

Branch Summary Statistics: January to December 2011

CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS ⁺			VISITS			HOLDS AVAILABLE FOR P/U			WORKSTATION USERS			SQUARE FOOTAGE	WEEKLY OPEN HOURS			
Neighbourhood & District branches are ranked in order by circulation			%				%				%				%							
	2011	2010	Change	2011	2010	Change	2011	2010	Change	2011	2010	Change	2011	2010	Change	2011	2010	Change				
NEIGHBOURHOOD BRANCHES																						
1st Quartile																						
1	Woodside Square	609,546	645,039	-5.5	151,388	176,388	-14.2	119,888	119,200	0.6	512,650	553,025	-7.3	94,807	85,419	11.0	111,213	115,450	-3.7	9,792	62.0	
2	Eatonville	575,225	536,773	7.2	95,100	84,088	13.1	178,738	216,325	-17.4	254,490	238,018	6.9	121,180	99,755	21.5	47,679	48,775	-2.2	12,203	66.5	
* ~	3	Bridlewood	499,980	432,280	15.7	119,116	61,075	95.0	67,415	58,675	14.9	381,689	340,025	12.3	67,771	57,104	18.7	40,506	41,038	-1.3	7,690	65.5
4	Runnymede	481,794	445,436	8.2	69,988	81,425	-14.0	113,038	108,363	4.3	335,662	321,582	4.4	134,152	110,039	21.9	69,366	66,046	5.0	12,034	66.5	
* 5	Bayview	413,460	372,036	11.1	38,900	39,238	-0.9	50,488	49,300	2.4	171,450	145,775	17.6	93,532	79,431	17.8	19,763	16,813	17.5	6,333	50.5	
* 6	Deer Park	408,890	422,451	-3.2	59,625	66,114	-9.8	72,788	63,306	15.0	254,000	250,259	1.5	103,792	96,471	7.6	42,488	41,501	2.4	16,558	65.5	
7	Parkdale	394,045	367,472	7.2	70,375	76,075	-7.5	77,375	72,300	7.0	283,176	272,523	3.9	79,661	73,533	8.3	103,351	91,644	12.8	24,083	69.0	
8	Locke	378,653	384,454	-1.5	95,225	91,975	3.5	155,613	180,650	-13.9	207,313	214,938	-3.5	83,055	84,756	-2.0	44,550	47,800	-6.8	11,647	62.0	
* 9	Riverdale	373,219	315,945	18.1	106,350	78,526	35.4	59,538	55,505	7.3	243,263	178,666	36.2	49,409	35,573	38.9	72,938	60,079	21.4	9,658	62.0	
10	Leaside	365,999	360,607	1.5	58,238	61,650	-5.5	41,488	31,463	31.9	143,650	115,863	24.0	75,504	67,852	11.3	28,850	26,463	9.0	12,000	62.0	
* 11	Goldhawk Park	364,354	358,466	1.6	75,863	76,909	-1.4	54,725	42,350	29.2	210,297	184,976	13.7	58,092	49,659	17.0	47,151	41,988	12.3	8,000	65.5	
12	Beaches	357,112	357,177	0.0	71,988	89,888	-19.9	68,025	120,663	-43.6	251,300	277,038	-9.3	80,367	67,134	19.7	47,375	46,950	0.9	8,000	62.0	
13	Steeles	349,889	352,076	-0.6	80,613	73,288	10.0	37,988	39,750	-4.4	201,288	204,113	-1.4	50,326	44,945	12.0	35,125	34,238	2.6	5,009	65.5	
14	City Hall	346,290	304,537	13.7	56,438	57,200	-1.3	69,100	39,563	74.7	224,388	202,875	10.6	106,143	91,530	16.0	31,500	27,175	15.9	5,074	40.0	
15	Centennial	341,970	322,240	6.1	88,588	85,300	3.9	146,063	125,650	16.2	148,488	137,188	8.2	69,258	61,229	13.1	27,950	23,925	16.8	6,866	50.5	
* 16	Yorkville	339,766	320,764	5.9	54,463	50,987	6.8	38,550	46,211	-16.6	215,113	121,442	77.1	83,050	68,152	21.9	32,938	28,977	13.7	9,053	62.0	
17	High Park	337,040	314,749	7.1	56,438	71,725	-21.3	43,063	33,838	27.3	160,888	173,875	-7.5	76,913	69,770	10.2	41,263	40,988	0.7	8,850	62.0	
18	Hillcrest	335,787	320,628	4.7	57,275	59,688	-4.0	45,275	42,150	7.4	117,300	110,563	6.1	74,694	67,497	10.7	29,313	33,138	-11.5	7,473	40.0	
19	Sanderson	317,563	325,730	-2.5	122,138	106,763	14.4	54,375	54,088	0.5	305,900	249,588	22.6	52,134	48,318	7.9	64,850	55,713	16.4	12,702	62.0	
* 20	St. James Town	316,451	292,690	8.1	106,175	90,388	17.5	53,700	42,400	26.7	246,150	236,788	4.0	70,270	59,971	17.2	65,100	63,263	2.9	7,800	40.0	
2nd Quartile																						
21	Danforth Coxwell	314,526	304,590	3.3	47,813	43,100	10.9	48,625	53,388	-8.9	174,088	176,575	-1.4	69,401	64,254	8.0	34,650	32,488	6.7	9,617	62.0	
22	Jane Dundas	299,805	267,927	11.9	49,213	57,563	-14.5	61,675	59,000	4.5	165,613	159,563	3.8	53,000	42,016	26.1	74,650	72,175	3.4	11,955	58.5	
23	McGregor Park	288,381	296,633	-2.8	86,775	83,000	4.5	88,175	88,313	-0.2	141,164	144,664	-2.4	41,367	37,289	10.9	43,101	40,042	7.6	7,793	43.5	
24	Eglinton Square	284,313	282,753	0.6	41,463	42,575	-2.6	65,313	67,975	-3.9	172,163	169,113	1.8	45,539	40,182	13.3	34,313	30,350	13.1	4,716	58.5	
25	Downsview	280,135	280,573	-0.2	106,325	198,713	-46.5	87,363	88,250	-1.0	225,767	182,928	23.4	42,396	35,749	18.6	104,640	107,228	-2.4	20,016	62.5	
* 26	Main St.	278,137	259,930	7.0	48,200	42,888	12.4	44,775	43,088	3.9	132,675	123,025	7.8	62,811	56,207	11.7	40,575	39,000	4.0	8,664	62.0	
* 27	Parliament	276,364	256,367	7.8	93,850	84,328	11.3	49,625	42,155	17.7	234,092	198,617	17.9	57,695	48,306	19.4	60,628	59,666	1.6	14,634	69.0	
28	Maryvale	276,198	269,662	2.4	27,613	32,600	-15.3	37,800	35,313	7.0	144,475	145,388	-0.6	44,746	41,044	9.0	31,875	32,875	-3.0	4,421	50.5	
* 29	Thornccliffe	266,612	236,894	12.5	78,375	53,844	45.6	54,463	32,511	67.5	207,613	158,291	31.2	38,601	26,240	47.1	85,923	62,394	37.7	11,034	65.5	
30	Port Union	255,153	237,894	7.3	39,063	39,900	-2.1	23,338	19,250	21.2	105,175	100,088	5.1	53,739	46,796	14.8	15,688	17,238	-9.0	5,000	50.5	
31	Wychwood	253,678	239,811	5.8	52,063	40,713	27.9	52,913	59,450	-11.0	104,600	108,500	-3.6	74,756	66,369	12.6	41,688	41,125	1.4	6,381	62.0	
32	Forest Hill	249,508	265,174	-5.9	37,338	40,025	-6.7	31,225	37,513	-16.8	100,463	106,913	-6.0	62,678	61,097	2.6	22,050	22,088	-0.2	10,399	62.0	
33	Dawes Road	238,578	237,540	0.4	37,613	40,825	-7.9	39,225	19,513	101.0	81,425	72,600	12.2	36,477	34,571	5.5	52,375	48,250	8.5	6,740	50.5	
34	Burrows Hall	237,612	274,860	-13.6	52,863	49,600	6.6	34,313	36,563	-6.2	164,388	186,338	-11.8	35,117	37,948	-7.5	28,238	32,263	-12.5	6,500	40.0	
35	Highland Creek	237,468	231,763	2.5	37,175	34,875	6.6	69,250	50,738	36.5	83,975	71,088	18.1	41,193	35,016	17.6	23,750	20,850	13.9	7,000	40.0	
36	Annette	230,831	205,815	12.2	28,188	33,850	-16.7	24,063	29,963	-19.7	87,663	94,425	-7.2	57,719	45,890	25.8	36,438	43,738	-16.7	7,806	50.5	
37	Kennedy Eglinton	229,083	227,973	0.5	30,563	35,375	-13.6	61,513	57,425	7.1	121,725	125,588	-3.1	33,866	32,704	3.6	41,463	42,013	-1.3	6,713	40.0	
38	College Shaw	226,933	224,670	1.0	41,738	49,225	-15.2	23,813	27,463	-13.3	113,663	113,813	-0.1	56,156	56,495	-0.6	22,250	22,438	-0.8	7,664	50.5	
39	Morningside	225,907	261,744	-13.7	84,000	69,800	20.3	59,613	61,100	-2.4	109,863	116,188	-5.4	33,832	39,804	-15.0	37,975	39,313	-3.4	7,000	58.5	
* 40	Palmerston	224,639	199,021	12.9	44,850	36,093	24.3	56,500	52,445	7.7	117,150	107,908	8.6	56,004	44,357	26.3	21,613	18,456	17.1	8,493	50.5	

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	2011	2010	% Change	2011	2010	% Change	2011	2010	% Change	2011	2010	% Change	2011	2010	% Change	2011	2010	% Change		
3rd Quartile																				
41 Mimico Centennial	221,175	190,944	15.8	36,663	26,313	39.3	34,663	30,088	15.2	94,713	82,213	15.2	40,232	34,543	16.5	19,150	18,313	4.6	17,469	40.0
42 Pleasant View	219,962	216,486	1.6	32,675	38,188	-14.4	18,725	16,038	16.8	75,950	72,050	5.4	44,714	39,965	11.9	22,788	25,400	-10.3	7,000	40.0
43 Brookbanks	219,123	213,113	2.8	37,750	36,325	3.9	59,300	57,450	3.2	72,400	76,250	-5.0	42,508	39,609	7.3	23,050	23,538	-2.1	7,933	40.0
44 Cliffcrest	214,908	231,408	-7.1	11,338	13,663	-17.0	19,363	21,100	-8.2	95,363	108,363	-12.0	40,269	37,775	6.6	21,013	20,925	0.4	4,660	40.0
45 St. Lawrence	214,305	209,298	2.4	22,875	19,250	18.8	32,588	34,688	-6.1	101,100	100,175	0.9	66,633	60,698	9.8	24,713	23,913	3.3	4,833	50.5
46 Gerrard Ashdale	214,037	208,395	2.7	33,175	33,163	0.0	38,075	30,850	23.4	88,513	88,100	0.5	37,770	34,009	11.1	25,325	25,275	0.2	6,504	50.5
47 Bendale	207,465	317,192	-34.6	63,338	56,538	12.0	74,563	117,538	-36.6	82,475	142,659	-42.2	35,244	57,348	-38.5	21,013	36,740	-42.8	8,500	40.0
48 Armour Heights	203,864	190,824	6.8	24,338	22,338	9.0	29,913	22,450	33.2	69,888	65,650	6.5	44,177	35,696	23.8	10,963	10,888	0.7	2,988	40.0
49 Spadina Road	203,640	207,455	-1.8	32,625	28,163	15.8	23,288	28,425	-18.1	91,675	112,600	-18.6	54,911	55,217	-0.6	11,075	13,225	-16.3	3,952	40.0
50 Flemingdon Park	199,874	205,602	-2.8	51,338	61,063	-15.9	41,225	54,475	-24.3	143,450	127,061	12.9	32,058	29,595	8.3	50,460	51,037	-1.1	7,250	43.5
51 Humber Bay	199,101	173,912	14.5	14,950	11,575	29.2	36,113	24,425	47.9	76,750	54,713	40.3	53,611	38,246	40.2	8,025	6,525	23.0	2,400	40.0
52 Elmbrook Park	188,427	177,051	6.4	6,638	9,638	-31.1	23,850	21,788	9.5	53,863	55,200	-2.4	33,187	29,714	11.7	8,425	8,575	-1.7	3,600	40.0
53 Jones	180,400	174,942	3.1	24,888	28,213	-11.8	22,838	23,888	-4.4	84,388	74,638	13.1	36,463	32,702	11.5	27,838	29,675	-6.2	3,636	50.5
54 Alderwood	178,426	179,258	-0.5	32,138	34,763	-7.6	24,413	26,150	-6.6	80,688	85,363	-5.5	31,119	27,821	11.9	14,363	15,563	-7.7	7,341	50.5
55 Weston	177,295	153,907	15.2	34,263	33,513	2.2	29,925	26,350	13.6	99,113	88,463	12.0	37,790	29,588	27.7	42,375	42,713	-0.8	11,944	50.5
56 Mount Pleasant	177,223	180,161	-1.6	14,688	15,800	-7.0	17,338	22,225	-22.0	65,800	73,813	-10.9	49,413	47,802	3.4	5,200	4,938	5.3	5,829	40.0
57 Amesbury Park	175,134	171,599	2.1	59,438	79,963	-25.7	49,738	65,675	-24.3	83,350	88,275	-5.6	25,703	23,157	11.0	19,663	21,450	-8.3	6,320	40.0
58 Dufferin St. Clair	157,794	168,824	-6.5	27,663	26,575	4.1	21,075	17,338	21.6	122,713	130,938	-6.3	28,039	24,859	12.8	60,713	67,950	-10.7	11,208	50.5
59 Guildwood	157,550	157,947	-0.3	11,438	14,313	-20.1	18,863	20,701	-8.9	56,738	66,425	-14.6	31,873	29,616	7.6	13,050	13,554	-3.7	3,010	40.0
60 Jane Sheppard	156,285	154,988	0.8	120,850	87,925	37.4	177,813	122,525	45.1	125,338	102,938	21.8	20,020	16,705	19.8	62,100	51,438	20.7	7,000	50.5
4th Quartile																				
61 New Toronto	154,736	148,408	4.3	49,325	48,013	2.7	50,963	49,425	3.1	89,760	84,187	6.6	29,606	26,663	11.0	26,277	23,533	11.7	9,925	43.5
62 Long Branch	147,447	149,121	-1.1	15,113	16,038	-5.8	22,338	20,413	9.4	55,025	52,550	4.7	28,666	25,888	10.7	27,900	28,775	-3.0	6,418	40.0
63 Black Creek	142,102	136,098	4.4	50,250	49,088	2.4	46,138	42,913	7.5	90,613	96,863	-6.5	14,013	12,124	15.6	25,538	28,400	-10.1	5,782	40.0
64 Taylor	140,329	124,126	13.1	12,738	12,688	0.4	18,238	13,375	36.4	44,275	41,763	6.0	24,669	21,770	13.3	13,138	14,975	-12.3	5,000	40.0
65 Oakwood	130,185	121,412	7.2	75,688	78,300	-3.3	27,775	35,863	-22.6	85,988	99,363	-13.5	25,723	22,651	13.6	33,963	33,813	0.4	17,270	50.5
66 Davenport	128,862	126,843	1.6	12,263	17,613	-30.4	11,163	12,363	-9.7	47,325	48,288	-2.0	30,278	28,141	7.6	5,163	7,788	-33.7	3,604	40.0
67 Humberwood	121,186	124,093	-2.3	40,863	35,963	13.6	49,113	42,213	16.3	204,925	192,138	6.7	17,985	15,756	14.1	31,288	28,250	10.8	5,748	40.0
68 Victoria Village	120,001	116,689	2.8	25,463	20,438	24.6	37,813	25,975	45.6	60,538	52,250	15.9	22,594	20,067	12.6	14,575	17,363	-16.1	5,383	40.0
69 Rexdale	115,209	124,331	-7.3	10,525	12,138	-13.3	14,913	18,488	-19.3	53,525	53,925	-0.7	19,570	19,074	2.6	19,763	19,613	0.8	5,088	40.0
~ 70 Mount Dennis	108,269	130,403	-17.0	22,597	23,675	-4.6	26,621	25,175	5.7	54,094	66,325	-18.4	16,383	19,024	-13.9	25,133	30,075	-16.4	11,350	50.5
71 Northern Elms	103,979	96,328	7.9	17,813	16,550	7.6	20,363	17,825	14.2	42,488	39,775	6.8	17,960	14,084	27.5	14,388	11,363	26.6	3,032	40.0
72 Queen Saulters	101,649	107,877	-5.8	21,088	35,563	-40.7	20,500	20,275	1.1	60,663	71,725	-15.4	25,092	26,640	-5.8	13,263	21,763	-39.1	2,957	40.0
73 Humber Summit	101,562	100,009	1.6	22,263	19,725	12.9	47,650	43,875	8.6	53,100	49,138	8.1	13,890	12,499	11.1	30,313	28,775	5.3	9,040	40.0
74 Evelyn Gregory	98,181	100,799	-2.6	36,488	21,263	71.6	18,063	21,625	-16.5	54,838	63,863	-14.1	16,024	14,297	12.1	31,313	30,738	1.9	6,200	50.5
75 Woodview Park	90,939	91,970	-1.1	17,188	17,700	-2.9	31,038	25,913	19.8	44,788	43,150	3.8	16,306	14,153	15.2	23,613	23,200	1.8	6,658	40.0
76 Perth Dupont	86,281	79,683	8.3	17,888	18,088	-1.1	15,063	11,138	35.2	38,438	38,463	-0.1	17,677	15,149	16.7	10,800	7,550	43.0	3,627	40.0
77 St. Clair Silverthorn	69,480	61,939	12.2	9,525	7,375	29.2	25,325	26,938	-6.0	43,000	37,775	13.8	12,376	10,485	18.0	16,900	16,938	-0.2	4,587	40.0
* 78 Todmorden Room	52,940	42,897	23.4	9,471	4,959	91.0	4,652	5,154	-9.7	23,078	14,307	61.3	11,621	7,669	51.5	4,275	2,528	69.1	554	28.0
79 Swansea	46,754	42,554	9.9	5,013	2,975	68.5	4,100	4,900	-16.3	17,713	17,938	-1.3	12,156	10,460	16.2	2,863	2,938	-2.6	1,127	28.0
Neighbourhood Total	19,006,973	18,522,030	2.6	3,863,971	3,822,995	1.1	3,846,288	3,751,162	2.5	10,584,616	10,150,383	4.3	3,779,526	3,371,731	12.1	2,718,899	2,665,946	2.0	620,098	3,916.0
Neighbourhood Average	240,595	234,456	2.6	48,911	48,392	1.1	48,687	47,483	2.5	133,982	128,486	4.3	47,842	42,680	12.1	34,416	33,746	2.0	7,849	49.6

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Attachment 1

Neighbourhood & District branches are ranked in order by circulation	CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS ⁺			VISITS			HOLDS AVAILABLE FOR P/U			WORKSTATION USERS			SQUARE FOOTAGE	WEEKLY OPEN HOURS
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DISTRICT BRANCHES																				
1 Agincourt	1,188,128	1,287,606	-7.7	225,838	242,113	-6.7	160,775	160,050	0.5	478,272	592,924	-19.3	140,832	119,408	17.9	170,849	174,233	-1.9	27,000	69.0
2 Fairview	1,185,072	1,241,577	-4.6	304,350	317,563	-4.2	216,388	177,113	22.2	625,097	580,884	7.6	150,973	140,936	7.1	242,600	219,216	10.7	64,670	69.0
* 3 Cedarbrae	816,765	139,521	485.4	223,013	7,017	3078.2	235,350	9,153	2471.3	439,912	36,089	1119.0	91,568	2,334	3823.2	234,075	8,298	2720.9	31,506	69.0
* ~ 4 Richview	812,721	793,212	2.5	117,375	110,673	6.1	145,398	144,024	1.0	335,091	301,952	11.0	125,848	102,314	23.0	118,321	128,481	-7.9	47,252	69.0
5 Don Mills	713,795	711,102	0.4	128,263	123,600	3.8	87,088	95,213	-8.5	257,223	225,435	14.1	117,986	106,664	10.6	75,994	88,707	-14.3	21,563	63.0
~ 6 Barbara Frum	650,059	678,085	-4.1	153,625	168,488	-8.8	311,938	307,213	1.5	336,142	350,274	-4.0	97,610	91,089	7.2	94,877	100,122	-5.2	39,223	63.0
7 Malvern	583,504	646,498	-9.7	213,788	224,213	-4.6	188,325	183,300	2.7	385,725	431,444	-10.6	67,505	63,475	6.3	152,230	140,091	8.7	25,834	69.0
8 Albion	576,236	607,913	-5.2	251,838	232,188	8.5	279,313	235,038	18.8	525,246	508,777	3.2	71,163	64,281	10.7	127,153	123,790	2.7	32,279	66.5
9 Lillian H. Smith	542,638	557,169	-2.6	132,700	151,900	-12.6	175,375	167,525	4.7	360,399	334,490	7.7	88,419	79,813	10.8	184,757	155,694	18.7	38,935	69.0
10 Bloor Gladstone	479,443	496,545	-3.4	106,388	107,963	-1.5	104,013	131,200	-20.7	402,776	386,171	4.3	94,022	77,503	21.3	185,627	178,811	3.8	20,627	69.0
* ~ 11 Northern District	474,847	290,292	63.6	116,339	57,850	101.1	117,267	72,325	62.1	368,169	175,242	110.1	92,700	49,922	85.7	103,813	52,507	97.7	45,750	69.0
12 Albert Campbell	467,047	510,459	-8.5	98,700	113,075	-12.7	129,175	154,925	-16.6	222,484	226,294	-1.7	60,852	55,410	9.8	126,132	120,739	4.5	26,100	65.5
13 Pape Danforth	465,163	475,237	-2.1	89,138	85,600	4.1	66,550	72,338	-8.0	284,498	283,212	0.5	111,134	103,799	7.1	73,359	73,298	0.1	8,175	69.0
14 S. Walter Stewart	446,220	440,217	1.4	93,800	94,863	-1.1	65,263	79,963	-18.4	246,537	234,568	5.1	82,187	72,244	13.8	113,952	105,861	7.6	25,847	69.0
15 York Woods	373,994	398,781	-6.2	119,213	119,013	0.2	165,850	115,388	43.7	203,907	192,281	6.0	49,054	46,088	6.4	177,575	165,784	7.1	42,176	63.0
16 Maria A. Shchuka	297,357	291,793	1.9	61,225	62,813	-2.5	74,588	61,450	21.4	203,354	145,034	40.2	38,996	34,539	12.9	143,991	123,629	16.5	25,475	66.5
* ~ 17 Brentwood	53,161	338,411	-84.3		28,709	-100.0		36,573	-100.0		147,179	-100.0	11	62,759	-100.0		52,399	-100.0	13,615	66.5
District Total	10,126,150	9,904,418	2.2	2,435,588	2,247,637	8.4	2,522,652	2,202,787	14.5	5,674,829	5,152,246	10.1	1,480,860	1,272,578	16.4	2,325,301	2,011,656	15.6	536,027	1,144.0
District Average	595,656	582,613	2.2	152,224	132,214	15.1	157,666	129,576	21.7	354,677	303,073	17.0	87,109	74,858	16.4	145,331	118,333	22.8	31,531	67.3
Branch Total (excl. R&R)	29,133,123	28,426,448	2.5	6,299,559	6,070,631	3.8	6,368,940	5,953,949	7.0	16,259,445	15,302,629	6.3	5,260,386	4,644,309	13.3	5,044,200	4,677,602	7.8	1,156,125	5,060.0
Branch Average (excl. R&R)	303,470	296,109	2.5	66,311	63,236	4.9	67,041	62,020	8.1	171,152	159,402	7.4	54,796	48,378	13.3	53,097	48,725	9.0	12,043	52.7
RESEARCH AND REFERENCE BRANCHES																				
North York Central	1,766,156	1,746,004	1.2	461,100	528,375	-12.7	413,925	463,475	-10.7	1,461,041	1,617,580	-9.7	235,946	210,453	12.1	453,951	464,271	-2.2	168,022	69.0
Toronto Reference Library	367,643	341,182	7.8	887,613	1,048,825	-15.4	453,775	468,063	-3.1	1,175,661	1,217,239	-3.4	71,925	70,427	2.1	853,050	815,539	4.6	426,535	63.5
Answerline	73,774	85,032	-13.2	2,175	6,863	-68.3	184,838	208,813	-11.5				1	2	-50.0					
~ Urban Affairs	60,860	73,121	-16.8	36,139	43,188	-16.3	48,403	54,613	-11.4	86,298	111,625	-22.7	31,693	38,707	-18.1	28,187	35,163	-19.8	13,730	48.5
Interloan	5,409	4,952	9.2										4,950	3,925	26.1					
Osborne Collection	2	11	-81.8	15,500	23,575	-34.3	7,913	8,450	-6.4	5,113	6,125	-16.5								
Virtual Reference Desk							7,113	6,525	9.0											
Merril Collection				10,463	11,125	-6.0	10,013	9,725	3.0	9,800	8,400	16.7								
Research & Reference Total	2,273,844	2,250,302	1.0	1,412,989	1,661,950	-15.0	1,125,978	1,219,663	-7.7	2,737,912	2,960,969	-7.5	344,515	323,514	6.5	1,335,188	1,314,973	1.5	608,287	181.0
R & Average (NYCL & TRL)	1,066,900	1,043,593	2.2	674,356	788,600	-14.5	433,850	465,769	-6.9	1,318,351	1,417,410	-7.0	153,936	140,440	9.6	653,500	639,905	2.1	297,279	66.3
City-Wide & Remote Services^	1,845,268	1,647,666	12.0	85,463	76,350	11.9	220,338	281,763	-21.8	67,500	88,613	-23.8	77,842	85,647	-9.1	650	488	33.3	1,190	41.5
Grand Total	33,252,235	32,324,416	2.9	7,798,010	7,808,931	-0.1	7,715,256	7,455,374	3.5	19,064,857	18,352,210	3.9	5,682,743	5,053,470	12.5	6,380,037	5,993,062	6.5	1,765,602	5,282.5

Notes:
~ In 2011, this branch was closed for part or all of this time period for renovation/retrofit or other reasons.
* In 2010, this branch was closed for part or all of this time period for renovation/retrofit or other reasons.
^ From January 2010 to May 2011 the majority of circulation transactions for Adult Literacy Department are attributed to Maria A. Shchuka, since they were checked out at this branch.
+ 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 Remote Services.