

# Branch Summary Statistics: January to December 2014

	VISITS			CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			HOLDS AVAILABLE FOR P/U			WORKSTATION USERS			SQUARE FOOTAGE			OPEN HOURS				
	2014	2013	% Change	2014	2013	% Change	2014	2013	% Change	2014	2013	% Change	2014	2013	% Change	2014	2013	% Change	2014	2013	% Change	2014	2013	% Change		
Neighbourhood & District branches are ranked in order by visits																										
<b>NEIGHBOURHOOD BRANCHES</b>																										
<b>1st Quartile</b>																										
1	Woodside Square	439,963	471,800	-6.7	457,886	520,729	-12.1	116,275	96,763	20.2	95,563	100,788	-5.2	59,502	67,277	-11.6	104,775	114,088	-8.2	9,792	9,792		3,101.0	3,097.5	0.1	1
2	Bridlewood	420,963	399,650	5.3	493,792	522,544	-5.5	141,888	130,950	8.4	77,950	79,750	-2.3	59,840	61,384	-2.5	42,088	43,375	-3.0	7,690	7,690		3,276.0	3,276.0		2
3	Runnymede	364,788	283,238	28.8	448,648	457,819	-2.0	77,600	64,738	19.9	111,250	104,675	6.3	107,810	112,074	-3.8	68,213	67,213	1.5	12,034	12,034		3,101.0	3,097.5	0.1	3
4	Parkdale	348,589	345,738	0.8	372,542	371,412	0.3	70,575	79,575	-11.3	87,188	78,600	10.9	66,086	64,958	1.7	133,343	128,159	4.0	24,083	24,083		3,405.5	3,405.5		4
5	Deer Park	275,813	225,188	22.5	409,681	407,306	0.6	36,875	43,513	-15.3	80,325	67,150	19.6	91,900	91,734	0.2	54,988	52,063	5.6	16,558	16,558		3,101.0	3,097.5	0.1	5
6	Sanderson	268,350	290,300	-7.6	264,573	292,200	-9.5	93,788	100,488	-6.7	61,550	55,438	11.0	45,804	48,460	-5.5	66,100	69,388	-4.7	12,702	12,702		3,101.0	3,097.5	0.1	6
~ *	Eatonville	223,854	214,193	4.5	511,745	481,519	6.3	67,749	62,395	8.6	156,469	167,333	-6.5	88,505	79,622	11.2	47,626	43,594	9.2	12,203	12,203		3,176.5	2,911.0	9.1	7
8	Eglinton Square	205,025	217,688	-5.8	260,109	283,051	-8.1	42,038	39,813	5.6	77,538	71,575	8.3	33,774	36,748	-8.1	37,063	39,200	-5.5	4,716	4,716		2,922.5	2,919.0	0.1	8
9	Riverdale	203,900	226,400	-9.9	306,181	304,089	0.7	60,988	69,963	-12.8	49,750	55,425	-10.2	48,320	43,389	11.4	74,888	73,788	1.5	9,658	9,658		3,101.0	3,097.5	0.1	9
10	Goldhawk Park	202,833	184,713	9.8	286,301	309,625	-7.5	50,375	59,288	-15.0	35,013	36,438	-3.9	36,465	40,491	-9.9	50,442	48,736	3.5	8,000	8,000		3,230.5	3,227.0	0.1	10
11	City Hall	201,288	219,213	-8.2	360,425	381,890	-5.6	46,625	54,475	-14.4	46,400	48,588	-4.5	87,967	94,440	-6.9	29,988	31,225	-4.0	5,074	5,074		1,992.0	1,992.0		11
12	Parliament Street	198,530	208,063	-4.6	238,983	257,039	-7.0	92,863	82,338	12.8	52,000	50,525	2.9	45,127	48,904	-7.7	68,339	69,688	-1.9	14,634	14,634		3,405.5	3,405.5		12
13	Thorncliffe	194,913	203,338	-4.1	204,845	231,256	-11.4	73,625	62,875	17.1	60,825	72,888	-16.5	24,826	29,765	-16.6	89,775	88,100	1.9	11,034	11,034		3,276.0	3,276.0		13
14	High Park	194,450	235,163	-17.3	334,554	347,145	-3.6	64,138	60,713	5.6	42,213	30,563	38.1	69,250	70,594	-1.9	44,950	41,600	8.1	8,850	8,850		3,101.0	3,097.5	0.1	14
15	Beaches	186,600	215,213	-13.3	347,392	348,964	-0.5	48,138	49,275	-2.3	51,413	45,713	12.5	70,748	70,943	-0.3	41,963	46,488	-9.7	8,000	8,000		3,101.0	3,097.5	0.1	15
16	St. James Town	182,788	192,963	-5.3	281,753	297,168	-5.2	43,238	44,850	-3.6	53,638	41,088	30.5	53,983	57,418	-6.0	65,038	62,200	4.6	7,800	7,800		2,040.0	2,048.0	-0.4	16
17	Locke	179,275	179,513	-0.1	347,441	356,462	-2.5	84,188	95,025	-11.4	114,725	100,988	13.6	68,625	68,345	0.4	40,625	40,425	0.5	11,647	11,647		3,101.0	3,097.5	0.1	17
18	Yorkville	177,013	191,050	-7.3	324,428	325,299	-0.3	39,300	37,263	5.5	56,825	48,150	18.0	76,365	76,411	-0.1	32,850	32,475	1.2	9,053	9,053		3,101.0	3,097.5	0.1	18
*	19 Downsvie	168,733	153,000	10.3	241,057	265,652	-9.3	64,000	93,400	-31.5	88,063	86,350	2.0	30,791	34,399	-10.5	118,894	120,176	-1.1	20,016	20,016		3,094.5	3,052.0	1.4	19
20	Humberwood	161,325	212,738	-24.2	90,607	101,325	-10.6	40,613	48,100	-15.6	46,063	52,700	-12.6	11,723	14,487	-19.1	34,175	36,038	-5.2	5,748	5,748		2,040.0	2,048.0	-0.4	20
<b>2nd Quartile</b>																										
21	Jane/Dundas	158,938	168,775	-5.8	285,210	290,200	-1.7	33,625	42,213	-20.3	60,863	64,938	-6.3	50,842	49,178	3.4	71,413	75,575	-5.5	11,955	11,955		2,940.0	2,940.0		21
22	Maryvale	151,875	150,788	0.7	239,917	258,596	-7.2	26,375	29,563	-10.8	32,525	35,513	-8.4	33,840	35,983	-6.0	30,650	30,713	-0.2	4,421	4,421		2,523.0	2,520.5	0.1	22
23	Bayview	146,697	205,213	-28.5	452,867	499,535	-9.3	36,263	50,513	-28.2	80,888	72,925	10.9	90,954	101,721	-10.6	23,452	25,243	-7.1	6,333	6,333		2,561.5	2,643.0	-3.1	23
24	Flemingdon Park	146,247	150,363	-2.7	153,730	173,555	-11.4	46,138	57,938	-20.4	39,488	45,638	-13.5	17,818	22,397	-20.4	51,997	59,211	-12.2	7,250	7,250		2,169.5	2,177.5	-0.4	24
25	Danforth/Coxwell	146,013	158,188	-7.7	306,457	319,308	-4.0	43,625	49,988	-12.7	42,863	37,088	15.6	60,109	63,016	-4.6	38,850	39,138	-0.7	9,617	9,617		3,101.0	3,097.5	0.1	25
~	26 Steeles	145,800	160,538	-9.2	225,130	323,144	-30.3	53,488	62,500	-14.4	29,913	34,150	-12.4	26,830	42,692	-37.2	27,963	37,838	-26.1	5,009	5,009		2,490.0	3,276.0	-24.0	26
27	Leaside	144,900	160,863	-9.9	362,819	364,969	-0.6	64,738	64,263	0.7	51,488	64,650	-20.4	69,303	68,932	0.5	23,925	27,025	-11.5	12,000	12,000		3,101.0	3,097.5	0.1	27
28	Hillcrest	128,975	222,063	-41.9	363,547	468,119	-22.3	52,213	83,688	-37.6	39,338	71,388	-44.9	73,431	91,130	-19.4	31,088	55,275	-43.8	7,473	7,473		2,322.5	3,276.0	-29.1	28
29	Centennial	125,613	138,425	-9.3	311,704	349,505	-10.8	76,325	84,750	-9.9	137,363	143,475	-4.3	59,770	65,769	-9.1	26,025	29,350	-11.3	6,866	6,866		2,523.0	2,520.5	0.1	29
30	Morningside	124,575	135,475	-8.0	189,655	216,544	-12.4	38,700	62,875	-38.4	35,525	43,388	-18.1	25,269	28,095	-10.1	41,363	39,950	3.5	7,000	7,000		2,922.5	2,919.0	0.1	30
31	McGregor Park	123,663	128,400	-3.7	234,554	256,023	-8.4	79,675	80,413	-0.9	81,038	88,563	-8.5	24,110	26,665	-9.6	44,396	44,723	-0.7	7,793	7,793		2,169.5	2,177.5	-0.4	31
*	32 Main Street	123,450	107,346	15.0	252,997	254,725	-0.7	45,575	58,333	-21.9	31,425	41,189	-23.7	53,101	50,813	4.5	38,513	39,548	-2.6	8,664	8,664		3,101.0	2,895.5	7.1	32
33	Dawes Road	121,325	123,463	-1.7	207,658	235,319	-11.8	40,288	32,188	25.2	34,813	34,888	-0.2	27,992	31,358	-10.7	49,650	49,088	1.1	6,740	6,740		2,523.0	2,520.5	0.1	33
34	Port Union	117,025	127,775	-8.4	231,040	250,018	-7.6	37,963	40,850	-7.1	29,338	29,550	-0.7	44,799	46,095	-2.8	18,088	16,875	7.2	5,000	5,000		2,523.0	2,520.5	0.1	34
35	College/Shaw	112,413	112,175	0.2	194,304	214,116	-9.3	37,713	32,875	14.7	40,138	27,275	47.2	46,216	50,485	-8.5	21,663	21,563	0.5	7,664	7,664		2,523.0	2,520.5	0.1	35
36	St. Lawrence	110,738	114,900	-3.6	219,081	219,240	-0.1	16,275	18,938	-14.1	20,263	23,525	-13.9	60,731	63,175	-3.9	25,688	26,075	-1.5	4,833	4,833		2,523.0	2,520.5	0.1	36
37	Palmerston	109,425	115,625	-5.4	218,377	222,670	-1.9	36,625	38,975	-6.0	75,363	73,438	2.6	52,355	51,023	2.6	19,988	20,863	-4.2	8,493	8,493		2,523.0	2,520.5	0.1	37
38	Burrows Hall	107,200	144,500	-25.8	193,594	207,751	-6.8	33,800	38,875	-13.1	24,675	34,350	-28.2	22,423	23,066	-2.8	28,275	27,563	2.6	6,500	6,500		2,040.0	2,048.0	-0.4	38
39	Kennedy/Eglinton	106,838	117,338	-8.9	194,291	214,023	-9.2	54,875	40,363	36.0	84,525	88,325	-4.3	24,276	26,919	-9.8	39,188	38,200	2.6	6,713	6,713		2,040.0	2,048.0	-0.4	39
40	Dufferin/St. Clair	106,788	121,688	-12.2	146,068	151,379	-3.5	34,838	27,850	25.1	14,638	21,825	-32.9	23												



# Branch Summary Statistics: January to December 2014

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			HOLDS AVAILABLE FOR P/U			WORKSTATION USERS			SQUARE FOOTAGE			OPEN HOURS			
	2014	2013	% Change	2014	2013	% Change	2014	2013	% Change	2014	2013	% Change	2014	2013	% Change	2014	2013	% Change	2014	2013	% Change	2014	2013	% Change	
<b>DISTRICT BRANCHES</b>																									
* 1 Richview	553,673	409,390	35.2	599,169	669,746	-10.5	69,913	86,249	-18.9	130,613	178,520	-26.8	89,951	100,238	-10.3	120,461	118,823	1.4	47,252	47,252		3,263.0	3,251.5	0.4	1
2 Agincourt	424,457	451,500	-6.0	934,448	1,053,430	-11.3	192,738	207,625	-7.2	144,325	157,763	-8.5	104,098	112,683	-7.6	166,023	180,672	-8.1	27,000	27,000		3,405.5	3,340.0	2.0	2
3 Albion	401,819	432,525	-7.1	398,248	466,776	-14.7	165,050	190,463	-13.3	182,900	182,850	0.0	36,604	45,313	-19.2	142,159	139,402	2.0	32,279	32,279		3,368.0	3,278.0	2.7	3
4 Cedarbrae	366,123	405,263	-9.7	584,174	659,795	-11.5	211,788	193,350	9.5	225,288	246,950	-8.8	56,073	64,950	-13.7	258,188	260,191	-0.8	31,506	31,506		3,405.5	3,405.5		4
5 Barbara Frum	356,077	364,175	-2.2	585,103	613,282	-4.6	119,988	129,513	-7.4	231,363	275,813	-16.1	86,114	89,111	-3.4	120,551	112,745	6.9	39,223	39,223		3,319.0	3,120.5	6.4	5
6 Bloor/Gladstone	355,250	367,025	-3.2	442,201	477,286	-7.4	92,500	90,838	1.8	128,475	120,850	6.3	79,410	85,591	-7.2	174,629	171,160	2.0	20,627	20,627		3,405.5	3,405.5		6
7 Lillian H. Smith	352,151	354,888	-0.8	431,178	495,308	-12.9	113,663	126,963	-10.5	113,175	147,550	-23.3	65,515	72,205	-9.3	183,539	189,215	-3.0	38,935	38,935		3,405.5	3,405.5		7
8 Malvern	347,883	385,150	-9.7	442,761	507,636	-12.8	166,175	188,463	-11.8	191,775	206,900	-7.3	42,495	49,023	-13.3	175,932	181,120	-2.9	25,834	25,834		3,405.5	3,405.5		8
9 Northern District	299,729	328,400	-8.7	464,453	492,887	-5.8	78,650	93,463	-15.8	126,988	122,213	3.9	92,731	97,742	-5.1	106,577	117,777	-9.5	45,750	45,750		3,405.5	3,405.5		9
* 10 Albert Campbell	285,428	222,012	28.6	398,024	420,341	-5.3	103,125	95,308	8.2	120,238	101,154	18.9	44,619	47,612	-6.3	149,898	133,591	12.2	26,100	26,100		3,356.5	3,120.5	7.6	10
~ * 11 Don Mills	280,151	239,838	16.8	600,651	630,135	-4.7	90,534	93,079	-2.7	88,062	81,787	7.7	86,553	100,865	-14.2	85,624	81,804	4.7	21,563	21,563		3,256.0	3,120.5	4.3	11
12 S. Walter Stewart	254,470	262,125	-2.9	425,361	453,121	-6.1	112,275	105,513	6.4	78,788	70,925	11.1	74,187	79,014	-6.1	137,354	147,925	-7.1	25,847	25,847		3,405.5	3,405.5		12
13 Pape/Danforth	239,357	257,275	-7.0	424,425	437,861	-3.1	69,425	64,463	7.7	72,400	61,063	18.6	85,779	90,518	-5.2	71,899	72,263	-0.5	8,175	8,175		3,405.5	3,405.5		13
14 Brentwood	234,008	247,650	-5.5	405,961	420,090	-3.4	149,500	147,013	1.7	77,525	99,788	-22.3	75,647	72,636	4.1	83,069	84,403	-1.6	17,500	17,500		3,368.0	3,278.0	2.7	14
* 15 York Woods	225,983	208,388	8.4	290,231	306,947	-5.4	168,638	123,180	36.9	213,225	178,412	19.5	37,169	37,165	0.0	185,228	176,806	4.8	42,176	42,176		3,319.0	2,931.5	13.2	15
~ * 16 Maria A. Shchuka	197,358	208,021	-5.1	232,861	249,361	-6.6	53,107	42,141	26.0	89,899	65,521	37.2	28,171	33,336	-15.5	128,615	111,379	15.5	25,475	25,475		3,246.5	3,030.5	7.1	16
~ * 17 Fairview	191,404			697,775	186,152	274.8	192,494			152,196			51,499	7	735600.0	167,961		69,458	64,670	7.4	2,604.0				17
<b>District Total</b>	<b>5,365,317</b>	<b>5,143,624</b>	<b>4.3</b>	<b>8,357,024</b>	<b>8,540,154</b>	<b>-2.1</b>	<b>2,149,560</b>	<b>1,977,618</b>	<b>8.7</b>	<b>2,367,231</b>	<b>2,298,056</b>	<b>3.0</b>	<b>1,136,615</b>	<b>1,178,009</b>	<b>-3.5</b>	<b>2,457,702</b>	<b>2,279,272</b>	<b>7.8</b>	<b>544,700</b>	<b>539,912</b>	<b>0.9</b>	<b>56,344.0</b>	<b>52,309.5</b>	<b>7.7</b>	
<b>District Average</b>	<b>315,607</b>	<b>321,476</b>	<b>-1.8</b>	<b>491,590</b>	<b>502,362</b>	<b>-2.1</b>	<b>126,445</b>	<b>123,601</b>	<b>2.3</b>	<b>139,249</b>	<b>143,628</b>	<b>-3.0</b>	<b>66,860</b>	<b>69,295</b>	<b>-3.5</b>	<b>144,571</b>	<b>142,455</b>	<b>1.5</b>	<b>32,041</b>	<b>31,760</b>	<b>0.9</b>	<b>3,314.4</b>	<b>3,269.3</b>	<b>1.4</b>	
<b>Branch Total (excl. R&amp;R)</b>	<b>15,470,721</b>	<b>15,503,125</b>	<b>-0.2</b>	<b>25,477,246</b>	<b>26,754,168</b>	<b>-4.8</b>	<b>5,423,105</b>	<b>5,371,331</b>	<b>1.0</b>	<b>5,843,699</b>	<b>5,812,386</b>	<b>0.5</b>	<b>4,190,691</b>	<b>4,414,144</b>	<b>-5.1</b>	<b>5,263,814</b>	<b>5,101,292</b>	<b>3.2</b>	<b>1,180,806</b>	<b>1,160,010</b>	<b>1.8</b>	<b>252,893.0</b>	<b>249,639.0</b>	<b>1.3</b>	
<b>Branch Average (excl. R&amp;R)</b>	<b>161,153</b>	<b>164,927</b>	<b>-2.3</b>	<b>265,388</b>	<b>281,623</b>	<b>-5.8</b>	<b>56,491</b>	<b>57,142</b>	<b>-1.1</b>	<b>60,872</b>	<b>61,834</b>	<b>-1.6</b>	<b>43,653</b>	<b>46,465</b>	<b>-6.1</b>	<b>54,831</b>	<b>54,269</b>	<b>1.0</b>	<b>12,300</b>	<b>12,211</b>	<b>0.7</b>	<b>2,634.3</b>	<b>2,655.7</b>	<b>-0.8</b>	
<b>RESEARCH AND REFERENCE BRANCHES</b>																									
North York Central Library	1,561,767	1,690,775	-7.6	1,612,696	1,735,943	-7.1	406,238	479,700	-15.3	522,888	534,025	-2.1	183,692	198,669	-7.5	496,202	545,403	-9.0	168,022	168,022		3,405.5	3,405.5		
Toronto Reference Library	1,247,697	1,226,659	1.7	386,528	372,810	3.7	733,100	786,663	-6.8	434,100	388,866	11.6	60,913	59,503	2.4	776,844	818,494	-5.1	426,535	426,535		3,322.0	3,128.5	6.2	
Merril Collection	9,163	8,300	10.4		4	-100.0	7,688	9,275	-17.1	7,113	9,638	-26.2		2	-100.0										
Osborne Collection	6,800	5,825	16.7	16	10	60.0	13,888	15,100	-8.0	9,363	8,113	15.4													
Answerline				54,289	56,496	-3.9				155,498	189,300	-17.9	1	1											
Interloan				4,213	4,213								4,107	3,841	6.9										
Virtual Reference Desk										5,738	6,713	-14.5													
<b>Research &amp; Reference Total</b>	<b>2,825,427</b>	<b>2,931,559</b>	<b>-3.6</b>	<b>2,057,742</b>	<b>2,169,476</b>	<b>-5.2</b>	<b>1,160,913</b>	<b>1,290,738</b>	<b>-10.1</b>	<b>1,134,698</b>	<b>1,136,654</b>	<b>-0.2</b>	<b>248,713</b>	<b>262,016</b>	<b>-5.1</b>	<b>1,273,046</b>	<b>1,363,897</b>	<b>-6.7</b>	<b>594,557</b>	<b>594,557</b>	<b></b>	<b>6,727.5</b>	<b>6,534.0</b>	<b>3.0</b>	
<b>Research &amp; Reference Average</b>	<b>1,404,732</b>	<b>1,458,717</b>	<b>-3.7</b>	<b>999,612</b>	<b>1,054,377</b>	<b>-5.2</b>	<b>569,669</b>	<b>633,181</b>	<b>-10.0</b>	<b>478,494</b>	<b>461,446</b>	<b>3.7</b>	<b>122,303</b>	<b>129,086</b>	<b>-5.3</b>	<b>636,523</b>	<b>681,948</b>	<b>-6.7</b>	<b>297,279</b>	<b>297,279</b>	<b></b>	<b>3,363.8</b>	<b>3,267.0</b>	<b>3.0</b>	
<b>City-Wide &amp; Remote Services^^</b>	<b>39,763</b>	<b>50,688</b>	<b>-21.6</b>	<b>4,499,807</b>	<b>3,221,377</b>	<b>39.7</b>	<b>47,238</b>	<b>47,600</b>	<b>-0.8</b>	<b>114,238</b>	<b>181,257</b>	<b>-37.0</b>	<b>51,213</b>	<b>54,541</b>	<b>-6.1</b>	<b>400</b>	<b>538</b>	<b>-25.6</b>				<b>3,854.3</b>	<b>3,915.0</b>	<b>-1.6</b>	
<b>Grand Total</b>	<b>18,335,910</b>	<b>18,485,372</b>	<b>-0.8</b>	<b>32,034,795</b>	<b>32,145,021</b>	<b>-0.3</b>	<b>6,631,255</b>	<b>6,709,668</b>	<b>-1.2</b>	<b>7,092,634</b>	<b>7,130,296</b>	<b>-0.5</b>	<b>4,490,617</b>	<b>4,730,701</b>	<b>-5.1</b>	<b>6,537,260</b>	<b>6,465,726</b>	<b>1.1</b>	<b>1,775,363</b>	<b>1,754,567</b>	<b>1.2</b>	<b>263,474.8</b>	<b>260,088.0</b>	<b>1.3</b>	

**Notes:**

~ In 2014, this branch was closed for part or all of this time period for renovation/retrofit

\* In 2013, 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 & 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.