

SUMMARY STATISTICS

January - December 2005

Attachment 4-F

			CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			VISITS			HOLDS PLACED			HOLDS FILLED				
Neighbourhood & District branches			%			%			%			%			%			%				
are ranked in order by circulation			2005	2004	Change	2005	2004	Change	2005	2004	Change	2005	2004	Change	2005	2004	Change	2005	2004	Change		
NEIGHBOURHOOD BRANCHES																						
1st Quartile																						
	1	Woodside Square	E	467,535	449,118	4.1	86,650	141,063	-38.6	75,225	88,288	-14.8	392,413	363,175	8.1	30,434	31,928	-4.7	67,834	63,314	7.1	1
+	2	Eatonville	W	428,419	441,352	-2.9	93,775	101,375	-7.5	192,125	145,963	31.6	245,494	250,513	-2.0	30,851	32,373	-4.7	72,619	67,361	7.8	2
*	3	Riverdale	S	406,476	344,399	18.0	113,788	128,170	-11.2	63,775	60,042	6.2	270,283	232,180	16.4	31,358	25,086	25.0	54,852	36,897	48.7	3
	4	Bridlewood	E	352,754	336,469	4.8	87,750	91,000	-3.6	81,000	101,313	-20.0	328,450	334,075	-1.7	29,795	27,671	7.7	60,920	55,845	9.1	4
	5	Deer Park	S	331,538	319,030	3.9	73,350	75,363	-2.7	99,875	100,238	-0.4	293,363	291,288	0.7	42,861	42,877	0.0	82,815	74,008	11.9	5
*	6	St. James Town	S	314,031	79,366	295.7	58,288	16,559	252.0	52,400	9,167	471.6	225,263	44,499	406.2	24,946	5,250	375.2	51,496	7,310	604.5	6
	7	Parkdale	S	302,434	298,302	1.4	117,913	124,950	-5.6	107,300	100,850	6.4	251,085	257,800	-2.6	49,893	48,780	2.3	72,785	67,471	7.9	7
	8	Goldhawk Park	E	290,621	278,275	4.4	74,338	97,738	-23.9	38,950	52,013	-25.1	161,899	164,842	-1.8	18,572	20,898	-11.1	46,879	44,052	6.4	8
	9	Sanderson	S	285,392	284,059	0.5	172,063	211,613	-18.7	62,825	78,088	-19.5	308,400	308,675	-0.1	33,298	32,981	1.0	50,311	46,954	7.1	9
	10	Downsview	N	277,404	284,019	-2.3	132,488	127,125	4.2	103,488	125,650	-17.6	201,167	221,410	-9.1	22,988	23,595	-2.6	35,238	32,177	9.5	10
	11	Danforth Coxwell	S	274,370	223,927	22.5	63,788	92,738	-31.2	49,538	65,588	-24.5	173,138	179,100	-3.3	30,918	24,453	26.4	66,686	45,435	46.8	11
*	12	Yorkville	S	268,995	275,119	-2.2	55,700	53,464	4.2	36,525	42,152	-13.3	154,600	175,033	-11.7	28,255	31,485	-10.3	76,200	73,975	3.0	12
	13	Leaside	E	268,984	257,136	4.6	59,825	56,525	5.8	27,575	27,100	1.8	128,563	127,588	0.8	16,944	18,952	-10.6	46,180	39,080	18.2	13
~	14	Locke	S	264,343	279,236	-5.3	97,397	95,913	1.5	124,388	120,325	3.4	196,068	191,738	2.3	21,523	24,734	-13.0	48,236	46,201	4.4	14
*	15	High Park	S	249,271	238,932	4.3	55,725	60,979	-8.6	39,550	41,448	-4.6	158,163	153,177	3.3	22,839	23,665	-3.5	58,081	53,567	8.4	15
~ *	16	Beaches	S	244,304	66,445	267.7	123,090	30,088	309.1	117,283	30,276	287.4	233,991	53,215	339.7	20,834	7,029	196.4	38,988	12,905	202.1	16
	17	Steeles	E	242,435	205,027	18.2	56,213	85,438	-34.2	53,788	71,675	-25.0	125,425	127,888	-1.9	10,826	11,014	-1.7	42,666	36,477	17.0	17
~	18	Parliament	S	240,342	296,842	-19.0	95,071	133,150	-28.6	38,873	50,125	-22.4	195,088	246,389	-20.8	32,915	42,686	-22.9	56,092	70,535	-20.5	18
	19	Eglinton Square	E	234,256	230,782	1.5	54,200	72,975	-25.7	79,050	78,913	0.2	172,375	175,100	-1.6	18,435	19,973	-7.7	35,922	34,283	4.8	19
	20	Centennial	N	233,216	232,135	0.5	50,663	53,525	-5.3	98,738	104,950	-5.9	81,275	84,163	-3.4	17,842	17,166	3.9	66,080	63,495	4.1	20
2nd Quartile																						
~	21	Hillcrest	N	233,065	237,201	-1.7	49,088	52,163	-5.9	32,674	43,175	-24.3	86,075	87,538	-1.7	17,727	19,379	-8.5	63,576	59,031	7.7	21
~	22	Burrows Hall	E	223,016	417,977	-46.6	61,924	103,800	-40.3	43,817	92,950	-52.9	155,644	283,587	-45.1	13,734	30,822	-55.4	36,160	54,694	-33.9	22
	23	Maryvale	E	220,578	219,892	0.3	32,450	30,850	5.2	40,538	40,575	-0.1	132,788	137,525	-3.4	20,181	21,387	-5.6	35,939	35,815	0.3	23
	24	Bayview	N	220,063	198,831	10.7	65,525	64,088	2.2	50,625	42,000	20.5	110,288	96,888	13.8	14,466	14,892	-2.9	53,319	46,585	14.5	24
	25	Jane Dundas	W	215,701	220,270	-2.1	56,150	58,350	-3.8	54,913	55,488	-1.0	134,625	143,213	-6.0	16,908	17,095	-1.1	35,581	31,531	12.8	25
	26	Forest Hill	S	214,492	209,874	2.2	50,038	50,925	-1.7	41,563	45,413	-8.5	117,975	123,425	-4.4	27,016	28,585	-5.5	56,442	53,871	4.8	26
	27	Main St.	S	211,870	244,718	-13.4	49,638	48,750	1.8	35,463	40,938	-13.4	116,763	132,038	-11.6	20,832	24,632	-15.4	55,961	58,564	-4.4	27
~ *	28	Runnymede	S	211,274	22,685	831.3	43,128	5,084	748.3	49,243	3,448	1328.1	142,433	16,668	754.5	16,706	2,640	532.8	32,604	6,073	436.9	28
	29	Wychwood	S	197,048	190,613	3.4	52,363	52,325	0.1	70,850	65,900	7.5	118,288	116,488	1.5	21,403	23,990	-10.8	53,441	50,010	6.9	29
	30	Gerrard Ashdale	S	194,814	200,546	-2.9	37,075	52,038	-28.8	36,463	42,775	-14.8	111,138	123,138	-9.7	18,854	20,490	-8.0	35,674	36,897	-3.3	30
	31	Port Union	E	193,417	172,192	12.3	33,825	37,700	-10.3	25,625	30,088	-14.8	89,400	85,463	4.6	12,338	11,135	10.8	38,551	28,743	34.1	31
*	32	McGregor Park	E	191,392	162,296	17.9	50,200	40,296	24.6	67,725	70,810	-4.4	95,041	82,799	14.8	15,027	13,701	9.7	28,762	23,163	24.2	32
	33	Flemingdon Park	N	185,623	193,619	-4.1	63,125	95,338	-33.8	75,763	78,063	-2.9	136,864	98,322	39.2	15,485	21,043	-26.4	35,546	39,961	-11.0	33
	34	Thornccliffe	E	185,506	183,581	1.0	71,938	72,275	-0.5	101,400	34,875	190.8	139,613	143,313	-2.6	24,597	29,080	-15.4	44,088	44,664	-1.3	34
	35	Dawes Road	E	182,704	182,859	-0.1	25,900	52,038	-50.2	40,238	35,463	13.5	76,813	81,038	-5.2	16,662	20,052	-16.9	34,201	35,879	-4.7	35
	36	Highland Creek	E	178,040	177,887	0.1	58,513	58,538	0.0	25,350	32,738	-22.6	61,663	75,613	-18.4	12,909	15,317	-15.7	30,902	27,789	11.2	36
*	37	Spadina	S	176,708	161,033	9.7	31,200	32,734	-4.7	23,500	18,001	30.6	83,363	68,888	21.0	18,051	17,319	4.2	51,354	42,302	21.4	37
	38	Kennedy Eglinton	E	174,146	174,024	0.1	52,988	57,600	-8.0	53,500	58,738	-8.9	86,713	99,925	-13.2	12,878	14,946	-13.8	32,291	30,115	7.2	38
	39	Pleasant View	N	173,494	157,030	10.5	43,925	54,975	-20.1	28,250	43,900	-35.6	66,188	75,425	-12.2	13,588	11,698	16.2	37,678	30,026	25.5	39

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are ranked in order by circulation			2005	2004	Change	2005	2004	Change	2005	2004	Change	2005	2004	Change	2005	2004	Change	2005	2004	Change		
3rd Quartile																						
	40	Annette	S	172,436	200,111	-13.8	34,963	46,063	-24.1	25,650	30,300	-15.3	87,150	111,800	-22.0	22,080	26,733	-17.4	55,951	59,045	-5.2	40
	41	City Hall	S	167,135	152,833	9.4	31,238	37,025	-15.6	42,988	33,100	29.9	128,400	125,050	2.7	17,065	18,540	-8.0	57,352	49,643	15.5	41
	42	Brookbanks	N	165,462	170,464	-2.9	32,413	38,375	-15.5	10,150	14,400	-29.5	61,525	63,825	-3.6	10,449	11,713	-10.8	34,716	33,455	3.8	42
	43	Jones	S	162,236	165,737	-2.1	42,750	55,550	-23.0	22,700	24,863	-8.7	82,813	101,275	-18.2	19,266	21,407	-10.0	32,114	31,084	3.3	43
	44	College Shaw	S	160,962	152,410	5.6	52,675	40,263	30.8	27,400	21,413	28.0	106,138	93,350	13.7	19,661	20,411	-3.7	44,066	39,684	11.0	44
	45	Palmerston	S	150,148	148,322	1.2	41,363	49,625	-16.6	39,863	49,125	-18.9	118,713	134,513	-11.7	13,692	15,733	-13.0	39,422	37,136	6.2	45
	46	Amesbury Park	N	149,775	151,843	-1.4	60,763	60,075	1.1	58,463	52,650	11.0	75,788	76,163	-0.5	18,610	17,270	7.8	30,793	31,694	-2.8	46
+	47	Alderwood	W	146,504	132,957	10.2	33,688	37,825	-10.9	27,538	29,400	-6.3	82,913	81,850	1.3	7,942	8,772	-9.5	23,345	20,420	14.3	47
* +	48	Mimico Centennial	W	141,729	135,968	4.2	27,963	36,180	-22.7	35,588	47,401	-24.9	84,663	85,081	-0.5	12,355	13,262	-6.8	24,851	24,248	2.5	48
	49	Cliffcrest	E	141,202	136,975	3.1	15,100	20,538	-26.5	18,063	20,425	-11.6	80,625	81,888	-1.5	9,480	10,033	-5.5	22,844	20,987	8.8	49
~	50	Weston	W	140,753	152,161	-7.5	46,878	68,350	-31.4	27,240	39,825	-31.6	87,265	88,113	-1.0	14,610	15,727	-7.1	26,214	26,841	-2.3	50
	51	Bendale	E	127,607	135,364	-5.7	33,088	25,200	31.3	60,763	47,400	28.2	61,788	67,188	-8.0	11,325	12,686	-10.7	20,240	20,230	0.0	51
+	52	Elmbrook Park	W	124,252	123,271	0.8	10,238	15,038	-31.9	27,000	32,588	-17.1	48,025	55,125	-12.9	8,285	8,601	-3.7	21,901	18,803	16.5	52
	53	Armour Heights	N	122,415	115,917	5.6	27,913	31,425	-11.2	25,800	29,650	-13.0	55,150	60,338	-8.6	8,699	8,692	0.1	26,398	22,393	17.9	53
+	54	Humber Bay	W	121,344	122,794	-1.2	10,150	10,375	-2.2	33,275	33,175	0.3	61,163	59,125	3.4	10,324	11,273	-8.4	28,987	28,317	2.4	54
+	55	Rexdale	W	120,749	120,665	0.1	17,288	20,025	-13.7	24,850	24,125	3.0	48,600	54,400	-10.7	10,602	9,810	8.1	21,118	18,943	11.5	55
+	56	New Toronto	W	120,712	106,539	13.3	51,013	42,150	21.0	45,725	36,763	24.4	84,032	81,555	3.0	11,574	11,858	-2.4	25,431	18,718	35.9	56
	57	Dufferin St. Clair	S	119,735	122,913	-2.6	55,425	46,088	20.3	27,575	29,338	-6.0	105,088	95,725	9.8	14,733	15,534	-5.2	23,035	22,128	4.1	57
	58	St. Lawrence	S	118,309	107,909	9.6	23,575	23,550	0.1	12,450	15,050	-17.3	62,363	64,413	-3.2	13,143	14,899	-11.8	41,415	38,636	7.2	58
	59	Black Creek	N	112,334	110,694	1.5	51,475	63,600	-19.1	61,238	60,763	0.8	108,713	115,200	-5.6	7,904	8,292	-4.7	11,533	11,173	3.2	59
4th Quartile																						
	60	Guildwood	E	108,500	106,156	2.2	14,675	14,488	1.3	24,200	19,963	21.2	61,050	65,300	-6.5	9,216	10,282	-10.4	22,763	20,017	13.7	60
	61	Mount Dennis	W	101,552	101,533	0.0	25,750	38,338	-32.8	38,813	51,025	-23.9	69,650	67,038	3.9	8,972	9,265	-3.2	14,313	11,689	22.4	61
~ +	62	Humberwood	W	98,267	100,938	-2.6	20,565	25,275	-18.6	28,451	30,563	-6.9	150,897	155,375	-2.9	6,731	6,149	9.5	13,775	11,527	19.5	62
	63	Oakwood	W	97,249	97,344	-0.1	53,225	36,038	47.7	29,163	24,775	17.7	86,113	95,638	-10.0	11,419	11,363	0.5	17,815	16,788	6.1	63
	64	Mount Pleasant	S	92,434	92,257	0.2	10,275	13,363	-23.1	9,813	15,850	-38.1	36,263	38,263	-5.2	9,055	8,952	1.2	26,146	24,754	5.6	64
	65	Jane Sheppard	N	89,754	93,332	-3.8	43,150	57,213	-24.6	21,150	25,188	-16.0	98,188	119,300	-17.7	5,804	6,760	-14.1	10,976	11,687	-6.1	65
	66	Davenport	S	88,573	87,693	1.0	20,950	24,525	-14.6	16,888	18,838	-10.4	49,675	59,063	-15.9	12,349	13,613	-9.3	26,139	25,994	0.6	66
	67	Evelyn Gregory	W	87,737	91,022	-3.6	19,275	19,438	-0.8	11,763	17,688	-33.5	72,900	78,950	-7.7	7,322	6,797	7.7	10,942	9,735	12.4	67
	68	Woodview Park	N	86,037	85,414	0.7	24,900	23,425	6.3	23,225	22,338	4.0	51,175	45,200	13.2	6,444	6,657	-3.2	13,165	12,476	5.5	68
	69	Taylor	E	81,081	81,773	-0.8	14,663	18,050	-18.8	19,550	21,313	-8.3	48,888	49,075	-0.4	7,950	9,044	-12.1	16,242	15,484	4.9	69
	70	Victoria Village	N	72,899	78,115	-6.7	17,475	20,713	-15.6	8,000	8,813	-9.2	32,100	34,425	-6.8	5,141	6,937	-25.9	15,267	15,251	0.1	70
	71	Humber Summit	N	70,603	69,530	1.5	29,288	33,250	-11.9	23,550	26,350	-10.6	41,900	39,663	5.6	6,013	5,577	7.8	10,301	8,811	16.9	71
~	72	Morningside	E	68,104	174,363	-60.9	23,532	66,938	-64.8	31,372	98,738	-68.2	62,531	149,400	-58.1	6,766	19,429	-65.2	12,679	28,900	-56.1	72
~ * +	73	Northern Elms	W	62,067	4,411	1307.1	11,604			15,348			34,131			2,863	14	20350.0	5,260	12	43,733.3	73
	74	Queen Saulters	S	56,293	53,965	4.3	31,225	32,750	-4.7	18,175	26,388	-31.1	47,438	55,875	-15.1	5,545	6,480	-14.4	14,203	13,618	4.3	74
	75	Perth Dupont	S	53,734	53,983	-0.5	17,338	23,625	-26.6	8,600	11,588	-25.8	36,925	40,238	-8.2	6,388	7,666	-16.7	11,017	11,566	-4.7	75
	76	St. Clair Silverthorn	S	46,879	44,219	6.0	14,588	17,163	-15.0	19,075	27,500	-30.6	37,263	41,938	-11.1	3,988	4,070	-2.0	8,551	7,245	18.0	76
*	77	Todmorden	E	40,283	37,055	8.7	7,025	8,314	-15.5	5,113	3,236	58.0	30,213	29,657	1.9	1,852	2,067	-10.4	12,789	10,449	22.4	77
~ +	78	Long Branch	W	38,003	101,640	-62.6	4,891	18,550	-73.6	10,164	26,563	-61.7	17,401	54,050	-67.8	2,986	8,353	-64.3	6,122	19,146	-68.0	78
	79	Swansea	S	37,200	49,224	-24.4	3,663	10,675	-65.7	5,563	7,350	-24.3	19,513	30,525	-36.1	3,169	4,683	-32.3	15,043	17,552	-14.3	79
Neighbourhood Total			14,023,119	13,516,912	3.7	3,759,067	4,139,053	-9.2	3,462,051	3,525,304	-1.8	9,073,284	8,998,072	0.8	1,257,461	1,306,203	-3.7	2,818,184	2,573,334	9.5		
Neighbourhood Average			177,508	171,100	3.7	47,583	53,065	-10.3	43,823	45,196	-3.0	114,852	115,360	-0.4	15,917	16,534	-3.7	35,673	32,574	9.5		

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DISTRICT BRANCHES																						
*	1	Agincourt	E	1,216,646	1,165,006	4.4	268,875	270,758	-0.7	269,938	283,548	-4.8	555,708	565,210	-1.7	65,540	64,953	0.9	132,573	122,436	8.3	1
	2	Fairview	N	1,097,671	1,135,966	-3.4	365,163	393,825	-7.3	236,363	234,450	0.8	393,760	429,138	-8.2	58,874	63,825	-7.8	140,422	127,862	9.8	2
	3	Cedarbrae	E	809,276	776,480	4.2	169,000	174,250	-3.0	221,938	240,713	-7.8	503,349	457,295	10.1	63,613	63,544	0.1	93,684	84,359	11.1	3
+	4	Richview	W	691,809	689,042	0.4	167,688	154,163	8.8	238,975	244,600	-2.3	346,073	364,735	-5.1	44,578	49,802	-10.5	86,483	81,331	6.3	4
~ *	5	Malvern	E	685,653	1,656	41304.2	262,276			139,113			366,290			31,283	284	10915.1	43,398	90	48120.0	5
*	6	Don Mills	N	592,221	551,555	7.4	141,963	143,125	-0.8	102,075	114,029	-10.5	229,450	220,199	4.2	39,176	39,652	-1.2	89,485	80,413	11.3	6
	7	Barbara Frum	N	588,302	600,103	-2.0	145,513	159,100	-8.5	268,363	306,775	-12.5	394,474	421,108	-6.3	41,258	45,193	-8.7	77,921	74,888	4.1	7
+	8	Albion	W	520,896	511,298	1.9	187,100	196,550	-4.8	195,413	194,825	0.3	407,771	463,646	-12.1	38,785	37,849	2.5	59,655	53,395	11.7	8
	9	Albert Campbell	E	519,443	512,127	1.4	130,400	148,225	-12.0	155,100	153,463	1.1	241,579	253,422	-4.7	34,058	34,374	-0.9	56,668	51,056	11.0	9
	10	Lillian H. Smith	S	487,957	499,177	-2.2	177,325	214,625	-17.4	119,925	113,188	6.0	375,914	387,821	-3.1	42,090	46,338	-9.2	82,639	78,718	5.0	10
	11	Northern District	S	412,475	416,219	-0.9	148,975	142,088	4.8	155,850	140,975	10.6	349,389	342,836	1.9	41,658	43,491	-4.2	85,211	74,833	13.9	11
+	12	Brentwood	W	390,164	413,120	-5.6	76,963	67,738	13.6	65,575	83,075	-21.1	210,250	220,658	-4.7	24,944	29,671	-15.9	73,985	69,312	6.7	12
	13	York Woods	N	375,408	411,111	-8.7	162,838	178,113	-8.6	108,838	98,775	10.2	214,663	223,481	-3.9	23,301	27,678	-15.8	47,256	47,246	0.0	13
	14	S. Walter Stewart	E	342,046	326,143	4.9	60,038	71,713	-16.3	41,800	42,738	-2.2	162,531	160,975	1.0	26,417	27,071	-2.4	53,732	47,340	13.5	14
	15	Bloor Gladstone	S	330,425	326,911	1.1	115,325	131,163	-12.1	88,650	108,850	-18.6	259,653	284,131	-8.6	37,288	41,962	-11.1	71,480	67,317	6.2	15
	16	Maria A. Shchuka	W	212,125	220,087	-3.6	98,688	121,525	-18.8	66,025	86,838	-24.0	156,165	195,416	-20.1	18,550	19,640	-5.5	26,333	22,987	14.6	16
~	17	Pape Danforth	S	96,834	331,902	-70.8	17,350	81,225	-78.6	11,525	59,888	-80.8	49,707	233,420	-78.7	10,493	35,760	-70.7	23,740	74,550	-68.2	17
District Total				9,369,351	8,887,903	5.4	2,695,476	2,648,182	1.8	2,485,463	2,506,727	-0.8	5,216,721	5,223,487	-0.1	641,906	671,087	-4.3	1,244,665	1,158,133	7.5	
District Average				551,138	522,818	5.4	158,557	165,511	-4.2	146,204	156,670	-6.7	306,866	326,468	-6.0	37,759	39,476	-4.3	73,216	68,125	7.5	
Branch Total (excl. R&R)				23,392,470	22,404,815	4.4	6,454,543	6,787,235	-4.9	5,947,513	6,032,031	-1.4	14,290,005	14,221,559	0.5	1,899,367	1,977,290	-3.9	4,062,849	3,731,467	8.9	
Branch Average (excl. R&R)				243,672	233,383	4.4	67,235	72,205	-6.9	61,953	64,171	-3.5	148,854	151,293	-1.6	19,785	20,597	-3.9	42,321	38,869	8.9	

SUMMARY STATISTICS
January - December 2005

	CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			VISITS			HOLDS PLACED			HOLDS FILLED		
Neighbourhood & District branches are ranked in order by circulation	2005	2004	% Change	2005	2004	% Change	2005	2004	% Change	2005	2004	% Change	2005	2004	% Change	2005	2004	% Change
RESEARCH AND REFERENCE BRANCHES																		
North York Central	1,300,120	1,280,675	1.5	685,513	703,175	-2.5	514,163	553,763	-7.2	1,547,935	1,443,653	7.2	83,316	85,810	-2.9	175,134	155,092	12.9
Toronto Reference	135,223	136,951	-1.3	1,431,475	1,566,488	-8.6	599,350	684,763	-12.5	1,060,186	1,066,199	-0.6	43,100	51,338	-16.0	51,173	51,714	-1.0
Virtual Reference Desk							4,763	2,950	61.4									
Interloan	12,115	13,220	-8.4										9,932	11,067	-10.3	6,108	6,819	-10.4
Answerline	65,976	67,175	-1.8	9,550	12,325	-22.5	155,363	164,700	-5.7				20,135	18,996	6.0	9	11	-18.2
Urban Affairs	1,959	2,128	-7.9	60,700	63,763	-4.8	34,363	35,175	-2.3	48,988	45,138	8.5	2,247	2,370	-5.2	30	16	87.5
Merril Collection				11,625	21,775	-46.6	8,513	7,700	10.6	7,513	7,963	-5.7						
Osborne Collection	27	50	-46.0	26,075	24,775	5.2	12,900	12,563	2.7	7,738	8,575	-9.8	116	246	-52.8	14	5	180.0
Research & Reference Total	1,515,420	1,500,199	1.0	2,224,938	2,392,300	-7.0	1,329,413	1,461,613	-9.0	2,672,358	2,571,526	3.9	158,846	169,827	-6.5	232,468	213,657	8.8
Research & Reference Average	717,672	708,813	1.2	1,058,494	1,134,831	-6.7	556,756	619,263	-10.1	1,304,060	1,254,926	3.9	63,208	68,574	-7.8	113,154	103,403	9.4
CITY-WIDE SERVICES																		
Bookmobile	119,674	151,168	-20.8	20,075	27,800	-27.8	15,300	24,400	-37.3	47,113	69,288	-32.0	5,270	7,173	-26.5	13,798	14,531	-5.0
Home Library Service	536,550	546,859	-1.9	16,600	9,700	71.1	205,963	240,725	-14.4	8,150	6,500	25.4	59,778	66,899	-10.6	43,478	47,766	-9.0
Sunnybrook Hospital	36,247	29,853	21.4	6,963	8,338	-16.5	11,213	25,838	-56.6	19,600	28,400	-31.0	6,393	3,864	65.5	8,730	6,335	37.8
Adult Literacy Services				9,038	6,913	30.7	10,313	11,025	-6.5	12,413	23,550	-47.3						
City-Wide Services Total	692,471	727,880	-4.9	52,675	52,750	-0.1	242,788	301,988	-19.6	87,275	127,738	-31.7	71,441	77,936	-8.3	66,006	68,632	-3.8
REMOTE SERVICES																		
Automated Phone Rer	1,215,772	1,338,424	-9.2										16,760	24,617	-31.9			
Dial In Catalogue Ren	13,299	18,067	-26.4										3,713,763	3,097,031	19.9			
Web Catalogue Renewals	3,731,755	3,121,831	19.5															
Net Library (E-Books)	12,209	13,386	-8.8															
Remote Services Total	4,973,035	4,491,708	10.7										3,730,523	3,121,648	19.5			
Staff Activity	1,858	2,735	-32.1										939	937	0.2	629	711	-11.5
Hospital for Sick Children							1,963	2,075	-5.4									
Grand Total	30,575,254	29,127,337	5.0	8,732,155	9,232,285	-5.4	7,521,676	7,797,706	-3.5	17,049,638	16,920,822	0.8	5,861,116	5,347,638	9.6	4,361,952	4,014,467	8.7

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

* In 2004, this branch was closed for part or all of this time period for renovation/retrofit
~ In 2005, this branch was closed for part or all of this time period for renovation/retrofit
+ Weekly open hours were adjusted permanently