

SUMMARY STATISTICS

January - December 2002

				CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			VISITS			HOLDS PLACED			HOLDS FILLED			
Neighbourhood & District branches						%			%			%			%			%			%	
are ranked in order by circulation				2002	2001	Change	2002	2001	Change	2002	2001	Change	2002	2001	Change	2002	2001	Change	2002	2001	Change	
NEIGHBOURHOOD BRANCHES																						
1st Quartile																						
*	1	Eatonville	W	492,902	272,670	80.8	106,550	60,702	75.5	140,650	91,550	53.6	274,785	158,420	73.5	33,577	15,232	120.4	53,374	18,213	193.1	1
*	2	Woodside Square	E	438,661	399,072	9.9	166,938	124,539	34.0	88,613	89,540	-1.0	428,038	367,082	16.6	32,407	27,570	17.5	51,096	40,040	27.6	2
	3	Riverdale	S	394,917	382,344	3.3	127,238	129,963	-2.1	92,425	90,900	1.7	288,400	266,600	8.2	35,533	33,385	6.4	39,271	34,147	15.0	3
	4	Parliament	S	342,307	319,636	7.1	153,438	149,313	2.8	50,300	50,050	0.5	295,343	258,633	14.2	52,806	45,538	16.0	67,949	56,385	20.5	4
	5	Bridlewood	E	338,768	329,778	2.7	91,888	78,975	16.4	90,475	80,238	12.8	355,488	330,125	7.7	29,756	26,288	13.2	43,358	34,354	26.2	5
	6	Downsview	N	333,416	343,134	-2.8	121,475	156,675	-22.5	106,938	112,963	-5.3	188,290	183,400	2.7	26,761	23,570	13.5	29,819	24,550	21.5	6
~	7	Deer Park	S	306,734	304,116	0.9	87,512	88,225	-0.8	93,816	80,525	16.5	279,490	275,488	1.5	41,577	37,986	9.5	55,776	47,436	17.6	7
	8	Sanderson	S	306,028	288,038	6.2	177,750	167,050	6.4	79,638	94,388	-15.6	306,675	331,138	-7.4	44,448	44,753	-0.7	49,085	42,843	14.6	8
	9	Parkdale	S	297,303	274,110	8.5	167,375	136,363	22.7	114,550	86,388	32.6	289,932	261,813	10.7	53,508	43,342	23.5	61,046	47,495	28.5	9
	10	Runnymede	S	293,730	282,531	4.0	56,150	65,975	-14.9	43,350	47,413	-8.6	214,263	217,238	-1.4	38,290	35,856	6.8	60,456	49,551	22.0	10
*	11	Goldhawk Park	E	287,467	268,646	7.0	108,013	103,117	4.7	63,863	63,129	1.2	180,357	174,131	3.6	22,237	18,353	21.2	37,645	30,000	25.5	11
	12	Locke	S	286,297	272,757	5.0	98,375	67,450	45.8	88,238	80,525	9.6	194,313	189,488	2.5	27,034	25,645	5.4	37,664	32,711	15.1	12
	13	Yorkville	S	271,087	258,082	5.0	60,550	63,438	-4.6	41,025	39,688	3.4	154,688	148,925	3.9	35,303	32,337	9.2	59,655	48,243	23.7	13
	14	High Park	S	259,176	246,206	5.3	78,238	94,250	-17.0	47,475	50,500	-6.0	183,250	186,063	-1.5	28,777	27,395	5.0	43,725	38,661	13.1	14
	15	Burrows Hall	E	255,696	247,616	3.3	61,538	58,925	4.4	49,825	49,325	1.0	171,775	171,763	0.0	19,554	16,978	15.2	26,493	19,286	37.4	15
	16	Danforth Coxwell	S	247,444	258,416	-4.2	103,388	77,713	33.0	69,238	62,038	11.6	199,050	214,338	-7.1	34,167	32,395	5.5	44,883	39,882	12.5	16
	17	Eglinton Square	E	241,096	222,418	8.4	98,238	105,975	-7.3	83,213	71,850	15.8	198,025	203,488	-2.7	22,143	16,481	34.4	29,944	19,260	55.5	17
	18	Centennial	N	239,896	229,126	4.7	66,275	67,688	-2.1	82,150	80,363	2.2	77,900	76,188	2.2	23,427	21,784	7.5	54,518	43,081	26.5	18
	19	Hillcrest	N	236,850	222,693	6.4	50,988	63,025	-19.1	47,413	61,288	-22.6	77,175	84,838	-9.0	22,415	20,476	9.5	48,384	39,019	24.0	19
	20	Beaches	S	222,242	222,544	-0.1	126,813	116,850	8.5	98,038	92,775	5.7	243,963	244,525	-0.2	25,778	24,709	4.3	36,156	31,698	14.1	20
2nd Quartile																						
	21	Gerrard Ashdale	S	215,076	222,525	-3.3	65,050	76,788	-15.3	63,913	73,550	-13.1	122,388	137,725	-11.1	22,635	22,713	-0.3	30,333	27,163	11.7	21
*	22	Maryvale	E	214,810	208,436	3.1	39,050	36,823	6.0	46,150	47,424	-2.7	156,088	140,723	10.9	23,201	19,672	17.9	28,104	22,295	26.1	22
~	23	Forest Hill	S	214,302	202,859	5.6	59,692	71,738	-16.8	46,621	53,300	-12.5	149,237	155,288	-3.9	29,486	27,891	5.7	42,906	35,696	20.2	23
	24	Main St.	S	212,143	203,345	4.3	75,800	65,963	14.9	40,013	39,238	2.0	128,100	123,338	3.9	22,938	22,070	3.9	39,020	32,758	19.1	24
*	25	Steeles	E	207,670	210,672	-1.4	75,350	76,595	-1.6	65,763	59,882	9.8	133,325	121,650	9.6	11,745	9,287	26.5	31,656	22,211	42.5	25
	26	Wychwood	S	202,029	184,386	9.6	55,675	51,713	7.7	62,925	52,175	20.6	127,225	104,425	21.8	27,765	25,823	7.5	43,374	37,282	16.3	26
	27	Morningside	E	195,483	179,158	9.1	76,425	65,900	16.0	95,813	56,238	70.4	131,425	117,038	12.3	20,642	15,547	32.8	23,842	16,266	46.6	27
*	28	Jane Dundas	W	190,780	182,897	4.3	70,100	66,750	5.0	60,088	37,788	59.0	139,563	125,975	10.8	14,947	12,273	21.8	19,924	15,549	28.1	28
~*	29	Flemingdon Park	N	190,046	197,747	-3.9	109,928	92,763	18.5	61,602	54,613	12.8	100,617	113,671	-11.5	28,482	30,706	-7.2	36,353	35,387	2.7	29
~*	30	Leaside	E	187,859	98,986	89.8	40,238	27,059	48.7	28,738	19,336	48.6	75,113	40,976	83.3	12,135	6,882	76.3	22,462	13,978	60.7	30
~	31	Thorndcliffe	E	186,250	189,264	-1.6	89,129	64,838	37.5	65,696	50,675	29.6	155,146	151,325	2.5	27,307	24,033	13.6	33,398	27,355	22.1	31
	32	Jones	S	184,975	184,482	0.3	41,163	40,975	0.5	14,950	16,363	-8.6	99,950	105,088	-4.9	27,586	25,571	7.9	33,424	30,899	8.2	32
	33	Kennedy Eglinton	E	178,427	162,821	9.6	65,175	64,075	1.7	64,288	64,525	-0.4	112,863	111,425	1.3	20,934	20,475	2.2	28,581	22,129	29.2	33
	34	Highland Creek	E	172,452	165,752	4.0	61,288	53,475	14.6	37,963	37,075	2.4	75,838	74,663	1.6	15,763	13,084	20.5	21,655	16,988	27.5	34
	35	Brookbanks	N	172,123	169,338	1.6	48,625	47,563	2.2	37,513	61,650	-39.2	87,088	99,838	-12.8	13,057	13,488	-3.2	28,229	24,775	13.9	35
~*	36	Port Union	E	165,486	172,777	-4.2	38,712	45,326	-14.6	33,430	31,208	7.1	85,810	83,605	2.6	13,235	12,551	5.4	22,928	18,006	27.3	36
	37	Weston	W	164,946	156,282	5.5	54,000	48,425	11.5	45,638	35,750	27.7	130,513	120,413	8.4	18,570	15,212	22.1	22,054	17,229	28.0	37
	38	Mimico Centennial	W	164,656	156,373	5.3	41,000	26,138	56.9	37,813	35,500	6.5	95,613	92,775	3.1	17,788	15,425	15.3	23,102	19,084	21.1	38
	39	Pleasant View	N	161,422	123,945	30.2	51,975	54,563	-4.7	37,575	52,188	-28.0	73,900	73,150	1.0	13,393	8,681	54.3	22,793	13,856	64.5	39

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3rd Quartile																						
	40	College Shaw	S	158,040	151,680	4.2	51,325	58,988	-13.0	18,625	26,063	-28.5	118,400	123,175	-3.9	21,215	19,469	9.0	34,596	28,359	22.0	40
	41	City Hall	S	155,956	153,660	1.5	38,263	36,025	6.2	19,288	21,738	-11.3	114,875	111,000	3.5	24,646	23,512	4.8	36,971	30,200	22.4	41
	42	Palmerston	S	154,847	151,297	2.3	51,400	60,938	-15.7	56,738	43,275	31.1	121,638	117,388	3.6	18,080	18,029	0.3	30,023	26,030	15.3	42
	43	Dufferin St. Clair	S	153,591	143,036	7.4	84,250	72,038	17.0	36,988	42,263	-12.5	137,513	127,300	8.0	20,441	16,861	21.2	22,560	18,938	19.1	43
	44	Amesbury Park	N	153,412	140,685	9.0	67,388	74,300	-9.3	59,075	64,988	-9.1	72,988	80,500	-9.3	17,965	18,574	-3.3	27,008	22,325	21.0	44
	45	McGregor Park	E	152,452	141,538	7.7	39,738	44,688	-11.1	47,263	41,100	15.0	73,600	85,875	-14.3	13,882	12,301	12.9	17,768	12,735	39.5	45
	46	Spadina Road	S	143,789	135,907	5.8	52,025	42,275	23.1	26,338	29,400	-10.4	81,888	77,150	6.1	18,457	17,276	6.8	35,314	27,897	26.6	46
~ *	47	Dawes Road	E	138,238	190,512	-27.4	36,445	53,675	-32.1	23,770	35,750	-33.5	75,043	92,713	-19.1	18,613	25,475	-26.9	25,478	31,069	-18.0	47
	48	Alderwood	W	137,624	138,046	-0.3	32,963	34,475	-4.4	85,050	56,300	51.1	95,800	89,950	6.5	12,077	10,506	15.0	18,278	14,295	27.9	48
	49	Bendale	E	136,596	132,321	3.2	20,763	20,100	3.3	50,038	47,125	6.2	67,200	56,613	18.7	12,769	9,333	36.8	17,762	12,546	41.6	49
*	50	Cliffcrest	E	135,405	128,395	5.5	26,975	34,934	-22.8	20,950	27,260	-23.1	83,100	75,197	10.5	10,410	9,755	6.7	16,472	13,161	25.2	50
	51	Elmbrook Park	W	133,990	188,855	-29.1	12,900	13,888	-7.1	29,938	44,850	-33.2	60,113	73,425	-18.1	8,597	11,285	-23.8	15,563	19,239	-19.1	51
	52	Oakwood	W	126,780	98,339	28.9	48,688	50,750	-4.1	31,463	46,613	-32.5	127,408	117,538	8.4	16,655	10,658	56.3	18,777	11,230	67.2	52
~	53	Armour Heights	N	123,845	124,151	-0.2	39,475	38,650	2.1	38,303	37,525	2.1	68,128	64,388	5.8	10,434	9,880	5.6	19,363	17,334	11.7	53
~	54	Annette	S	122,378	117,424	4.2	33,218	43,025	-22.8	42,213	43,263	-2.4	90,896	91,700	-0.9	23,160	19,301	20.0	26,224	21,496	22.0	54
	55	New Toronto	W	121,863	129,897	-6.2	30,875	27,488	12.3	32,875	25,000	31.5	78,511	80,115	-2.0	14,680	13,497	8.8	18,235	14,481	25.9	55
	56	Humber Bay	W	121,046	118,089	2.5	10,000	11,550	-13.4	22,238	23,525	-5.5	61,438	54,638	12.4	14,592	13,767	6.0	23,980	20,114	19.2	56
	57	Humberwood	W	114,710	122,722	-6.5	32,075	37,888	-15.3	33,413	36,500	-8.5	187,563	178,850	4.9	8,027	7,362	9.0	11,172	7,564	47.7	57
	58	Rexdale	W	113,066	105,024	7.7	17,275	14,963	15.5	20,413	22,363	-8.7	57,625	50,913	13.2	10,901	8,639	26.2	12,928	9,503	36.0	58
	59	Long Branch	W	110,445	108,382	1.9	17,475	20,450	-14.5	22,675	26,375	-14.0	61,175	59,100	3.5	10,201	7,791	30.9	17,821	12,428	43.4	59
4th Quartile																						
~	60	Bayview	N	108,933	175,710	-38.0	27,462	47,613	-42.3	28,675	57,550	-50.2	38,466	65,300	-41.1	9,792	16,101	-39.2	19,734	26,930	-26.7	60
	61	Guildwood	E	102,595	101,599	1.0	23,138	22,650	2.2	37,838	31,738	19.2	84,400	61,688	36.8	11,083	10,183	8.8	17,331	14,672	18.1	61
~	62	St. Lawrence	S	99,607	96,261	3.5	24,405	23,400	4.3	14,328	12,575	13.9	61,215	64,063	-4.4	15,788	14,599	8.1	27,590	23,545	17.2	62
~	63	Evelyn Gregory	W	98,022	100,870	-2.8	40,734	25,388	60.4	35,227	29,013	21.4	97,670	86,613	12.8	9,230	10,375	-11.0	11,338	10,177	11.4	63
	64	Jane Sheppard	N	96,884	109,324	-11.4	44,350	39,900	11.2	27,088	27,088		101,963	96,488	5.7	7,638	5,967	28.0	9,400	9,181	2.4	64
	65	Mount Dennis	W	96,820	92,323	4.9	49,975	29,463	69.6	50,963	40,013	27.4	84,075	70,650	19.0	9,213	7,587	21.4	9,610	8,401	14.4	65
	66	Mount Pleasant	S	95,180	99,023	-3.9	22,663	16,550	36.9	8,088	6,963	16.2	50,263	52,263	-3.8	9,612	9,697	-0.9	20,892	17,577	18.9	66
	67	Woodview Park	N	91,136	89,308	2.0	17,288	30,663	-43.6	27,025	20,313	33.0	50,338	51,488	-2.2	6,702	4,374	53.2	10,444	7,461	40.0	67
	68	Taylor	E	88,447	86,481	2.3	26,575	23,400	13.6	21,550	25,238	-14.6	46,213	42,013	10.0	10,145	9,104	11.4	11,578	10,298	12.4	68
	69	Victoria Village	N	85,791	87,096	-1.5	24,000	25,900	-7.3	12,413	5,950	108.6	40,488	38,800	4.3	6,796	7,147	-4.9	11,119	10,151	9.5	69
~ *	70	Black Creek	N	82,285	85,039	-3.2	56,188	56,952	-1.3	37,380	28,760	30.0	73,064	61,143	19.5	8,225	6,182	33.0	10,165	7,313	39.0	70
	71	Northern Elms	W	82,074	80,967	1.4	21,688	21,400	1.3	26,850	31,863	-15.7	85,913	90,425	-5.0	5,915	7,087	-16.5	8,811	8,184	7.7	71
	72	Davenport	S	73,446	70,909	3.6	25,000	25,900	-3.5	19,350	21,338	-9.3	51,975	50,325	3.3	10,095	8,607	17.3	16,704	14,341	16.5	72
	73	Humber Summit	N	72,959	74,986	-2.7	31,850	17,825	78.7	37,463	19,650	90.6	56,663	38,513	47.1	5,073	3,648	39.1	6,547	4,462	46.7	73
~	74	Queen Saulter	S	53,735	55,991	-4.0	39,989	32,763	22.1	30,704	12,900	138.0	61,847	59,050	4.7	6,196	6,025	2.8	10,619	9,586	10.8	74
~	75	Perth Dupont	S	53,018	50,198	5.6	17,409	13,500	29.0	9,191	12,088	-24.0	42,936	41,513	3.4	6,273	7,147	-12.2	7,973	7,265	9.7	75
~	76	St. Clair Silverthorn	S	46,844	47,275	-0.9	22,124	19,438	13.8	22,062	22,788	-3.2	47,107	45,813	2.8	4,971	4,359	14.0	6,230	5,855	6.4	76
~	77	Todmorden Room	E	29,736	24,195	22.9	10,053	15,513	-35.2	2,591	5,488	-52.8	25,589	27,838	-8.1	1,782	1,690	5.4	8,097	6,047	33.9	77
	78	Swansea	S	21,734	22,079	-1.6	6,600	6,975	-5.4	2,925	3,513	-16.7	14,050	13,975	0.5	2,825	2,763	2.2	4,609	4,190	10.0	78
Neighbourhood Total				13,860,271	13,285,572	4.3	4,542,096	4,339,946	4.7	3,687,067	3,509,999	5.0	9,730,121	9,302,245	4.6	1,484,263	1,337,370	11.0	2,159,519	1,762,341	22.5	
Neighbourhood Average				177,696	170,328	4.3	58,232	55,640	4.7	47,270	45,000	5.0	124,745	119,260	4.6	19,029	17,146	11.0	27,686	22,594	22.5	

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DISTRICT BRANCHES																						
~	1	Fairview	N	1,267,462	1,195,623	6.0	503,638	571,088	-11.8	294,575	543,575	-45.8	514,574	478,254	7.6	84,967	80,664	5.3	125,569	102,834	22.1	1
	2	Agincourt	E	1,196,902	1,101,938	8.6	295,663	278,688	6.1	330,263	322,500	2.4	646,590	618,598	4.5	89,091	78,464	13.5	127,296	96,759	31.6	2
	3	Cedarbrae	E	747,598	697,934	7.1	190,950	179,125	6.6	285,700	271,775	5.1	516,583	634,357	-18.6	84,381	71,788	17.5	79,380	60,325	31.6	3
~	4	Richview	W	676,107	726,307	-6.9	162,984	177,725	-8.3	243,219	245,663	-1.0	365,375	370,056	-1.3	49,661	47,603	4.3	59,637	53,915	10.6	4
	5	Don Mills	N	624,327	628,599	-0.7	189,663	176,950	7.2	111,913	96,925	15.5	269,320	263,175	2.3	48,505	44,239	9.6	77,244	64,948	18.9	5
	6	Barbara Frum	N	615,266	585,046	5.2	181,300	214,663	-15.5	403,025	514,088	-21.6	314,165	302,382	3.9	52,495	46,136	13.8	67,690	52,064	30.0	6
~	7	Lillian H. Smith	S	576,086	570,131	1.0	278,038	264,963	4.9	126,625	92,450	37.0	427,585	374,623	14.1	64,392	63,837	0.9	74,096	64,708	14.5	7
	8	Albert Campbell	E	524,259	494,144	6.1	169,356	161,600	4.8	177,261	178,388	-0.6	261,092	246,777	5.8	39,974	31,648	26.3	46,679	34,843	34.0	8
	9	Albion	W	500,372	474,820	5.4	208,738	205,550	1.6	185,475	122,588	51.3	425,441	411,784	3.3	42,307	36,797	15.0	45,140	37,400	20.7	9
~	10	York Woods	N	454,071	457,637	-0.8	237,450	223,888	6.1	166,850	172,863	-3.5	268,749	277,653	-3.2	37,863	38,802	-2.4	47,336	41,111	15.1	10
	11	Northern District	S	424,697	403,717	5.2	156,300	162,813	-4.0	116,638	142,338	-18.1	336,567	370,821	-9.2	47,762	41,707	14.5	60,668	48,327	25.5	11
	12	Brentwood	W	416,901	427,806	-2.5	78,075	98,475	-20.7	77,763	79,088	-1.7	229,469	231,069	-0.7	30,474	29,832	2.2	50,260	41,143	22.2	12
~	13	Malvern	E	385,354	350,347	10.0	107,313	138,213	-22.4	65,013	84,188	-22.8	241,769	243,282	-0.6	34,246	31,331	9.3	36,478	29,573	23.3	13
	14	S. Walter Stewart	E	354,979	333,505	6.4	92,000	96,950	-5.1	38,850	50,650	-23.3	169,697	193,263	-12.2	29,663	24,075	23.2	40,790	27,717	47.2	14
	15	Bloor Gladstone	S	351,618	340,385	3.3	206,238	160,288	28.7	89,350	68,375	30.7	315,846	271,278	16.4	42,690	39,649	7.7	58,999	48,367	22.0	15
~	16	Pape Danforth	S	345,674	333,777	3.6	75,975	72,938	4.2	50,975	44,713	14.0	226,873	219,782	3.2	41,395	38,573	7.3	61,094	51,834	17.9	16
	17	Maria A. Shchuka	W	26,777	147,534	-81.9	12,614	64,550	-80.5	5,092	43,250	-88.2	22,542	145,264	-84.5	1,957	12,724	-84.6	2,707	15,960	-83.0	17
District Total				9,488,450	9,269,250	2.4	3,146,291	3,248,463	-3.1	2,768,584	3,073,413	-9.9	5,552,232	5,652,413	-1.8	821,823	757,869	8.4	1,061,063	871,828	21.7	
District Average				558,144	545,250	2.4	185,076	191,086	-3.1	162,858	180,789	-9.9	326,602	332,495	-1.8	48,343	44,581	8.4	62,415	51,284	21.7	
Branch Total (excl. R&R)				23,348,721	22,554,822	3.5	7,688,386	7,588,408	1.3	6,455,650	6,583,411	-1.9	15,282,353	14,954,658	2.2	2,306,086	2,095,239	10.1	3,220,582	2,634,169	22.3	
Branch Average (excl. R&R)				245,776	237,419	3.5	80,930	79,878	1.3	67,954	69,299	-1.9	160,867	157,417	2.2	24,275	22,055	10.1	33,901	27,728	22.3	

SUMMARY STATISTICS

January - December 2002

	CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			VISITS			HOLDS PLACED			HOLDS FILLED		
Neighbourhood & District branches are ranked in order by circulation	2002	2001	% Change	2002	2001	% Change	2002	2001	% Change	2002	2001	% Change	2002	2001	% Change	2002	2001	% Change
RESEARCH AND REFERENCE BRANCHES																		
North York Central	1,286,925	1,220,368	5.5	804,475	796,525	1.0	628,038	747,300	-16.0	1,528,513	1,414,395	8.1	96,381	84,589	13.9	120,006	89,563	34.0
Toronto Reference	112,902	98,000	15.2	1,747,650	2,040,925	-14.4	799,663	834,700	-4.2	1,166,602	1,163,476	0.3	51,704	42,755	20.9	31,177	22,090	41.1
Virtual Reference Desk							842											
Interloan	12,916	11,481	12.5										10,475	10,331	1.4	6,080	6,682	-9.0
Answerline	28,127	29,576	-4.9	19,725	31,038	-36.4	163,088	170,350	-4.3				18,838	19,384	-2.8	6	5	20.0
Urban Affairs	2,164	2,390	-9.5	69,388	94,163	-26.3	34,288	37,425	-8.4	53,188	66,963	-20.6	2,394	1,994	20.1	45	50	-10.0
Merril Collection				11,400	12,700	-10.2	8,475	8,450	0.3	8,475	9,025	-6.1						
Osborne Collection	107	42	154.8	25,338	23,975	5.7	10,688	9,275	15.2	6,738	8,725	-22.8	143	209	-31.6	5	3	66.7
Research & Reference Total	1,443,141	1,361,857	6.0	2,677,975	2,999,325	-10.7	1,645,079	1,807,500	-9.0	2,763,515	2,662,583	3.8	179,935	159,262	13.0	157,319	118,393	32.9
Research & Reference Average	699,914	659,184	6.2	1,276,063	1,418,725	-10.1	713,850	791,000	-9.8	1,347,557	1,288,935	4.5	74,043	63,672	16.3	75,592	55,827	35.4
CITY-WIDE SERVICES																		
Bookmobile	152,281	151,796	0.3	19,375	21,538	-10.0	30,450	23,525	29.4	61,475	48,813	25.9	7,087	6,068	16.8	10,500	9,258	13.4
Home Library Service	628,420	338,655	85.6	11,475	6,838	67.8	178,600	141,788	26.0	9,188	8,988	2.2	52,050	34,900	49.1	33,589	27,233	23.3
Sunnybrook Hospital	27,895	29,087	-4.1	7,225	6,600	9.5	47,600	31,813	49.6	34,263	31,238	9.7	5,117	5,178	-1.2	4,946	3,622	36.6
Adult Literacy Services				7,713	5,013	53.9	18,763	13,775	36.2	30,300	24,613	23.1						
City-Wide Services Total	808,596	519,538	55.6	45,788	39,988	14.5	275,413	210,900	30.6	135,225	113,650	19.0	64,254	46,146	39.2	49,035	40,113	22.2
REMOTE RENEWAL OF LIBRARY MATERIAL																		
Automated Phone Renewals	1,721,129	1,912,139	-10.0															
Dial In Catalogue Renewals	47,595	72,355	-34.2										61,075	84,931	-28.1			
Web Catalogue Renewals	1,851,837	1,266,367	46.2										2,115,826	1,461,106	44.8			
Net Library (E-Books)	2,517	8,655	-70.9															
Remote Access Total	3,623,078	3,259,516	11.2										2,176,901	1,546,037	40.8			
Staff Activity	1,321	1,929	-31.5										558	689	-19.0	420	444	-5.4
Hospital for Sick Children		4	-100.0				2,325	2,300	1.1									
Grand Total	29,224,857	27,697,666	5.5	10,412,149	10,627,721	-2.0	8,378,467	8,604,111	-2.6	18,181,092	17,730,891	2.5	4,727,734	3,847,373	22.9	3,427,356	2,793,119	22.7

Notes:

1. Research & Reference: the average is calculated using Toronto Reference and North York Central Library figures only

* In 2001, this branch was closed for part or all of this time period for renovation/retrofit

~ In 2002, this branch was closed for part or all of this time period for renovation/retrofit; or City Strike (AH, FP, PU, TH, TOD)