

SUMMARY STATISTICS
January - December 2004

			CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			VISITS			HOLDS PLACED			HOLDS FILLED				
Neighbourhood & District branches			%			%			%			%			%			%				
are ranked in order by circulation			2004	2003	Change	2004	2003	Change	2004	2003	Change	2004	2003	Change	2004	2003	Change	2004	2003	Change		
NEIGHBOURHOOD BRANCHES																						
1st Quartile																						
	1	Woodside Square	E	449,118	463,426	-3.1	141,063	160,383	-12.0	88,288	78,949	11.8	363,175	372,107	-2.4	31,928	35,337	-9.6	63,314	55,894	13.3	1
	2	Eatonville	W	441,352	482,906	-8.6	101,375	93,157	8.8	145,963	122,617	19.0	250,513	259,606	-3.5	32,373	34,212	-5.4	67,361	59,994	12.3	2
	3	Burrows Hall	E	417,977	356,006	17.4	103,800	69,458	49.4	92,950	56,366	64.9	283,587	206,731	37.2	30,822	24,073	28.0	54,694	37,348	46.4	3
~	4	Riverdale	S	344,399	395,448	-12.9	128,170	114,900	11.5	60,042	56,893	5.5	232,180	243,022	-4.5	25,086	33,167	-24.4	36,897	40,498	-8.9	4
*	5	Bridlewood	E	336,469	362,698	-7.2	91,000	77,377	17.6	101,313	93,899	7.9	334,075	328,125	1.8	27,671	30,299	-8.7	55,845	53,246	4.9	5
	6	Deer Park	S	319,030	324,298	-1.6	75,363	77,763	-3.1	100,238	74,630	34.3	291,288	285,801	1.9	42,877	44,935	-4.6	74,008	64,342	15.0	6
	7	Parkdale	S	298,302	311,947	-4.4	124,950	154,427	-19.1	100,850	87,774	14.9	257,800	266,172	-3.1	48,780	52,560	-7.2	67,471	62,776	7.5	7
	8	Parliament	S	296,842	335,688	-11.6	133,150	140,876	-5.5	50,125	35,236	42.3	246,389	243,867	1.0	42,686	47,646	-10.4	70,535	67,229	4.9	8
	9	Sanderson	S	284,059	299,547	-5.2	211,613	173,252	22.1	78,088	57,346	36.2	308,675	273,521	12.9	32,981	37,115	-11.1	46,954	45,998	2.1	9
	10	Downsview	N	284,019	306,193	-7.2	127,125	111,393	14.1	125,650	97,462	28.9	221,410	223,130	-0.8	23,595	25,613	-7.9	32,177	30,179	6.6	10
	11	Locke	S	279,236	289,527	-3.6	95,913	85,354	12.4	120,325	72,619	65.7	191,738	185,974	3.1	24,734	26,387	-6.3	46,201	40,044	15.4	11
	12	Goldhawk Park	E	278,275	284,313	-2.1	97,738	88,089	11.0	52,013	54,167	-4.0	164,842	161,156	2.3	20,898	22,388	-6.7	44,052	39,443	11.7	12
~ *	13	Yorkville	S	275,119	276,294	-0.4	53,464	52,391	2.0	42,152	27,612	52.7	175,033	143,045	22.4	31,485	31,851	-1.1	73,975	62,555	18.3	13
	14	Leaside	E	257,136	267,892	-4.0	56,525	70,451	-19.8	27,100	29,493	-8.1	127,588	114,625	11.3	18,952	18,839	0.6	39,080	33,623	16.2	14
	15	Main St.	S	244,718	196,716	24.4	48,750	47,697	2.2	40,938	25,158	62.7	132,038	111,270	18.7	24,632	20,014	23.1	58,564	39,148	49.6	15
~	16	High Park	S	238,932	263,093	-9.2	60,979	80,043	-23.8	41,448	39,774	4.2	153,177	171,308	-10.6	23,665	27,021	-12.4	53,567	48,470	10.5	16
	17	Hillcrest	N	237,201	250,291	-5.2	52,163	48,365	7.9	43,175	44,802	-3.6	87,538	78,746	11.2	19,379	21,329	-9.1	59,031	53,209	10.9	17
	18	Centennial	N	232,135	246,298	-5.8	53,525	49,454	8.2	104,950	83,837	25.2	84,163	76,729	9.7	17,166	21,178	-18.9	63,495	61,310	3.6	18
	19	Eglinton Square	E	230,782	236,231	-2.3	72,975	88,200	-17.3	78,913	77,895	1.3	175,100	180,601	-3.0	19,973	21,710	-8.0	34,283	31,945	7.3	19
*	20	Danforth Coxwell	S	223,927	234,806	-4.6	92,738	90,262	2.7	65,588	43,230	51.7	179,100	181,768	-1.5	24,453	28,033	-12.8	45,435	42,894	5.9	20
2nd Quartile																						
	21	Jane Dundas	W	220,270	202,308	8.9	58,350	60,324	-3.3	55,488	59,255	-6.4	143,213	134,971	6.1	17,095	15,615	9.5	31,531	22,964	37.3	21
	22	Maryvale	E	219,892	223,905	-1.8	30,850	34,514	-10.6	40,575	41,844	-3.0	137,525	135,528	1.5	21,387	23,041	-7.2	35,815	31,379	14.1	22
	23	Forest Hill	S	209,874	219,464	-4.4	50,925	56,253	-9.5	45,413	39,444	15.1	123,425	140,911	-12.4	28,585	32,651	-12.5	53,871	49,701	8.4	23
	24	Steeles	E	205,027	209,946	-2.3	85,438	73,916	15.6	71,675	59,955	19.5	127,888	112,166	14.0	11,014	11,455	-3.8	36,477	31,829	14.6	24
*	25	Gerrard Ashdale	S	200,546	200,969	-0.2	52,038	54,575	-4.6	42,775	36,741	16.4	123,138	98,391	25.2	20,490	19,130	7.1	36,897	29,110	26.8	25
	26	Annette	S	200,111	133,279	50.1	46,063	34,241	34.5	30,300	33,315	-9.0	111,800	84,353	32.5	26,733	21,387	25.0	59,045	29,635	99.2	26
*	27	Bayview	N	198,831	188,856	5.3	64,088	48,969	30.9	42,000	39,093	7.4	96,888	74,059	30.8	14,892	14,557	2.3	46,585	34,476	35.1	27
	28	Flemingdon Park	N	193,619	200,556	-3.5	95,338	107,191	-11.1	78,063	76,193	2.5	98,322	88,370	11.3	21,043	28,478	-26.1	39,961	39,495	1.2	28
	29	Wychwood	S	190,613	189,528	0.6	52,325	49,134	6.5	65,900	44,927	46.7	116,488	123,974	-6.0	23,990	24,370	-1.6	50,010	42,303	18.2	29
*	30	Thorncliffe	E	183,581	180,568	1.7	72,275	80,833	-10.6	34,875	46,322	-24.7	143,313	135,450	5.8	29,080	31,489	-7.7	44,664	38,576	15.8	30
	31	Dawes Road	E	182,859	190,355	-3.9	52,038	41,181	26.4	35,463	34,147	3.9	81,038	91,588	-11.5	20,052	22,495	-10.9	35,879	33,256	7.9	31
	32	Highland Creek	E	177,887	178,131	-0.1	58,538	53,008	10.4	32,738	35,441	-7.6	75,613	78,514	-3.7	15,317	14,672	4.4	27,789	22,042	26.1	32
	33	Morningside	E	174,363	197,249	-11.6	66,938	57,474	16.5	98,738	72,287	36.6	149,400	119,027	25.5	19,429	23,192	-16.2	28,900	27,567	4.8	33
*	34	Kennedy Eglinton	E	174,024	183,426	-5.1	57,600	56,173	2.5	58,738	56,375	4.2	99,925	96,916	3.1	14,946	18,464	-19.1	30,115	30,027	0.3	34
	35	Port Union	E	172,192	177,157	-2.8	37,700	37,375	0.9	30,088	32,526	-7.5	85,463	80,034	6.8	11,135	12,721	-12.5	28,743	27,641	4.0	35
	36	Brookbanks	N	170,464	184,471	-7.6	38,375	48,440	-20.8	14,400	19,498	-26.1	63,825	69,013	-7.5	11,713	12,610	-7.1	33,455	31,414	6.5	36
*	37	Jones	S	165,737	168,653	-1.7	55,550	35,409	56.9	24,863	11,848	109.8	101,275	82,895	22.2	21,407	21,700	-1.4	31,084	28,202	10.2	37
~	38	McGregor Park	E	162,296	149,536	8.5	40,296	31,914	26.3	70,810	41,843	69.2	82,799	61,851	33.9	13,701	13,272	3.2	23,163	18,948	22.2	38
*	39	Spadina	S	161,033	147,576	9.1	32,734	42,363	-22.7	18,001	15,723	14.5	68,888	69,839	-1.4	17,319	17,340	-0.1	42,302	37,540	12.7	39

SUMMARY STATISTICS
January - December 2004

			CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			VISITS			HOLDS PLACED			HOLDS FILLED			
Neighbourhood & District branches			%			%			%			%			%			%			
are ranked in order by circulation			2004	2003	Change	2004	2003	Change	2004	2003	Change	2004	2003	Change	2004	2003	Change	2004	2003	Change	
3rd Quartile																					
	40 Pleasant View	N	157,030	166,856	-5.9	54,975	51,423	6.9	43,900	45,262	-3.0	75,425	70,671	6.7	11,698	11,547	1.3	30,026	26,673	12.6	40
	41 City Hall	S	152,833	165,663	-7.7	37,025	35,118	5.4	33,100	19,481	69.9	125,050	110,587	13.1	18,540	23,011	-19.4	49,643	41,845	18.6	41
	42 College Shaw	S	152,410	166,652	-8.5	40,263	55,541	-27.5	21,413	13,899	54.1	93,350	107,389	-13.1	20,411	22,459	-9.1	39,684	39,727	-0.1	42
	43 Weston	W	152,161	159,084	-4.4	68,350	54,867	24.6	39,825	34,845	14.3	88,113	126,736	-30.5	15,727	16,866	-6.8	26,841	22,865	17.4	43
	44 Amesbury Park	N	151,843	153,837	-1.3	60,075	54,816	9.6	52,650	55,615	-5.3	76,163	64,026	19.0	17,270	18,080	-4.5	31,694	29,290	8.2	44
	45 Palmerston	S	148,322	152,101	-2.5	49,625	51,894	-4.4	49,125	33,110	48.4	134,513	118,034	14.0	15,733	17,845	-11.8	37,136	31,314	18.6	45
	46 Cliffcrest	E	136,975	137,937	-0.7	20,538	22,963	-10.6	20,425	23,237	-12.1	81,888	76,345	7.3	10,033	10,106	-0.7	20,987	18,310	14.6	46
~	47 Mimico Centennial	W	135,968	152,629	-10.9	36,180	37,527	-3.6	47,401	40,528	17.0	85,081	95,614	-11.0	13,262	16,018	-17.2	24,248	24,793	-2.2	47
	48 Bendale	E	135,364	138,545	-2.3	25,200	23,489	7.3	47,400	47,978	-1.2	67,188	64,543	4.1	12,686	11,406	11.2	20,230	18,257	10.8	48
	49 Alderwood	W	132,957	133,978	-0.8	37,825	36,604	3.3	29,400	73,970	-60.3	81,850	87,967	-7.0	8,772	9,514	-7.8	20,420	18,081	12.9	49
*	50 Elmbrook Park	W	123,271	125,886	-2.1	15,038	12,497	20.3	32,588	30,014	8.6	55,125	55,181	-0.1	8,601	8,444	1.9	18,803	16,524	13.8	50
	51 Dufferin St. Clair	S	122,913	134,609	-8.7	46,088	57,285	-19.5	29,338	24,094	21.8	95,725	107,225	-10.7	15,534	17,172	-9.5	22,128	21,368	3.6	51
	52 Humber Bay	W	122,794	123,249	-0.4	10,375	10,056	3.2	33,175	24,701	34.3	59,125	51,907	13.9	11,273	12,454	-9.5	28,317	24,637	14.9	52
	53 Rexdale	W	120,665	121,478	-0.7	20,025	16,517	21.2	24,125	20,791	16.0	54,400	51,167	6.3	9,810	11,400	-13.9	18,943	17,602	7.6	53
	54 Armour Heights	N	115,917	124,569	-6.9	31,425	34,779	-9.6	29,650	32,378	-8.4	60,338	62,876	-4.0	8,692	10,123	-14.1	22,393	22,569	-0.8	54
	55 Black Creek	N	110,694	111,421	-0.7	63,600	56,280	13.0	60,763	41,585	46.1	115,200	95,694	20.4	8,292	9,879	-16.1	11,173	11,589	-3.6	55
*	56 St. Lawrence	S	107,909	107,839	0.1	23,550	23,048	2.2	15,050	11,573	30.0	64,413	64,043	0.6	14,899	15,606	-4.5	38,636	31,297	23.4	56
	57 New Toronto	W	106,539	109,585	-2.8	42,150	36,441	15.7	36,763	33,213	10.7	81,555	76,233	7.0	11,858	13,237	-10.4	18,718	16,788	11.5	57
*	58 Guildwood	E	106,156	107,822	-1.5	14,488	21,907	-33.9	19,963	21,748	-8.2	65,300	61,039	7.0	10,282	13,073	-21.3	20,017	20,715	-3.4	58
	59 Long Branch	W	101,640	102,833	-1.2	18,550	16,008	15.9	26,563	22,222	19.5	54,050	52,968	2.0	8,353	8,841	-5.5	19,146	18,599	2.9	59
4th Quartile																					
	60 Mount Dennis	W	101,533	101,693	-0.2	38,338	31,058	23.4	51,025	39,845	28.1	67,038	67,286	-0.4	9,265	10,366	-10.6	11,689	10,900	7.2	60
	61 Humberwood	W	100,938	108,499	-7.0	25,275	26,820	-5.8	30,563	27,676	10.4	155,375	162,297	-4.3	6,149	7,509	-18.1	11,527	10,859	6.2	61
	62 Oakwood	W	97,344	117,190	-16.9	36,038	42,232	-14.7	24,775	29,845	-17.0	95,638	117,799	-18.8	11,363	15,380	-26.1	16,788	18,692	-10.2	62
	63 Jane Sheppard	N	93,332	93,865	-0.6	57,213	56,126	1.9	25,188	31,583	-20.3	119,300	99,231	20.2	6,760	6,365	6.2	11,687	9,851	18.6	63
	64 Mount Pleasant	S	92,257	94,886	-2.8	13,363	15,045	-11.2	15,850	9,249	71.4	38,263	41,039	-6.8	8,952	8,664	3.3	24,754	21,683	14.2	64
	65 Evelyn Gregory	W	91,022	95,851	-5.0	19,438	28,079	-30.8	17,688	29,648	-40.3	78,950	84,062	-6.1	6,797	7,069	-3.8	9,735	9,645	0.9	65
	66 Davenport	S	87,693	83,173	5.4	24,525	23,127	6.0	18,838	14,185	32.8	59,063	49,865	18.4	13,613	14,893	-8.6	25,994	21,656	20.0	66
	67 Woodview Park	N	85,414	84,269	1.4	23,425	19,018	23.2	22,338	23,041	-3.1	45,200	44,269	2.1	6,657	6,036	10.3	12,476	11,316	10.3	67
	68 Taylor	E	81,773	85,214	-4.0	18,050	19,831	-9.0	21,313	20,656	3.2	49,075	43,824	12.0	9,044	10,087	-10.3	15,484	13,484	14.8	68
~ *	69 St. James Town	S	79,366			16,559			9,167			44,499			5,250			7,310			69
	70 Victoria Village	N	78,115	83,270	-6.2	20,713	19,735	5.0	8,813	7,383	19.4	34,425	33,475	2.8	6,937	8,555	-18.9	15,251	14,736	3.5	70
	71 Humber Summit	N	69,530	74,343	-6.5	33,250	24,313	36.8	26,350	25,360	3.9	39,663	46,173	-14.1	5,577	5,732	-2.7	8,811	8,404	4.8	71
~	72 Beaches	S	66,445	226,614	-70.7	30,088	115,293	-73.9	30,276	66,947	-54.8	53,215	206,141	-74.2	7,029	25,727	-72.7	12,905	40,135	-67.8	72
	73 Perth Dupont	S	53,983	50,696	6.5	23,625	20,861	13.3	11,588	5,487	111.2	40,238	37,972	6.0	7,666	7,173	6.9	11,566	9,570	20.9	73
	74 Queen Saultier	S	53,965	58,438	-7.7	32,750	37,337	-12.3	26,388	20,072	31.5	55,875	59,184	-5.6	6,480	5,762	12.5	13,618	11,825	15.2	74
	75 Swansea	S	49,224	22,181	121.9	10,675	8,101	31.8	7,350	2,614	181.2	30,525	15,155	101.4	4,683	2,449	91.2	17,552	4,888	259.1	75
	76 St. Clair Silverthorn	S	44,219	47,914	-7.7	17,163	18,648	-8.0	27,500	13,648	101.5	41,938	40,427	3.7	4,070	4,389	-7.3	7,245	6,373	13.7	76
~ *	77 Todmorden	E	37,055	33,646	10.1	8,314	8,406	-1.1	3,236	4,006	-19.2	29,657	27,176	9.1	2,067	2,192	-5.7	10,449	8,203	27.4	77
~	78 Runnymede	S	22,685	292,391	-92.2	5,084	51,248	-90.1	3,448	29,591	-88.3	16,668	201,689	-91.7	2,640	37,888	-93.0	6,073	67,903	-91.1	78
~ *	79 Northern Elms	W	4,411	36,245	-87.8		8,080	-100.0		9,419	-100.0		32,893	-100.0	14	2,314	-99.4	12	3,982	-99.7	79
Neighbourhood Total			13,516,912	14,196,502	-4.8	4,139,053	4,158,978	-0.5	3,525,304	3,117,015	13.1	8,998,072	8,995,346	0.0	1,306,203	1,447,977	-9.8	2,573,334	2,353,198	9.4	
Neighbourhood Average			171,100	182,006	-6.0	53,065	53,320	-0.5	45,196	39,962	13.1	115,360	115,325	0.0	16,534	18,564	-10.9	32,574	30,169	8.0	

SUMMARY STATISTICS
January - December 2004

		CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			VISITS			HOLDS PLACED			HOLDS FILLED					
Neighbourhood & District branches		%			%			%			%			%			%					
are ranked in order by circulation		2004	2003	Change	2004	2003	Change	2004	2003	Change	2004	2003	Change	2004	2003	Change	2004	2003	Change			
DISTRICT BRANCHES																						
~	1	Agincourt	E	1,165,006	1,273,558	-8.5	270,758	271,224	-0.2	283,548	313,962	-9.7	565,210	564,164	0.2	64,953	75,468	-13.9	122,436	125,361	-2.3	1
	2	Fairview	N	1,135,966	1,260,021	-9.8	393,825	462,082	-14.8	234,450	246,546	-4.9	429,138	447,624	-4.1	63,825	72,838	-12.4	127,862	119,551	7.0	2
	3	Cedarbrae	E	776,480	798,731	-2.8	174,250	181,276	-3.9	240,713	230,069	4.6	457,295	377,775	21.0	63,544	72,164	-11.9	84,359	79,798	5.7	3
	4	Richview	W	689,042	716,760	-3.9	154,163	152,406	1.2	244,600	250,030	-2.2	364,735	368,199	-0.9	49,802	51,991	-4.2	81,331	69,218	17.5	4
	5	Barbara Frum	N	600,103	620,645	-3.3	159,100	164,181	-3.1	306,775	332,110	-7.6	421,108	317,316	32.7	45,193	49,214	-8.2	74,888	72,152	3.8	5
~	6	Don Mills	N	551,555	595,581	-7.4	143,125	163,518	-12.5	114,029	106,625	6.9	220,199	238,972	-7.9	39,652	46,144	-14.1	80,413	76,391	5.3	6
	7	Albert Campbell	E	512,127	546,487	-6.3	148,225	158,660	-6.6	153,463	161,017	-4.7	253,422	247,823	2.3	34,374	37,001	-7.1	51,056	48,492	5.3	7
*	8	Albion	W	511,298	508,860	0.5	196,550	201,720	-2.6	194,825	167,533	16.3	463,646	376,765	23.1	37,849	42,303	-10.5	53,395	50,375	6.0	8
*	9	Lillian H. Smith	S	499,177	569,677	-12.4	214,625	229,561	-6.5	113,188	78,231	44.7	387,821	386,804	0.3	46,338	55,976	-17.2	78,718	74,495	5.7	9
	10	Northern District	S	416,219	436,471	-4.6	142,088	131,432	8.1	140,975	95,276	48.0	342,836	316,257	8.4	43,491	47,001	-7.5	74,833	66,982	11.7	10
	11	Brentwood	W	413,120	418,417	-1.3	67,738	70,458	-3.9	83,075	77,205	7.6	220,658	218,240	1.1	29,671	30,123	-1.5	69,312	55,487	24.9	11
	12	York Woods	N	411,111	449,752	-8.6	178,113	190,212	-6.4	98,775	125,268	-21.1	223,481	284,522	-21.5	27,678	32,071	-13.7	47,246	44,586	6.0	12
	13	Pape Danforth	S	331,902	351,194	-5.5	81,225	83,777	-3.0	59,888	43,224	38.6	233,420	218,521	6.8	35,760	39,800	-10.2	74,550	65,684	13.5	13
	14	Bloor Gladstone	S	326,911	346,732	-5.7	131,163	171,407	-23.5	108,850	65,601	65.9	284,131	291,148	-2.4	41,962	42,092	-0.3	67,317	60,744	10.8	14
	15	S. Walter Stewart	E	326,143	339,773	-4.0	71,713	70,743	1.4	42,738	40,687	5.0	160,975	180,255	-10.7	27,071	29,293	-7.6	47,340	42,937	10.3	15
*	16	Maria A. Shchuka	W	220,087	87,661	151.1	121,525	56,354	115.6	86,838	45,424	91.2	195,416	102,265	91.1	19,640	6,620	196.7	22,987	5,819	295.0	16
~ *	17	Malvern	E	1,656	198,992	-99.2		52,677	-100.0		31,278	-100.0		119,337	-100.0	284	14,463	-98.0	90	17,154	-99.5	17
District Total			8,887,903	9,519,312	-6.6	2,648,182	2,811,685	-5.8	2,506,727	2,410,084	4.0	5,223,487	5,055,986	3.3	671,087	744,562	-9.9	1,158,133	1,075,226	7.7		
District Average			522,818	559,960	-6.6	165,511	165,393	0.1	156,670	141,770	10.5	326,468	297,411	9.8	39,476	43,798	-9.9	68,125	63,249	7.7		
Branch Total (excl. R&R)			22,404,815	23,715,814	-5.5	6,787,235	6,970,663	-2.6	6,032,031	5,527,098	9.1	14,221,559	14,051,332	1.2	1,977,290	2,192,539	-9.8	3,731,467	3,428,424	8.8		
Branch Average (excl. R&R)			233,383	249,640	-6.5	72,205	73,375	-1.6	64,171	58,180	10.3	151,293	147,909	2.3	20,597	23,079	-10.8	38,869	36,089	7.7		

SUMMARY STATISTICS
January - December 2004

	CIRCULATION			IN-LIBRARY USE			INFORMATION REQUESTS			VISITS			HOLDS PLACED			HOLDS FILLED		
Neighbourhood & District branches are ranked in order by circulation	2004	2003	% Change	2004	2003	% Change	2004	2003	% Change	2004	2003	% Change	2004	2003	% Change	2004	2003	% Change
RESEARCH AND REFERENCE BRANCHES																		
North York Central	1,280,675	1,349,782	-5.1	703,175	729,044	-3.5	553,763	557,388	-0.7	1,443,653	1,345,621	7.3	85,810	94,400	-9.1	155,092	133,620	16.1
Toronto Reference	136,951	146,044	-6.2	1,566,488	1,700,666	-7.9	684,763	755,976	-9.4	1,066,199	1,015,349	5.0	51,338	58,320	-12.0	51,714	46,864	10.3
Virtual Reference Desk							2,950	4,215	-30.0									
Interloan	13,220	13,913	-5.0										11,067	11,874	-6.8	6,819	7,670	-11.1
Answerline	67,175	74,516	-9.9	12,325	19,785	-37.7	164,700	167,603	-1.7				18,996	20,303	-6.4	11	31	-64.5
Urban Affairs	2,128	2,612	-18.5	63,763	77,113	-17.3	35,175	36,420	-3.4	45,138	46,583	-3.1	2,370	2,502	-5.3	16	29	-44.8
Merril Collection				21,775	11,898	83.0	7,700	7,800	-1.3	7,963	7,991	-0.4						
Osborne Collection	50	65	-23.1	24,775	26,994	-8.2	12,563	12,146	3.4	8,575	6,404	33.9	246	183	34.4	5	2	150.0
Research & Reference Total	1,500,199	1,586,932	-5.5	2,392,300	2,565,498	-6.8	1,461,613	1,541,546	-5.2	2,571,526	2,421,948	6.2	169,827	187,582	-9.5	213,657	188,216	13.5
Research & Reference Average	708,813	747,913	-5.2	1,134,831	1,214,855	-6.6	619,263	656,682	-5.7	1,254,926	1,180,485	6.3	68,574	76,360	-10.2	103,403	90,242	14.6
CITY-WIDE SERVICES																		
Bookmobile	151,168	152,847	-1.1	27,800	15,188	83.0	24,400	24,902	-2.0	69,288	62,708	10.5	7,173	6,591	8.8	14,531	11,318	28.4
Home Library Service	546,859	563,971	-3.0	9,700	14,288	-32.1	240,725	190,656	26.3	6,500	4,763	36.5	66,899	62,987	6.2	47,766	41,320	15.6
Sunnybrook Hospital	29,853	29,770	0.3	8,338	7,534	10.7	25,838	32,130	-19.6	28,400	30,609	-7.2	3,864	4,416	-12.5	6,335	5,775	9.7
Adult Literacy Services				6,913	7,208	-4.1	11,025	14,960	-26.3	23,550	23,958	-1.7						
City-Wide Services Total	727,880	746,588	-2.5	52,750	44,216	19.3	301,988	262,647	15.0	127,738	122,037	4.7	77,936	73,994	5.3	68,632	58,413	17.5
REMOTE SERVICES																		
Automated Phone Renewals	1,338,424	1,513,658	-11.6															
Dial In Catalogue Renewals	18,067	31,903	-43.4										24,617	42,191	-41.7			
Web Catalogue Renewals	3,121,831	1,064,557	193.3										3,097,031	2,552,960	21.3			
Net Library (E-Books)	13,386	6,553	104.3															
Remote Services Total	4,491,708	2,616,671	71.7										3,121,648	2,595,151	20.3			
Staff Activity	2,735	1,465	86.7										937	675	38.8	711	643	10.6
Hospital for Sick Children							2,075	1,457	42.4									
Grand Total	29,127,337	28,667,470	1.6	9,232,285	9,580,377	-3.6	7,797,706	7,332,747	6.3	16,920,822	16,595,318	2.0	5,347,638	5,049,941	5.9	4,014,467	3,675,696	9.2

Notes:
1. Research & Reference: the average is calculated using Toronto Reference and North York Central Library figures only
2. Due to a major power outage in 2003, all TPL branches were closed to the public for about one week. Branches closed Thur, Aug 14th about 5 pm; re-opened Thur, Aug 21, 2003

* In 2003, this branch was closed for part or all of this time period for renovation/retrofit
~ In 2004, this branch was closed for part or all of this time period for renovation/retrofit