

Branch Summary Statistics: January to December 2016

		VISITS			CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			HOLDS AVAILABLE FOR P/U			WORKSTATION USERS			SQUARE FOOTAGE			OPEN HOURS			
Neighbourhood & District branches are ranked in order by visits			%			%			%		%			%		%		%		%		%				
		2016	2015	Change	2016	2015	Change	2016	2015	Change	2016	2015	Change	2016	2015	Change	2016	2015	Change	2016	2015	Change	2016	2015	Change	
NEIGHBOURHOOD BRANCHES																										
1st Quartile																										
1	Woodside Square	441,229	405,225	8.9	387,621	412,778	-6.1	103,125	99,188	4.0	101,607	91,934	10.5	49,795	50,035	-0.5	101,650	106,963	-5.0	9,792	9,792		3,127.5	3,104.5	0.7	1
2	Bridlewood	423,004	380,100	11.3	420,243	449,199	-6.4	113,350	105,475	7.5	84,970	76,668	10.8	54,528	57,198	-4.7	40,138	41,463	-3.2	7,690	7,690		3,348.0	3,279.5	2.1	2
3	Parkdale	352,888	430,586	-18.0	382,060	385,299	-0.8	65,388	63,713	2.6	86,671	117,094	-26.0	77,820	74,261	4.8	125,610	127,130	-1.2	24,083	24,083		3,432.0	3,409.0	0.7	3
4	Runnymede	287,359	473,488	-39.3	465,511	462,269	0.7	95,900	84,963	12.9	111,820	114,032	-1.9	117,198	111,574	5.0	63,363	65,663	-3.5	12,034	12,034		3,173.0	3,104.5	2.2	4
5	Deer Park	281,764	247,425	13.9	413,421	421,451	-1.9	55,650	28,413	95.9	128,659	96,568	33.2	93,961	94,633	-0.7	59,513	60,138	-1.0	16,558	16,558		3,127.5	3,104.5	0.7	5
6	Eatonville	239,521	226,512	5.7	508,926	517,719	-1.7	63,488	64,213	-1.1	149,795	161,166	-7.1	94,811	92,117	2.9	45,770	46,633	-1.9	12,203	12,203		3,257.0	3,234.0	0.7	6
7	Parliament Street	238,566	245,031	-2.6	226,487	240,075	-5.7	57,563	83,850	-31.4	57,396	51,833	10.7	43,935	47,665	-7.8	69,344	68,269	1.6	14,634	14,634		3,432.0	3,409.0	0.7	7
8	Sanderson	234,299	250,775	-6.6	212,780	235,400	-9.6	97,788	90,225	8.4	58,296	62,194	-6.3	33,272	35,245	-5.6	62,700	67,425	-7.0	12,702	12,702		3,127.5	3,104.5	0.7	8
9	Thorncliffe	215,864	189,550	13.9	178,515	192,845	-7.4	63,400	80,950	-21.7	46,895	42,230	11.0	22,653	23,899	-5.2	76,875	79,150	-2.9	11,034	11,034		3,302.5	3,279.5	0.7	9
10	Downsview	206,115	174,447	18.2	210,675	224,968	-6.4	49,388	55,025	-10.2	67,881	74,608	-9.0	27,651	28,370	-2.5	113,701	109,770	3.6	20,016	20,016		3,257.0	3,150.5	3.4	10
11	High Park	204,908	185,788	10.3	332,131	327,969	1.3	59,100	42,038	40.6	44,696	35,094	27.4	74,014	70,301	5.3	39,725	43,475	-8.6	8,850	8,850		3,127.5	3,104.5	0.7	11
12	Maryvale	203,955	167,575	21.7	207,891	224,525	-7.4	32,013	31,450	1.8	51,969	36,707	41.6	30,920	31,682	-2.4	34,313	32,938	4.2	4,421	4,421		2,536.5	2,523.0	0.5	12
13	City Hall	198,786	197,250	0.8	337,178	342,516	-1.6	49,950	47,513	5.1	46,079	48,709	-5.4	85,825	84,883	1.1	30,938	29,788	3.9	5,074	5,074		2,008.0	2,000.0	0.4	13
14	Riverdale	195,261	198,713	-1.7	265,073	281,348	-5.8	41,163	50,875	-19.1	42,857	53,743	-20.3	43,593	45,502	-4.2	70,700	73,775	-4.2	9,658	9,658		3,127.5	3,104.5	0.7	14
15	Locke	188,439	169,263	11.3	339,256	336,679	0.8	63,388	82,700	-23.4	84,048	104,945	-19.9	67,963	65,917	3.1	47,125	42,075	12.0	11,647	11,647		3,127.5	3,104.5	0.7	15
16	Beaches	187,288	185,450	1.0	332,412	356,357	-6.7	46,113	40,500	13.9	59,733	54,856	8.9	71,504	74,067	-3.5	45,825	48,525	-5.6	8,000	8,000		3,127.5	3,104.5	0.7	16
17	Fort York	179,705	180,200	-0.3	222,008	219,431	1.2	51,000	36,788	38.6	76,222	49,702	53.4	46,265	45,051	2.7	48,088	49,513	-2.9	16,008	16,008		3,149.0	3,104.5	1.4	17
18	Goldhawk Park	178,752	179,312	-0.3	249,112	264,751	-5.9	44,200	40,375	9.5	32,368	27,643	17.1	34,064	34,220	-0.5	45,802	49,572	-7.6	8,000	8,000		3,257.0	3,234.0	0.7	18
19	Flemingdon Park	176,366	191,338	-7.8	140,186	148,828	-5.8	43,125	49,938	-13.6	56,053	51,469	8.9	16,679	17,053	-2.2	49,910	50,388	-0.9	7,250	7,250		2,193.5	2,169.5	1.1	19
20	Scarborough Civic Centre	175,181	83,038	111.0	179,190	149,189	20.1	53,225	21,463	148.0	57,057	13,189	332.6	20,087	11,168	79.9	52,375	27,325	91.7	14,500	14,500		3,173.0	1,930.0	64.4	20
2nd Quartile																										
* 21	Bayview	175,117	171,555	2.1	413,869	374,989	10.4	56,450	43,443	29.9	80,583	63,921	26.1	81,241	71,737	13.2	23,800	19,505	22.0	6,333	6,333		2,536.5	2,262.5	12.1	21
22	St. James Town	174,275	177,063	-1.6	253,579	258,692	-2.0	43,838	47,838	-8.4	62,820	52,468	19.7	53,251	53,735	-0.9	56,575	57,375	-1.4	7,800	7,800		2,064.0	2,040.0	1.2	22
23	Danforth/Coxwell	173,523	158,113	9.7	302,772	296,571	2.1	44,513	42,675	4.3	41,194	44,856	-8.2	64,245	59,917	7.2	37,150	37,125	0.1	9,617	9,617		3,127.5	3,104.5	0.7	23
24	Steeles	168,942	161,988	4.3	256,926	267,333	-3.9	69,313	68,625	1.0	35,180	33,794	4.1	37,902	35,270	7.5	34,700	34,800	-0.3	5,009	5,009		3,302.5	3,279.5	0.7	24
25	Jane/Dundas	158,532	150,800	5.1	278,761	274,077	1.7	39,575	33,225	19.1	59,946	48,468	23.7	50,878	47,378	7.4	64,400	64,375	0.0	11,955	11,955		3,127.5	2,996.0	4.4	25
26	Leaside	157,136	147,050	6.9	366,723	365,509	0.3	45,538	45,900	-0.8	57,258	60,384	-5.2	76,355	75,144	1.6	24,488	25,913	-5.5	12,000	12,000		3,127.5	3,104.5	0.7	26
27	Yorkville	148,942	157,850	-5.6	302,099	319,571	-5.5	42,038	36,063	16.6	67,956	69,683	-2.5	70,676	75,184	-6.0	29,425	32,313	-8.9	9,053	9,053		3,127.5	3,104.5	0.7	27
28	Wychwood	143,043	116,525	22.8	242,999	235,971	3.0	36,325	43,000	-15.5	49,082	46,557	5.4	67,249	66,779	0.7	36,875	37,263	-1.0	6,381	6,381		3,127.5	3,104.5	0.7	28
29	Humberwood	138,709	109,813	26.3	71,346	82,685	-13.7	18,863	21,100	-10.6	45,918	34,443	33.3	8,574	10,138	-15.4	18,000	21,575	-16.6	5,748	5,748		2,064.0	2,040.0	1.2	29
30	McGregor Park	134,570	125,177	7.5	196,526	217,638	-9.7	59,463	63,975	-7.1	56,070	68,218	-17.8	21,957	24,004	-8.5	37,741	42,142	-10.4	7,793	7,793		2,193.5	2,169.5	1.1	30
31	Centennial	124,345	118,613	4.8	276,142	291,551	-5.3	54,963	57,675	-4.7	127,211	137,583	-7.5	54,325	57,476	-5.5	28,213	27,188	3.8	6,866	6,866		2,582.0	2,523.0	2.3	31
32	Hillcrest	119,386	108,500	10.0	316,962	340,458	-6.9	48,938	48,725	0.4	43,345	42,271	2.5	64,277	68,274	-5.9	29,013	31,550	-8.0	7,473	7,473		2,112.0	2,040.0	3.5	32
~ * 33	St. Lawrence	115,189	103,806	11.0	221,478	192,194	15.2	15,989	15,269	4.7	26,561	20,429	30.0	62,042	51,032	21.6	23,779	22,051	7.8	4,833	4,833		2,425.0	2,180.0	11.2	33
34	Annette Street	114,135	117,375	-2.8	223,409	221,150	1.0	25,988	17,025	52.6	21,920	27,609	-20.6	47,633	45,883	3.8	29,238	34,038	-14.1	7,806	7,806		2,536.5	2,523.0	0.5	34
35	Main Street	113,091	116,263	-2.7	263,340	256,372	2.7	26,000	49,288	-47.2	34,281	31,856	7.6	57,354	56,056	2.3	35,813	35,975	-0.5	8,664	8,664		3,127.5	3,104.5	0.7	35
36	Forest Hill	108,116	101,125	6.9	200,010	198,480	0.8	27,900	20,225	37.9	26,382	27,507	-4.1	45,506	45,143	0.										

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Neighbourhood & District branches			%			%			%			%			%			%			%			%	
3rd Quartile																									
41	College/Shaw	103,681	123,950	-16.4	190,775	194,055	-1.7	53,000	27,713	91.2	44,694	46,444	-3.8	46,233	47,324	-2.3	21,813	21,188	2.9	7,664	7,664		2,536.5	2,523.0	0.5 41
42	Morningside	101,804	91,163	11.7	177,218	183,685	-3.5	36,050	31,375	14.9	42,858	38,881	10.2	23,768	23,714	0.2	41,988	42,363	-0.9	7,000	7,000		3,127.5	2,985.5	4.8 42
43	Dawes Road	100,748	114,925	-12.3	197,789	205,651	-3.8	22,750	22,025	3.3	43,332	43,344	0.0	30,274	29,093	4.1	46,688	43,475	7.4	6,740	6,740		2,536.5	2,523.0	0.5 43
44	Weston	99,950	89,225	12.0	135,040	135,560	-0.4	22,638	21,063	7.5	40,132	34,060	17.8	22,380	24,350	-8.1	41,188	46,263	-11.0	11,944	11,944		2,536.5	2,523.0	0.5 44
45	Alderwood	99,865	101,250	-1.4	164,877	169,022	-2.5	45,613	44,700	2.0	42,970	38,382	12.0	28,298	27,568	2.6	16,338	16,700	-2.2	7,341	7,341		2,536.5	2,523.0	0.5 45
46	Mimico Centennial	99,232	94,488	5.0	187,470	185,421	1.1	34,888	30,850	13.1	65,606	53,695	22.2	33,858	32,887	3.0	23,175	21,475	7.9	17,469	17,469		2,064.0	2,040.0	1.2 46
47	Gerrard/Ashdale	98,279	94,525	4.0	187,874	183,970	2.1	40,313	36,938	9.1	59,144	35,967	64.4	36,521	33,930	7.6	23,825	25,863	-7.9	6,504	6,504		2,536.5	2,523.0	0.5 47
48	Port Union	98,121	107,850	-9.0	222,051	227,324	-2.3	33,613	35,113	-4.3	18,868	27,458	-31.3	44,067	45,647	-3.5	16,613	16,450	1.0	5,000	5,000		2,536.5	2,523.0	0.5 48
49	Jane/Sheppard	94,976	103,250	-8.0	104,672	120,388	-13.1	45,300	70,475	-35.7	51,694	69,845	-26.0	10,673	12,738	-16.2	47,725	48,325	-1.2	7,000	7,000		2,536.5	2,523.0	0.5 49
50	Burrows Hall	92,664	99,100	-6.5	155,738	178,652	-12.8	21,513	27,875	-22.8	19,493	19,670	-0.9	18,310	20,420	-10.3	24,950	28,463	-12.3	6,500	6,500		2,064.0	2,040.0	1.2 50
51	Kennedy/Eglinton	87,203	110,675	-21.2	172,424	188,001	-8.3	49,413	42,963	15.0	69,728	77,370	-9.9	22,465	22,998	-2.3	36,150	37,925	-4.7	6,713	6,713		2,064.0	2,040.0	1.2 51
52	Spadina Road	86,768	88,788	-2.3	187,784	180,851	3.8	26,963	25,388	6.2	25,356	21,606	17.4	49,468	46,599	6.2	13,988	14,813	-5.6	3,952	3,952		2,064.0	2,040.0	1.2 52
53	Oakwood Village Library and /	85,169	72,713	17.1	123,968	132,719	-6.6	33,213	34,413	-3.5	18,583	21,307	-12.8	21,473	22,092	-2.8	37,238	37,863	-1.7	17,270	17,270		2,536.5	2,523.0	0.5 53
54	Mount Dennis	84,210	80,588	4.5	106,395	111,864	-4.9	25,888	17,350	49.2	29,844	24,469	22.0	12,547	12,166	3.1	55,175	55,913	-1.3	11,350	11,350		2,582.0	2,523.0	2.3 54
55	Jones	82,480	75,850	8.7	181,351	177,360	2.3	25,513	25,163	1.4	27,695	27,568	0.5	33,478	31,702	5.6	23,288	25,888	-10.0	3,636	3,636		2,554.0	2,538.0	0.6 55
56	Pleasant View	78,629	74,638	5.3	209,857	211,842	-0.9	44,213	29,000	52.5	41,255	26,132	57.9	35,273	33,861	4.2	22,363	22,488	-0.6	7,000	7,000		2,096.0	2,040.0	2.7 56
57	Brookbanks	71,442	75,938	-5.9	166,907	179,265	-6.9	14,275	13,475	5.9	17,620	14,693	19.9	27,858	31,453	-11.4	19,713	19,700	0.1	7,933	7,933		2,064.0	2,040.0	1.2 57
58	Cliffcrest	69,148	79,300	-12.8	164,321	173,302	-5.2	9,213	11,138	-17.3	17,217	15,382	11.9	30,826	32,429	-4.9	19,413	18,638	4.2	4,859	4,660	4.3	2,064.0	2,040.0	1.2 58
59	Armour Heights	67,355	67,038	0.5	193,515	198,247	-2.4	18,938	15,725	20.4	25,859	25,521	1.3	40,984	40,385	1.5	10,988	11,013	-0.2	2,988	2,988		2,064.0	2,040.0	1.2 59
60	Mount Pleasant	66,950	62,863	6.5	161,406	152,476	5.9	11,788	12,650	-6.8	39,570	27,257	45.2	37,515	35,389	6.0	6,250	6,138	1.8	5,829	5,829		2,064.0	2,040.0	1.2 60
4th Quartile																									
61	Queen/Saulter	66,399	58,850	12.8	121,496	122,194	-0.6	19,238	17,250	11.5	18,619	18,657	-0.2	26,569	26,190	1.4	11,850	11,100	6.8	2,957	2,957		2,064.0	2,040.0	1.2 61
62	Highland Creek	63,785	69,713	-8.5	165,053	179,144	-7.9	27,713	41,538	-33.3	39,307	44,017	-10.7	27,996	26,742	4.7	19,238	21,838	-11.9	7,000	7,000		2,064.0	2,040.0	1.2 62
63	New Toronto	59,758	73,324	-18.5	131,787	129,918	1.4	37,750	38,713	-2.5	45,745	53,996	-15.3	23,977	22,552	6.3	22,585	22,853	-1.2	9,925	9,925		2,193.5	2,169.5	1.1 63
64	Guildwood	59,634	45,763	30.3	119,074	121,419	-1.9	9,238	5,900	56.6	13,008	9,717	33.9	23,348	22,875	2.1	12,000	12,600	-4.8	3,010	3,010		2,064.0	2,040.0	1.2 64
65	Humber Summit	58,365	46,888	24.5	69,845	73,816	-5.4	15,325	22,163	-30.9	31,332	51,746	-39.5	9,657	10,844	-10.9	21,488	27,700	-22.4	9,040	9,040		2,064.0	2,040.0	1.2 65
66	Bendale	57,910	65,550	-11.7	141,482	147,119	-3.8	15,350	13,075	17.4	26,533	29,754	-10.8	16,933	18,840	-10.1	18,088	21,100	-14.3	8,500	8,500		2,064.0	2,040.0	1.2 66
67	Long Branch	57,181	53,775	6.3	143,304	142,842	0.3	18,300	12,363	48.0	21,005	17,018	23.4	26,402	26,873	-1.8	24,788	25,550	-3.0	6,418	6,418		2,064.0	2,040.0	1.2 67
68	Amesbury Park	56,483	51,313	10.1	106,771	120,983	-11.7	32,700	32,025	2.1	30,482	21,296	43.1	11,037	12,635	-12.6	16,563	16,300	1.6	6,320	6,320		2,064.0	2,040.0	1.2 68
69	Woodview Park	54,098	41,450	30.5	69,884	77,281	-9.6	11,975	8,413	42.3	17,194	14,205	21.0	10,672	11,815	-9.7	24,763	21,425	15.6	6,658	6,658		2,064.0	2,040.0	1.2 69
70	Rexdale	51,075	53,825	-5.1	76,880	82,560	-6.9	10,213	8,200	24.5	29,895	18,521	61.4	12,527	13,739	-8.8	19,550	20,063	-2.6	5,088	5,088		2,064.0	2,040.0	1.2 70
71	Evelyn Gregory	47,549	52,900	-10.1	79,388	81,207	-2.2	18,025	20,063	-10.2	21,120	24,620	-14.2	11,214	12,187	-8.0	30,325	34,325	-11.7	6,200	6,200		2,536.5	2,523.0	0.5 71
72	Elmbrook Park	47,231	45,000	5.0	149,823	158,219	-5.3	5,800	8,063	-28.1	16,405	16,645	-1.4	29,138	30,069	-3.1	7,325	6,850	6.9	3,600	3,600		2,064.0	2,040.0	1.2 72
73	Perth/Dupont	46,514	34,938	33.1	94,035	91,381	2.9	14,600	16,963	-13.9	14,580	13,293	9.7	19,714	19,625	0.5	7,863	8,113	-3.1	3,627	3,627		2,064.0	2,040.0	1.2 73
74	Humber Bay	45,753	51,825	-11.7	174,152	172,226	1.1	6,438	8,288	-22.3	19,397	19,772	-1.9	40,150	38,509	4.3	8,825	8,725	1.1	2,400	2,400		2,064.0	2,040.0	1.2 74
75	Victoria Village	42,402	32,275	31.4	107,811	106,014	1.7	27,850	22,575	23.4	16,244	24,944	-34.9	20,003	18,247	9.6	12,638	12,950	-2.4	5,383	5,383		2,064.0	2,040.0	1.2 75

Notes:
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Branch renovations impact usage patterns at surrounding branches during the renovation and after reopening.

Branch Summary Statistics: January to December 2016

		VISITS		CIRCULATION		IN-LIBRARY USE		INFORMATION REQUESTS		HOLDS AVAILABLE FOR P/U		WORKSTATION USERS		SQUARE FOOTAGE		OPEN HOURS									
Neighbourhood & District branches		%		%		%		%		%		%		%		%									
DISTRICT BRANCHES																									
1	Fairview	518,674	426,072	21.7	751,914	805,825	-6.7	142,875	205,713	-30.5	221,495	175,456	26.2	83,708	86,941	-3.7	224,402	232,297	-3.4	69,458	69,458	3,432.0	3,409.0	0.7	
2	Northern District	364,658	306,319	19.0	458,418	453,583	1.1	88,675	67,275	31.8	136,469	129,071	5.7	95,323	93,357	2.1	117,080	112,235	4.3	45,750	45,750	3,460.0	3,409.0	1.5	
3	Bloor/Gladstone	364,124	362,150	0.5	410,988	446,446	-7.9	105,088	75,100	39.9	130,446	115,919	12.5	79,619	80,960	-1.7	168,193	179,859	-6.5	20,627	20,627	3,432.0	3,409.0	0.7	
4	Cedarbrae	363,118	352,780	2.9	485,383	522,254	-7.1	151,788	143,300	5.9	256,383	198,620	29.1	49,545	51,586	-4.0	249,984	243,984	2.5	31,506	31,506	3,460.0	3,409.0	1.5	
5	Malvern	348,081	362,833	-4.1	374,677	404,133	-7.3	142,188	122,225	16.3	194,505	183,558	6.0	39,670	40,133	-1.2	167,069	170,307	-1.9	25,834	25,834	3,460.0	3,409.0	1.5	
6	Lillian H. Smith	331,193	317,780	4.2	387,051	392,895	-1.5	102,163	98,275	4.0	140,458	114,745	22.4	61,260	59,056	3.7	165,859	176,522	-6.0	38,935	38,935	3,460.0	3,409.0	1.5	
7	Agincourt	313,157	397,421	-21.2	712,014	843,672	-15.6	149,016	155,438	-4.1	129,064	147,108	-12.3	83,016	91,897	-9.7	103,406	158,536	-34.8	27,000	27,000	3,228.5	3,409.0	-5.3	
8	Albert Campbell	310,244	277,118	12.0	360,510	380,452	-5.2	80,350	62,725	28.1	113,218	107,982	4.8	42,435	43,702	-2.9	149,712	145,984	2.6	26,100	26,100	3,432.0	3,409.0	0.7	
9	Richview	296,948	422,923	-29.8	635,613	623,078	2.0	130,163	113,388	14.8	138,059	148,096	-6.8	95,218	91,810	3.7	107,685	113,426	-5.1	47,252	47,252	3,460.0	3,409.0	1.5	
10	Don Mills	258,252	267,097	-3.3	619,014	627,900	-1.4	95,863	82,850	15.7	113,093	91,934	23.0	90,083	93,302	-3.5	88,066	86,525	1.8	21,563	21,563	3,432.0	3,409.0	0.7	
11	S. Walter Stewart	251,375	244,873	2.7	406,483	415,562	-2.2	105,388	105,500	-0.1	94,297	96,059	-1.8	76,693	78,865	-2.8	114,635	138,960	-17.5	25,847	25,847	3,432.0	3,409.0	0.7	
12	Brentwood	248,601	232,857	6.8	420,952	411,129	2.4	117,238	119,613	-2.0	76,545	70,657	8.3	86,133	79,248	8.7	84,596	84,937	-0.4	17,500	17,500	3,432.0	3,409.0	0.7	
13	Pape/Danforth	236,930	229,683	3.2	419,428	425,823	-1.5	63,275	64,588	-2.0	66,067	59,871	10.3	91,606	90,184	1.6	74,158	75,404	-1.7	8,175	8,175	3,432.0	3,409.0	0.7	
14	Barbara Frum	234,632	264,647	-11.3	546,283	583,455	-6.4	104,363	106,000	-1.5	201,533	249,396	-19.2	89,354	88,948	0.5	121,863	131,127	-7.1	39,223	39,223	3,432.0	3,409.0	0.7	
15	Maria A. Shchuka	231,078	205,793	12.3	230,554	248,394	-7.2	73,463	72,425	1.4	86,232	71,593	20.4	30,679	30,551	0.4	142,462	135,937	4.8	25,475	25,475	3,432.0	3,409.0	0.7	
16	York Woods	209,768	220,492	-4.9	222,393	246,340	-9.7	129,275	165,875	-22.1	183,545	203,097	-9.6	27,755	29,207	-5.0	172,467	193,860	-11.0	42,176	42,176	3,432.0	3,409.0	0.7	
17	Albion	208,251	194,587	7.0	300,607	353,764	-15.0	121,250	133,550	-9.2	208,420	167,848	24.2	31,691	37,941	-16.5	140,606	142,187	-1.1	32,279	32,279	3,460.0	3,409.0	1.5	
District Total		5,089,081	5,085,424	0.1	7,742,282	8,184,705	-5.4	1,902,416	1,893,838	0.5	2,489,829	2,331,010	6.8	1,153,788	1,167,688	-1.2	2,392,240	2,522,083	-5.1	544,700	544,700	58,308.5	57,953.0	0.6	
District Average		299,358	299,143	0.1	455,428	481,453	-5.4	111,907	111,402	0.5	146,461	137,118	6.8	67,870	68,688	-1.2	140,720	148,358	-5.1	32,041	32,041	3,429.9	3,409.0	0.6	
Branch Total (excl. R&R)		15,361,670	15,256,860	0.7	24,153,555	25,095,907	-3.8	4,874,629	4,810,549	1.3	6,092,627	5,833,026	4.5	4,250,524	4,254,944	-0.1	5,116,167	5,313,394	-3.7	1,196,409	1,195,306	0.1	261,731.0	259,035.5	1.0
Branch Average (excl. R&R)		158,368	157,287	0.7	249,006	258,721	-3.8	50,254	49,593	1.3	62,811	60,134	4.5	43,820	43,865	-0.1	52,744	54,777	-3.7	12,334	12,323	0.1	2,698.3	2,670.5	1.0
RESEARCH AND REFERENCE BRANCHES																									
~	Toronto Reference Library	1,462,894	1,310,779	11.6	420,859	412,943	1.9	686,125	647,175	6.0	460,476	452,090	1.9	78,267	72,474	8.0	917,498	901,258	1.8	426,535	426,535	3,460.0	3,409.0	1.5	
	North York Central Library	1,347,718	1,538,044	-12.4	1,322,318	1,571,479	-15.9	310,548	361,413	-14.1	470,821	507,824	-7.3	173,667	183,276	-5.2	433,079	477,283	-9.3	168,022	168,022	3,391.0	3,409.0	-0.5	
	Osborne Collection	12,416	4,813	158.0	12	43	-72.1	15,638	11,850	32.0	7,383	7,896	-6.5												
	Merril Collection	10,148	8,113	25.1	2			7,863	10,488	-25.0	6,907	7,483	-7.7												
	Answerline				45,026	47,397	-5.0				174,245	180,595	-3.5		1	-100.0									
	Interloan				4,905	4,787	2.5							4,661	4,479	4.1									
	Virtual Reference Desk										8,251	4,526	82.3												
Research & Reference Total		2,833,176	2,861,748	-1.0	1,793,122	2,036,649	-12.0	1,020,173	1,030,925	-1.0	1,128,083	1,160,414	-2.8	256,595	260,230	-1.4	1,350,577	1,378,541	-2.0	594,557	594,557	6,851.0	6,818.0	0.5	
Research & Reference Average		1,405,306	1,424,412	-1.3	871,589	992,211	-12.2	498,337	504,294	-1.2	465,649	479,957	-3.0	125,967	127,875	-1.5	675,289	689,270	-2.0	297,279	297,279	3,425.5	3,409.0	0.5	
City-Wide & Remote Services^^		37,501	34,450	8.9	5,963,900	5,373,407	11.0	41,288	51,488	-19.8	122,921	119,225	3.1	47,921	46,989	2.0	550	475	15.8			3,855.5	3,818.9	1.0	
Grand Total		18,232,347	18,153,058	0.4	31,910,577	32,505,963	-1.8	5,936,090	5,892,962	0.7	7,343,631	7,112,665	3.2	4,555,040	4,562,163	-0.2	6,467,294	6,692,409	-3.4	1,790,966	1,789,863	0.1	272,437.5	269,672.4	1.0

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