

Summary Statistics – Electronic Services 2001

TABLE 1 Services Offered			
	2001	2000	2001/2000 % Change
Number of Public Workstations	1787	1596	12
Number of Public Workstations offering Internet Access	1295	1117	16
Number of Le@rning Centers (Computer Classrooms)	11	7	57
Number of Commercial and TPL produced Web services	133	130	2
Licensed Databases and TPL Web services with Home Access	37	32	16

TABLE 2 Summary of Electronic Services Usage			
	2001 Total	2000 Total	2001/2000 % Change
Virtual Visits	10,417,534	5,517,722	89
Items Examined	22,681,435	12,967,391	75
Electronic Searches	2,773,053	1,990,719	39
Number of People Using Public Workstations in Branches*	4,986,328	NA	NA

Definitions

Virtual Visits: Number of times a user has connected to an electronic service over the web or by phone

Items Examined: Each discreet item on the site that is called up/retrieved for viewing; a web page may contain page text and 12 graphics, this would be recorded as 13 hits but only 1 item examined

Electronic Searches: Total number of searches or queries conducted on the catalogue or commercial information databases

*Projected from 4 sample survey weeks