

SUMMARY STATISTICS - Electronic Services

January - December 2002

Services Offered	January - December		
	2002	2001	% Change
Number of Public Workstations	1,824	1,787	2.1
Number of Public Workstations offering Internet Access	1,331	1,295	2.8
Number of Le@rning Centres	11	11	
Number of Electronic Reference Sources	135	134	0.7
Number of Electronic Reference Sources with Remote Access	37	38	-2.6
Number of Electronic Full-Text Journals	Forthcoming		
Number of E-book Titles	3,590	504	612.3
Number of Records in the VRL Database	16,867	16,553	1.9
Size of Library Digital Collections	Forthcoming		

Summary of Electronic Services Usage	January - December		
	2002	2001	% Change
Virtual Visits/Database Sessions (Table 1)	13,609,751	10,417,534	30.6
Database Queries/Searches (Table 2)	2,947,128	2,773,053	6.3
Items Examined (Table 3)	26,856,711	22,681,435	18.4
Virtual Information Requests (Table 4)	19,467	13,400	45.3
Number of People Using Public Workstations in Branches	5,291,508	4,986,328	6.1
Percentage of Remote Library Visits	33.4	27.3	
Formal User Information Technology Training Sessions	Forthcoming		
Number of Users Instructed in Formal Information Technology Training	Forthcoming		

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Table 1 Virtual Visits/Database Sessions	January - December		
	2002	2001	% Change
TPL Produced Web Services			
TPL Web Site (Library Services & Programs)	6,138,971	4,347,561	41.2
VRL (Gateways, Research Guides, Digital Collections)	1,691,260	1,472,436	14.9
Sub-Total	7,830,231	5,819,997	34.5
Web Services (Catalogue & Licenced Databases)			
Licensed Web Databases	643,693	449,346	43.3
Web PAC Catalogue	3,744,079	2,526,683	48.2
Sub-Total	4,387,772	2,976,029	47.4
Non Web-Based Services			
Dial PAC Catalogue	66,538	97,584	-31.8
Automated Phone Renewal	1,174,914	1,375,522	-14.6
Dial-a-Story	150,296	148,402	1.3
Sub-Total	1,391,748	1,621,508	-14.2
Total	13,609,751	10,417,534	30.6

Table 3 Items Examined	January - December		
	2002	2001	% Change
TPL Produced Web Services			
TPL Web Site (Library Services & Programs)	14,264,092	11,757,397	21.3
VRL (Gateways, Research Guides, Digital Collections)	10,967,787	9,724,214	12.8
Sub-Total	25,231,879	21,481,611	17.5
Web Services (Catalogue & Licenced Databases)			
Licensed Web Databases	1,624,832	1,199,824	35.4
Sub-Total	1,624,832	1,199,824	35.4
Total	26,856,711	22,681,435	18.4

Table 2 Database Queries/Searches	January - December		
	2002	2001	% Change
Web Services (Catalogue & Licenced Databases)			
Licensed Web Databases	2,384,485	2,022,593	17.9
Sub-Total	2,384,485	2,022,593	17.9
Non Web-Based Services			
Networked CD-ROMS	319,665	422,042	-24.3
Dial PAC Catalogue	242,978	328,418	-26.0
Sub-Total	562,643	750,460	-25.0
Total	2,947,128	2,773,053	6.3

Table 4 Virtual Information Requests	2002			2001	% Change
	Reference	Directional	Total	Total	
AnswerLine (Ask a Librarian)	6,400	2,800	9,200	6,988	31.7
Albion (Kid's Reference)	913	650	1,563	2,238	-30.2
Virtual Reference Desk	629	213	842	N/A	
Research & Reference Departments	5,237	2,625	7,862	4,174	88.4
Total	13,179	6,288	19,467	13,400	45.3