SUMMARY STATISTICS - Electronic Services
January - December 2009

Summary - Electronic Services Offered	January - December 2009	2008
Number of Public Workstations	2,089	2,037
Number of Public Workstations offering Internet Access	1,675	1,605
Number of Branches with Wireless Access	99	33
Number of Wireless Internet Users	677,364	562,454
Number of Le@rning Centres	16	14
Number of Electronic Reference Sources	111	102
Number of Electronic Reference Sources with Remote Access	78	71
Number of eBook Titles	15,526	13,797
Number of eMusic and eVideo Titles	1,212	581
Size of Library Digital Collections	404,465	74,560

Summary - Electronic Services Usage	January - December 2009	2008	% Change
Virtual Visits/Database Sessions	23,393,920	20,625,424	13.4
Database Queries/Searches	17,673,973	20,016,471	-11.7
Virtual Information Requests	33,413	28,113	18.9
Number of People Using Public Workstations in Branches	6,130,523	5,499,604	11.5
Formal User Information Technology Training Sessions	2,584	2,298	12.4
Number of Users Instructed in Formal Information Technology Training	15,215	13,029	16.8