation per capita, electronic visits and electronic visits per capita;
- the largest number of branches and highest square footage;
- second in square footage per capita;
- fourth in the number of branch visits and third for branch visits per capita, and;
- ninth for population served per branch.

[2] Institute of Museum and Library Services Public Libraries Survey FY2020, published August 2022 https://www.imls.gov/research-evaluation/data-collection/public-libraries-survey

Please see **Attachment 4, How We Compare 2020: The North American Library Context** for more details.

4 Toronto Public Library Service Trends

4.1 CIRCULATION

Circulation comprises both physical and electronic transactions (see Table 1a and Table 1b, next page). As a five-year trend, electronic circulation is increasing.

Total circulation

2022: **26,598,932**	**+ 9.8%** *from 2021*
*Five-year trend:	- 5.7%
*Ten-year trend:	- 5.1%

** Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2022 data in order to ensure representative trends.*

1.1.1.1 Key influencing factors 2022

- In-branch services returned to full capacity and in-person services were reinstated.
- Continued demand for electronic items. Customers checked out 10.8 million digital items. TPL was the second biggest lender of OverDrive items worldwide, with 9,719,277 loans. Los Angeles Public Library was first with more than 10 million checkouts.

4.1.1 Circulation current highlights 2022 (compared to 2021)

- Total circulation was up 9.8% (Table 2) and has rebounded to 87.4% of pre-pandemic[3] activity (Table 3) driven by electronic circulation which was 156.4% of pre-pandemic activity.
- Physical circulation grew by 2.7 million transactions (Table 1) facilitated by:
  - Open hours increasing 56.8%, as regular branch operating hours resumed.
  - Full access to branch collections and the reinstatement of in-person services.
- Physical transactions are at 67.1% relative to typical use, despite the closure of 44 branches between January and March 2022.
- Demand for physical items outpaced that of electronic items. Specifically:
  - Physical circulation increased 20.4%, while electronic circulation decreased 2.8%.
  - Physical circulation accounted for 59.4% of total circulation up from 54.2% in 2021 and 49.8% in 2020.

[3] Pre-pandemic or typical refers to the average activity or use from 2017 to 2019.

  - Physical books and magazines saw the largest increases, 20.9% and 544.1% respectively.
- Demand for electronic items reflected an expected readjustment, as in-branch services and access to physical collections returned to full capacity:
  - Customers checked out 10.8 million electronic items compared to 11.1 million the previous year.
  - Electronic items share of total circulation fell to 40.6%, down from 45.8% in 2021 and 50.2% in 2020.
- Some areas of electronic circulation saw increased demand:
  - eMagazines saw the largest increase at 10.1%, followed by eAudiobooks at 8.5%.
  - In late March, the Library became the first library system in the world to reach 50 million checkouts through OverDrive.
- At 71.1%, reading materials continue to account for the majority of items borrowed. Physical books and periodicals made up 44.8% of total circulation, up from 39.2%. eBooks and eMagazines accounted for 26.9% of total transactions, down from 30.9%. Physical DVDs (10.2%), eAudiobooks (10.1%) and eVideos (3.4%) round out the top five circulating collections.

Table 1a - Physical Circulation by Format: 2021 to 2022

Physical Circulation			
Format	**2021**	**2022**	**% change**
Book	9,409,904	11,375,076	20.9%
Audiobook	636,751	625,379	-1.8%
Periodical	85,239	549,045	544.1%
DVD	2,545,007	2,707,197	6.4%
CD	409,061	432,857	5.8%
Other*	35,175	111,218	216.2%
Total	**13,121,137**	**15,800,772**	**20.4%**
% of total circulation	54.2%	59.4%	

*Other includes cassettes, CDROMs, technology, instruments, maps, Museum and Art passes, ON Parks passes.

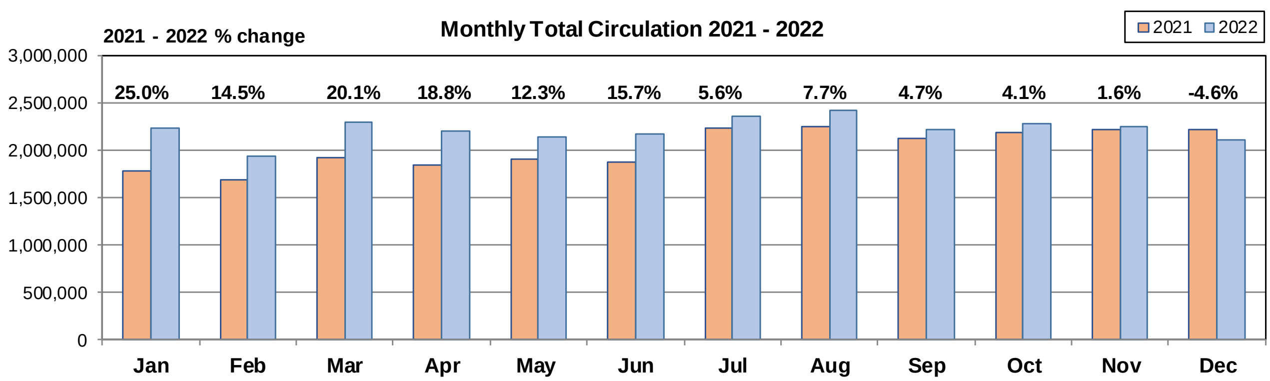
Table 1b - Electronic Circulation by Format: 2021 to 2022

Electronic Circulation			
Format	**2021**	**2022**	**% change**
eBook	6,711,522	6,305,847	-6.0%
eAudiobook	2,486,121	2,698,292	8.5%
eMagazine	770,638	848,440	10.1%
eVideo	1,110,195	917,360	-17.4%
eMusic	29,481	28,221	-4.3%
Total	**11,107,957**	**10,798,160**	**-2.8%**
% Total Circulation	45.8%	40.6%	

It should be noted that electronic circulation in 2019 was 8,075,177[4], therefore, there is an overall increase of electronic circulation of 34% to 2022.

4.1.2 Circulation by Month

All months, with the exception of December, reported increases in total circulation. The first half of the year reported the largest comparative gains, since full access to branch collections was not available from January to June in the previous year.

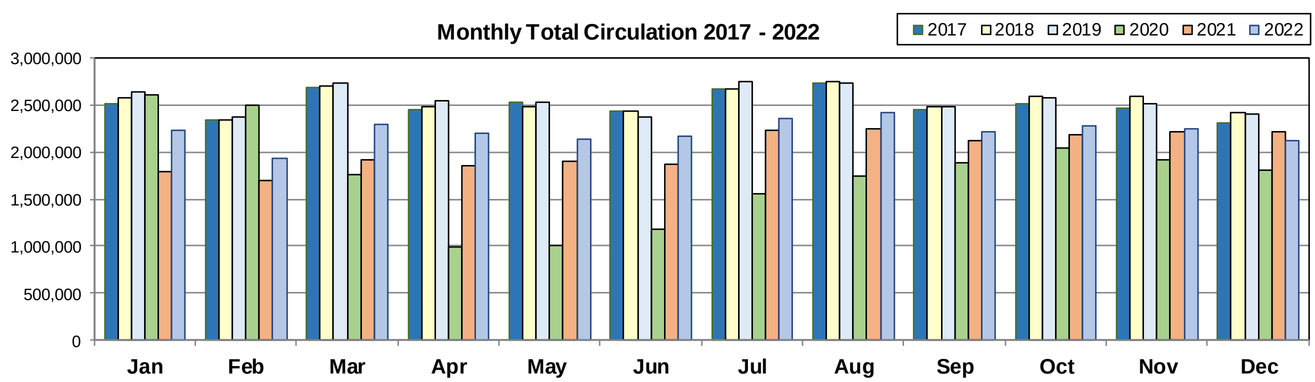


[4] 2020 Annual Performance Measures and Benchmarking report https://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2020/apr27/16-2019-annual-performance-measures-and-benchmarking-combined.pdf

Table 2 ***- Monthly Total Circulation: 2021 to 2022*** *(refer to chart above)*

Month	2021	2022	2021-2022 % change
January	1,785,528	2,232,588	25.0%
February	1,691,585	1,937,376	14.5%
March	1,916,564	2,300,887	20.1%
April	1,847,483	2,195,120	18.8%
May	1,900,170	2,134,266	12.3%
June	1,876,367	2,170,162	15.7%
July	2,229,280	2,353,301	5.6%
August	2,243,934	2,416,446	7.7%
September	2,119,593	2,218,321	4.7%
October	2,187,480	2,276,564	4.1%
November	2,211,637	2,247,522	1.6%
December	2,219,473	2,116,379	-4.6%
Total	**24,229,094**	**26,598,932**	**9.8%**

Monthly circulation activity is nearing pre-pandemic[5] levels, averaging at 87.4% capacity.



[5] Pre-pandemic or typical refers to the average activity or use from 2017 to 2019.

*Table 3 - **Monthly Total Circulation: 2017 to 2022** (refer to chart above)*

Month	2017	2018	2019	2020	2021	2022	Pre-pandemic Capacity Reached in 2022
Jan	2,512,503	2,577,958	2,638,490	2,611,993	1,785,528	2,232,588	86.7%
Feb	2,336,015	2,347,347	2,376,772	2,491,570	1,691,585	1,937,376	82.3%
Mar	2,682,523	2,706,626	2,740,215	1,760,986	1,916,564	2,300,887	84.9%
Apr	2,449,978	2,486,427	2,539,876	986,229	1,847,483	2,195,120	88.1%
May	2,534,227	2,484,169	2,525,908	1,012,406	1,900,170	2,134,266	84.9%
Jun	2,436,470	2,443,381	2,376,405	1,184,545	1,876,367	2,170,162	89.7%
Jul	2,667,596	2,670,243	2,746,114	1,562,056	2,229,280	2,353,301	87.3%
Aug	2,733,819	2,748,856	2,736,854	1,749,360	2,243,934	2,416,446	88.2%
Sep	2,457,408	2,476,555	2,485,558	1,882,649	2,119,593	2,218,321	89.7%
Oct	2,508,136	2,586,985	2,581,888	2,038,485	2,187,480	2,276,564	89.0%
Nov	2,466,791	2,599,845	2,515,277	1,913,532	2,211,637	2,247,522	88.9%
Dec	2,313,424	2,427,178	2,398,676	1,807,105	2,219,473	2,116,379	88.9%
Total	**30,098,890**	**30,555,570**	**30,662,033**	**21,000,916**	**24,229,094**	**26,598,932**	**87.4%**

4.2 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. The disruption caused by COVID-19 impacted branch services and thus customer visits. With government restrictions lifted and full services resumed, in-person activities are recovering nicely.

Branch Visits

2022: **9,566,486** **+ 137.4%** *from 2021*

*Five-year trend: - 5.0%

*Ten-year trend: - 6.0%

** Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2022 data in order to ensure representative trends.*

1.1.1.2 Key influencing factors 2022

- The province lifted COVID-19 health and safety measures.
- Regular branch operating hours resumed.
- Branch and in-person services were reinstated throughout the year and returned to full capacity.

4.2.1 Current highlights 2022 (compared to 2021)

- In-person visits jumped 137.4% compared to 2021 when system-wide and intermittent branch closures restricted branch access (Table 4).
- All months reported increases in branch visits.

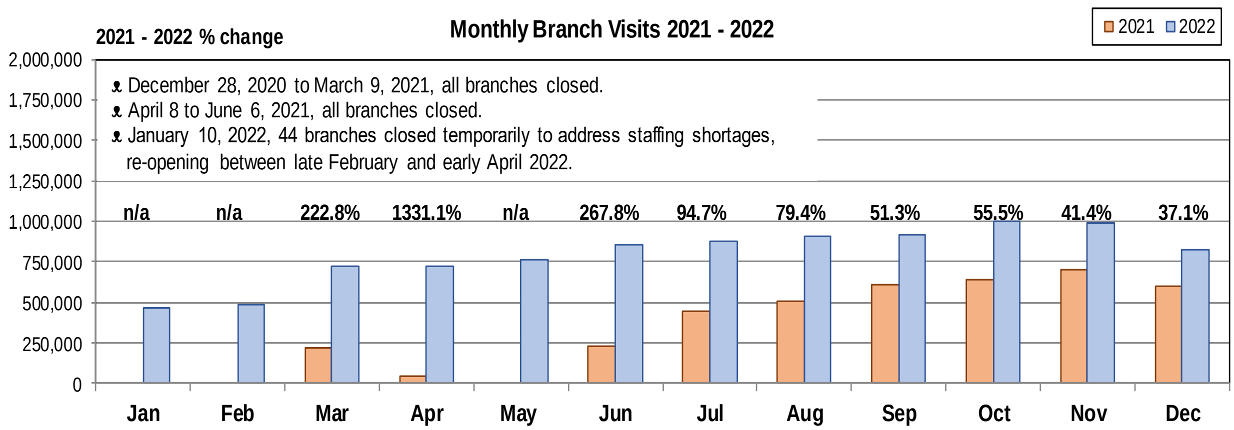


*Table 4 - **Monthly Branch Visits: 2021 to 2022** (refer to chart above)*

Month	2021	2022	2021-2022 % change
January		466,106	
February		491,805	
March	224,752	725,421	222.8%
April	50,584	723,894	1331.1%
May		760,985	
June	234,007	860,562	267.8%
July	451,280	878,836	94.7%
August	509,137	913,368	79.4%
September	610,005	923,134	51.3%
October	646,396	1,004,916	55.5%
November	702,132	992,967	41.4%
December	601,195	824,492	37.1%
Total	**4,029,488**	**9,566,486**	**137.4%**

- Overall visits were at 55% pre-pandemic[6] levels as branch closures and mandated service restrictions in the first quarter limited branch access (Table 5).

[6] Pre-pandemic or typical refers to the average activity or use from 2017 to 2019.

- Effective January 10, 2022, 44 branches (just under half of all locations or 45%) closed temporarily to address staffing shortages. These branches reopened throughout March.
- Open branches were subject to physical distancing restrictions and 50% occupancy limits, as well as masking requirements until March 20, 2022, when the province lifted these mandates.

- Visits progressively improved with the reinstatement of in-person activities and the return of branch services to full capacity. January visits were at 33.8% pre-pandemic levels. By December, they more than doubled and were at 69.0%.

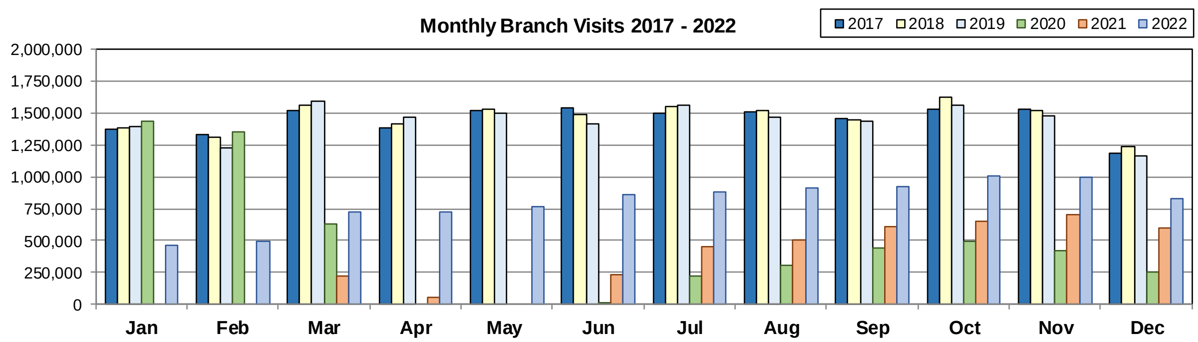


*Table 5 - **Monthly Branch Visits: 2017 to 2022** (refer to chart above)*

Month	2017	2018	2019	2020	2021	2022	Pre-pandemic Capacity Reached in 2022
Jan	1,368,935	1,380,457	1,390,181	1,432,258		466,106	33.8%
Feb	1,330,003	1,310,120	1,231,174	1,349,722		491,805	38.1%
Mar	1,516,426	1,563,107	1,589,311	625,596	224,752	725,421	46.6%
Apr	1,379,267	1,415,817	1,465,499		50,584	723,894	51.0%
May	1,516,387	1,525,103	1,498,718			760,985	50.3%
Jun	1,544,021	1,491,736	1,415,008	6,002	234,007	860,562	58.0%
Jul	1,503,009	1,545,810	1,559,462	222,348	451,280	878,836	57.2%
Aug	1,504,322	1,518,176	1,470,726	303,720	509,137	913,368	61.0%
Sep	1,459,740	1,450,575	1,431,396	445,837	610,005	923,134	63.8%
Oct	1,532,371	1,626,143	1,558,149	497,699	646,396	1,004,916	63.9%
Nov	1,526,263	1,517,272	1,476,496	419,085	702,132	992,967	65.9%
Dec	1,189,287	1,233,057	1,162,640	255,483	601,195	824,492	69.0%
Total	**17,370,032**	**17,577,373**	**17,248,760**	**5,557,751**	**4,029,488**	**9,566,486**	**55.0%**

4.2.2 Visits by Day of Week

Under normal operating conditions, branch visits reflect the varying needs of customers throughout the week and TPL's commitment to providing open access throughout the day. The unpredictability in service offerings and branch access caused by COVID-19 negatively impacted visits and makes comparability by hour difficult.

- Each day reported substantial gains in total visits and average visits per open day, and sustained activity greater than half of pre-pandemic[7] levels.
- Sunday service resumed October 17, 2021, at 58 branches, and continued in 2022, with average visits reporting 60.2% of typical activity.

Table 6a - ***Total Visits by Day of Week: 2021 to 2022***

	Total Visits		
Day of Week	**2021**	**2022**	**2021-2022 % change**
Sunday	67,098	377,398	462.5%
Monday	589,284	1,320,142	124.0%
Tuesday	735,070	1,661,590	126.0%
Wednesday	715,327	1,655,686	131.5%
Thursday	682,547	1,661,872	143.5%
Friday	635,230	1,466,597	130.9%
Saturday	604,932	1,423,202	135.3%
Total	**4,029,488**	**9,566,486**	**137.4%**

[7] Pre-pandemic or typical refers to the average activity or use from 2017 to 2019.

*Table 6b – **Average Number of Visits per Open Day by Day of Week: 2021 to 2022***

Day of Week	2021	2022	2021-2022 % change	Pre-pandemic Capacity Reached in 2022
	Average Visits per Open Day			
Sunday	6,710	8,387	25.0%	60.2%
Monday	20,320	29,336	44.4%	55.1%
Tuesday	21,620	32,580	50.7%	53.5%
Wednesday	20,438	31,840	55.8%	54.1%
Thursday	20,683	31,959	54.5%	55.2%
Friday	19,249	29,332	52.4%	55.8%
Saturday	18,904	27,369	44.8%	54.5%
Total	**19,561**	**27,569**	**40.9%**	**54.8%**

4.3 Electronic Visits

Electronic visits comprises visits to several Library web services including www.tpl.ca, Library websites, online databases, eLearning resources, and Library blogs. Electronic services and collections, website content, self-service and customizable features influence electronic visits. Since the start of the pandemic, TPL has seen increased and sustained usage of its electronic offerings.

Electronic Visits

2022: **31,796,963** **- 4.4%** *from 2021*

*Five-year trend: - 2.4%

*Ten-year trend: + 12.9%

** Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2022 data in order to ensure representative trends.*

1.1.1.3 Key influencing factors 2022

- Electronic visits have held relatively steady since 2021 and have surpassed pre-pandemic levels by 8.8%.
- Customers continued to visit the tpl.ca website, likely to get information on branch closures and manage their account, which resulted in a 3.1% increase since 2021.
- Return to in-person classrooms normalized library eLearning offerings.

4.3.1 Electronic visits current highlights 2022 (compared to 2021)

- Visits to Library online content and resources remained strong with 31.8 million visits. Activity surpassed pre-pandemic[8] electronic visits by 8.8%.

[8] Pre-pandemic or typical refers to the average activity or use from 2017 to 2019.

- Library websites reported 30.4 million visits, a decline of 3.7%, driven by large drops to sites for electronic circulating collections, as access to physical items at all branches returned to full capacity. OverDrive and Kanopy experienced the greatest losses in visits, 1.6 million and 0.7 million respectively.
    - The main Library site (www.tpl.ca) increased 3.1% and accounted for more than half of all visits (57.9%), likely due to customers looking up in-branch programs, resources and services; and managing their Library account.
- Blogs with Library-produced content drew in 910,485 visits, 10.4% less than in 2021, when customers sought timely information about services and updates during the pandemic.
- In 2022, the four most popular blogs drew in more than half a million visits and were: What's On at the Library Blog, Local History & Genealogy Blog, Arts & Culture Blog, and News Releases Blog.
- Use of eLearning resources fell 30.4%, with all resources reporting decreases. Activity was at 66.4% pre-pandemic[9] levels. The return of in-person classroom learning at all educational levels likely contributed to this decline. Brainfuse, Gale Courses and Mango Languages continued to be the top performing databases.
- Online databases reported almost 2.2 million visits, 17.2% less than the previous year. Three of the top five performing databases were eLearning resources.
    - NYTimes.com was the most used online database. Sessions increased 14.9% and page views were up 14.2%.
    - PressReader came in a close second, even though sessions dropped by more than a third, likely due to the return of physical periodicals at all branches. PressReader provides access to newspapers and magazines from over 100 countries in over 60 languages.

Table 7, below lists the fifteen top performing licensed databases and eLearning resources. The latter appear in rose.

[9] Pre-pandemic or typical refers to the average activity or use from 2017 to 2019.

*Table 7 - **Top Performing Online Databases (Licensed and eLearning Resources)***

Rank	Online Database Resource	2022	2021	2021-2022 % change
1	NYTimes.com	697,120	606,462	14.9%
2	PressReader	655,463	1,012,272	-35.2%
3	Brainfuse	203,740	293,286	-30.5%
4	Gale Courses	78,951	87,899	-10.2%
5	Mango Languages	71,944	84,444	-14.8%
6	LinkedIn Learning	68,901	140,776	-51.1%
7	Toronto Star - Historical Newspaper Archive	59,463	54,906	8.3%
8	Globe and Mail - Historical Newspaper Archive	48,225	45,301	6.5%
9	Canadian Newsstream	39,119	35,180	11.2%
10	Naxos Music Library	33,164	29,708	11.6%
11	Consumer Reports Online	28,477	33,962	-16.2%
12	Wall Street Journal	23,675	2,517	840.6%
13	Academic OneFile	19,406	21,093	-8.0%
14	Canadian Business & Current Affairs (CBCA)	16,992	14,907	14.0%
15	Vogue Archives	15,355	13,250	15.9%
	Total Sessions - Top 15 resources	**2,059,995**	**2,475,963**	**-16.8%**
	Total Sessions - All 55 resources	**2,187,069**	**2,642,737**	**-17.2%**

4.3.2 Visits by Device Type (Mobile Phone, Tablet)

47.1% of external visits to the main website (www.tpl.ca) took place on a mobile phone or tablet, up from 42.1%. Overall, external visits to the main site were up 0.9%. As in-branch services returned to full capacity, customers increasingly checked the main website to place holds, manage their online account or browse in-person programs.

- Online library card renewals from external devices were up 5.4%.
- 47.0% of online card renewals were via a mobile device, up from 43.0% in 2021.
- Holds placed on physical items from external devices were down 3.2%.
- 46.7% of holds placed on branch materials were from a mobile phone or tablet.

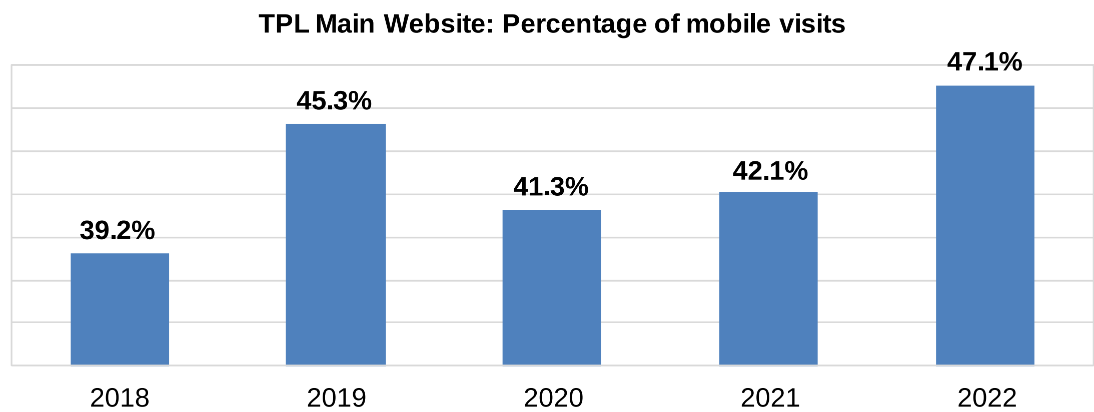


*Table 8 - **Main Website: Percentage of Mobile Visits** (refer to chart above)*

Year	External Visits from Desktop Devices	External Visits from Mobile Devices (phones, tablets)	Total External Visits	% of Mobile Visits
2018	9,909,170	6,395,669	16,304,839	39.2%
2019	9,669,255	7,992,335	17,661,590	45.3%
2020	9,278,217	6,516,095	15,794,312	41.3%
2021	9,886,154	7,188,524	17,074,678	42.1%
2022	9,124,542	8,111,950	17,236,492	47.1%
Percentage change 2021 to 2022	**-7.7%**	**12.8%**	**0.9%**	**11.8%**
Percentage change 2018 to 2022	**-7.9%**	**26.8%**	**5.7%**	**20.0%**

4.4 Programs

TPL's programs aim to meet customers' educational, social, and entertainment needs and support the development of healthy, informed, and engaged communities. During the pandemic, TPL introduced online programming to offer Torontonians access to Library programs from the comfort of their homes. While online programs provide convenience, accessibility, and opportunities for connection, in-person programs play a vital role in building community and fostering stronger engagement. According to a 2021 survey, customers attended in-person Library programs primarily to spend quality time with family and friends (85%), to support their community (80%), and to connect with others who share their interests (79%).

Regular in-person programming resumed when the province lifted health and safety restrictions. TPL is taking a balanced approach and continues to offer a variety of online programs for customers of all ages that align with our strategic priorities and complement in-person branch programming.

Prior to the pandemic, program offerings and attendance were trending upwards.

Programs Offered

2022: **19,140**	**+ 296.5%** *from 2021*
*Five-year trend:	+ 21.2%
*Ten-year trend:	+ 56.5%

** Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2022 data in order to ensure representative trends.*

Program Attendance

2022: **347,251**	**+ 169.5%** *from 2021*
*Five-year trend:	+ 6.6%
*Ten-year trend:	+ 24.6%

** Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2022 data in order to ensure representative trends.*

4.4.1 Key influencing factors 2022

- Regular in-person programs resumed in April at branches and offsite locations across the City.
- Online offerings continued at a reduced capacity as resources shifted to provide more in-person programming and outreach.

4.4.2 Program Type definitions

Table 10a and Table 10b outline programs by type, where definitions are provided in this section.

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.

<u>Examples:</u> 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.

<u>Examples:</u> 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, civic engagement, intellectual topics, ideas, etc.

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

Examples: Adult literacy 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, poetry 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, Computers for Beginners, MS Office, Digital Privacy, How Social Media Can Help Your Small Business, coding and software programs, etc.

4.4.3 Programs current highlights 2022 (compared to 2021)

- Total program offerings increased fourfold, with the return of regular in-person programming, and has made great strides in recovery. A total of 19,140 programs were delivered, with 347,251 customers attending.
- In-person programs had the greatest gains compared to 2021 when only a few branches offered in-person programming. 17,516 in-person programs drew in 286,216 customers, an increase of 618.8% and 1,811.5% respectively. Customers were increasingly more comfortable attending in-person programs in 2022.
    - Attendance progressively improved. In April, average attendance per program was at 49.8% pre-pandemic[10] levels, by December it was at 92.7%.

[10] Pre-pandemic or typical refers to the average activity or use from 2017 to 2019.

    - Average attendance per program was up 166.0%, from 6 customers in 2021 to 16 per program in 2022.
    - Average fill rate was up 11.2 percentage points, at 80.8% from 69.7% in 2021.
    - This data supports the results of a program survey that the Library conducted in the fall[11] of 2021, in which the majority of respondents (59%) indicated that they felt comfortable attending in-person programs.
- Online programs continued to be in demand. More than 61,000 customers attended 1,624 online programs. Online offerings were down 32.1% as resources shifted in quarter two to accommodate in-person programming and outreach.
    - Average attendance per online program was 38, down from 48 the previous year. It continues to be higher than the in-person average.
    - This is in line with the results from the program survey conducted in 2021, where the respondents sampled were more inclined to attend in-branch programs. Forty percent would prefer to attend in-person programs, compared to 30% for online, and 25% who have no preference.

Table 9a - ***2022 Programs and Attendance by Program Age Group In-Person vs. Online***

	In-person Programs		Online Programs	
Program Age Group	**In-person Number of Programs**	**In-person Programs Attendance**	**Online Number of Programs**	**Online Programs Attendees and Views**
Pre-school (0-5)	4,146	85,594	8	228
School-Age (6-12)	3,202	62,881	58	3,894
Children subtotal	***7,348***	***148,475***	***66***	***4,122***
Teen (13-17)	6,803	100,585	32	965
Young Adult (18-24)	136	1,003	189	3,441
Youth subtotal	***6,939***	***101,588***	***221***	***4,406***
Adult (25-64)	2,292	24,685	1,170	41,663
Senior (65+)	937	11,468	167	10,844
Adult & Seniors subtotal	***3,229***	***36,153***	***1,337***	***52,507***
All ages Total	**17,516**	**286,216**	**1,624**	**61,035**

[11] The survey ran from September 27 (12:00 am) to October 11 (12:00 am), 2021. There were 3,015 respondents, with 2,393 (79.4%) reaching the end of the survey. For the population polled, the results have a margin of error of ± 5.0%.

*Table 9b - **2022 Programs and Attendance by Program Age Group Combined In-person and Online***

	Total Programs (in-person and online)			
Program Age Group	**Number of Programs**	**Attendance**	**% of Programs**	**% of Attendance**
Pre-school (0-5)	4,154	85,822	21.7%	24.7%
School-Age (6-12)	3,260	66,775	17.0%	19.2%
Children Subtotal	***7,414***	***152,597***	***38.7%***	***43.9%***
Teen (13-17)	6,835	101,550	35.7%	29.2%
Young Adult (18-24)	325	4,444	1.7%	1.3%
Youth Subtotal	***7,160***	***105,994***	***37.4%***	***30.5%***
Adult (25-64)	3,462	66,348	18.1%	19.1%
Senior (65+)	1,104	22,312	5.8%	6.4%
Adult & Seniors Subtotal	***4,566***	***88,660***	***23.9%***	***25.5%***
All ages Total	**19,140**	**347,251**	**100.0%**	**100.0%**

- Children's services accounted for the greatest number of programs, 38.7%, and reported the highest total attendance[12], 43.9%.
- Followed closely by youth services which made up 37.4% of total programs and 30.5% of total attendance, driven entirely by in-branch Youth Hubs. Youth Hubs attracted 91,416 in-person participants, and accounted for 86.2% of all youth program attendees.
- TPL's Library Settlement Partnerships (LSP) program helps newcomers with their settlement needs. In 2022, LSP served 33,000 newcomers, at fourteen branch locations both in-person and remotely.
- LSP also delivered 780 programs with 21,235 attendees, which represented 4.1% and 6.1% of total programs and attendance, respectively. The LSP program is a collaboration with seven local settlement agencies, with funding from Immigration, Refugees and Citizenship Canada (IRCC).
- In late May, seven Community Librarians began providing offsite library services, engaging with and serving dedicated audiences across the City, including Indigenous and Black mandated organizations. They provide digital literacy training at Toronto Seniors Housing buildings, and deliver information and literacy programs to families and individuals at Toronto Community Housing locations. Community Librarians delivered 225 programs to 2,453 participants.

[12] Total programs and total attendance includes both in-person and online offerings.

*Table 10a - **2022 Programs and Attendance by Program Type In-person vs. Online***

	In-person Programs		Online Programs	
Program Type	**In-person Number of Programs**	**In-Person Program Attendance**	**Online Number of Programs**	**Online number of Attendees and Views**
Cultural	3,972	59,660	153	11,477
ESL	72	825	368	4,337
Information & Current Issues	7,277	127,626	586	36,690
Literacy	102	1,895	3	124
Literary	4,564	83,957	244	4,671
User Education	1,529	12,253	270	3,736
Total	**17,516**	**286,216**	**1,624**	**61,035**

*Table 10b - **2022 Programs and Attendance by Program Type Combined***

	Total Programs (in-person and online)			
Program Type	**Number of Programs**	**Attendance**	**% of Programs**	**% of Attendance**
Cultural	4,125	71,137	21.6%	20.5%
ESL	440	5,162	2.3%	1.5%
Information & Current Issues	7,863	164,316	41.1%	47.3%
Literacy	105	2,019	0.5%	0.6%
Literary	4,808	88,628	25.1%	25.5%
User Education	1,799	15,989	9.4%	4.6%
Total	**19,140**	**347,251**	**100.0%**	**100.0%**

- Information and current issues programs made up the majority of total program offerings (41.1%) and attendance (47.3%).
- 2,219 innovation, technology and computer programs were offered, attracting 25,373 attendees. They represented 11.6% of total programs and 7.3% of total attendance.

4.4.4 Digital Literacy Programs

Digital literacy programs cross a number of different program types (information & current issues, user education) and age categories (there are digital literacy programs for all age groups 6+). Therefore, dedicated information is presented, below.

*Table 11a – **In-Person Digital Literacy Programs and Attendance 2021 to 2022***

	Number of Programs	Attendance
2021	88	389
2022	1,664	14,286
% change	1790.9%	3572.5%

*Table 11b – **Online Digital Literacy Programs and Attendance 2021 to 2022***

	Number of Programs	Attendees and Views
2021	365	11,110
2022	148	3,484
% change	-59.5%	-68.6%

*Table 11c – **Combined in-Person and Online Digital Literacy Programs and Attendance 2021 to 2022***

	Number of Programs	Attendance
2021	453	11,499
2022	1,812	17,770
% change	300.0%	54.5%

4.4.5 Book a Librarian information service

Book a Librarian (BAL) is a personalized appointment with a librarian for customers seeking comprehensive assistance looking for a job, conducting research, requiring tech help, using library resources and much more.

- In 2022, customized Book a Librarian (BAL) sessions increased 191.5%, with 3,451 sessions delivered, totalling more than 3,077 hours or 128 days of instruction.
  - 95.9% of sessions took place in-person at a branch, up from 57.6%.
  - 4.1% were delivered remotely, either online or by telephone, down from 42.4%.
- In late May, the Community Librarian service began. Seven community librarians delivered 176 or 5.1% of all BAL sessions onsite to individuals.
- The top three categories were technology based and accounted for 62.1% of overall Book a Librarian sessions requested by customers.

Table 12a - ***2022 Book a Librarian (BAL) Sessions by Category In-person vs. Remote***

	In-person Sessions			Remote Sessions		
BAL Category	In-person Number of Sessions	In-person Attendees	In-person Hours	Remote Number of Sessions	Remote Attendees	Remote Hours
Mobile Devices & Apps	846	910	729:30:00	29	29	23:15:00
Computer Basics	627	639	575:45:00	8	8	8:00:00
Internet Skills	593	606	519:00:00	39	39	26:15:00
Accessing government and community resources	323	337	272:00:00	16	16	12:15:00
Job Search	201	205	190:35:00	7	8	5:30:00
Microsoft Office	180	182	172:30:00	1	1	0:30:00
Library Services	135	158	103:15:00	17	18	12:45:00
Subject Research	110	125	99:00:00	9	18	6:45:00
Digital Innovation	107	110	124:15:00	3	3	3:30:00
Social Networking	87	90	83:15:00	1	1	0:30:00
Business	61	62	63:45:00	7	7	7:00:00
eLearning	30	30	28:30:00	3	3	2:30:00
Readers' Advisory	10	14	6:45:00	1	1	0:45:00
Total	**3,310**	**3,468**	**2968:05:00**	**141**	**152**	**109:30:00**
% of Total	**95.9%**	**95.8%**	**96.4%**	**4.1%**	**4.2%**	**3.6%**
Top three categories	2,066	2,155	1824:15:00	118	128	89:15:00
Top three categories: % of total	**62.4%**	**62.1%**	**61.5%**	**83.7%**	**84.2%**	**81.5%**

Table 12b - ***2022 Book a Librarian (BAL) Sessions by Category***

	Total (in-person and online)		
BAL Category	Number of Sessions	Attendees	Hours
Mobile Devices & Apps	875	939	752:45:00
Computer Basics	635	647	583:45:00
Internet Skills	632	645	545:15:00
Accessing government and community resources	339	353	284:15:00
Job Search	208	213	196:05:00
Microsoft Office	181	183	173:00:00
Library Services	152	176	116:00:00
Subject Research	119	143	105:45:00
Digital Innovation	110	113	127:45:00
Social Networking	88	91	83:45:00
Business	68	69	70:45:00
eLearning	33	33	31:00:00
Readers' Advisory	11	15	7:30:00
Total	**3,451**	**3,620**	**3077:35:00**
% of Total	**100.0%**	**100.0%**	**100.0%**
Top three categories	2,142	2,231	1881:45:00
Top three categories: % of total	**62.1%**	**61.6%**	**61.1%**

4.5 Use of Technology in Branches

As a five-year trend, workstation use is declining and wireless use is increasing. COVID-19 greatly affected access to in-branch technology and reinforced the important role that libraries play in addressing the digital divide.

Workstation User Sessions

2022: **1,469,379** **+ 225.8%** *from 2021*

*Five-year trend: - 40.4%

*Ten-year trend: - 33.5%

** Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2022 data in order to ensure representative trends.*

Wireless Sessions

2022: **4,945,984** **+ 60.7%** *from 2021*

*Five-year trend: + 51.3%

*Ten-year trend: + 337.7%

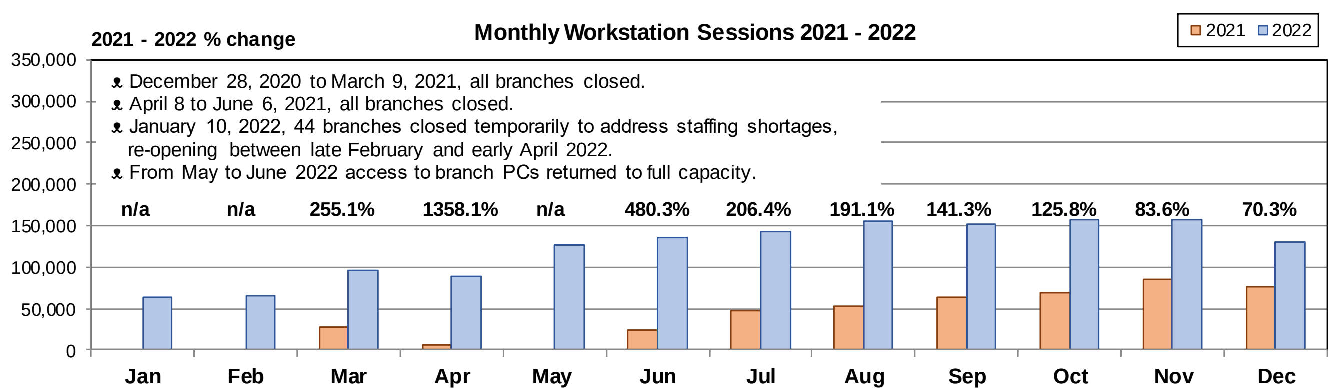
** Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2022 data in order to ensure representative trends.*

4.5.1 Key influencing factors 2022

- By June 2022, access to workstations was at full capacity across all branches.
- Wireless use jumped 60.7%, facilitated by the removal of pandemic restrictions and the return of in-person services.

4.5.2 Technology current highlights 2022 (compared to 2021)

- Computer use increased 225.8% (Table 12) but is recovering at a slower pace than other in-branch services, reporting 36.8% of 2019 levels and 31.5% of the average of 2017-2019 levels.
- Quarter one usage was down due to the temporary closure of 44 branches. Between May and June, access to workstations returned to full capacity and monthly sessions increased. Use averaged 45.3% of 2019 pre-pandemic levels in the last half of the year.
- Although workstation use is bouncing back, pre-pandemic it was trending down in favour of wireless use. The affordability of mobile devices has increased personal ownership of electronic devices. During the pandemic Internet use[13] and mobile device use[14] increased.



[13] The COVID-19 pandemic has significantly impacted the behaviours of Canadians, particularly regarding their online activities. Using data from the 2020 Canadian Internet Use Survey, this article examines several Internet-related activities Canadians have done more often during the pandemic. Bilodeau et al. https://www150.statcan.gc.ca/n1/pub/45-28-0001/2021001/article/00027-eng.htm

[14] Jonnatan, L.; Seaton, C.L.; Rush, K.L.; Li, E.P.H.; Hasan, K. Mobile Device Usage before and during the COVID-19 Pandemic among Rural and Urban Adults. Int. J. Environ. Res. Public Health 2022, 19, 8231. https://www.mdpi.com/1660-4601/19/14/8231

*Table 23 - **Monthly Workstation Sessions: 2021 to 2022** (refer to chart above)*

Month	2021	2022	2021-2022 % change
January		63,876	
February		64,603	
March	27,248	96,767	255.1%
April	6,046	88,157	1358.1%
May		125,728	
June	23,501	136,367	480.3%
July	46,684	143,045	206.4%
August	53,231	154,930	191.1%
September	63,083	152,250	141.3%
October	69,268	156,408	125.8%
November	85,669	157,305	83.6%
December	76,282	129,943	70.3%
Total	**451,012**	**1,469,379**	**225.8%**

- Wireless use grew 60.7% and continues to surpass workstation use. During branch closures, physical distancing and capacity restrictions in the first quarter, wireless access remained available to customers both inside and outside branch locations.
- Workstation and wireless use have a direct correlation with branch visits. Their usage trends align throughout the pandemic following the periods of branch closures and in-branch services reinstatement (Table 13 and following chart).

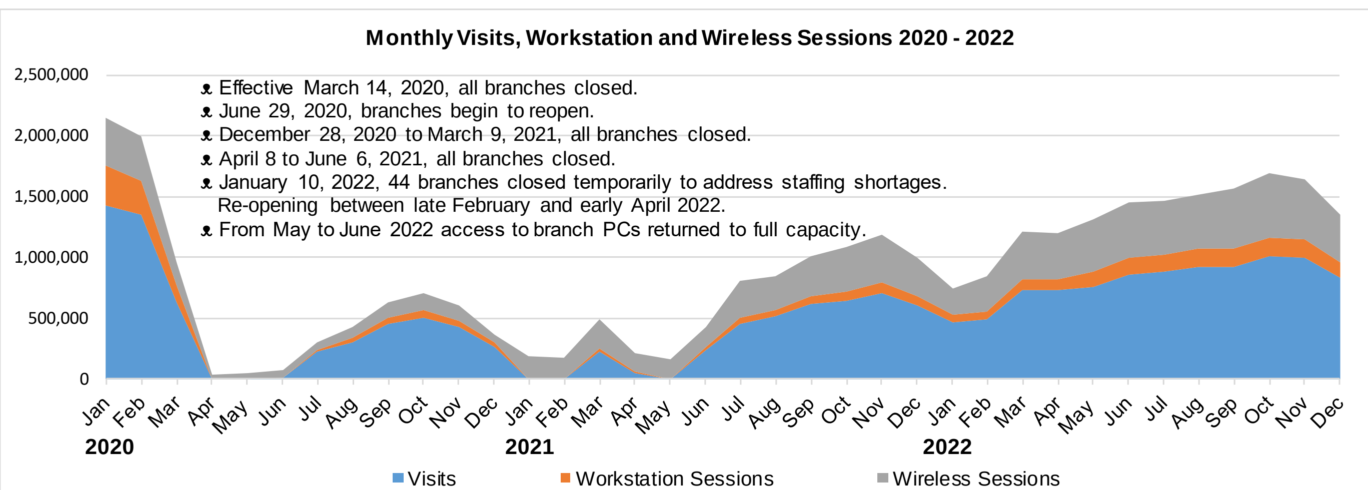


*Table 14a – **Visits by month: 2020 to 2022** (see above chart)*

	Visits		
Month	**2020**	**2021**	**2022**
Jan	1,432,258		466,106
Feb	1,349,722		491,805
Mar	625,596	224,752	725,421
Apr		50,584	723,894
May			760,985
Jun	6,002	234,007	860,562
Jul	222,348	451,280	878,836
Aug	303,720	509,137	913,368
Sep	445,837	610,005	923,134
Oct	497,699	646,396	1,004,916
Nov	419,085	702,132	992,967
Dec	255,483	601,195	824,492
Total	**5,557,751**	**4,029,488**	**9,566,486**

*Table 14b - **Workstation Sessions by month: 2020 to 2022** (see above chart)*

	Workstation Sessions		
Month	**2020**	**2021**	**2022**
Jan	326,381		63,876
Feb	278,229		64,603
Mar	142,381	27,248	96,767
Apr		6,046	88,157
May			125,728
Jun	211	23,501	136,367
Jul	16,530	46,684	143,045
Aug	35,364	53,231	154,930
Sep	53,805	63,083	152,250
Oct	63,660	69,268	156,408
Nov	53,994	85,669	157,305
Dec	40,055	76,282	129,943
Total	**1,010,610**	**451,012**	**1,469,379**

*Table 14c - **Wireless Sessions by month: 2020 to 2022** (see above chart)*

	Wireless Sessions		
Month	**2020**	**2021**	**2022**
Jan	384,028	190,091	216,015
Feb	366,110	173,252	286,275
Mar	194,212	237,705	391,768
Apr	36,214	147,238	387,150
May	43,708	160,333	419,540
Jun	59,265	172,690	452,273
Jul	65,525	309,375	438,764
Aug	80,926	275,086	446,378
Sep	133,856	333,573	491,537
Oct	148,512	368,663	531,091
Nov	124,833	397,894	495,350
Dec	62,444	312,751	389,843
Total	**1,699,633**	**3,078,651**	**4,945,984**

- 1,000 hotspot devices were distributed to low-income families and individuals who face barriers to accessing the internet, through the Library's Wi-Fi Hotspot Lending program, which is supported by the City's Poverty Reduction Strategy.
- Use of printing technology tripled. The number of print jobs reported a 195.1% jump compared to 2021, and capacity was at 82.9% of 2019 pre-pandemic levels. The average number of pages printed per job was up 5.1% compared to 2019 pre-pandemic activity.
  - The number of unique customers using print technology more than doubled in 2022, jumping 110.2%, and rising to 75.8% of 2019 pre-pandemic levels.
  - Customers are increasingly using the Print Anywhere – Mobile Printing app. Print jobs sent from the app, increased 96.7% in 2022 and 221.1% compared to 2019; and accounted for 18.0% of overall print jobs, up from 4.6% in 2019. It is unknown how many of the 338,066 print anywhere requests in 2022 directly contributed to new customers visiting a branch to release and pick-up their printed pages, who would not otherwise have used our services.

4.6 Library Membership

TPL 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, driven by policy changes and broadening of services.

New Membership

2022: **186,425**	**+ 63.0%** *from 2021*
*Five-year trend:	+ 33.9%
*Ten-year trend:	+ 20.0%

** Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2022 data in order to ensure representative trends.*

Active Membership
Members who used their card in 2022

2022: **653,318**	**+ 28.2%** *from 2021*
*Five-year trend:	+ 4.2%
*Ten-year trend:	- 16.7%

** Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2022 data in order to ensure representative trends.*

4.6.1 Key influencing factors 2022

- The return of in-person services throughout the year helped boost membership. New card registrations reached pre-pandemic[15] levels.
- The Library continues to build capacity to deliver more personalized, mobile and self-service options and to provide equity of access by residents, communities and neighbourhoods.
  - Effective June 1, 2022, the Library eliminated overdue fines for adults and teens, as well as replacement card fees for all audiences, to remove barriers to library access and connect customers to the information and resources they need. This follows the elimination of overdue fines and Hold Not Picked Up fees for children's cards in September 2021. The Library is now fines free.

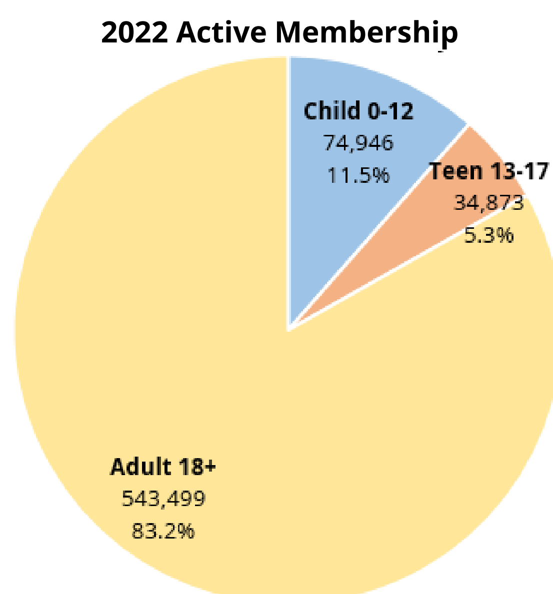
4.6.2 Membership current highlights 2022 (compared to 2021)

- In 2022, new library card registrations increased significantly (63.0%) as branch services resumed and customers were able to register for full access membership in-person.
  - Adult registrations were 3.1% above pre-pandemic levels.
  - Children and teen registrations were slightly below pre-pandemic capacity, at 90.1% and 92.0% respectively. It's worthwhile to note that the fines free status for all cards may be a disincentive for families to get a young children's card.

[15] Pre-pandemic or typical refers to the average activity or use from 2017 to 2019.

- Demand for Digital Access Card (DAC) membership[16] continued. An average of 2,351 new DAC self-registrations were recorded each month. In 2022, there were 28,215 DAC registrations. They accounted for 15.1% of all new registrations, down from 38.7% in 2021, when branch access was limited, making self registration for a DAC the more attractive and accessible option.
  - 16.4% or 4,616, of customers who registered for a DAC in 2022 converted their membership to full access in order to place holds on and borrow physical items. The majority of conversions (34.8%) occurred more than 57 days after self-registering; followed by 28.8% of conversions, which took place within the first 7 days of self-registering.
- Library card renewals for existing members increased 44.7%, ensuring continued access to TPL's digital resources and services, borrowing privileges for physical items, and retrieval access for special collections. May (2218.3%) and June (2863.0%) reported the largest jumps. This coincides with TPL's reinstatement of the majority of its branch services and the government lifting of masking requirements.
- The number of active members increased 28.2% and accounted for 71.6% of total library members, up from 44.0% the previous year, and propelled by the return of branch services.
- 23.4% of Torontonians used their library card in 2022, up from 18.2% in 2021, and just shy of the pre-pandemic[17] level of 24.6%.
- The breakdown of active members by type was:
  - Adult 18+: **83.2%**
  - Teen 13-17: **5.3%**
  - Child 0-12: **11.5%**

  (refer to pie chart)



- In 2022, membership was required for the following services: checking out physical materials and electronic items, accessing licensed databases

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[16] In late 2020, TPL implemented the Digital Access Card (DAC) membership available to anyone 13 years and older who lives in Toronto and does not have a library card. This card provides new customers immediate access to the Library's digital resources and services.
[17] Pre-pandemic or typical refers to the average activity or use from 2017 to 2019.

and placing holds. Membership is not currently required to visit a branch, attend in-person or online 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.

*Table 15 - **2022 Library Membership***

Library Membership	**Child** (0-12)	**Teen** (13-17)	**Adult** (18+)	**Total**
Active members (members who used their card in 2022)	74,946	34,873	543,499	653,318
% of total active members	***11.5%***	***5.3%***	***83.2%***	***100.0%***
New registrations	28,753	10,650	147,022	186,425
% of total new registrations	**15.4%**	**5.7%**	**78.9%**	***100.0%***
Total registered members or cardholders	105,764	55,396	750,749	911,909
% of total members	**11.6%**	**6.1%**	**82.3%**	***100.0%***

5 CONCLUSION

In 2022, Toronto Public Library saw increased and sustained usage of its electronic services, while in-person activities made significant strides in their recovery to bridge the gap between pre-pandemic and current usage. TPL continues to adapt to ensure that services are accessible, responsive and relevant. Continued service reinstatement is a top priority going forward in order to ensure access for all Torontonians.

Branch Summary Statistics: January to December 2022

		VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS			
	Neighbourhood & District branches			%			%			%			%			%			%			%			%	
	are ranked in order by visits	2022	2021	Change	2022	2021	Change	2022	2021	Change	2022	2021	Change	2022	2021	Change	2022	2021	Change	2022	2021	Change	2022	2021	Change	
	NEIGHBOURHOOD BRANCHES																									
	1st Quartile																									
	1 Bridlewood	199,345	60,079	231.8	203,836	116,119	75.5	36,941	36,274	1.8	65,247	24,472	166.6	1,374			128,277	64,884	97.7	17,132	4,211	306.8	3,412.5	1,780.5	91.7	1
	2 Parkdale	189,577	82,433	130.0	279,390	188,589	48.1	77,737	80,047	-2.9	130,570	66,417	96.6	5,352	284	1784.5	86,634	53,435	62.1	43,158	13,675	215.6	3,412.5	2,162.0	57.8	2
	3 Runnymede	175,890	92,865	89.4	362,744	309,451	17.2	134,539	141,919	-5.2	62,795	32,417	93.7	2,174			68,154	44,898	51.8	28,534	8,291	244.2	3,237.5	2,053.5	57.7	3
	4 Deer Park	165,101	81,154	103.4	288,495	236,812	21.8	108,931	113,376	-3.9	57,880	26,868	115.4	1,951	73	2572.6	71,600	48,017	49.1	22,943	6,770	238.9	3,108.0	2,018.5	54.0	4
	5 Woodside Square	163,061	51,362	217.5	176,330	81,545	116.2	44,464	28,836	54.2	38,993	15,254	155.6	2,857	26	10888.5	58,525	29,295	99.8	21,028	5,878	257.7	3,108.0	1,782.0	74.4	5
	6 Eatonville	137,873	67,386	104.6	359,551	316,632	13.6	111,677	119,877	-6.8	134,733	58,654	129.7	1,362			75,594	54,466	38.8	14,964	4,215	255.0	3,237.5	2,053.5	57.7	6
	7 Eglinton Square	137,717	53,252	158.6	136,581	83,269	64.0	32,256	28,089	14.8	31,032	23,966	29.5	658			52,406	25,399	106.3	18,279	4,067	349.4	3,237.5	1,957.0	65.4	7
	8 Parliament Street	134,804	62,707	115.0	177,165	147,856	19.8	50,642	53,310	-5.0	62,307	29,491	111.3	2,580	16	16025.0	105,904	89,842	17.9	26,672	5,033	429.9	3,412.5	2,162.0	57.8	8
	9 Beaches	122,734	61,687	99.0	215,838	183,234	17.8	77,925	84,804	-8.1	27,480	14,778	86.0	1,005			20,313	19,843	2.4	9,254	3,402	172.0	3,108.0	2,018.5	54.0	9
	10 Fort York	122,233	62,604	95.2	180,341	164,671	9.5	78,502	83,329	-5.8	30,996	17,628	75.8	1,992	26	7561.5	86,525	52,985	63.3	14,731	3,854	282.2	2,594.0	2,053.5	26.3	10
	11 Downsview	116,686	51,164	128.1	119,424	88,205	35.4	28,045	29,891	-6.2	38,632	16,252	137.7	7,076	554	1177.3	70,630	48,832	44.6	31,542	9,331	238.0	3,412.5	2,162.0	57.8	11
	12 Scarborough Civic Centre	115,726	45,783	152.8	134,117	93,231	43.9	34,107	33,057	3.2	39,534	15,152	160.9	2,398			58,066	24,490	137.1	21,266	5,578	281.2	3,237.5	2,053.5	57.7	12
	13 Leaside	107,068	61,845	73.1	282,606	275,747	2.5	98,949	118,863	-16.8	35,464	22,879	55.0	2,538	99	2463.6	23,377	16,220	44.1	6,381	2,526	152.6	2,685.5	2,018.5	33.0	13
	14 High Park	106,896	69,732	53.3	200,102	200,351	-0.1	80,465	98,423	-18.2	26,209	15,267	71.7	1,368			16,063	20,858	-23.0	9,156	3,409	168.6	2,685.5	2,018.5	33.0	14
	15 Bayview	100,183	46,617	114.9	279,998	228,315	22.6	89,000	92,593	-3.9	63,558	29,340	116.6	1,688	36	4588.9	26,064	14,588	78.7	8,193	2,518	225.4	2,520.5	1,632.5	54.4	15
	16 Centennial	95,026	46,021	106.5	217,757	193,796	12.4	69,751	79,259	-12.0	54,232	21,241	155.3	5,773	327	1665.4	33,108	15,764	110.0	9,196	2,658	246.0	3,412.5	2,162.0	57.8	16
~	17 Flemingdon Park	93,145	33,758	175.9	66,808	48,842	36.8	16,185	15,868	2.0	32,593	8,242	295.5	7,443	775	860.4	43,049	32,425	32.8	9,928	2,479	300.5	3,297.5	2,162.0	52.5	17
	18 Danforth/Coxwell	92,387	49,549	86.5	225,709	209,279	7.9	74,810	87,261	-14.3	38,644	16,304	137.0	2,666	142	1777.5	83,725	77,375	8.2	15,464	4,674	230.9	3,108.0	2,018.5	54.0	18
	19 Riverdale	91,701	5,710	1506.0	171,092	156,177	9.6	56,346	62,299	-9.6	32,880	19,953	64.8	779			85,863	64,233	33.7	16,743	4,799	248.9	3,108.0	2,018.5	54.0	19
~	20 Sanderson	90,084	43,987	104.8	102,407	73,687	39.0	29,478	31,466	-6.3	40,283	20,289	98.5	1,913	21	9009.5	30,304	44,457	-31.8	17,522	6,778	158.5	2,924.0	2,162.0	35.2	20
	2nd Quartile																									
	21 Main Street	88,269	50,037	76.4	225,908	190,319	18.7	80,015	84,806	-5.6	18,759	9,915	89.2	2,370	48	4837.5	13,546	10,464	29.5	11,288	4,891	130.8	3,108.0	2,018.5	54.0	21
	22 Jane/Dundas	87,567	43,854	99.7	200,464	190,050	5.5	62,642	69,394	-9.7	35,957	16,015	124.5	2,936	223	1216.6	26,545	28,677	-7.4	17,688	5,875	201.1	3,412.5	2,162.0	57.8	22
	23 Palmerston	81,764	50,269	62.7	184,670	204,010	-9.5	75,437	91,598	-17.6	19,445	10,364	87.6	1,457			18,841	13,447	40.1	6,610	1,523	334.0	2,520.5	1,632.5	54.4	23
	24 Morningside	80,008	42,315	89.1	143,361	155,286	-7.7	39,012	47,127	-17.2	57,319	23,328	145.7	1,049			34,867	23,101	50.9	11,739	2,324	405.1	3,237.5	2,053.5	57.7	24
~	25 Maryvale	79,733	24,654	223.4	55,037	38,201	44.1	15,594	15,297	1.9	14,624	13,440	8.8	1,033			27,520	15,344	79.4	9,766	2,661	267.0	1,827.0	1,364.0	33.9	25
	26 Thorncliffe	77,271	16,877	357.8	91,727	69,257	32.4	23,840	26,288	-9.3	26,445	10,203	159.2	8,989	870	933.2	36,216	16,259	122.7	16,651	5,107	226.0	3,412.5	2,162.0	57.8	26
	27 Kennedy/Eglinton	75,654	29,577	155.8	110,971	81,130	36.8	24,300	26,312	-7.6	36,946	18,291	102.0	6,669	667	899.9	42,313	30,369	39.3	17,130	5,727	199.1	3,412.5	2,162.0	57.8	27
*	28 Yorkville	75,390	25,840	191.8	142,124	65,723	116.2	48,480	42,627	13.7	23,406	11,273	107.6	3,285			46,711	27,282	71.2	8,755	1,929	353.9	3,108.0	1,457.0	113.3	28
	29 Weston	73,630	28,589	157.5	78,666	59,795	31.6	21,874	22,740	-3.8	29,595	12,929	128.9	6,659	845	688.0	22,895	18,901	21.1	14,837	4,390	238.0	3,412.5	2,162.0	57.8	29
	30 Mount Dennis	72,801	30,326	140.1	73,517	49,966	47.1	17,658	20,921	-15.6	25,717	11,367	126.2	5,940	214	2675.7	21,078	10,602	98.8	12,200	3,898	213.0	3,412.5	2,162.0	57.8	30
	31 Forest Hill	72,570	38,232	89.8	143,551	145,741	-1.5	56,030	68,960	-18.8	18,018	12,441	44.8	1,720	50	3340.0	18,824	20,453	-8.0	6,495	1,936	235.5	2,685.5	1,964.5	36.7	31
	32 Dufferin/St. Clair	71,848	36,152	98.7	154,485	150,961	2.3	46,846	54,521	-14.1	28,869	15,755	83.2	1,578			11,862	13,514	-12.2	10,777	3,707	190.7	2,520.5	1,632.5	54.4	32
*~	33 St. James Town	71,045	11,312	528.0	81,061	23,406	246.3	31,325	23,566	32.9	31,830	8,723	264.9	967			14,798	5,373	175.4	14,698	1,922	664.7	1,564.0	404.0	287.1	33
~	34 Locke	68,641	64,678	6.1	162,948	240,346	-32.2	72,771	107,943	-32.6	17,230	17,929	-3.9	2,254			176,254	148,722	18.5	7,941	3,700	114.6	1,783.0	2,018.5	-11.7	34
~	35 St. Lawrence	68,345	47,209	44.8	146,566	161,940	-9.5	66,809	76,827	-13.0	21,381	22,427	-4.7	740			11,370	13,927	-18.4	9,443	4,073	131.8	2,226.5	1,667.5	33.5	35
	36 Steeles	68,224	30,057	127.0	132,901	133,286	-0.3	37,178	44,409	-16.3	27,195	9,403	189.2	1,167			21,943	20,591	6.6	8,960	2,207	306.0	2,941.0	2,162.0	36.0	36
	37 City Hall	58,226			68,917	10,989	527.1	26,595	19,380	37.2	23,451			2,207			38,147	17,402	119.2	11,020			1,680.0			37
~	38 Mimico Centennial	55,676	28,681	94.1	161,819	133,806	20.9	43,985	54,596	-19.4	58,201	36,080	61.3	841			20,005	14,163	41.2	5,121	1,652	210.0	1,840.0	1,328.0	38.6	38
	39 Jane/Sheppard	55,649	25,861	115.2	70,105	52,713	33.0	17,443	17,281	0.9	46,820	17,041	174.7	1,462			25,375	14,514	74.8	10,134	3,224	214.3	2,650.0	1,667.5	58.9	39
*	40 College/Shaw	54,432	29,450	84.8	128,467	156,730	-18.0	57,262	71,848	-20.3	16,442	12,540	31.1	1,714			9,819	20,301	-51.6	6,025	1,019	491.3	2,177.5	1,574.0	38.3	40

Branch Summary Statistics: January to December 2022

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS			
	2022	2021	% Change	2022	2021	% Change	2022	2021	% Change	2022	2021	% Change	2022	2021	% Change	2022	2021	% Change	2022	2021	% Change	2022	2021	% Change	
3rd Quartile																									
41 Brookbanks	54,070	27,562	96.2	134,769	111,742	20.6	40,325	45,086	-10.6	41,044	21,516	90.8	163			13,560	10,130	33.9	6,340	1,970	221.8	2,048.0	1,328.0	54.2	41
42 McGregor Park	51,954	27,536	88.7	101,179	99,043	2.2	25,287	37,237	-32.1	25,170	11,991	109.9	1,683			28,810	18,496	55.8	7,915	2,602	204.2	1,873.0	1,363.0	37.4	42
43 Oakwood Village Library and	51,839	5,031	930.4	110,991	116,773	-5.0	41,716	56,460	-26.1	16,441	8,666	89.7	1,820			10,199	8,927	14.2	5,348	1,934	176.5	2,177.5	1,632.5	33.4	43
44 Hillcrest	50,693	31,305	61.9	181,066	203,559	-11.0	62,645	80,327	-22.0	27,282	19,455	40.2	517			31,207	28,136	10.9	3,144	1,284	144.9	1,768.0	1,328.0	33.1	44
45 Alderwood	47,658	19,752	141.3	91,028	48,728	86.8	21,320	16,134	32.1	19,878	10,154	95.8	3,069			13,163	8,155	61.4	2,587	504	413.3	2,177.5	1,441.0	51.1	45
46 Cliffcrest	44,702	20,072	122.7	116,600	99,385	17.3	38,465	41,368	-7.0	18,591	9,202	102.0	722			27,965	25,846	8.2	6,156	1,223	403.4	2,177.5	1,363.0	59.8	46
47 Black Creek	43,995	17,520	151.1	33,959	19,013	78.6	5,841	5,480	6.6	59,044	34,354	71.9	813			13,443	10,952	22.7	9,480	2,747	245.1	1,817.5	1,175.0	54.7	47
48 Dawes Road	43,606	27,348	59.4	94,405	118,588	-20.4	27,074	47,234	-42.7	20,063	5,841	243.5	2,753			32,013	25,130	27.4	8,493	3,048	178.6	2,066.5	1,667.5	23.9	48
49 Annette Street	43,257	46,034	-6.0	131,914	149,040	-11.5	55,671	69,957	-20.4	14,584	8,615	69.3	1,435			22,749	23,435	-2.9	6,485	3,349	93.6	2,026.0	1,632.5	24.1	49
50 Gerrard/Ashdale	42,256	31,974	32.2	99,785	108,116	-7.7	37,018	47,661	-22.3	20,830	14,666	42.0	965	26	3611.5	9,383	17,461	-46.3	3,697	1,867	98.0	1,975.5	1,632.5	21.0	50
~ 51 Jones	41,781	29,392	42.2	108,010	115,065	-6.1	40,154	50,024	-19.7	24,611	10,490	134.6	1,903			5,544	11,109	-50.1	3,350	1,385	141.9	2,089.0	1,645.0	27.0	51
52 Goldhawk Park	41,524	27,577	50.6	118,150	148,829	-20.6	38,955	43,424	-10.3	14,004	8,029	74.4	3,969			18,459	21,209	-13.0	6,531	2,695	142.3	2,528.5	2,053.5	23.1	52
53 Port Union	39,945	10,688	273.7	109,801	45,739	140.1	36,223	35,486	2.1	9,765	3,789	157.7	1,612			9,762	6,321	54.4	2,287	469	387.6	2,026.0	763.0	165.5	53
54 Queen/Saulter	39,625	9,916	299.6	73,086	19,390	276.9	22,011	13,327	65.2	8,719	2,265	284.9	2,618			5,164	3,942	31.0	4,032	529	662.2	2,048.0	616.0	232.5	54
55 Spadina Road	37,150	9,654	284.8	72,202	33,199	117.5	32,571	26,738	21.8	11,946	7,062	69.2	207			6,099	2,975	105.0	5,208	705	638.7	1,768.0	616.0	187.0	55
*~ 56 Wychwood	37,001			47,953	3,768	1172.6	20,982	6,187	239.1	13,600			525			20,507			3,836			717.5			56
57 Burrows Hall	34,835	7,251	380.4	64,432	20,539	213.7	11,870	9,249	28.3	20,654	7,854	163.0	1,191			19,699	9,488	107.6	4,884	711	586.9	1,655.5	651.0	154.3	57
58 Highland Creek	33,550	20,156	66.5	87,911	94,402	-6.9	27,626	33,920	-18.6	12,828	10,667	20.3	1,332	1	133100.0	9,215	9,948	-7.4	3,568	1,542	131.4	1,768.0	1,328.0	33.1	58
59 Pleasant View	33,177	20,003	65.9	100,288	101,720	-1.4	29,748	39,752	-25.2	19,908	4,265	366.8	1,408	4	35100.0	19,541	17,931	9.0	3,536	1,565	125.9	1,699.0	1,363.0	24.7	59
60 Long Branch	30,760	19,250	59.8	90,655	111,236	-18.5	30,765	40,352	-23.8	17,738	9,777	81.4	1,174			7,547	10,310	-26.8	4,649	915	408.1	1,768.0	1,328.0	33.1	60
4th Quartile																									
* 61 New Toronto	29,806	16,522	80.4	78,132	63,807	22.5	28,241	30,850	-8.5	15,254	6,790	124.7	968			12,439	8,909	39.6	5,557	1,608	245.6	1,862.5	1,363.0	36.6	61
62 Bendale	29,668	15,747	88.4	69,628	63,449	9.7	19,141	22,696	-15.7	29,457	11,390	158.6	969	98	888.8	13,198	9,953	32.6	5,019	1,597	214.3	1,873.0	1,363.0	37.4	62
63 Humberwood	29,417	12,224	140.6	29,362	17,228	70.4	6,629	4,408	50.4	11,218	5,528	102.9	2,048			7,037	4,025	74.8	2,807	909	208.8	1,768.0	1,168.0	51.4	63
64 Woodview Park	28,304	12,922	119.0	35,084	38,902	-9.8	8,238	12,672	-35.0	23,210	12,303	88.7	2,830			12,000	10,827	10.8	4,115	1,409	192.1	1,862.5	1,363.0	36.6	64
* 65 Amesbury Park	28,006	10,868	157.7	53,317	41,849	27.4	14,833	18,999	-21.9	24,048	8,602	179.6	834			10,022	8,010	25.1	5,981	1,588	276.6	2,167.0	1,173.0	84.7	65
66 Guildwood	27,047	15,310	76.7	63,224	68,108	-7.2	21,229	28,695	-26.0	9,658	4,203	129.8	592			22,675	16,546	37.0	2,700	758	256.2	1,768.0	1,328.0	33.1	66
67 Perth/Dupont	24,922	8,267	201.5	60,143	22,187	171.1	21,078	14,371	46.7	16,966	5,154	229.2	1,948			25,385	21,319	19.1	1,690	274	516.8	1,768.0	616.0	187.0	67
68 Humber Bay	23,300	8,097	187.8	83,126	35,186	136.2	30,514	22,674	34.6	12,643	5,656	123.5	178			5,826	5,252	10.9	2,728	449	507.6	1,768.0	776.0	127.8	68
69 Taylor Memorial	23,011	16,047	43.4	78,732	89,976	-12.5	30,161	41,977	-28.1	13,642	6,553	108.2	494			14,167	14,690	-3.6	2,401	926	159.3	1,768.0	1,328.0	33.1	69
~ 70 Northern Elms	22,338	13,698	63.1	46,726	45,142	3.5	13,636	17,316	-21.3	23,518	11,453	105.3	395			8,639	26,657	-67.6	4,798	1,480	224.2	2,131.0	1,363.0	56.3	70
71 Elmbrook Park	21,786	13,247	64.5	76,420	79,901	-4.4	26,848	32,757	-18.0	13,517	5,190	160.4	893			19,264	16,383	17.6	1,137	341	233.4	1,768.0	1,328.0	33.1	71
72 St. Clair/Silverthorn	20,273	9,327	117.4	44,750	20,242	121.1	16,264	9,716	67.4	8,168	5,719	42.8	373			5,970	4,245	40.6	2,182	709	207.8	1,699.0	971.0	75.0	72
73 Humber Summit	20,197	11,305	78.7	33,951	24,270	39.9	10,257	10,200	0.6	12,646	4,678	170.3	1,345			7,908	6,828	15.8	3,551	982	261.6	1,862.5	1,363.0	36.6	73
74 Rexdale	20,128	11,666	72.5	35,307	25,604	37.9	10,986	11,585	-5.2	15,392	14,915	3.2	1,273			15,517	18,910	-17.9	3,016	1,166	158.7	1,688.5	1,203.0	40.4	74
75 Victoria Village	19,859	10,639	86.7	49,054	49,993	-1.9	15,200	19,287	-21.2	19,047	3,880	390.9	1,349			8,827	8,242	7.1	2,572	938	174.2	1,873.0	1,363.0	37.4	75
76 Evelyn Gregory	18,450	10,334	78.5	34,926	33,233	5.1	11,090	14,200	-21.9	19,913	8,303	139.8	846	19	4352.6	6,294	5,470	15.1	3,613	1,548	133.4	2,272.0	1,667.5	36.3	76
~ 77 Armour Heights	18,416	14,409	27.8	69,713	105,018	-33.6	30,385	40,111	-24.2	5,215	4,290	21.6	423			2,784	3,276	-15.0	1,852	1,044	77.4	1,104.0	1,328.0	-16.9	77
78 Todmorden Room	14,260	1,296	1000.3	20,919	6,238	235.3	8,804	4,317	103.9	11,912	2,637	351.7				4,817	9,051	-46.8	1,220	157	677.1	1,901.5	576.0	230.1	78
79 Davenport	13,947	2,365	489.7	57,890	26,454	118.8	28,658	26,027	10.1	5,702	4,121	38.4	503			3,591	5,259	-31.7	1,010			1,608.0	616.0	161.0	79
80 Swansea Memorial	7,707			16,345	4,642	252.1	6,314	6,478	-2.5	2,893			343			1,553	884	75.7	540			1,786.0			80
*~ 81 Mount Pleasant				10,191	11,242	-9.3	7,760	16,279	-52.3								12,844	-100.0	39	703	-94.5				81
Neighbourhood Total	**5,278,200**	**2,405,976**	**119.4**	**9,752,680**	**8,350,008**	**16.8**	**3,208,379**	**3,556,300**	**-9.8**	**2,332,431**	**1,124,351**	**107.4**	**158,467**	**5,444**	**2810.9**	**2,395,052**	**1,813,193**	**32.1**	**739,418**	**215,541**	**243.1**	**189,664.0**	**121,386.0**	**56.2**	
Neighbourhood Average	**65,978**	**31,246**	**111.2**	**120,403**	**103,087**	**16.8**	**39,610**	**43,905**	**-9.8**	**29,155**	**14,602**	**99.7**	**2,006**	**227**	**784.3**	**29,938**	**22,665**	**32.1**	**9,129**	**2,799**	**226.1**	**2,370.8**	**1,576.4**	**50.4**	

Branch Summary Statistics: January to December 2022

Neighbourhood & District branches are ranked in order by visits	VISITS 2022	VISITS 2021	VISITS % Change	CIRCULATION 2022	CIRCULATION 2021	CIRCULATION % Change	HOLDS PLACED 2022	HOLDS PLACED 2021	HOLDS PLACED % Change	INFORMATION REQUESTS 2022	INFORMATION REQUESTS 2021	INFORMATION REQUESTS % Change	PROGRAM ATTENDANCE 2022	PROGRAM ATTENDANCE 2021	PROGRAM ATTENDANCE % Change	WIRELESS SESSIONS 2022	WIRELESS SESSIONS 2021	WIRELESS SESSIONS % Change	WORKSTATION USER SESSIONS 2022	WORKSTATION USER SESSIONS 2021	WORKSTATION USER SESSIONS % Change	OPEN HOURS 2022	OPEN HOURS 2021	OPEN HOURS % Change	
DISTRICT BRANCHES																									
~ 1 Fairview	295,488	119,530	147.2	447,214	327,664	36.5	94,823	115,075	-17.6	111,803	58,055	92.6	10,288	1,323	677.6	288,608	130,515	121.1	46,018	15,276	201.2	3,394.5	2,162.0	57.0	1
2 Northern District	234,291	5,612	4074.8	380,855	273,570	39.2	122,993	121,941	0.9	73,009	34,115	114.0	3,937	237	1561.2	123,166	60,907	102.2	40,022	14,308	179.7	3,440.5	2,162.0	59.1	2
3 Bloor/Gladstone	202,438	85,695	136.2	289,981	259,208	11.9	97,765	107,184	-8.8	135,282	60,967	121.9	4,332	6	72100.0	128,406	77,458	65.8	48,813	15,125	222.7	3,440.5	2,162.0	59.1	3
4 Albion	191,320	58,083	229.4	209,792	155,096	35.3	50,024	55,877	-10.5	79,756	36,966	115.8	8,243	777	960.9	148,151	100,311	47.7	44,967	14,154	217.7	3,440.5	2,139.0	60.8	4
5 Cedarbrae	187,054	74,951	149.6	237,252	163,107	45.5	50,574	56,695	-10.8	109,370	51,852	110.9	6,913	1,046	560.9	92,259	40,310	128.9	43,222	15,494	179.0	3,440.5	2,162.0	59.1	5
6 Richview	179,693	86,957	106.6	398,376	317,534	25.5	108,502	121,587	-10.8	89,243	41,590	114.6	5,725	427	1240.7	83,788	55,010	52.3	25,414	9,403	170.3	3,440.5	2,162.0	59.1	6
7 Lillian H. Smith	169,226	75,630	123.8	237,732	198,145	20.0	70,417	72,768	-3.2	68,018	37,080	83.4	1,707	16	10568.8	68,896	38,188	80.4	53,604	14,526	269.0	3,440.5	2,162.0	59.1	7
8 S. Walter Stewart	162,852	73,913	120.3	338,947	294,167	15.2	99,320	118,184	-16.0	48,907	22,215	120.2	9,318	499	1767.3	53,305	30,585	74.3	16,305	5,318	206.6	3,440.5	2,162.0	59.1	8
9 Don Mills	146,812	72,314	103.0	401,716	322,966	24.4	93,298	104,888	-11.0	68,632	29,555	132.2	5,439	405	1243.0	67,880	47,102	44.1	17,395	5,654	207.7	3,440.5	2,162.0	59.1	9
~ 10 Barbara Frum	142,752	61,848	130.8	368,807	293,635	25.6	101,777	113,575	-10.4	84,071	58,242	44.3	8,855	700	1165.0	55,943	34,907	60.3	21,799	8,645	152.2	3,310.5	2,162.0	53.1	10
11 Agincourt	137,685	81,572	68.8	394,133	326,570	20.7	87,533	105,770	-17.2	68,945	31,714	117.4	10,302	72	14208.3	125,823	73,650	70.8	35,212	10,508	235.1	3,440.5	2,162.0	59.1	11
12 Malvern	134,121	57,937	131.5	210,714	154,004	36.8	42,502	48,599	-12.5	89,693	39,178	128.9	7,420	4	185400.0	69,745	37,567	85.7	23,708	7,303	224.6	3,440.5	2,162.0	59.1	12
13 Brentwood	133,221	70,833	88.1	345,454	323,591	6.8	119,830	141,549	-15.3	57,758	22,154	160.7	4,452	7	63500.0	34,882	16,408	112.6	20,232	6,654	204.1	3,440.5	2,162.0	59.1	13
14 Pape/Danforth	125,371	51,921	141.5	268,749	234,282	14.7	98,995	110,589	-10.5	28,157	12,666	122.3	1,555			37,905	24,315	55.9	14,645	3,053	379.7	3,440.5	2,162.0	59.1	14
15 Maria A. Shchuka	105,100	42,003	150.2	138,093	98,129	40.7	35,366	34,312	3.1	42,019	17,553	139.4	5,265	1,289	308.5	69,331	44,933	54.3	24,408	7,608	220.8	3,440.5	2,162.0	59.1	15
*~ 16 York Woods	69,116	25,317	173.0	43,695	22,279	96.1	13,380	12,126	10.3	32,568	13,767	136.6	1,593	910	75.1	40,697	19,055	113.6	16,088	3,571	350.5	3,440.5	1,911.5	80.0	16
*~ 17 Albert Campbell	59,881	12,600	375.2	84,732	28,134	201.2	20,135	15,453	30.3	34,431	2,415	1325.7	2,359			34,714	10,140	242.3	14,030			2,252.5	2,062.0	9.2	17
District Total	**2,676,421**	**1,056,716**	**153.3**	**4,796,242**	**3,792,081**	**26.5**	**1,307,234**	**1,456,172**	**-10.2**	**1,221,662**	**570,084**	**114.3**	**97,703**	**7,718**	**1165.9**	**1,523,499**	**841,361**	**81.1**	**505,882**	**156,600**	**223.0**	**57,124.5**	**36,380.5**	**57.0**	
District Average	**157,437**	**62,160**	**153.3**	**282,132**	**223,064**	**26.5**	**76,896**	**85,657**	**-10.2**	**71,862**	**33,534**	**114.3**	**5,747**	**515**	**1017.0**	**89,618**	**49,492**	**81.1**	**29,758**	**9,788**	**204.0**	**3,360.3**	**2,140.0**	**57.0**	
Branch Total (excl. R&R)	**7,954,621**	**3,462,692**	**129.7**	**14,548,922**	**12,142,089**	**19.8**	**4,515,613**	**5,012,472**	**-9.9**	**3,554,093**	**1,694,435**	**109.8**	**256,170**	**13,162**	**1846.3**	**3,918,551**	**2,654,554**	**47.6**	**1,245,300**	**372,141**	**234.6**	**246,788.5**	**157,766.5**	**56.4**	
Branch Average (excl. R&R)	**82,006**	**36,837**	**122.6**	**149,989**	**125,176**	**19.8**	**46,553**	**51,675**	**-9.9**	**36,640**	**18,026**	**103.3**	**2,668**	**337**	**690.7**	**40,397**	**27,652**	**46.1**	**12,838**	**4,045**	**217.4**	**2,544.2**	**1,678.4**	**51.6**	
RESEARCH AND REFERENCE BRANCHES																									
North York Central Library	827,795	309,869	167.1	732,038	557,517	31.3	177,385	196,978	-9.9	4,344	119,180	-96.4	16,547	1,483	1015.8	491,042	206,334	138.0	87,439	29,480	196.6	3,440.5	2,162.0	59.1	
Toronto Reference Library	745,217	244,641	204.6	239,509	238,759	0.3	110,048	111,111	-1.0	11,129	120,691	-90.8	7,692			536,391	217,763	146.3	136,640	49,391	176.6	3,440.5	2,162.0	59.1	
Osborne Collection	15,630	8,700	79.7	44	82	-46.3				249,835	2,580	9583.5	113												
Merril Collection	6,998	1	699700.0	11	164	-93.3	4,146			263,534	2,004	13050.4	193												
Answerline				22,765	13,537	68.2	22	8	175.0	138,820	125,600	10.5													
Interloan				4,433	1,191	272.2	1,033	329	214.0	3,732															
Virtual Reference Desk											6,252	-100.0													
Research & Reference Total	**1,595,640**	**563,211**	**183.3**	**998,800**	**811,250**	**23.1**	**292,634**	**308,426**	**-5.1**	**671,394**	**376,307**	**78.4**	**24,545**	**1,483**	**1555.1**	**1,027,433**	**424,097**	**142.3**	**224,079**	**78,871**	**184.1**	**6,881.0**	**4,324.0**	**59.1**	
Research & Reference Average	**786,506**	**277,255**	**183.7**	**485,774**	**398,138**	**22.0**	**143,717**	**154,045**	**-6.7**	**7,737**	**119,936**	**-93.5**	**12,120**	**742**	**1534.5**	**513,717**	**212,049**	**142.3**	**112,040**	**39,436**	**184.1**	**3,440.5**	**2,162.0**	**59.1**	
City-Wide & Remote Services^^	**16,225**	**3,585**	**352.6**	**11,051,210**	**11,275,755**	**-2.0**	**4,244,443**	**4,654,598**	**-8.8**	**69,678**	**24,829**	**180.6**										**4,082.5**	**2,277.0**	**79.3**	
Grand Total	**9,566,486**	**4,029,488**	**137.4**	**26,598,932**	**24,229,094**	**9.8**	**9,052,690**	**9,975,496**	**-9.3**	**4,295,165**	**2,095,571**	**105.0**	**347,251**	**128,842**	**169.5**	**4,945,984**	**3,078,651**	**60.7**	**1,469,379**	**451,012**	**225.8**	**257,752.0**	**164,367.5**	**56.8**	

Notes:

~ In 2022, this branch was closed for part or all of this time period for renovation/retrofit.
* In 2021, 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.

Wychwood closed July 3, 2018 for major renovation and expansion. Re-opened October 3, 2022.
York Woods closed September 22, 2019 for major renovation. Expected to re-open in 2023. Alternate location opened October 8, 2019.
Albert Campbell closed September 29, 2019 for major renovation. Renovated branch re-opened July 25, 2022. Alternate location closed July 16, 2022, to prepare for re-opening.
Mount Pleasant closed October 2021 for renovation. Expected to re-open in early 2023.
Effective December 19, 2021, branches subject to 50% capacity limits to comply with provincial measures. In-person programming and outreach cancelled until at least March 31, 2022.
As of January 10, 2022, 44 branches closed temporarily to address staffing shortages. The 52 branches that remain open are for the most part our larger, busier locations.
February 28, 2022, 10 branches re-opened following a temporary closure.
Effective March 1, 2022, 50% occupancy limit lifted by the Province. Branches move to two-metre physcial distancing until further notice. Customers and staff are still required to wear masks.
March 1, 2022, 20 branches re-opened following a temporary closure.

Branch Summary Statistics: January to December 2022

	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS		
Neighbourhood & District branches are ranked in order by visits	2022	2021	% Change	2022	2021	% Change	2022	2021	% Change	2022	2021	% Change	2022	2021	% Change	2022	2021	% Change	2022	2021	% Change	2022	2021	% Change

Effective March 21, 2022, physical distancing requirements and capacity limits removed in both staff and public areas. Masks are optional for customers. Staff are still required to wear masks.
March 21, 2022, 3 branches re-opened following a temporary closure.
March 22, 2022, 4 branches re-opened following a temporary closure.
March 28, 2022, 5 branches re-opened following a temporary closure.
March 29, 2022, 3 branches re-opened following a temporary closure.
April 5, 2022, Burrows Hall re-opened following a temporary closure.
Fairview closed May 6, 2022, 4:15 pm due to HVAC issues. Re-opened May 12, 2022.
Flemingdon Park closed May 12, 2022, 9:00 am due to HVAC issues. Re-opened May 17, 2022.
St. James Town closed May 13, 2022, 11:10 am due to HVAC issues and repair. Re-opened July 5, 2022.
Flemingdon Park closed June 13, 2022, 11:30 am due to HVAC issues. Re-opened June 20, 2022.
Sanderson closed June 22, 2022, 5:15 pm due to HVAC issues. Re-opened June 27, 2022.
Maryvale closed July 18, 2022 to relocate to a larger unit within the Parkway Mall. Re-opened September 12, 2022. Service schedule expanded by 15 hours per week.
Sanderson closed July 20, 2022, 1:00 pm due to HVAC issues. Re-opened July 25, 2022.
St. Lawrence closed July 25, 2022, 6:00 pm for repairs due to water damage. Re-opened August 3, 2022.
Sanderson closed July 27, 2022, 6:00 pm due to HVAC issues. Re-opened September 12, 2022.
Armour Heights closed September 6, 2022 for renovation. Expected to re-open in May 2023.
Barbara Frum closed September 12, 2022, 1:00 pm due to water main issue with the plumbing and sprinkler systems. Re-opened Saturday, September 24, 2022, 9:30 am.
Locke closed October 11, 2022, for scheduled roofing work. Re-opened Friday, December 23, 2022.
Jones closed November 21, 2022, for planned HVAC upgrades. Re-opened Monday, December 5, 2022.
Mimico Centennial closed November 24, 2022, due to construction work. Expected to re-open February 21, 2023.
Northern Elms closed December 21, 2022, due to building issues. Re-opened Thursday, December 29, 2022.

Attachment 3

How We Compare 2021: The Canadian Library Context

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

Library Systems	Rank	Population Served	Rank	# of Branches	Rank	Population Served per Branch	Rank	Square Footage	Rank	Sq. Ft. per Capita	Rank	Total Visits	Rank	Visits per Capita	Rank	Total Circulation	Rank	Circulation per Capita	Rank	E-visits	Rank	E-visits per Capita
Toronto Public Library	**1**	**2,991,445***	**1**	**100**	**3**	**29,914**	**1**	**1,883,890**	**3**	**0.63**	**1**	**4,029,488**	**6**	**1.35**	**1**	**24,229,094**	**4**	**8.10**	**1**	**33,265,254**	**1**	**11.12**
Calgary Public Library	2	1,323,700	4	21	6	63,033	2	577,163	5	0.44	4	2,151,050	4	1.63	2	14,467,857	2	10.93	2	11,296,251	4	8.53
Ottawa Public Library	3	979,175	2	33	2	29,672	4	441,081	4	0.45	3	2,317,550	2	2.37	3	9,539,945	3	9.74	3	10,802,036	2	11.03
Brampton Library	4	700,000	7	8	7	87,500	7	205,070	7	0.29	7	309,783	7	0.44	7	2,559,550	7	3.66	6	1,768,000	7	2.53
Vancouver Public Library	5	662,248	5	21	4	31,536	3	536,709	1	0.81	2	2,832,329	1	4.28	4	8,939,538	1	13.50	4	5,730,233	3	8.65
Hamilton Public Library	6	584,000	3	23	1	25,391	5	379,021	2	0.65	6	795,498	5	1.36	5	4,602,586	5	7.88	5	3,544,730	5	6.07
Surrey Public Library	7	557,310	6	10	5	55,731	6	208,314	6	0.37	5	942,568	3	1.69	6	4,088,040	6	7.34	7	1,759,128	6	3.16

Summary	Population Served	# of Branches	Population 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
Average	1,113,983	31	46,111	604,464	0.52	1,911,181	1.87	9,775,230	8.73	9,737,947	7.30
Maximum	2,991,445	100	87,500	1,883,890	0.81	4,029,488	4.28	24,229,094	13.50	33,265,254	11.12
Minimum	557,310	8	25,391	205,070	0.29	309,783	0.44	2,559,550	3.66	1,759,128	2.53
Median	700,000	21	31,536	441,081	0.45	2,151,050	1.63	8,939,538	8.10	5,730,233	8.53

Source: Canadian Public Library Statistics 2021 (Canadian Urban Libraries Council (CULC)); Compiled by Toronto Public Library, September 2022
** Adjusted for under coverage. Data provided by the City of Toronto.*

Attachment 4

How We Compare 2020: The North American Library Context

North American Libraries Serving a Population Over 2M sorted by population

Library Systems	*Rank*	Population Served	*Rank*	# of Branches	*Rank*	Pop'n. Served per Branch	*Rank*	Square Footage	*Rank*	Sq. Ft. per Capita	*Rank*	Branch Visits	*Rank*	Visits per Capita	*Rank*	Total Circulation	*Rank*	Circulation per Capita	*Rank*	E-visits	*Rank*	E-visits per Capita
Los Angeles Public Library	1	4,010,684	5	72	2	55,704	4	1,396,361	5	0.35	3	6,643,442	4	1.66	2	15,793,382	3	3.94	3	12,348,044	4	3.08
County of Los Angeles Public Library	3	3,352,050	3	84	5	39,905	5	1,133,799	6	0.34	2	7,246,102	2	2.16	4	9,405,941	4	2.81	9	1,472,960	9	0.44
New York Public Library	2	3,439,711	2	92	6	37,388	3	1,471,863	3	0.43	5	3,025,719	8	0.88	5	7,970,087	5	2.32	2	22,052,000	2	6.41
Toronto Public Library	**4**	**2,988,408**	**1**	**100**	**9**	**29,884**	**1**	**1,883,890**	**2**	**0.63**	**4**	**5,557,751**	**3**	**1.86**	**1**	**21,000,916**	**1**	**7.03**	**1**	**31,919,840**	**1**	**10.68**
Chicago Public Library	5	2,695,598	4	79	8	34,121	2	1,831,272	1	0.68	1	8,039,580	1	2.98	3	11,484,491	2	4.26	4	9,942,412	3	3.69
Brooklyn Public Library	6	2,504,700	7	58	4	43,184	9	675,089	9	0.27	9	1,846,449	9	0.74	6	4,856,594	6	1.94	5	3,267,997	5	1.30
Miami-Dade Public Library System	7	2,454,190	8	49	3	50,086	7	770,292	7	0.31	6	2,877,908	6	1.17	7	3,480,355	7	1.42	7	2,597,391	7	1.06
Houston Public Library	8	2,320,268	9	35	1	66,293	6	940,141	4	0.41	8	2,443,084	7	1.05	9	3,107,625	9	1.34	8	2,099,094	8	0.90
Queens Borough Public Library	9	2,230,722	6	62	7	35,979	8	682,655	8	0.31	7	2,616,356	5	1.17	8	3,128,474	8	1.40	6	2,633,801	6	1.18

Summary	Population Served	# of Branches	Pop'n. Served per Branch	Square Footage	Sq. Ft. per Capita	Branch Visits	Visits per Capita	Total Circulation	Circulation per Capita	E-visits	E-visits per Capita
Average	2,888,481	70	43,616	1,198,374	0.4	4,477,377	1.5	8,914,207	2.9	9,814,838	3.19
Maximum	4,010,684	100	66,293	1,883,890	0.68	8,039,580	2.98	21,000,916	7.03	31,919,840	10.68
Minimum	2,230,722	35	29,884	675,089	0.27	1,846,449	0.74	3,107,625	1.34	1,472,960	0.44
Median	2,695,598	72	39,905	1,133,799	0.35	3,025,719	1.17	7,970,087	2.32	3,267,997	1.30

Source
Institute of Museum and Library Services Public Libraries Survey FY2020, published August 2022
Toronto Public Library data uses 2020 data

2022 public service statistics, trends & comparisons presentation report

Toronto Public Library Board
April 24, 2023

toronto public library

purpose

1. **Service-level statistics**, including:
   - circulation
   - visits
   - programs
   - customer technology usage
   - membership
2. **Trends** by year and by month, where applicable:
   - 2, 5 and 10 year comparisons
3. **Benchmarking** to comparable Canadian and North American library systems.

tpl:

- Originally titled **Annual Performance Measures & Strategic Plan Update**
  - Renamed in 2021 to more accurately reflect its purpose
- Continues to support data-informed decision-making and understanding of pandemic reopening and recovery
- Differs from Annual Enterprise Balanced Scorecard Report
  - which provides an update on the progress of the implementation of our Strategic Plan

factors impacting 2022 results

44 branches closed temporarily
due to staffing shortages (hiring challenges + Omicron impacts)

fines elimination

Albert Campbell branch reopens

Maryvale branch reopens

Wychwood branch reopens

jan 10 – mar 29

june

july

sept

oct

2022 Timeline

Significant increases in the use of in-branch services

Despite branch closures, there were a number of upward trends in the use of in-branch library services

visits
137%

physical circulation
20%

reference services
105% information requests
192% Book-a-Librarian appointments

in-person programs
619% programs
1812% attendance

Jan-Dec, 2022 vs Jan-Dec 2021

Increased use of in-branch technology and digital literacy supports

By June of 2022, access to computer workstations was at full capacity across all branches, supporting increased use of computers, wireless service and digital literacy programs

computer use	wireless use	digital literacy programs
226%	61%	54% attendance

Jan-Dec, 2022 vs Jan-Dec 2021

Electronic circulation remained at high levels of usage previously achieved during the pandemic

e-collections

↑ 34%
since 2019

↑ 9% e-audiobooks
10% e-magazines
since 2021

Jan-Dec, 2022 vs Jan-Dec 2019

Many factors positively affected library memberships and card use

The elimination of overdue fines and branch reopenings spurred on increases, while the Digital Access Card continued to be an important option for new customers

new registrations

63%

active members

28%

Jan-Dec, 2022 vs Jan-Dec 2021

benchmarking

Canada & North America

#1

Canada*

- total circulation
- total visits
- total electronic visits
- per capita electronic visits

#4 per capita circulation

Serving a population over 500,000 (2021)

#1

North America*

- total circulation
- per capita circulation
- total electronic visits
- per capita electronic visits

#3 per capita visits

#4 total visits

*Serving a population over 2 million (2020)

Sources:
2021 statistics from Canadian Urban Libraries Council

2021 Municipal Benchmarking Network Canada (MBNC) survey

Institute of Museum and Library Services Public Libraries Survey FY2020, published August 2022
https://www.imls.gov/research-evaluation/data-collection/public-libraries-survey

benchmarking: Canada

	population	number of branches	population served (per branch)	Visits	visits (per capita)	total circulation	circulation (per capita)	e-visits	e-visits (per capita)
Toronto Public Library	**1**	**1**	3	**1**	6	**1**	4	**1**	**1**
Calgary Public Library	2	4	6	4	4	2	2	2	4
Ottawa Public Library	3	2	2	3	2	3	3	3	2
Brampton Library	4	7	7	7	7	7	7	6	7
Vancouver Public Library	5	5	4	2	**1**	4	**1**	4	3
Hamilton Public Library	6	3	**1**	6	5	5	5	5	5
Surrey Libraries	7	6	5	5	3	6	6	7	6

Source: *2021 statistics from Canadian Urban Libraries Council*

tpl:

benchmarking: North America

	population served	number of branches	population served (per branch)	branch visits	visits (per capita)	total circulation	circulation (per capita)	e-visits	e-visits (per capita)
Los Angeles Public Library	**1**	5	2	3	4	2	3	3	4
County of Los Angeles Public Library	3	3	5	2	2	4	4	9	9
New York Public Library	2	2	6	5	8	5	5	2	2
Toronto Public Library	4	**1**	9	4	3	**1**	**1**	**1**	**1**
Chicago Public Library	5	4	8	**1**	**1**	3	2	4	3
Brooklyn Public Library	6	7	4	9	9	6	6	5	5
Miami-Dade Public Library System	7	8	3	6	6	7	7	7	7
Houston Public Library	8	9	**1**	8	7	9	9	8	8
Queens Borough Public Library	9	6	7	7	5	8	8	6	6

Source: *Institute of Museum and Library Services Public Libraries Survey FY2020, published August 2022*
https://www.imls.gov/research-evaluation/data-collection/public-libraries-survey

questions
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