

SUMMARY STATISTICS - Electronic Services

January - December 2002

DEFINITIONS:

- 1. Virtual Visits.** Count of visits to the library via the Internet. A visit occurs when a user connects to a networked library resource for any length of time or purpose (regardless of the number of pages or elements viewed). Examples of a networked library resource include a library OPAC or a library web page.
- 2 Database Sessions .** Count of the number of sessions (logins) initiated to online databases.
- 3 Items Examined .** Count of the number of items retrieved for viewing from TPL-produced web services and licensed Web databases. Includes Web pages, full-text articles, PDF documents, abstracts, citations, non-textual (photos, maps, etc.)
- 4 Database Queries/Searches.** Count of the number of searches conducted in the library's online databases. Subsequent activities by users (e.g. browsing and printing) are not considered as part of the search process.
- 5 Virtual Information Requests.** Count of the number of reference and directional questions submitted using the Internet. A question must be received electronically (e.g. via e-mail, WWW form, Virtual Reference Desk) and responded to electronically. Count the number of questions, not the number of requests.
- 6 Networked CD-ROMs.** Includes CD-ROM products mounted on servers, excluding Children's CD-ROMs.
- 7 Catalogue** includes Web PAC (remote and in-branch use) and DialPAC (remote use only). Dynix PAC for Windows and staff Dynix are not included.
- 8 Number of Public Workstations.** Count of the number of library owned public graphical workstations that connect to the Internet, PAC, or CD-ROMs, or have other special purposes (e.g. word processing, Leading to Reading)
- 9 Number of Public Workstations offering Internet Access.** Count of the number of library owned public access graphical workstations that connect to the Internet for a dedicated purpose (to access an OPAC or specific databases) or multiple purposes.
- 10 Number of Public Access Workstation Users.** Count of the number of users of all of the library's graphical public access workstations connected to the Internet or CD-ROMs.
- 11 Number of Electronic Reference Sources.** Total number of licensed vendor web databases, CD-ROM products accessible on public workstations, and TPL produced web services
- 12 Number of Electronic Reference Sources with Remote Access.** Number of licensed web databases and TPL web services accessible outside the library.
- 13 Number of Le@rning Centres.** Number of public computer classrooms in the TPL system.
- 14 Percentage of Remote Library Visits.** Percentage of remote virtual visits to total library visits (virtual plus physical library visits). Exclude in-branch virtual visits.
- 15 Number of Electronic Full-Text Journals .** Number of licensed electronic full-text journals that provide both search and browse capabilities by title and issue. Does not include journal article databases, such as *Expanded Academic ASAP* , that do not provide browsing capability or general-purpose periodicals such as magazines and newspapers.
- 16 Number of E-book Titles Available by Subscription.** Count of the number of e-book titles that the library subscribes to and offers to the public.
- 17 Number of Records in the VRL Database .** Total number of records in the Virtual Reference Library database, covering the VRL and its gateways (excluding Digital Collections).
- 18 Size of Library Digital Collection .** Number of digitized items created in or converted from non-electronic formats by the library and made available to users electronically.
- 19 Formal User Information Technology Training Sessions.** Count of the number of structured sessions instructing patrons in the use of information technology or resources obtainable using information technology.
- 20 Formal User Information Technology Training.** Count of the number of users instructed in the use of information technology or resources obtainable using information technology in structured sessions-either delivered in the library using a computer lab or other instructional settings or delivered electronically through online-based instruction.

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WEB SITES & LAUNCH DATES:

<u>Web Site</u>	<u>Launch Date</u>	<u>Notes</u>
TPL Web Site		
1. TPL Site (http://www.tpl.toronto.on.ca)	January 1998	TPL web site includes Kids Space, Merril Collection of Science Fiction, Speculation & Fantasy; Osborne Collection of Early Children's Books;Consumer Health Information Service
VRL Sites		
2. ScienceNet	October 1998	
3. VRL	June 1999	Expanding Universe site was moved from the TPL site to VRL in November 2001.
4. Career Bookmarks	October 1999	
5. Archindont & Bob's Your Uncle Eh	November 1999	
6. Digital Collections	October 2000	
7. NewsConnect	December 2000	
8. Historicity	July 2001	North York History database moved to Historicity October 2002.
9. SmallBizXpress	October 2001	
10. North York History	January 2002	Statistics available only for Jan-Oct 2002. Moved to Historicity Oct 2002.
11. Virtual Exhibits	August 2001	Statistics not available before January 2002.
12 Canadian Theatre Record	July 2002	