

SUMMARY STATISTICS

January - December 2007

CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			VISITS			HOLDS PLACED			HOLDS FILLED					
Neighbourhood & District branches are ranked in order by circulation			%	%			%			%			%			%				
			2007	2006	Change	2007	2006	Change	2007	2006	Change	2007	2006	Change	2007	2006	Change	2007	2006	Change
NEIGHBOURHOOD BRANCHES																				
1st Quartile																				
~	1	Woodside Square	426,259	462,087	-7.8	180,978	154,250	17.3	129,155	98,250	31.5	439,801	380,188	15.7	27,057	29,154	-7.2	62,607	70,847	-11.6
	2	Eatonville	412,665	487,396	-15.3	85,625	89,913	-4.8	194,813	203,800	-4.4	225,113	269,238	-16.4	25,385	31,348	-19.0	77,393	88,401	-12.5
	3	Bridlewood	350,969	375,930	-6.6	74,038	98,463	-24.8	64,888	82,075	-20.9	277,013	310,213	-10.7	22,863	27,850	-17.9	57,998	62,658	-7.4
	4	Runnymede	348,361	339,134	2.7	71,563	69,325	3.2	86,563	60,438	43.2	288,400	248,763	15.9	30,926	30,899	0.1	88,324	76,019	16.2
	5	Riverdale	329,935	407,096	-19.0	110,900	123,788	-10.4	55,513	60,150	-7.7	208,063	255,366	-18.5	22,498	27,332	-17.7	44,673	55,590	-19.6
	6	Deer Park	325,964	332,064	-1.8	62,000	73,650	-15.8	67,013	99,938	-32.9	265,538	290,575	-8.6	37,769	41,015	-7.9	85,628	86,864	-1.4
	7	Goldhawk Park	295,305	304,203	-2.9	82,863	80,100	3.4	41,275	41,038	0.6	141,543	164,535	-14.0	15,921	18,304	-13.0	52,989	49,543	7.0
*	8	Parkdale	293,945	272,844	7.7	79,850	93,491	-14.6	95,950	112,841	-15.0	240,473	226,978	5.9	44,276	41,713	6.1	70,434	65,073	8.2
	9	Sanderson	286,123	294,425	-2.8	87,363	223,600	-60.9	34,438	48,400	-28.8	246,763	253,413	-2.6	26,577	26,432	0.5	49,681	47,779	4.0
	10	Danforth Coxwell	284,049	290,623	-2.3	33,738	46,225	-27.0	56,438	52,500	7.5	174,150	170,725	2.0	24,891	27,732	-10.2	71,026	71,708	-1.0
	11	Leaside	275,225	268,318	2.6	59,013	70,713	-16.5	29,338	30,438	-3.6	101,738	125,550	-19.0	16,842	16,422	2.6	53,717	49,837	7.8
	12	Yorkville	259,374	266,532	-2.7	42,038	50,163	-16.2	51,438	41,263	24.7	150,063	159,163	-5.7	24,358	26,032	-6.4	72,714	75,377	-3.5
	13	Locke	259,281	273,971	-5.4	78,863	85,313	-7.6	93,038	89,625	3.8	170,138	179,400	-5.2	20,593	22,227	-7.4	53,303	52,219	2.1
	14	Beaches	255,760	252,830	1.2	118,050	120,813	-2.3	123,538	110,550	11.7	239,900	236,550	1.4	20,827	22,203	-6.2	50,500	47,711	5.8
	15	High Park	251,499	253,940	-1.0	57,288	55,788	2.7	48,863	47,050	3.9	158,813	163,013	-2.6	20,418	21,950	-7.0	64,225	62,546	2.7
	16	Steeles	242,313	258,471	-6.3	58,500	65,863	-11.2	33,863	55,563	-39.1	126,288	138,738	-9.0	8,478	9,021	-6.0	39,303	43,154	-8.9
	17	Downsview	242,105	254,992	-5.1	126,800	64,600	96.3	117,075	114,613	2.1	186,879	205,990	-9.3	14,916	19,739	-24.4	34,163	34,673	-1.5
	18	Hillcrest	241,679	249,202	-3.0	42,950	43,150	-0.5	32,488	28,663	13.3	96,513	88,825	8.7	14,866	17,684	-15.9	64,728	67,041	-3.5
	19	St. James Town	241,545	279,167	-13.5	95,763	54,875	74.5	40,975	47,050	-12.9	197,400	212,675	-7.2	19,090	22,276	-14.3	47,713	53,857	-11.4
	20	Bayview	234,901	232,251	1.1	48,213	54,675	-11.8	43,950	46,388	-5.3	111,063	121,863	-8.9	12,551	12,953	-3.1	59,138	55,677	6.2
2nd Quartile																				
*	21	Eglinton Square	228,871	239,649	-4.5	46,188	46,363	-0.4	66,838	77,323	-13.6	157,963	173,153	-8.8	16,777	16,659	0.7	38,525	39,562	-2.6
	22	Parliament	224,979	240,086	-6.3	94,125	108,500	-13.2	45,938	57,588	-20.2	207,222	226,310	-8.4	26,717	33,359	-19.9	51,727	55,566	-6.9
	23	Centennial	217,200	230,670	-5.8	62,538	52,850	18.3	102,400	94,925	7.9	97,788	87,788	11.4	13,219	16,103	-17.9	59,607	64,848	-8.1
	24	Maryvale	203,707	212,723	-4.2	22,550	28,388	-20.6	40,050	41,025	-2.4	129,263	135,350	-4.5	18,182	18,512	-1.8	34,364	34,678	-0.9
	25	Forest Hill	201,683	205,168	-1.7	43,713	46,913	-6.8	33,825	34,800	-2.8	99,175	97,838	1.4	24,466	24,690	-0.9	58,018	55,915	3.8
	26	City Hall	200,091	171,345	16.8	43,813	27,963	56.7	35,513	40,325	-11.9	197,200	134,200	46.9	18,061	16,766	7.7	68,238	60,024	13.7
	27	College Shaw	187,272	154,650	21.1	41,863	44,413	-5.7	33,188	28,575	16.1	113,850	104,700	8.7	20,230	16,846	20.1	57,628	44,724	28.9
~	28	Main St.	183,970	207,234	-11.2	36,550	34,063	7.3	36,088	32,938	9.6	104,400	110,900	-5.9	13,629	16,587	-17.8	50,838	55,144	-7.8
*	29	McGregor Park	183,636	187,662	-2.1	49,325	54,639	-9.7	65,888	87,690	-24.9	100,083	114,515	-12.6	10,920	12,017	-9.1	30,064	28,942	3.9
	30	Burrows Hall	183,330	210,257	-12.8	56,838	55,450	2.5	35,075	50,125	-30.0	150,738	160,775	-6.2	9,142	10,505	-13.0	29,697	31,507	-5.7
	31	Dawes Road	181,897	184,646	-1.5	25,363	44,738	-43.3	40,563	45,213	-10.3	79,747	76,606	4.1	13,094	15,109	-13.3	36,254	35,145	3.2
	32	Palmerston	175,476	151,372	15.9	38,013	42,838	-11.3	51,913	40,850	27.1	112,800	111,463	1.2	14,283	12,510	14.2	55,394	40,274	37.5
	33	Wychwood	174,108	179,460	-3.0	34,375	51,838	-33.7	42,950	75,625	-43.2	94,713	120,238	-21.2	15,584	17,524	-11.1	51,552	49,962	3.2
	34	Port Union	173,994	188,020	-7.5	30,563	35,000	-12.7	23,350	30,488	-23.4	81,963	87,388	-6.2	10,632	12,167	-12.6	38,801	39,869	-2.7
	35	Highland Creek	172,624	184,883	-6.6	46,075	56,638	-18.6	27,888	27,563	1.2	63,950	68,513	-6.7	12,792	11,503	11.2	34,836	33,502	4.0
	36	Flemingdon Park	165,009	175,820	-6.1	66,775	61,547	8.5	73,900	88,729	-16.7	119,668	131,795	-9.2	12,048	13,879	-13.2	32,141	34,139	-5.9
	37	Pleasant View	164,282	173,159	-5.1	32,975	43,588	-24.3	22,250	27,625	-19.5	73,538	85,613	-14.1	11,276	12,175	-7.4	38,425	38,605	-0.5
	38	Annette	163,471	145,223	12.6	22,800	28,475	-19.9	22,825	16,738	36.4	78,450	78,975	-0.7	15,023	14,260	5.4	52,799	44,855	17.7
	39	Gerrard Ashdale	160,993	186,515	-13.7	28,675	39,663	-27.7	26,038	32,325	-19.5	87,488	100,300	-12.8	13,928	17,188	-19.0	33,706	36,805	-8.4
	40	Kennedy Eglinton	160,426	163,871	-2.1	42,488	46,413	-8.5	39,613	53,113	-25.4	83,000	79,975	3.8	13,459	11,441	17.6	30,408	31,172	-2.5

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3rd Quartile																		
41 Brookbanks	155,243	166,866	-7.0	36,638	35,013	4.6	29,788	19,375	53.7	66,775	73,750	-9.5	8,725	9,327	-6.5	33,620	34,825	-3.5
42 Thorncliffe	148,331	191,328	-22.5	58,913	61,563	-4.3	98,863	67,775	45.9	136,588	123,663	10.5	13,861	22,169	-37.5	29,645	42,297	-29.9
43 Spadina	146,742	165,860	-11.5	30,363	29,513	2.9	15,513	23,363	-33.6	78,913	73,700	7.1	11,444	14,090	-18.8	44,970	49,653	-9.4
* 44 Morningside	146,354	107,885	35.7	46,425	33,343	39.2	34,813	25,699	35.5	95,600	66,435	43.9	9,881	6,384	54.8	22,170	9,920	123.5
45 Cliffcrest	146,007	149,115	-2.1	17,825	22,263	-19.9	16,825	21,688	-22.4	68,663	79,413	-13.5	13,183	10,402	26.7	28,209	23,226	21.5
46 Jones	137,702	157,235	-12.4	33,638	36,488	-7.8	18,388	21,125	-13.0	63,238	72,638	-12.9	12,010	15,219	-21.1	30,296	31,933	-5.1
47 Amesbury Park	132,125	145,773	-9.4	66,050	73,550	-10.2	55,463	63,750	-13.0	69,450	81,913	-15.2	10,550	14,490	-27.2	25,055	28,217	-11.2
48 Elmbrook Park	130,669	127,651	2.4	8,000	9,200	-13.0	31,175	30,063	3.7	49,900	49,450	0.9	7,913	8,342	-5.1	24,669	23,782	3.7
49 Bendale	129,911	132,028	-1.6	23,638	29,600	-20.1	68,163	61,625	10.6	73,400	69,600	5.5	10,221	10,981	-6.9	22,195	21,023	5.6
50 St. Lawrence	129,388	126,929	1.9	31,850	15,863	100.8	32,300	16,125	100.3	61,488	66,300	-7.3	9,770	11,786	-17.1	41,492	41,851	-0.9
51 Mimico Centennial	128,033	143,741	-10.9	25,950	28,613	-9.3	26,963	31,475	-14.3	75,988	82,913	-8.4	10,194	12,121	-15.9	24,817	26,436	-6.1
52 Alderwood	127,071	136,938	-7.2	23,563	23,463	0.4	24,925	26,525	-6.0	73,913	70,600	4.7	6,644	7,045	-5.7	21,795	21,882	-0.4
53 Weston	125,446	142,559	-12.0	52,200	54,900	-4.9	37,763	41,988	-10.1	83,913	103,125	-18.6	11,741	14,453	-18.8	25,849	28,152	-8.2
54 Armour Heights	114,193	115,709	-1.3	23,388	21,888	6.9	20,688	20,713	-0.1	50,475	51,100	-1.2	7,718	7,252	6.4	27,751	26,051	6.5
55 Humber Bay	113,430	115,795	-2.0	12,525	10,675	17.3	32,650	29,138	12.1	58,075	52,350	10.9	8,754	9,840	-11.0	28,706	28,215	1.7
56 Mount Dennis	110,322	101,388	8.8	33,563	38,125	-12.0	35,363	42,125	-16.1	62,800	70,475	-10.9	10,912	6,211	75.7	17,639	15,967	10.5
57 Black Creek	108,497	110,217	-1.6	42,338	47,850	-11.5	59,750	55,100	8.4	102,913	106,063	-3.0	6,165	6,339	-2.7	12,559	12,050	4.2
58 Long Branch	106,182	110,162	-3.6	13,363	15,088	-11.4	20,563	30,175	-31.9	51,813	54,125	-4.3	9,526	9,208	3.5	22,845	20,731	10.2
59 Oakwood	104,524	96,672	8.1	61,025	78,788	-22.5	24,438	31,113	-21.5	74,338	88,625	-16.1	9,562	9,176	4.2	20,340	17,496	16.3
* 60 New Toronto	99,282	96,360	3.0	48,950	49,248	-0.6	44,713	45,576	-1.9	77,034	81,376	-5.3	9,961	8,468	17.6	21,224	18,842	12.6
4th Quartile																		
61 Rexdale	98,965	116,248	-14.9	12,500	15,350	-18.6	17,475	18,200	-4.0	51,638	49,925	3.4	5,519	8,577	-35.7	16,369	20,716	-21.0
62 Humberwood	98,392	98,061	0.3	29,925	22,193	34.8	40,013	40,886	-2.1	162,388	151,243	7.4	5,300	6,014	-11.9	12,181	13,046	-6.6
63 Guildwood	95,660	110,325	-13.3	7,075	22,800	-69.0	21,538	29,625	-27.3	54,025	64,313	-16.0	7,185	9,451	-24.0	22,288	23,644	-5.7
64 Mount Pleasant	88,256	85,754	2.9	13,100	13,888	-5.7	16,825	10,750	56.5	44,788	39,525	13.3	7,476	7,409	0.9	27,865	23,979	16.2
65 Evelyn Gregory	86,178	88,724	-2.9	21,875	14,925	46.6	13,538	11,325	19.5	66,913	68,550	-2.4	6,887	6,900	-0.2	14,722	12,513	17.7
66 Jane Sheppard	79,888	86,627	-7.8	32,713	44,425	-26.4	18,463	25,638	-28.0	83,500	100,938	-17.3	5,039	5,880	-14.3	10,928	11,423	-4.3
67 Woodview Park	76,742	80,844	-5.1	20,063	20,063		21,188	24,050	-11.9	41,900	49,288	-15.0	5,167	6,543	-21.0	12,146	13,740	-11.6
68 Taylor	76,624	73,360	4.4	16,638	18,988	-12.4	12,625	20,538	-38.5	29,963	41,588	-28.0	7,190	6,757	6.4	15,484	14,309	8.2
69 Davenport	73,357	78,385	-6.4	10,550	11,463	-8.0	12,650	11,600	9.1	38,075	40,900	-6.9	8,607	9,867	-12.8	23,334	23,555	-0.9
70 Victoria Village	71,336	70,826	0.7	23,275	22,025	5.7	20,013	14,813	35.1	37,625	35,000	7.5	5,228	5,052	3.5	15,632	15,253	2.5
71 Northern Elms	69,563	96,126	-27.6	16,363	20,325	-19.5	14,913	28,825	-48.3	31,588	53,800	-41.3	4,056	5,470	-25.9	11,839	13,609	-13.0
72 Humber Summit	68,072	68,764	-1.0	19,050	19,525	-2.4	35,925	26,713	34.5	40,163	41,063	-2.2	4,471	5,366	-16.7	9,801	10,036	-2.3
73 Perth Dupont	59,744	55,472	7.7	17,025	11,300	50.7	7,738	5,925	30.6	33,350	34,275	-2.7	5,842	7,121	-18.0	13,163	12,102	8.8
~ 74 Dufferin St. Clair	56,720	111,926	-49.3	22,538	50,375	-55.3	12,388	26,838	-53.8	45,188	94,200	-52.0	6,938	13,300	-47.8	12,143	21,800	-44.3
75 Queen Saulters	56,287	54,328	3.6	33,638	32,750	2.7	32,650	24,263	34.6	52,375	49,400	6.0	4,642	5,142	-9.7	15,070	14,930	0.9
* 76 Todmorden	53,845	41,471	29.8	9,325	11,779	-20.8	9,238	10,061	-8.2	42,813	29,446	45.4	3,116	2,662	17.1	18,451	14,957	23.4
77 St. Clair Silverthorn	47,157	48,772	-3.3	10,338	12,413	-16.7	10,575	19,875	-46.8	30,338	43,038	-29.5	2,965	4,202	-29.4	9,626	10,099	-4.7
78 Swansea	22,729	25,919	-12.3	3,400	2,113	60.9	4,613	3,525	30.9	13,263	13,400	-1.0	1,671	2,111	-20.8	7,899	8,794	-10.2
~ 79 Jane Dundas	17	149,654	-100.0		31,333	-100.0		37,122	-100.0		85,013	-100.0	55	10,458	-99.5	1	25,695	-100.0
Neighbourhood Total	13,383,260	14,129,686	-5.3	3,471,578	3,782,083	-8.2	3,358,155	3,549,288	-5.4	8,653,797	9,090,659	-4.8	1,050,653	1,153,671	-8.9	2,878,067	2,898,561	-0.7
Neighbourhood Average	169,408	178,857	-5.3	44,507	47,874	-7.0	43,053	44,928	-4.2	110,946	115,072	-3.6	13,299	14,603	-8.9	36,431	36,691	-0.7

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DISTRICT BRANCHES																		
1 Agincourt	1,128,453	1,245,396	-9.4	236,788	266,550	-11.2	227,300	292,213	-22.2	508,333	588,271	-13.6	56,137	63,595	-11.7	129,081	132,968	-2.9
2 Fairview	977,251	1,053,928	-7.3	316,650	350,850	-9.7	212,638	224,800	-5.4	374,936	401,053	-6.5	42,780	50,596	-15.4	131,068	142,022	-7.7
3 Cedarbrae	699,048	789,744	-11.5	142,150	140,263	1.3	162,125	178,875	-9.4	548,932	566,915	-3.2	45,800	57,071	-19.7	81,076	90,222	-10.1
* 4 Richview	650,855	429,179	51.7	138,250	85,688	61.3	195,375	132,836	47.1	281,951	208,250	35.4	34,008	24,403	39.4	76,223	48,955	55.7
5 Don Mills	592,895	596,479	-0.6	136,150	137,913	-1.3	100,838	107,688	-6.4	234,035	233,904	0.1	33,723	36,683	-8.1	90,265	88,446	2.1
6 Malvern	583,454	641,369	-9.0	262,575	296,650	-11.5	181,188	187,300	-3.3	379,348	388,423	-2.3	24,948	27,666	-9.8	50,015	50,568	-1.1
7 Barbara Frum	567,389	595,330	-4.7	118,713	134,713	-11.9	210,025	242,538	-13.4	263,339	275,770	-4.5	33,923	37,524	-9.6	81,136	77,836	4.2
8 Albion	492,084	530,298	-7.2	209,113	196,288	6.5	195,675	205,463	-4.8	411,005	430,606	-4.6	28,917	34,552	-16.3	54,306	59,846	-9.3
9 Lillian H. Smith	472,056	498,410	-5.3	146,200	163,825	-10.8	123,863	127,763	-3.1	344,345	376,917	-8.6	31,843	40,599	-21.6	81,015	85,071	-4.8
10 Albert Campbell	439,195	496,936	-11.6	122,100	126,963	-3.8	163,825	160,150	2.3	232,081	246,100	-5.7	25,915	30,914	-16.2	50,987	55,451	-8.1
11 Northern District	400,497	415,657	-3.6	132,500	138,025	-4.0	121,450	134,038	-9.4	347,783	348,775	-0.3	35,365	38,100	-7.2	91,048	87,805	3.7
12 Brentwood	379,138	402,508	-5.8	65,088	70,513	-7.7	72,650	67,050	8.4	215,114	223,391	-3.7	23,836	24,345	-2.1	73,545	74,405	-1.2
* 13 Pape Danforth	357,471	142,324	151.2	84,600	34,867	142.6	43,713	18,462	136.8	252,078	90,918	177.3	26,918	9,328	188.6	77,396	20,934	269.7
14 York Woods	347,751	371,016	-6.3	121,113	138,475	-12.5	92,713	108,475	-14.5	186,116	168,591	10.4	18,031	19,644	-8.2	43,395	46,265	-6.2
15 Maria A. Shchuka	218,482	220,501	-0.9	72,013	92,363	-22.0	55,975	61,575	-9.1	194,136	194,755	-0.3	15,803	16,608	-4.8	29,536	27,465	7.5
~ 16 S. Walter Stewart	534	222,127	-99.8		37,992	-100.0		34,121	-100.0		105,994	-100.0	254	15,513	-98.4	126	35,834	-99.6
~ 17 Bloor Gladstone	94	298,234	-100.0		95,300	-100.0		75,025	-100.0		228,866	-100.0	65	30,535	-99.8	7	62,189	-100.0
District Total	8,306,647	8,949,436	-7.2	2,304,000	2,507,234	-8.1	2,159,350	2,358,369	-8.4	4,773,528	5,077,494	-6.0	478,266	557,676	-14.2	1,140,225	1,186,282	-3.9
District Average	488,626	526,437	-7.2	153,600	147,484	4.1	143,957	138,728	3.8	318,235	298,676	6.5	28,133	32,804	-14.2	67,072	69,781	-3.9
Branch Total (excl. R&R)	21,689,907	23,079,122	-6.0	5,775,578	6,289,317	-8.2	5,517,505	5,907,656	-6.6	13,427,325	14,168,153	-5.2	1,528,919	1,711,347	-10.7	4,018,292	4,084,843	-1.6
Branch Average (excl. R&R)	225,937	240,408	-6.0	62,103	65,514	-5.2	59,328	61,538	-3.6	144,380	147,585	-2.2	15,926	17,827	-10.7	41,857	42,550	-1.6

SUMMARY STATISTICS

January - December 2007

	CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			VISITS			HOLDS PLACED			HOLDS FILLED		
Neighbourhood & District branches are ranked in order by circulation	2007	2006	% Change	2007	2006	% Change	2007	2006	% Change	2007	2006	% Change	2007	2006	% Change	2007	2006	% Change
RESEARCH AND REFERENCE BRANCHES																		
North York Central	1,271,865	1,327,900	-4.2	587,963	495,450	18.7	519,413	537,375	-3.3	1,539,493	1,547,418	-0.5	65,958	73,416	-10.2	186,091	188,641	-1.4
Toronto Reference Library	150,628	134,227	12.2	1,206,275	1,328,300	-9.2	545,188	607,525	-10.3	1,257,574	1,248,004	0.8	34,977	38,865	-10.0	51,735	50,612	2.2
Virtual Reference Desk				50			5,150	5,575	-7.6									
Interloan	7,252	10,098	-28.2										7,020	8,622	-18.6	3,566	4,282	-16.7
Answerline	60,555	64,717	-6.4	12,200	7,188	69.7	165,275	165,438	-0.1				20,869	22,219	-6.1	13	168	-92.3
Urban Affairs	13,857	1,898	630.1	42,688	58,200	-26.7	46,525	38,313	21.4	71,888	56,238	27.8	2,849	2,283	24.8	9,740	83	11,634.9
Merril Collection				12,325	12,513	-1.5	8,913	8,313	7.2	7,163	7,438	-3.7						
Osborne Collection	105	30	250.0	22,563	23,638	-4.5	8,613	11,100	-22.4	6,963	9,038	-23.0	61	73	-16.4	9	1	800.0
Research & Reference Total	1,504,262	1,538,870	-2.2	1,884,063	1,925,288	-2.1	1,299,075	1,373,638	-5.4	2,883,079	2,868,135	0.5	131,734	145,478	-9.4	251,154	243,787	3.0
Research & Reference Average	711,247	731,064	-2.7	897,119	911,875	-1.6	532,300	572,450	-7.0	1,398,533	1,397,711	0.1	50,468	56,141	-10.1	118,913	119,627	-0.6
CITY-WIDE SERVICES																		
Bookmobile Total	145,651	125,235	16.3	31,788	26,838	18.4	22,900	21,100	8.5	50,388	54,788	-8.0	7,356	6,335	16.1	16,988	13,958	21.7
Home Library Service	491,041	538,408	-8.8	13,088	13,075	0.1	174,025	202,000	-13.8	10,663	7,413	43.8	67,209	60,495	11.1	39,825	40,551	-1.8
Sunnybrook Hospital	37,223	38,766	-4.0	6,425	6,213	3.4	10,313	7,963	29.5	16,950	19,313	-12.2	6,246	7,610	-17.9	9,729	10,648	-8.6
Adult Literacy Services				5,825	6,875	-15.3	7,238	7,238										
City-Wide Services Total	673,915	702,409	-4.1	57,125	53,000	7.8	214,475	238,300	-10.0	78,000	81,513	-4.3	80,811	74,440	8.6	66,542	65,157	2.1
REMOTE SERVICES																		
Automated Phone System	896,334	1,078,282	-16.9															
Dial In Catalogue	7,492	9,077	-17.5										8,560	10,977	-22.0			
Web Catalogue	4,112,719	3,985,264	3.2										3,820,525	3,742,259	2.1			
Net Library	39,001	15,349	154.1															
Remote Services Total	5,055,546	5,087,972	-0.6										3,829,085	3,753,236	2.0			
Departmental Staff	2,320	4,117	-43.6										1,294	973	33.0	737	622	18.5
Hospital for Sick Children	15			225			2,225	2,000	11.3	3,113								
Grand Total	28,925,965	30,412,490	-4.9	7,716,991	8,267,605	-6.7	7,033,280	7,521,594	-6.5	16,391,516	17,117,800	-4.2	5,571,843	5,685,474	-2.0	4,336,725	4,394,409	-1.3

Notes:
* In 2006, this branch was closed for part or all of this time period for renovation/retrofit
~ In 2007, this branch was closed for part or all of this time period for renovation/retrofit