Performance Measures

Toronto Public Library (TPL) delivers services at 98 branches across the City; services include access to collections, information services, programming and technology to address demand from Toronto's diverse population.
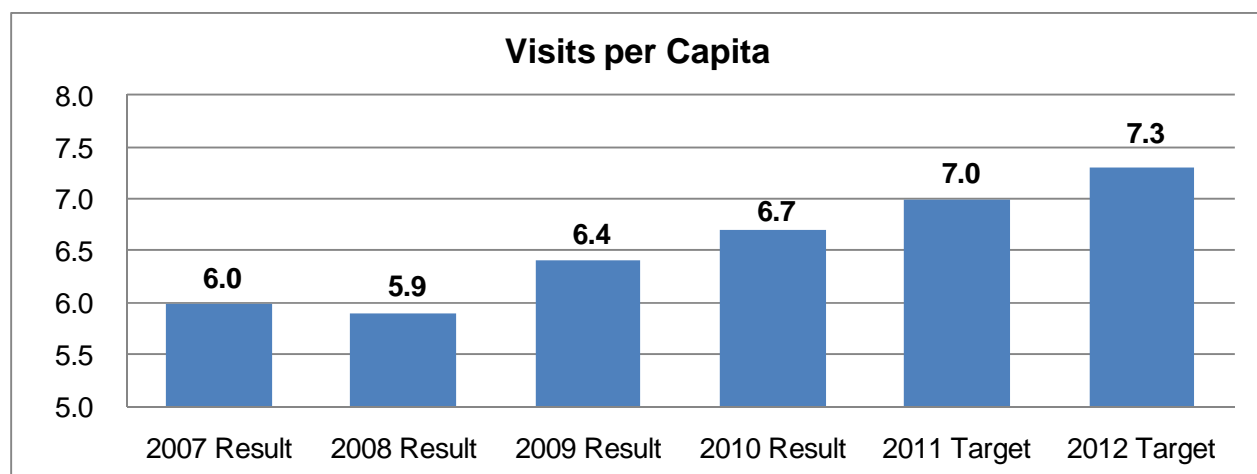
Library Activity		2001 - 2010
Overall Activity*	⇧	28.5%
Circulation (Includes etitles)	⇧	16.7%
In-person Visits	⇧	3.5%
Virtual Visits	⇧	159%

* Overall Activity as defined by Ontario Municipal benchmarking Initiative includes: circulation, in-library use, program attendance, standard reference request, in-person visits, work station users, wireless use, electronic reference request, licensed database searches, e-title circulation and virtual visits

Projections for 2012 are based on current service levels. Reductions to open hours and collections will impact these projections.
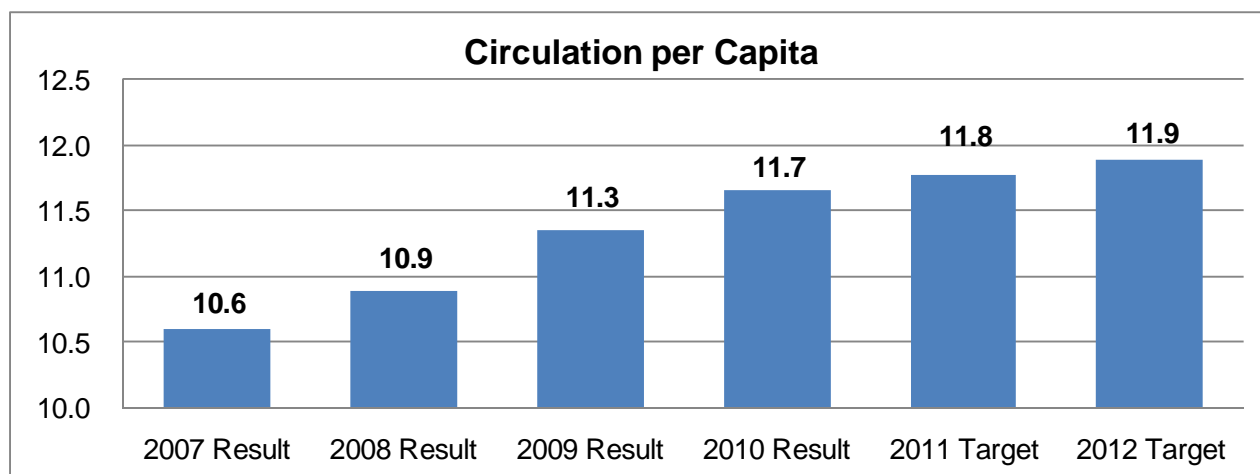
Community Impact

Toronto Public Library: Visits per Capita

Toronto Public Library is highly used by residents of all ages who visit branches to borrow materials, study, use computers and wireless and attend a variety of programs demonstrating the expanding role of libraries as community hubs.
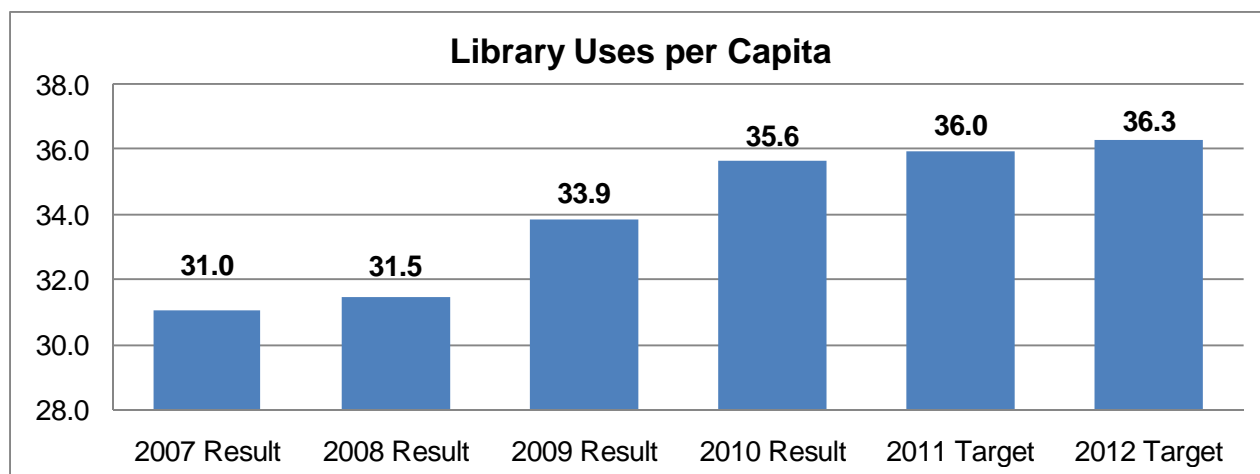
Service Outcomes

Toronto Public Library: Circulation per Capita

Toronto Public Library is experiencing an increase in circulation as residents access the library's collections to support literacy, education, employment and recreation. The library provides access to materials in 40 languages and a variety of formats including e-content to respond to the needs of residents of all ages, backgrounds and abilities.
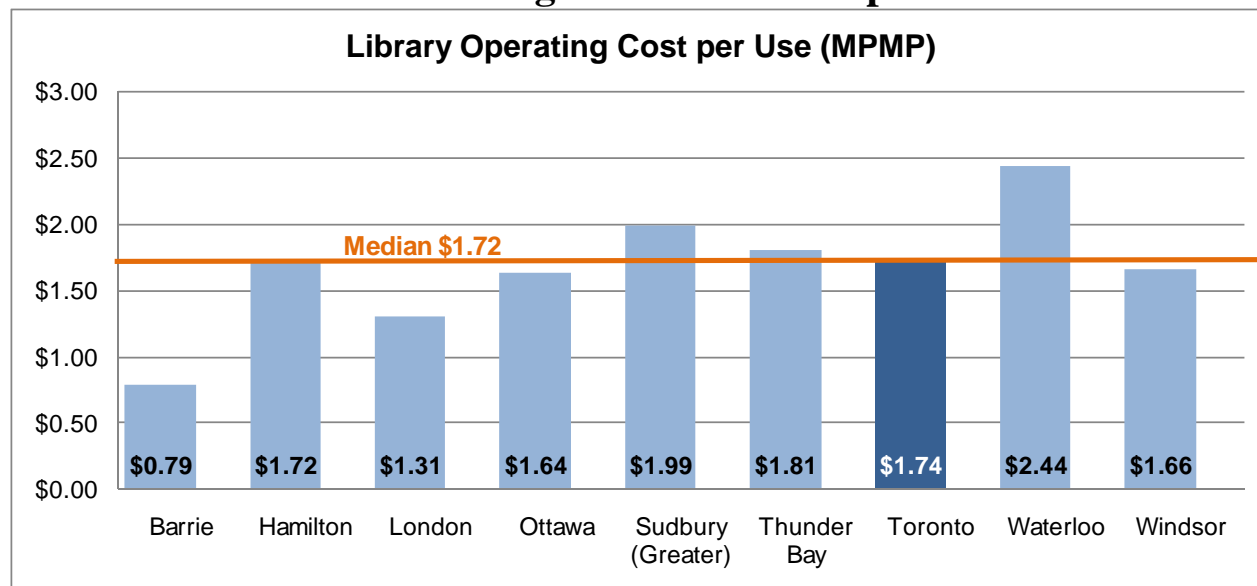
Efficiencies

Toronto Public Library: Library Uses per Capita

Toronto Public Library is used by a broad cross section of Toronto's diverse population. This measure captures both traditional branch based services and electronic usage.

Benchmarking: Ontario Municipalities

Library Operating Cost per Use (MPMP)

City	Cost
Barrie	$0.79
Hamilton	$1.72
London	$1.31
Ottawa	$1.64
Sudbury (Greater)	$1.99
Thunder Bay	$1.81
Toronto	$1.74
Waterloo	$2.44
Windsor	$1.66

Median $1.72

Source: OMBI 2009

Toronto's cost per use ($1.74) is the sixth lowest of nine OMBI participants. Toronto offers a wide range of highly, used services to meet the needs of Toronto's urban population including significant research, archival and multilingual collections in several formats; access to computers and the Internet; programming and safe meeting space for residents and community groups.

Benchmarking: Ontario Municipal Benchmarking 2009 Results
In 2009, the Ontario Municipal Benchmarking Initiative (OMBI) ranked Toronto Public Library as an efficient and effective urban library system delivering services which meet residents' needs. Use of computers and technology is becoming an essential service in Toronto as demonstrated by TPL highest usage per capita usage in workstation and wireless; 1st place ranking in library materials use reflects residents' use of TPL's research and archival materials. In traditional uses (visits and circulation) TPL ranks in the top third.
- #1 in population served
- #1 in Computer Workstation Uses per Capita (2.22)
- #1 in Wireless Connections per Capita (0.25)
- #1 in In-Library Materials Use per Capita (2.89)
- #1 in Average Weekly Service Hours per Library Branch (51.9)
- #1 in Library Holdings per Capita (4.04)
- #1 in $ Amount Spent on Library Materials (General and Electronic) per Capita ($6.31)
- #2 in Program Attendance per Capita (0.27)
- #2 in Non-electronic Uses per Capita (21.7)
- #2 in Standard Reference Transactions per Capita (0.87)
- #2 in Downloaded Library Materials per Capita (0.05)
- #3 in Library Uses per Capita (33.9)
- #3 in Library Visits per Capita (6.37)
- #3 in Electronic Uses per Capita (12.2)
- #3 in Electronic Visits per Capita (8.49)

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Jurisdictional Comparators: Canadian Urban Public Libraries Serving a Population of 500,000 or more
Canadian libraries serving a population base of over 500,000 also provide good comparators for Toronto Public Library; these libraries serve diverse population base and have a comparable role in supporting the educational, demographic and social life of communities in partnership with other public sector institutions.

TPL has the largest number of branches; however access is defined both by branch location, size and open hours. TPL ranks 2nd in square feet per capita and 3rd in open hours per branch. With its densely populated urban core, access to study and community space is important to residents. TPL's overall collection is large, however, the number of new items added per capita is in the bottom third of Canadian comparators. To respond to TPL's diverse population, materials must be acquired in a variety of formats and languages.

Of the ten Canadian Urban Library systems serving 500,000 or more, in 2010[1], Toronto Public Library ranks:

- #1 in population served
- #1 in the number of branches
- #4 in population served per branch
- #2 in square feet of library space
- #3 in average weekly service hours per library branch
- #1 in library holdings per capita
- #6 in the number of new items added per capita

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[1] Source: Draft results from the Canadian Urban Libraries Council (CULC) 2010 survey.