

2021 Public Service Statistics, Trends & Comparisons

Date:	April 25, 2022
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

This report presents Toronto Public Library's 2021 public service statistics, trends and comparisons from Canadian public libraries.

The global COVID-19 pandemic continued to impact library performance. In the first half of the year, branches were closed for 19 weeks, as mandated by the Province. Customer access to physical materials was available at most branches through curbside pick-up of hold items, and Grab and Go bags. The Toronto Public Library (TPL) engaged with customers and the community through virtual and remote services, expanding online resources, online programming and virtual learning; and launching remote Book a Librarian service, with a focus on digital literacy for seniors. Due to these unusual circumstances, timelines in this report of five- and ten-year periods exclude 2020 to 2021, as trends would not be representative. These exclusions are noted throughout this report.

Upon phased reinstatement of in-branch services, use increased for services not limited by restrictions, while use remained below normal levels for services subject to reduced capacity. Customer confidence and changes in behaviour has slowed down the return to pre-COVID levels of some services. Under regular operating conditions, TPL provides a balance of in-branch and online services in response to community needs, and changes in how customers access information and use the library. With the pandemic, TPL shifted to more online and remote services, to connect with customers.

Significant trends include:

- Electronic circulation increased 5.4%, surpassing 11 million checkouts. For the sixth year in a row, TPL was the biggest lender of OverDrive items worldwide, with 9,821,165 loans, a 12.6% jump from the previous year.

- Physical circulation increased 25.4%, despite branch closures that severely limited browsing and collection access, in the first half of the year. Demand remained strong, with holds placed on physical items increasing 26.3%.
- Overall visits decreased 27.5%, due to restrictions on in-branch access, capacity limits and in-person services.
- Searches of licensed databases increased 22.4%.
- 2,390 online programs offered with 113,869 attendees.
- Virtual or electronic visits increased 4.2%, reporting the highest use ever, as more content and self-service features were available, including Digital Access Card self-registration, and the addition of new databases, including Business Source Complete, and the Wall Street Journal (WSJ).

Notable achievements include:

- Dufferin/St. Clair (January 27) and Main Street (December 15) branches celebrated 100-years of service. Ten TPL branches now boast this centenary milestone.
- Effective September 20, 2021, TPL eliminated overdue fines and Hold Not Picked Up fees for children's cards, to remove barriers to library access and connect children to the information and resources they need.
- Sunday service resumed at 58 locations on October 17, 2021.
- The Government of Canada recognized "Aging Your Way", TPL's monthly online educational series for seniors, as a promising practice from civil society in its [report to the United Nations/World Health Organization](#). This series is a collaboration with CanAge, a national senior's advocacy organization.
- 3,372 care kits and socks were distributed to vulnerable persons at 11 branches across the city, thanks to community partner donations. TPL Care Kits provide a crucial resource to people experiencing homelessness and other vulnerable residents facing challenges during the COVID-19 pandemic.
- TPL's donor-supported Internet Connectivity Kit program, which helps vulnerable families and individuals stay connected and engaged during the pandemic, was featured in Toronto Life's cover story [The Miserable Truth About Online School](#); a powerful account about the challenges many students face while learning from home during the pandemic.

In 2020, the latest year comparative data is available, TPL ranked first in Canada¹ in circulation, visits and electronic visits among libraries serving populations of 500,000 or more.

FINANCIAL IMPACT

There is no financial impact associated with this report.

¹ Source: Canadian Public Library Statistics 2020, Canadian Urban Libraries Council (CULC).

The Director, Finance & Treasurer has reviewed this financial impact statement and agrees with it.

ALIGNMENT WITH STRATEGIC PLAN

In 2021, statistics were impacted by the COVID-19 pandemic and do not accurately reflect changing patterns of library use under normal operating conditions. TPL quickly adapted and innovated to deliver services and programs that align with our strategic plan priorities, to build success, resilience and well-being in our communities.

ISSUE BACKGROUND

TPL staff report annually to the Toronto Public Library Board on performance measures with benchmarking information that places TPL's performance in the context of other municipal library systems.

At its meeting on November 16, 2020, the Library Board received the [TPL Board Education - Implementation of Strategic Plan Execution Roadmap](#) presentation.

At its meeting on January 15, 2021, the Board approved TPL's Digital Strategy 2020-2024. Within the strategy, there is a strategic priority to ensure that "data is accessible, information is meaningful and actionable, and analytics is a core capability of the organization." As part of the 2021 action plan, a focus will be on the consolidation of standard reports. Consequently, this report was renamed in 2020 from "2021 Annual Performance Measures and Benchmarking" to "2021 Public Service Statistics, Trends & Comparisons". Over the next four years, the format of the report will continue to be refined in line with strategic directions.

For additional context on how the pandemic affected the statistics reported in this report, refer to Agenda Item #21: COVID-19 Year Impact Report – 2021 Year in Review for a comprehensive look at the unique ways that TPL served our communities through these unprecedented times.

COMMENTS

TPL metrics are summarized below with trends and influencing factors. Branch activity is detailed in Attachment 1, Branch Summary Statistics: January to December 2021.

Benchmarking Ranking

TPL services and programs have been developed to address the unique needs of Toronto's diverse population. Benchmarking TPL's performance against Canadian comparators places Toronto's library service in the context of other municipalities.

Effective 2019, comparative data for North America is no longer available. The Public Library Association redesigned its annual Public Library Data Service (PLDS) survey and topical surveys and non-US libraries cannot participate.

Canadian Libraries (serving a population greater than 500,000) (Attachment 2)

In the Canadian context, Toronto is the largest urban centre, followed by Montreal and Calgary. All other library systems serve populations less than 1 million.

TPL had the highest overall visits, circulation and electronic visits; and ranked third in visits per capita, fourth in circulation per capita and first in electronic visits per capita, while offering the highest square footage of library space per capita.

Municipal Benchmarking Network Canada

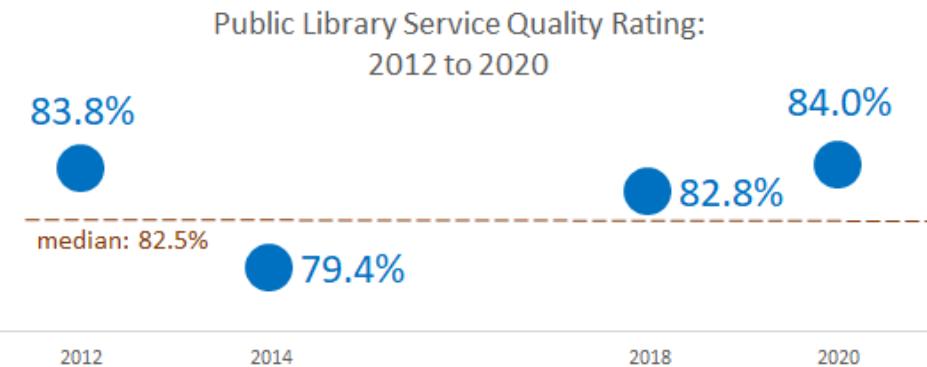
TPL has participated in the Municipal Benchmarking Network Canada (MBNC) survey for sixteen years. In 2020, TPL ranked second in both total library use per capita and electronic library use per capita, fourth in non-electronic library use per capita, second in computer use per capita, and sixth in total cost per use, out of the ten library systems reporting. TPL offers services in a complex and diverse urban environment that is significantly different from comparator libraries serving smaller municipalities.

Citizens First Survey – City of Toronto jurisdiction

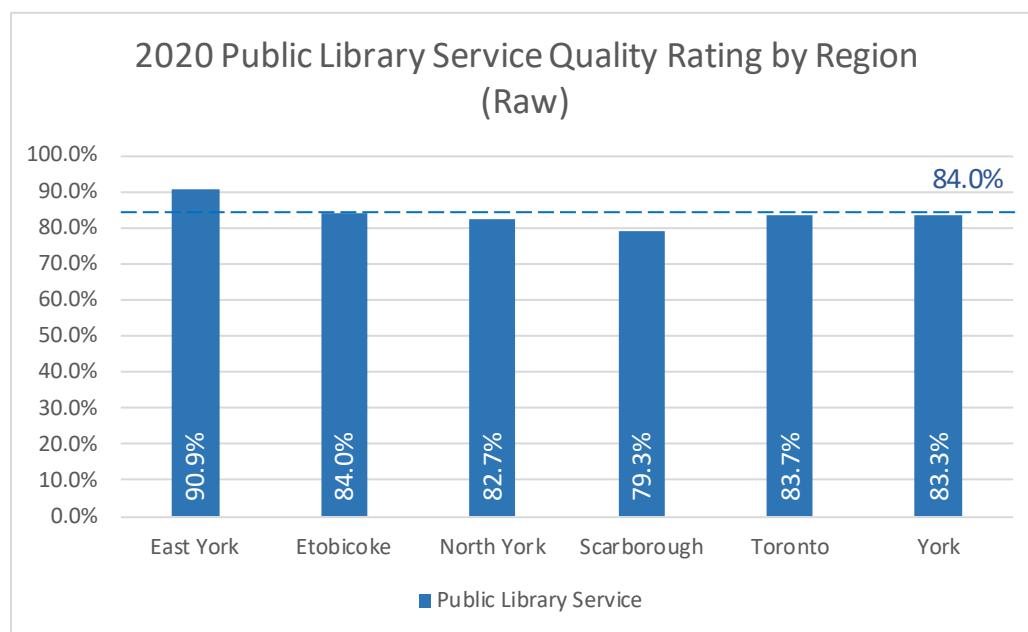
The Citizens First series has gained international attention and recognition and remains the gold standard in research on public sector service delivery. The initial Citizens First survey in 1998, established baseline measures with respect to citizens' satisfaction with and expectations of service from government, at all levels.

In the national Citizens First 2020 survey, residents continued to rate the quality of Toronto's public library service highly. At 84.0%, TPL's overall quality rating remained stable. The proportion of respondents who rated the quality of our service very good however, went up 3.3 percentage points. In 2020, half of respondents (49.3%) rated it very good, compared to 46.0% in 2018. This is a remarkable testament to the value of our service to residents given that the survey took place during the height of the COVID-19 pandemic².

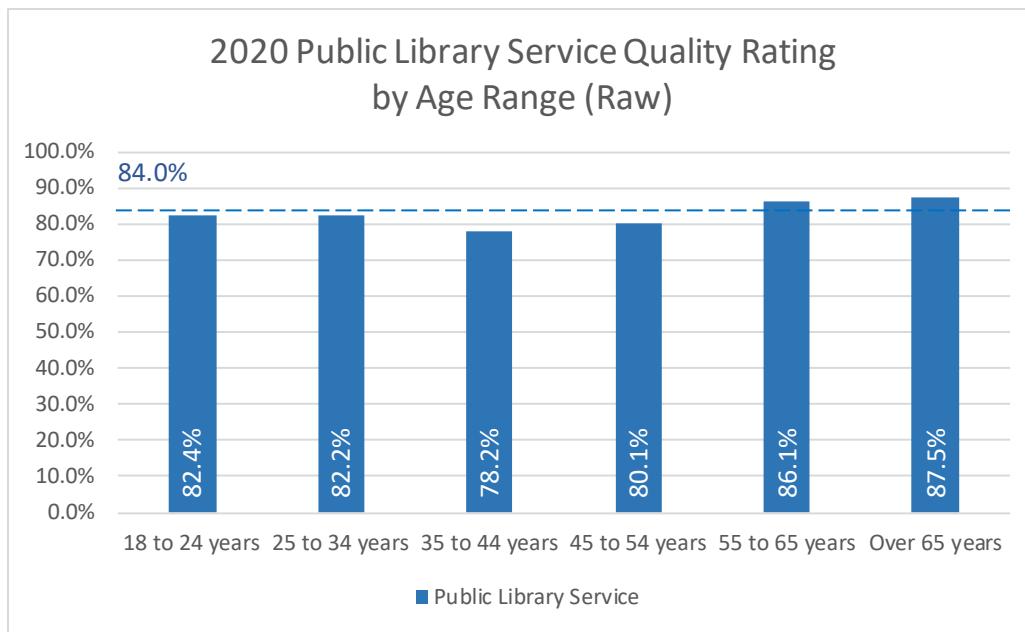
² This statistically valid survey was out in the field in four waves from July 2020 to January 2021. For the Toronto residents polled, the results have a margin of error of $\pm 4.5\%$.



Residents from all Toronto regions rated the quality of public library service positively, with East York residents scoring it highest (90.9%) and Scarborough (79.3%) lowest.



All age ranges rated the quality of public library service highly, with seniors (65+) scoring it the highest.



Circulation

As a five-year trend, electronic circulation is increasing. Total circulation is declining, driven by the decrease in physical circulation.

Total circulation

2021: **24,229,094** + 15.4%

*Five-year trend: - 5.7%

*Ten-year trend: - 5.1%

** Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2021 data in order to ensure representative trends.*

Key influencing factors 2021

- Physical circulation increased 25.4%. COVID-19 continued to affect the use of physical items. The implementation of Grab and Go bags and curbside holds pick-up compensated for branch closures and restrictions on browsing shelves.
- Sustained demand for electronic items. Circulation increased 5.4%, with OverDrive transactions growing 12.6%.

Current highlights 2021

- Total circulation increased 15.4%, driven by a 25.4% increase in physical circulation. It is still one-fifth lower than pre-COVID levels due to health and safety restrictions.
 - Physical circulation grew by more than 2.6 million transactions facilitated by:
 - The introduction of Grab and Go bags that provided access to curated books, CDs and DVDs during branch closures and restrictions on browsing shelves.
 - Full access to branch collections starting in July.
 - More locations providing in-branch service. Open hours increased 8.7%.
 - The elimination of quarantining materials on June 11. This allowed immediate access to items returned by customers and effectively trapping holds. The number of physical holds checked out by customers in 2021 increased 37.5%.
 - Physical transactions are still down 40% relative to normal use.
- Demand for physical items outpaced that of electronic items. Holds placed on physical materials jumped 26.3%, compared to a 1.7% drop for OverDrive materials.
- Physical circulation accounted for 54.2% of total circulation, up from 49.8%, as access to physical collections increased throughout the year.
 - Physical books saw the largest increase, 33.6%, followed by CDs and DVDs.
- Demand for electronic items continued. Electronic circulation increased 5.4% and accounted for 45.8% of total circulation, down from 50.2%.
 - eAudiobooks saw the largest increase, 19.0%, followed by eMagazines.
- At 70.1%, reading materials continue to account for the majority of items borrowed by customers. Physical books and periodicals made up 39.2% of total circulation, while eBooks and eMagazines accounted for 30.9% of total transactions.
 - Physical DVDs (10.5%), eAudiobooks (10.3%) and eVideos (4.6%) round out the top five circulating collections.

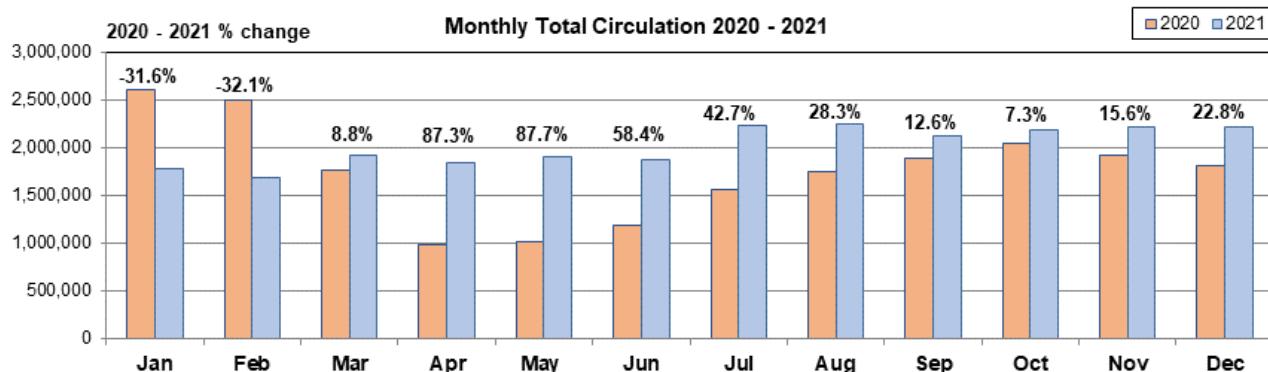
Physical and Electronic Circulation by Format: 2020 to 2021

Physical Circulation				Electronic Circulation			
Format	2020	2021	% change	Format	2020	2021	% change
Book	7,043,773	9,409,904	33.6%	eBook	6,602,524	6,711,522	1.6%
Audiobook	622,734	636,751	2.3%	eAudiobook	2,089,572	2,486,121	19.0%
Periodical	234,310	85,239	-63.6%	eMagazine	739,647	770,638	4.2%
DVD	2,189,673	2,545,007	16.2%	eVideo	1,073,293	1,110,195	3.4%
CD	329,338	409,061	24.2%	eMusic	35,292	29,481	-16.5%
Other*	40,659	35,175	-13.5%				
Total	10,460,487	13,121,137	25.4%	Total	10,540,429	11,107,957	5.4%
	49.8%	54.2%	% of total circulation		50.2%	45.8%	

*Other includes cassettes, CDROMs, technology, instruments, maps, Museum and Art passes.

Monthly Circulation

- January and February reported decreases in total circulation. Branches were closed to customers until March 10, 2021; however, access to physical materials was available through curbside pick-up of hold items, and curated Grab and Go bags.
- Total circulation climbed back up as branches re-opened mid-year and full access to collections resumed July 5. Use did not reach pre-pandemic levels.



Monthly Total Circulation: 2020 to 2021

Month	2020	2021	2020-2021 % change
January	2,611,993	1,785,528	-31.6%
February	2,491,570	1,691,585	-32.1%
March	1,760,986	1,916,564	8.8%
April	986,229	1,847,483	87.3%
May	1,012,406	1,900,170	87.7%
June	1,184,545	1,876,367	58.4%
July	1,562,056	2,229,280	42.7%
August	1,749,360	2,243,934	28.3%
September	1,882,649	2,119,593	12.6%

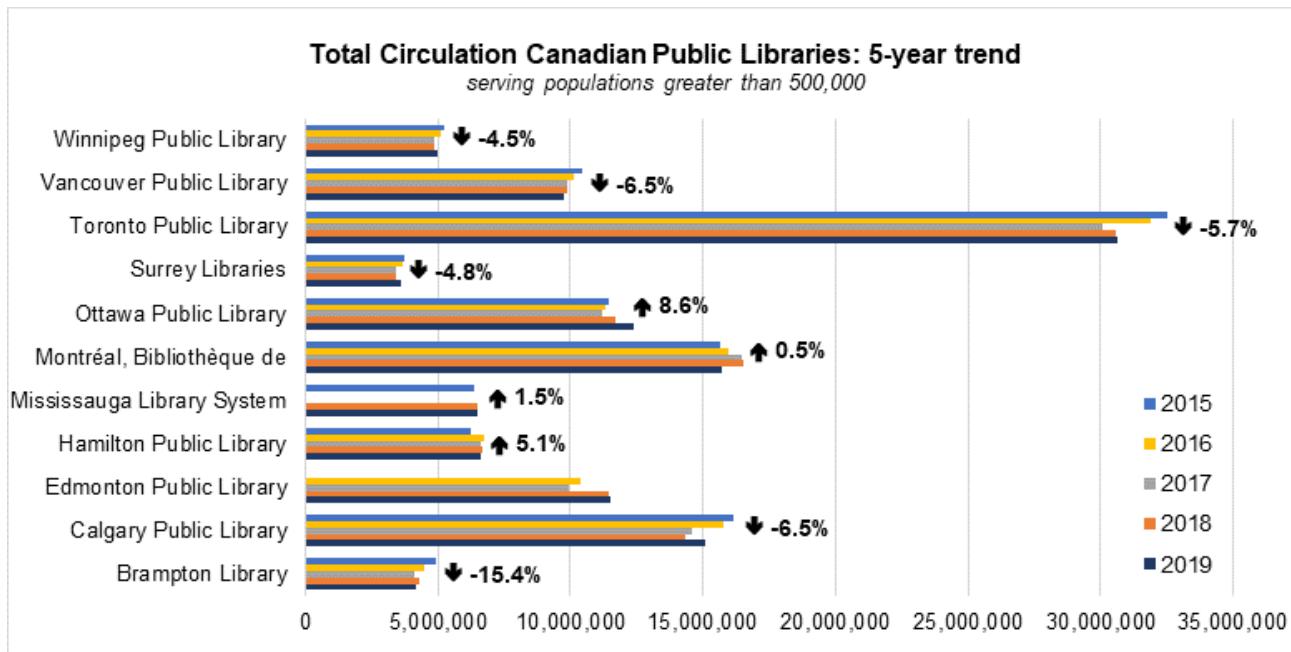
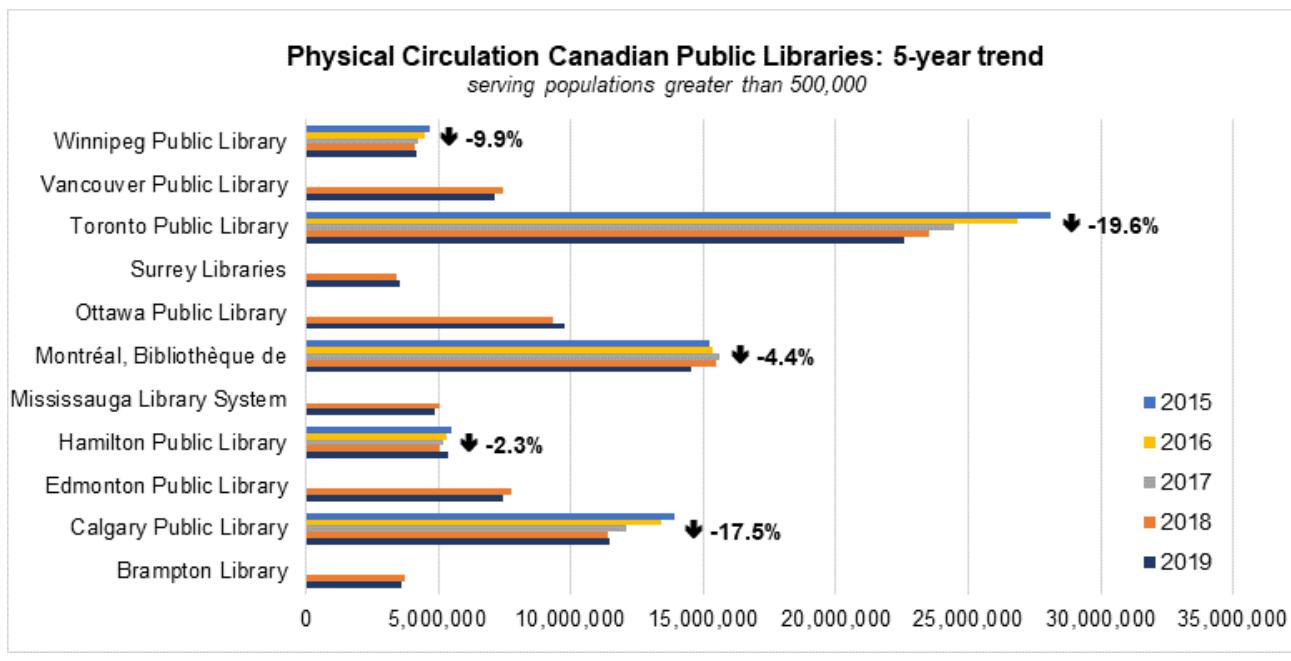
Month	2020	2021	2020-2021 % change
October	2,038,485	2,187,480	7.3%
November	1,913,532	2,211,637	15.6%
December	1,807,105	2,219,473	22.8%
Total	21,000,916	24,229,094	15.4%

How Toronto compares 2015 to 2019

Circulation is influenced by funding trends, policies and procedures regarding collection use, and the demographic makeup of communities. An analysis of five-year circulation trends from 2015 to 2019, at Canadian libraries³ serving populations greater than 500,000, shows that:

- Physical circulation declined for all comparator libraries, an average drop of 10.7%. Toronto Public Library's decline was 19.6%, the highest. It is still a positive picture. TPL continues to have the highest physical circulation in Canada.
- Electronic circulation increased for all the libraries, an average increase of 85.0%, which helped mitigate the drop in total circulation, and for some libraries increase it. Toronto reported the second largest increase (83.7%), in this five-year period. TPL was an early adopter of electronic circulating materials in 2000 and use has been building for 20 years.
- For all libraries, electronic circulation is increasing as a proportion of total circulation. On average, electronic use made up almost one-fifth (18.4%) of total circulation in 2019, compared to one-tenth (10.7%) five years earlier.
- Total circulation, which comprises both electronic and physical transactions, declined for six of the eleven comparator libraries, and averaged a decrease of 2.8%. Toronto reported the third smallest drop (-5.7%), Ottawa (8.6%) and Hamilton (5.1%) the largest increases.

³ Analysis of the latest data available pre-COVID from the Canadian Urban Libraries Council (CULC) annual public library survey. Canadian libraries are used since North American comparators are no longer available. In the Canadian context, Toronto is the largest urban centre, followed by Montreal and Calgary. All other library systems serve populations less than 1 million (refer to attachment 2).



Branch Visits

Branch visits is the broadest measure of facility use. Branches are increasingly used for technology access, programs, study space and community use. Visits are influenced by service offerings, programming, collections, and study space. The disruption caused by COVID-19 impacted customer visits. All in-branch services reported declines, as government mandated closures and restrictions on capacity and in-person services hampered access to our branches.

Branch Visits

2021: **4,029,488** - 27.5%

*Five-year trend: - 5.0%

*Ten-year trend: - 6.0%

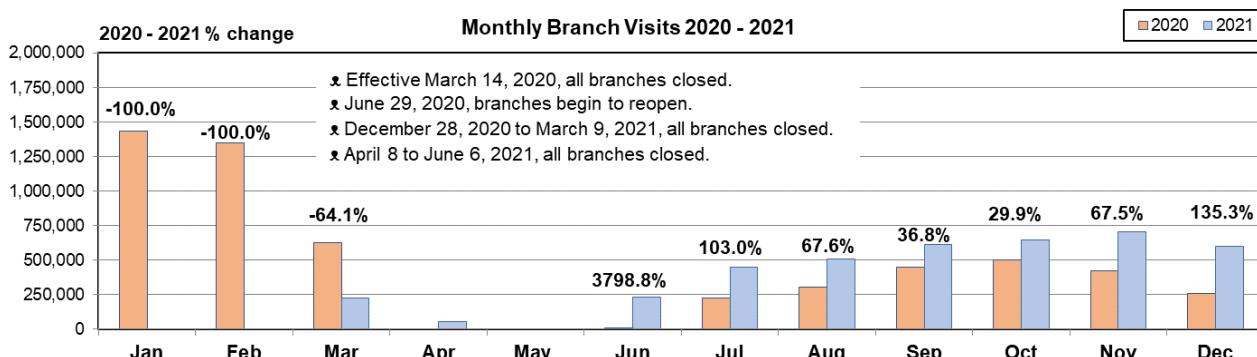
* Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2021 data in order to ensure representative trends.

Key influencing factors 2021

- COVID-19 branch closures in the first half of the year, and capacity limits on branch occupancy and restrictions on in-person services in the latter half of the year negatively affected visits.
- Curbside holds-pick up, and Grab and Go checkouts were not tracked as branch visits.

Current highlights 2021

- Branch closures and provincially mandated service restrictions stifled branch visits.
 - All branches were closed to customers for 19-weeks, from December 28, 2020 to March 9, 2021, and from April 8 to June 6, 2021, to support City and community efforts to curb the spread of the COVID-19 virus.
 - From March 10 to April 7, 2021, and effective June 7, 2021, 81 branches reopened with in-branch services limited to computer use, printing and photocopying, holds pick-up, Grab and Go bags, card registration, and washroom access.
- From July to November, as more in-branch services were gradually reinstated and capacity restrictions eased, branch visits averaged 28.0% increases month over month.
- Sunday service resumed October 17, 2021, at 58 branches, followed by limited in-person programming in November.
- Visits dipped slightly after December 19, 2021, as the province introduced 50% capacity limits, prompting the library to suspend in-person programming until March 31, 2022.



Monthly Branch Visits: 2020 to 2021

Month	2020	2021	2020-2021 % change
January	1,432,258		-100.0%
February	1,349,722		-100.0%
March	625,596	224,752	-64.1%
April		50,584	

May			
June	6,002	234,007	3798.8%
July	222,348	451,280	103.0%
August	303,720	509,137	67.6%
September	445,837	610,005	36.8%
October	497,699	646,396	29.9%
November	419,085	702,132	67.5%
December	255,483	601,195	135.3%
Total	5,557,751	4,029,488	-27.5%

Visits by Day of Week

Under normal operating conditions, branch visits reflect the varying needs of customers throughout the week and the Library's commitment to providing open access throughout the day. The unpredictability in service offerings and branch access caused by COVID-19 negatively impacted visits and makes comparability by hour difficult.

- Total visits and average visits per open day were highest on Tuesdays.
- Sunday service resumed October 17, 2021, at 58 branches.

Annual Visits by Day of Week: 2020 to 2021

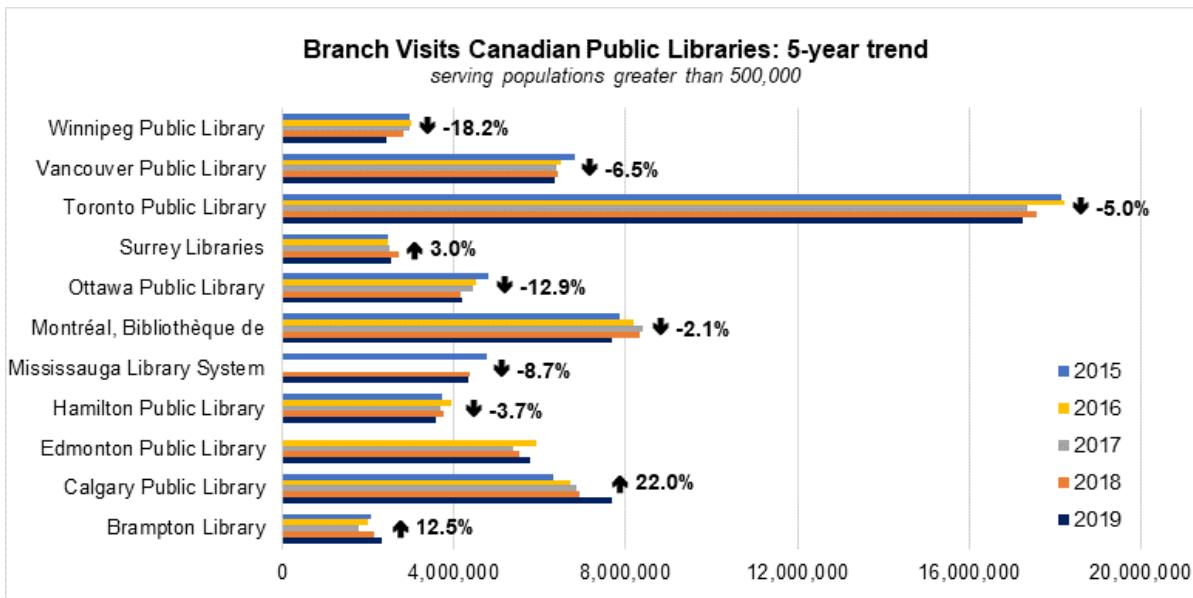
Day of Week	Total Visits			Average Visits per Open Day		
	2020	2021	2020-2021 % change	2020	2021	2020-2021 % change
Sunday	168,540	67,098	-60.2%	16,854	6,710	-60.2%
Monday	779,430	589,284	-24.4%	25,143	20,320	-19.2%
Tuesday	974,204	735,070	-24.5%	27,834	21,620	-22.3%
Wednesday	948,351	715,327	-24.6%	27,096	20,438	-24.6%
Thursday	969,803	682,547	-29.6%	26,211	20,683	-21.1%
Friday	903,452	635,230	-29.7%	25,096	19,249	-23.3%
Saturday	813,970	604,932	-25.7%	23,256	18,904	-18.7%
Total	5,557,751	4,029,488	-27.5%	25,378	19,561	-22.9%

How Toronto compares 2015 to 2019

Toronto Public Library performance is in line with library trends and its Canadian comparators. An analysis of five-year trends from 2015 to 2019, at Canadian libraries⁴ serving populations greater than 500,000, shows that:

⁴ Analysis of the latest data available pre-COVID from the Canadian Urban Libraries Council (CULC) annual public library survey. Due to the impact of the pandemic, five-year trends exclude 2020 data in order to ensure representative trends.

- Visits are declining, an average decrease of 2.0%. Toronto (-5.0%) had the third smallest drop. Winnipeg (-18.2%) and Ottawa (-12.9%) reported sharp declines.
- In this time period, Toronto reported the highest visits, followed by Montréal and Calgary; and ranked either third or fourth in visits per capita, averaging 6.1 visits per capita, well above the median of 5.6.



Electronic Visits

Electronic visits comprises visits to several TPL web services including www.tpl.ca, TPL websites, online databases, eLearning resources, and TPL blogs. Electronic services and collections, website content, self-service and customizable features influence electronic visits. During COVID-19, electronic visits increased as Library services shifted to more online and remote offerings, to engage with our customers and connect them with the services that they need.

Electronic Visits

2021: **33,265,254** + 4.2%

*Five-year trend: - 2.4%

*Ten-year trend: + 12.9%

* Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2021 data in order to ensure representative trends.

Key influencing factors 2021

- Use of electronic databases and content continued to grow.
- Visits to TPL websites increased 6.8%, with 31.6 million visits.
- Blogs with TPL-produced content drew in more than 1 million visits.
- Visits to electronic databases grew 2.1%, with 2.6 million visits.

Current highlights 2021

- Overall visits to TPL online content and resources increased 4.2%, as customers continued to access online services due to COVID restrictions on in-branch services.
 - Visits to TPL websites grew 6.8% with 31.6 million visits. The main TPL site (www.tpl.ca) increased 8.7% and accounted for more than half of all visits.
- In 2021, use of eLearning resources continued to be popular among customers. Top performing databases, Brainfuse, LinkedIn Learning, Gale Courses and Mango Languages contributed more than 600,000 visits.
- Blogs with TPL-produced content drew in more than 1 million visits, as customers sought timely information about library services and updates during the pandemic. The four most popular blogs drew in almost 700,000 visits and were: What's On at the Library Blog, Arts & Culture Blog, Digital Library Services Blog, and Local History & Genealogy Blog.
- Use of online databases increased 2.1%. Four new databases were introduced, including the Wall Street Journal (WSJ) and HeritageQuest. Three of the top five performing databases were eLearning resources.
 - PressReader continues to be the most used online database. Sessions increased 9.2% and page views jumped 38.2%. PressReader provides access to newspapers and magazines from over 100 countries in over 60 languages.
 - Ancestry Library Edition reported the largest increase, 132.2%. Prior to the pandemic, access was only available in-branch. As of March 2020, TPL offered remote access, so customers could connect from home.
- The table below lists the fifteen top performing licensed databases and eLearning resources. The latter appear in rose.

Top Performing Online Databases (Licensed and eLearning Resources)

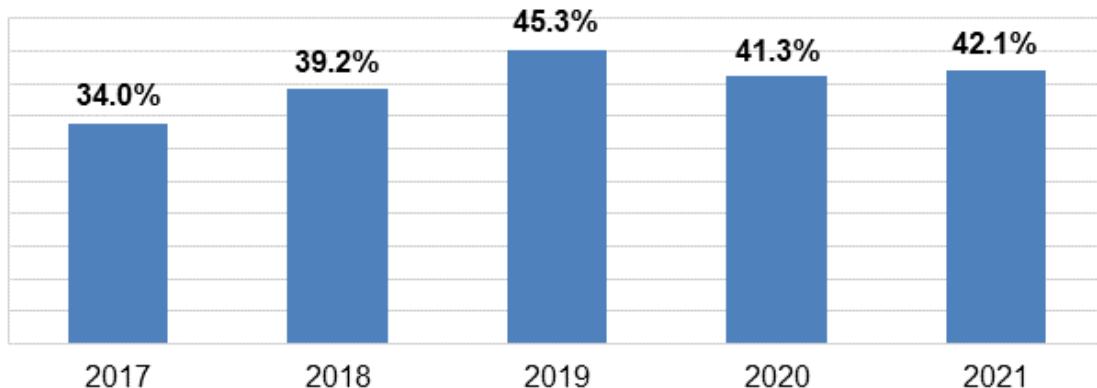
Rank	Online Database Resource	2021	2020	2020-2021 % change
1	PressReader	1,012,272	926,782	9.2%
2	NYTimes.com	606,462	462,126	31.2%
3	Brainfuse	293,286	243,431	20.5%
4	LinkedIn Learning (formerly Lynda.com) ⁵	140,776	328,794	-57.2%
5	Gale Courses	87,899	108,981	-19.3%
6	Mango Languages	84,444	108,246	-22.0%
7	Toronto Star - Historical Newspaper Archive	54,906	51,820	6.0%
8	Globe and Mail - Historical Newspaper Archive	45,301	41,423	9.4%
9	Ancestry Library Edition	40,769	17,559	132.2%
10	Canadian Newsstream	35,180	28,327	24.2%

⁵ Decrease is attributable to the transition of Lynda.com to the LinkedIn Learning platform on April 30, 2021. Comparable data on customer sessions is unavailable from LinkedIn Learning. As of May 1, 2021, sessions data for LinkedIn Learning is collected through Google Analytics.

Rank	Online Database Resource	2021	2020	2020-2021 % change
11	Consumer Reports Online	33,962	36,875	-7.9%
12	Naxos Music Library	29,708	54,474	-45.5%
13	Academic OneFile	21,093	23,014	-8.3%
14	IELTS General	16,680	23,665	-29.5%
15	Canadian Business & Current Affairs (CBCA)	14,907	14,055	6.1%
	Total Sessions - Top 15 resources	2,517,645	2,469,572	1.9%
	Total Sessions - All 54 resources	2,642,737	2,587,786	2.1%

- 42.1% of external visits to the main website (www.tpl.ca) took place on a mobile phone or tablet, up from 41.3%. Overall, external visits to the main site were up (8.1%), particularly when branches were open. As TPL reinstated more in-branch services, customers increasingly checked the main website to place holds, check and manage their online account or browse in-person programs. Full access to branch collections resumed in mid-June, and in-person programming launched in November.
 - Online library card renewals from external devices were up 255.5%. 43.0% of online card renewals were via a mobile phone or tablet.
 - Holds placed on physical items from external devices were up 39.9%. 42.5% of holds placed on branch materials were from a mobile phone or tablet.

TPL Main Website: Percentage of mobile visits



TPL Main Website: Percentage of Mobile Visits

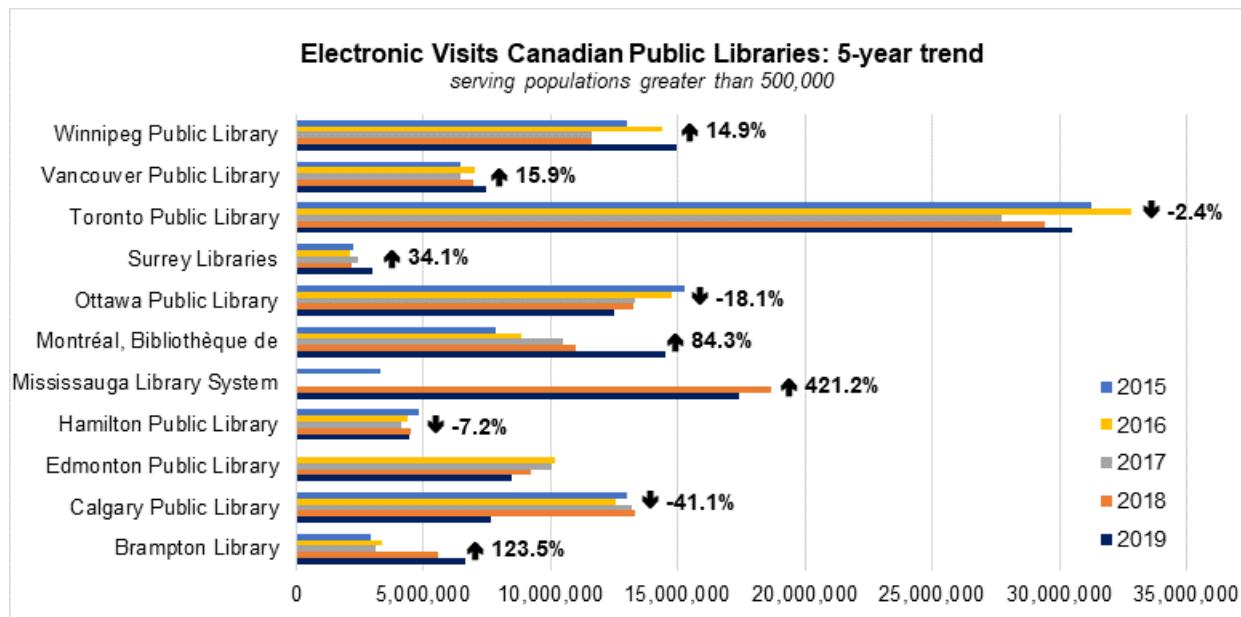
Year	External Visits from Desktop Devices	External Visits from Mobile Devices (phones, tablets)	Total External Visits	% of Mobile Visits
2017	10,939,516	5,627,835	16,567,351	34.0%
2018	9,909,170	6,395,669	16,304,839	39.2%
2019	9,669,255	7,992,335	17,661,590	45.3%

Year	External Visits from Desktop Devices	External Visits from Mobile Devices (phones, tablets)	Total External Visits	% of Mobile Visits
2020	9,278,217	6,516,095	15,794,312	41.3%
2021	9,886,154	7,188,524	17,074,678	42.1%
Percentage change 2020 to 2021	6.6%	10.3%	8.1%	2.0%
Percentage change 2017 to 2021	-9.6%	27.7%	3.1%	23.9%

How Toronto compares 2015 to 2019

An analysis of five-year trends from 2015 to 2019, at Canadian libraries⁶ serving populations greater than 500,000, shows that:

- Electronic visits increased an average of 62.5%.
- Toronto reports the highest electronic visits in Canada, and ranks third in electronic visits per capita (10.4) over this period.



Programs

Programs meet the educational, social and entertainment needs of our customers, and support healthy, informed and engaged communities. During the pandemic, branch closures and health and safety measures restricted the ability to offer in-branch

⁶ Analysis of the latest data available pre-COVID from the Canadian Urban Libraries Council (CULC) annual public library survey. Due to the impact of the pandemic, five-year trends exclude 2020 data in order to ensure representative trends.

programs. The Library implemented online programming to provide Torontonians with a TPL program experience from home. A variety of live and on demand offerings are available for customers of all ages that align with our strategic priorities.

While online programs provide convenience, access and support connection, in-person programs help build community and foster stronger connection and engagement, which is important with so many people experiencing social isolation. A survey conducted in 2021⁷, found that some of the main reasons customers attended in-person TPL programs included to spend quality time with family and friends (85%); to support their community (80%); and to connect with others who share their interests (79%). TPL is taking a measured approach to reinstate in-person programming at branches across the city.

Prior to the pandemic, program offerings and attendance were trending up.

Programs Offered	Program Attendance
2021: 4,827 - 50.1%	2021: 128,842 - 45.4%
*Five-year trend: + 21.2%	*Five-year trend: + 6.6%
*Ten-year trend: + 56.5%	*Ten-year trend: + 24.6%

** Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2021 data in order to ensure representative trends.*

** Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2021 data in order to ensure representative trends.*

Key influencing factors 2021

- Branch closures and restrictions on in-person services due to COVID-19, negatively affected in-person programming and outreach, while increasing online offerings.
- Youth Hub service re-opened in July. Youth Hubs provide afterschool space and programming in Neighbourhood Improvement Areas and underserved communities.

Current highlights 2021

- TPL conducted a program survey in the fall⁸. Eighty percent of respondents were satisfied with their program experience, whether in-person or online.
- Online programs continued to be popular. Almost 114,000 people attended 2,390 online programs, with an average of 48 attendees and views per program.

⁷ The survey ran from September 27 (12:00 am) to October 11 (12:00 am), 2021. There were 3,015 respondents, with 2,393 (79.4%) reaching the end of the survey. For the population polled, the results have a margin of error of $\pm 5.0\%$.

⁸ The survey ran from September 27 (12:00 am) to October 11 (12:00 am), 2021. There were 3,015 respondents, with 2,393 (79.4%) reaching the end of the survey. For the population polled, the results have a margin of error of $\pm 5.0\%$.

- Select branches offered in-person programs in the second half of the year. 2,437 in-branch programs drew in shy of 15,000 participants.
 - In-person programming began July 5, with Youth Hub service at 19 branches, and 7 locations offering Adult literacy learner-tutor sessions. By October, attendance at Youth Hubs increased by more than five-fold, and participation in one-on-one literacy sessions almost tripled.
 - Regular in-person programming resumed November 1 until December 19, 2021, and reported an average fill rate of 74.8%. This is a much stronger result than expected based on a TPL-run survey, in which the majority of respondents (59%) indicated that they felt comfortable attending in-person programs.
 - The respondents sampled were also more inclined to attend in-branch programs. Forty percent would prefer to attend in-person programs, compared to 30% for online, and 25% who have no preference.
- Adult (25-64) programs made up 36.2% of total programs, and reported the highest total program attendance⁹, 42.2%.
- Teen programs accounted for the most total programs offered (47.4%), driven entirely by in-branch Youth Hubs. Youth Hubs attracted 12,626 in-person participants, and accounted for 71.4% of total teen attendance.
 - The **Career Coaches in Residence Program** hosted 34 live online workshops and seminars with 827 attendees and views. Four coaches also provided career advice to youth through 368 individual one-hour virtual coaching sessions. This initiative connects young adults to career and job help resources, and information to help build their careers, and supports the Library's strategic priority of building pathways for workforce development.

2021 Programs and Attendance by Program Age Group

Program Age Group	In-person Programs		Online Programs		Total Programs (in-person and online)			
	Programs	Attendance	Programs	Attendees and Views	Programs	Attendance	% of Programs	% of Attendance
Pre-school (0-5)	82	814	52	24,319	134	25,133	2.8%	19.5%
School-Age (6-12)	47	587	128	8,737	175	9,324	3.6%	7.2%
Children	129	1,401	180	33,056	309	34,457	6.4%	26.7%
Teen (13-17)	2,170	12,763	120	4,913	2,290	17,676	47.4%	13.7%
Young Adult (18-24)	7	22	105	2,112	112	2,134	2.3%	1.7%
Youth	2,177	12,785	225	7,025	2,402	19,810	49.8%	15.4%
Adult (25-64)	104	575	1,644	53,739	1,748	54,314	36.2%	42.2%
Senior (65+)	27	212	341	20,049	368	20,261	7.6%	15.7%
Adult & Seniors	131	787	1,985	73,788	2,116	74,575	43.8%	57.9%
Total	2,437	14,973	2,390	113,869	4,827	128,842	100.0%	100.0%

- TPL's [Library Settlement Partnerships \(LSP\)](#) program helps newcomers with their settlement needs. In 2021, the number of clients served increased 39.9%, serving

⁹ Total programs and total attendance includes both in-person and online offerings.

40,000 newcomers, with year-round online service at fourteen branches, and in-person service at nine branches since July.

- LSP also delivered 891 online programs with 27,467 live attendees, which represented 18.5% and 21.3% of total programs and attendance, respectively. The LSP program is a collaboration with seven local settlement agencies, with funding from [Immigration, Refugees and Citizenship Canada \(IRCC\)](#).
- Information and current issues programs made up the majority of total program offerings (61.5%) and attendance (42.3%).
- 507 innovation, technology and computer programs were offered and drew in 8,504 attendees. They represented 10.5% of total programs offered and 6.6% of total attendance.

2021 Programs and Attendance by Program Type

Program Type	In-person Programs		Online Programs		Total Programs (in-person and online)			
	Programs	Attendance	Programs	Attendees and Views	Programs	Attendance	% of Programs	% of Attendance
Cultural	108	803	279	27,672	387	28,475	8.0%	22.1%
ESL	0	0	402	4,004	402	4,004	8.3%	3.1%
Information & Current Issues	2,114	12,600	857	41,841	2,971	54,441	61.5%	42.3%
Literacy	41	328			41	328	0.8%	0.3%
Literary	95	929	424	32,143	519	33,072	10.8%	25.7%
User Education	79	313	428	8,209	507	8,522	10.5%	6.6%
Total	2,437	14,973	2,390	113,869	4,827	128,842	100.0%	100.0%

Book a Librarian information service

[Book a Librarian](#) is a personalized appointment with a librarian for customers seeking comprehensive assistance looking for a job, conducting research, requiring tech help, using library resources and much more.

- In 2021, customized Book a Librarian (BAL) sessions increased 62.0%, with 1,184 sessions delivered, totalling more than 1,068 hours or 44.5 days of instruction.
 - 57.6% of sessions took place in-person at a branch.
 - 42.4% were delivered remotely, either online or by telephone.
- From January to September, TPL piloted Seniors Tech Help, a one-on-one service offering remote technology help to seniors, to address social isolation through digital inclusion and literacy as part of the City's Seniors Strategy 2.0.
 - Staff responded to 1,113 customer queries via phone and email, with more than 40.0% related to learning about and accessing TPL's digital collections.
 - Staff delivered 389 Book a Librarian sessions, totalling 383 hours, and instructed more than 300 customers how to connect with friends and family virtually using their devices.
- The top three categories were technology based and accounted for 69.9% of overall Book a Librarian sessions requested by customers.

2021 Book a Librarian (BAL) Sessions by Category

BAL Category	In-person Sessions			Remote Sessions			Total (in-person and online)		
	Sessions	Attendees	Hours	Sessions	Attendees	Hours	Sessions	Attendees	Hours
Mobile Devices & Apps	221	231	192:30:00	215	224	196:00:00	436	455	388:30:00
Internet Skills	118	127	104:45:00	119	120	102:30:00	237	247	207:15:00
Computer Basics	84	91	80:15:00	71	74	72:00:00	155	165	152:15:00
Accessing government and community resources	103	110	96:15:00	13	13	8:15:00	116	123	104:30:00
Microsoft Office	40	42	35:30:00	10	10	10:15:00	50	52	45:45:00
Subject Research	30	31	26:15:00	12	14	9:45:00	42	45	36:00:00
Social Networking	13	13	12:30:00	26	26	25:15:00	39	39	37:45:00
Library Services	11	13	9:30:00	20	21	14:45:00	31	34	24:15:00
Job Search	26	26	23:15:00	4	4	2:45:00	30	30	26:00:00
Digital Innovation	27	28	26:15:00				27	28	26:15:00
eLearning	5	5	5:15:00	12	12	12:00:00	17	17	17:15:00
Business	4	4	2:45:00				4	4	2:45:00
Total	682	721	615:00:00	502	518	453:30:00	1,184	1,239	1068:30:00
Top three categories	442	468	393:30:00	405	418	370:30:00	828	867	748:00:00
Top three categories: % of total	64.8%	64.9%	64.0%	80.7%	80.7%	81.7%	69.9%	70.0%	70.0%

Program Type definitions

Cultural: Programs that feature or promote the arts, culture and heritage; that relate to the ideas, customs and social behavior of a society, and to intellectual achievements.

Examples: Culture, performing and visual arts, entertainment, hobbies, crafts and games, puppet shows, customs and social behavior, history, genealogy, etc.

ESL: Programs to help participants learn English.

Examples: English as a Second Language classes, English Conversation Circle, etc.

Information & Current Issues: Non-computer programs that are instructional and /or impart knowledge, and programs on topical issues and current events.

Examples: Health and wellness, gardening, business, legal, personal finance, science and technology, newcomer programs, civic engagement, intellectual topics, ideas, etc.

Literacy: Instructional programs where participants learn how to read and write.

Examples: Adult literacy programs in basic reading, writing and math.

Literary: Programs related to all aspects of the literary arts, reading and stories; writing, analysis and content of literature and related to the literature profession: publishers, writers and illustrators.

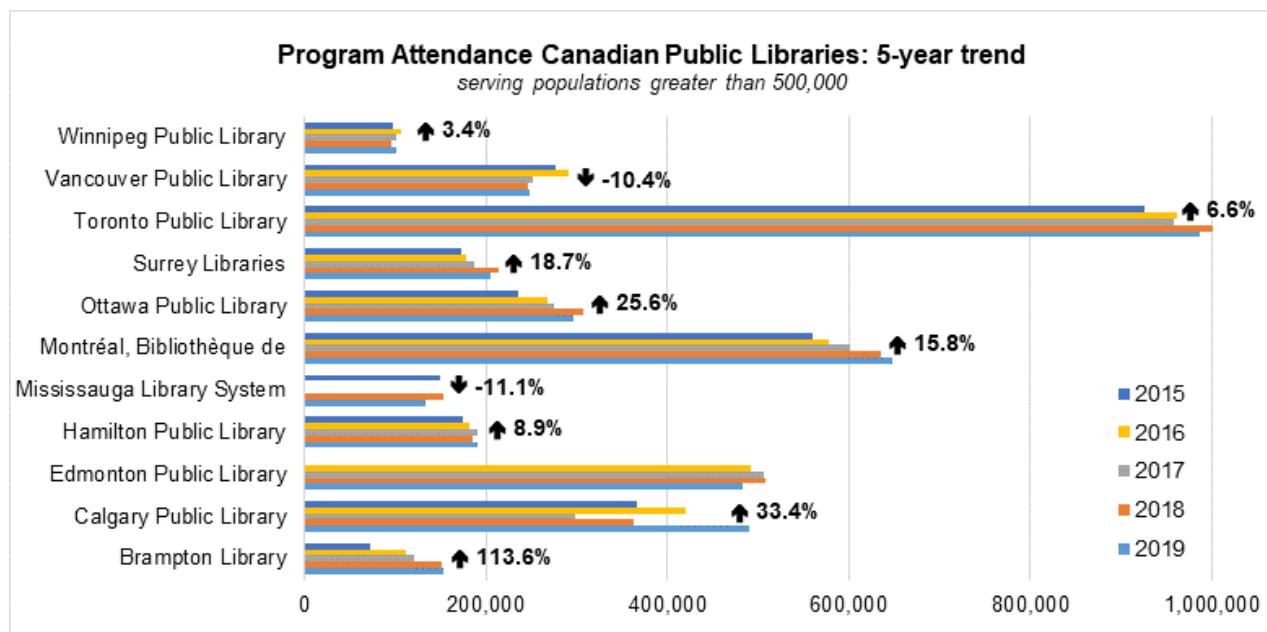
Examples: Author talks and lectures, storytimes, book talks, book clubs, writing groups, literature programs, poetry programs, illustrating books, comics, etc.

User Education: Programs on using computer resources and library resources.
Examples: Computer and library resources, online career and job search, eContent and devices, Library tours, Computers for Beginners, MS Office, Digital Privacy, How Social Media Can Help Your Small Business, coding and software programs, etc.

How Toronto compares 2015 to 2019

Toronto Public Library performance is in line with library trends and its Canadian comparators¹⁰. An analysis of five-year program trends from 2015 to 2019 shows that:

- Programs offered rose, an average increase of 2.8%. Toronto increased 21.2%.
- Program attendance increased an average of 20.4%. Toronto increased 6.6%.
- Toronto ranked fourth in per capita programs and attendance over this period.



Use of Technology in Branches

As a five-year trend, workstation use is declining and wireless use is increasing. COVID-19 greatly affected access to in-branch technology and reinforced the important role that libraries play in addressing the digital divide. In 2021, 63.4% of Toronto respondents¹¹ on the Bridge survey of technology use noted that TPL was their only

¹⁰ Analysis of the latest data available pre-COVID from the Canadian Urban Libraries Council (CULC) annual public library survey. Due to the impact of the pandemic, five-year trends exclude 2020 data in order to ensure representative trends.

¹¹ Due to COVID restrictions on in-branch services, data collection was available from August to December 2021. There were 2,560 total respondents.

access to technology services, and 80.4% reported increased digital comfort after using one or more technology services.

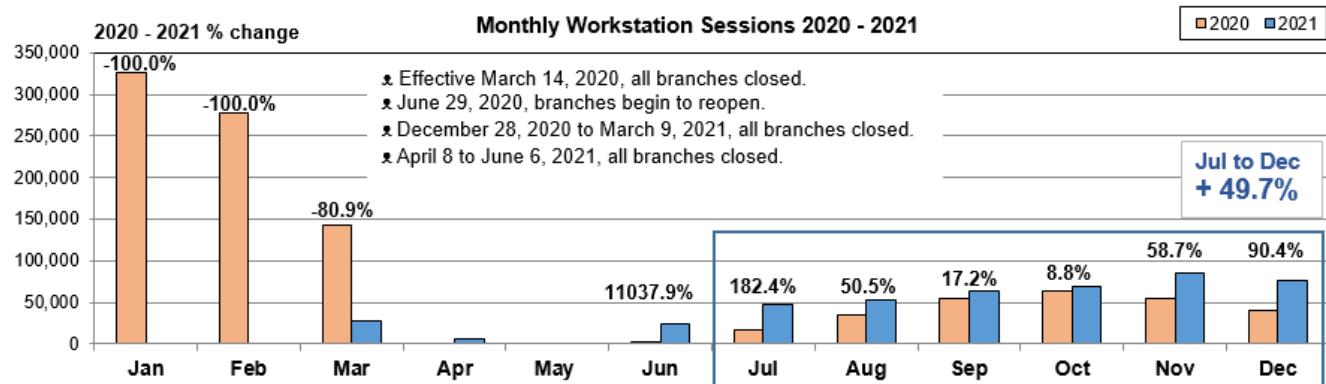
Workstation User Sessions		Wireless Sessions	
2021: 451,012	- 55.4%	2021: 3,078,651	+ 81.1%
*Five-year trend:	- 40.4%	*Five-year trend:	+ 51.3%
*Ten-year trend:	- 33.5%	*Ten-year trend:	+ 337.7%
<i>* Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2021 data in order to ensure representative trends.</i>			

Key influencing factors 2021

- Branch closures and capacity restrictions on in-person services due to COVID-19, negatively impacted workstation user sessions.
- Wireless use increased 81.1%; part of this jump is artificial. In 2021, TPL began using network reports from the service vendor to track wireless sessions, providing a more accurate measure of use. The previous method underreported usage.

Current highlights 2021

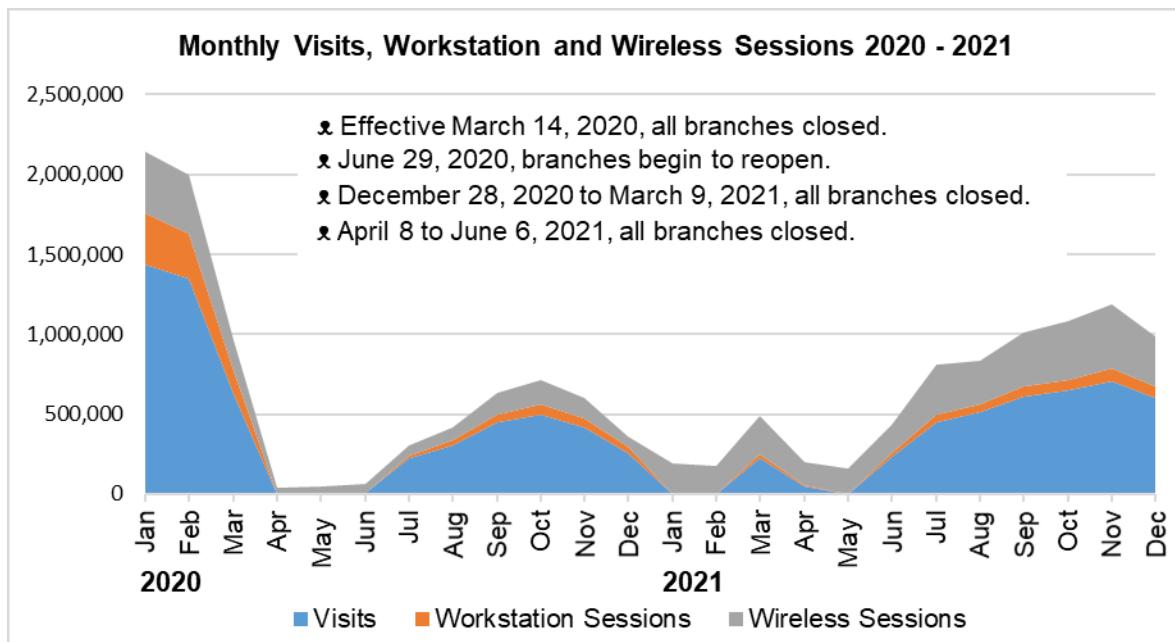
- Technology is part of everyday life, with Torontonians increasingly using virtual spaces for their daily needs. This was clearly the case during COVID-19 as residents relied on the Internet to engage in work, learning, entertainment and community connection. The Bridge survey of technology use identified internet access (76.4%) as the top TPL service used. 49.1% of respondents used Wi-Fi and 27.3% accessed the internet at a library workstation. Microsoft Office software (12.0%) was the next top service. As a result of using technology services at TPL, the survey found that:
 - 72.9% of respondents reported an increased level of community engagement. The top contributors to providing a sense of community engagement were learning about volunteering opportunities in the community (41.0%), and learning about, participating in, organizing or managing a civic or community group or non-profit (35.8%).
 - 71.2% of respondents reported an increased sense of social belonging. The top contributors to providing a sense of belonging were communicating with friends and family (50.1%), finding reviews of movies, books or music (25.3%), and learning new skills (24.5%).
- As more branches reinstated computer access in July, workstation use averaged month over month increases of 32.9%. Usage slipped slightly after December 19, 2021, when the province introduced 50% visitor capacity limits.
- Computer sessions increased 49.7% from July to December.



Monthly Workstation Sessions: 2020 to 2021

Month	2020	2021	2020-2021 % change
January	326,381	0	-100.0%
February	278,229	0	-100.0%
March	142,381	27,248	-80.9%
April	0	6,046	
May	0	0	
June	211	23,501	11037.9%
July	16,530	46,684	182.4%
August	35,364	53,231	50.5%
September	53,805	63,083	17.2%
October	63,660	69,268	8.8%
November	53,994	85,669	58.7%
December	40,055	76,282	90.4%
Total	1,010,610	451,012	-55.4%
July to December	263,408	394,217	49.7%

- Wireless use continued to surpass workstation use. During mandated closures, wireless access remained available to customers outside branch locations. Access to workstations and laptops however, was not possible.
- Workstation and wireless use have a direct correlation with branch visits. Their usage trends align throughout the pandemic following the periods of branch closures and in-branch services reinstatement.



Monthly Visits, Workstation and Wireless Sessions: 2020 to 2021

Month	2020			2021		
	Visits	Workstation Sessions	Wireless Sessions	Visits	Workstation Sessions	Wireless Sessions
January	1,432,258	326,381	384,028			190,091
February	1,349,722	278,229	366,110			173,252
March	625,596	142,381	194,212	224,752	27,248	237,705
April			36,214	50,584	6,046	147,238
May			43,708			160,333
June	6,002	211	59,265	234,007	23,501	172,690
July	222,348	16,530	65,525	451,280	46,684	309,375
August	303,720	35,364	80,926	509,137	53,231	275,086
September	445,837	53,805	133,856	610,005	63,083	333,573
October	497,699	63,660	148,512	646,396	69,268	368,663
November	419,085	53,994	124,833	702,132	85,669	397,894
December	255,483	40,055	62,444	601,195	76,282	312,751
Total	5,557,751	1,010,610	1,699,633	4,029,488	451,012	3,078,651

- 1,000 hotspot devices were distributed to low-income families and individuals who face barriers to accessing the internet, through TPL's Wi-Fi Hotspot Lending program, which is supported by the City's Poverty Reduction Strategy.
- 365 Internet Connectivity Kits were distributed to ensure access to critical online services and to support low-income families or individuals who lack home internet access. Each kit contains a new laptop, which recipients get to keep, and a Wi-Fi hotspot with four months of unlimited data. The kits were funded through the TPL

Foundation and the City of Toronto's COVID-19 Emergency Relief Fund and Community Funding Unit resources.

- TPL provided ongoing support to 566 Internet Connectivity Kits.
- Starting September 20, 2021, TPL offered free printing of vaccination certificates at branches across the city. Staff reported increased use of printing technology and assistance as a result. For privacy reasons, what customers print is not tracked however, from September 20, 2021 to the end of the year, the number of print jobs customers sent to TPL devices increased 42.9%, compared to the same period in the previous year. In this period, the number of print jobs customers sent using the [Print Anywhere – Mobile Printing](#) app, increased 63.6%, and accounted for 26.6% of overall print jobs. It is unknown how many of the 93,714 print anywhere requests in this period directly contributed to new customers visiting a branch to release and pick-up their printed pages, who would not otherwise have used our services.

Library Membership

TPL annually reviews its Circulation and Collection Use Policy to remove barriers to access. The customer database is purged regularly to maintain an accurate view of members. Over the past five and ten-year periods new membership increased, driven by policy changes and broadening of services.

New Membership

2021: **114,379** **+ 63.5%**

*Five-year trend: + 33.9%

*Ten-year trend: + 20.0%

** Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2021 data in order to ensure representative trends.*

Active Membership

Members who used their card in 2021

2021: **509,592** **+ 0.2%**

*Five-year trend: + 4.2%

*Ten-year trend: - 16.7%

** Due to the impact of the pandemic, five- and ten-year trends exclude 2020-2021 data in order to ensure representative trends.*

Key influencing factors 2021

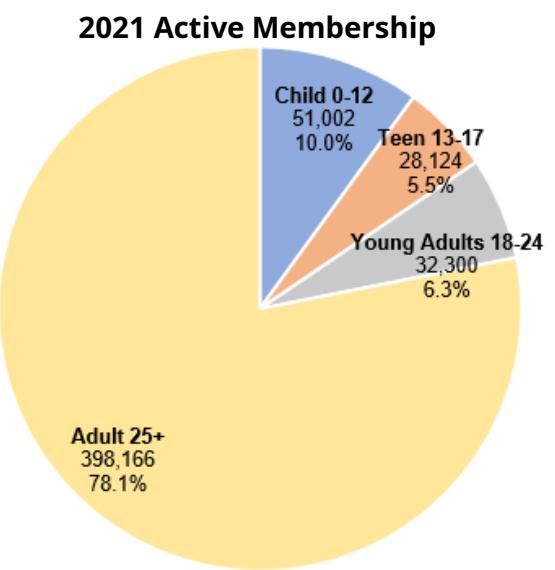
- Branch closures and restrictions on in-person services due to COVID-19 impacted new registrations and active use. New registrations are 29.8% lower and active membership is 24.7% less than pre-pandemic levels.
- The Library continues to build capacity to deliver more personalized, mobile and self-service options and to provide equity of access by residents, communities and neighbourhoods.
 - In late 2020, the Library implemented the Digital Access Card (DAC) membership available to anyone 13 years and older who lives in Toronto and does not have a library card. In 2021, DAC registrations accounted for 38.7% of all new registrations, and provided new customers immediate access to the

Library's digital resources and services, while helping to mitigate reduced access to in-branch registrations caused by the lockdowns.

- Effective September 20, 2021, TPL eliminated overdue fines and Hold Not Picked Up fees on children's cards, to remove barriers to library access and connect children to the information and resources they need.
- The annual customer purge did not take place to maintain capacity and broaden customer access to our digital collections during the pandemic.

Current highlights 2021

- The number of active members remained stable (0.2%), and accounted for 44.0% of total library members, down from 48.6% the previous year. This is an artificial decline since the annual customer purge did not take place.
- 18.2% of Torontonians used their library card in 2021, down from 26.0% in 2019, pre-pandemic.
- The breakdown of active members by type was:
 - Adult 25+: **78.1%**
 - Young Adult 18-24: **6.3%**
 - Teen 13-17: **5.5%**
 - Child 0-12: **10.0%**
- In 2021, new library card registrations increased 63.5%, driven by customers who self-registered for a Digital Access Card (DAC) membership. There were 44,259 DAC registrations.
 - 15.5% or 6,860 of DAC customers converted their membership to full access in order to place holds on and borrow physical items. The majority of conversions (64.7%) occurred more than 57 days after self-registering; followed by 11.8% of conversions, which took place within the first 7 days of self-registering.
- Library card renewals for existing members increased 96.9%, ensuring continued access to the Library's digital resources and services, borrowing privileges for physical items, and retrieval access for special collections.
- In 2021, membership was required for the following services: checking out physical materials and electronic items, accessing licensed databases and placing holds. Membership is not currently required to visit a branch, attend in-person or online programs, use public workstations, connect to wireless service, and to use materials in a branch, and is therefore not a complete picture of library use.



2021 Library Membership

Library Membership	Child (0-12)	Teen (13-17)	Young Adult (18-24)	Adult (25+)	All Adults (18+)	Total
Active members (members who used their card in 2021)	51,002	28,124	32,300	398,166	430,466	509,592
<i>% of total active members</i>	10.0%	5.5%	6.3%	78.1%	84.5%	100.0%
New registrations	11,222	8,952	6,515	87,690	94,205	114,379
<i>% of total new registrations</i>	9.8%	7.8%	5.7%	76.7%	82.4%	100.0%
Total members or cardholders	157,684	79,072	97,221	824,594	921,815	1,158,571
<i>% of total members</i>	13.6%	6.8%	8.4%	71.2%	79.6%	100.0%

CONCLUSION

In 2021, TPL continued to adapt to constant change due to COVID-19. Throughout the course of the pandemic, the Library pivoted to support the community, create new services and expand its online offerings in response to restrictions placed on in-branch and in-person services, at each stage of the pandemic. In spite of the disruption to long-term trends for in-branch usage, the pandemic intensified several trends that were already underway, such as increasing virtual visits and electronic circulation. The results of this report are in line with the findings from the COVID-19 Year in Review report.

CONTACT

Shawn Mitchell; Director, Policy, Planning and Performance Management;
E-mail: smitchell@tpl.ca

Joseph Lalonde; Manager, Data and Analytics;
E-mail: jlalonde@tpl.ca

SIGNATURE

Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1: Branch Summary Statistics: January to December 2021
 Attachment 2: How We Compare 2020 – Canadian Libraries

Branch Summary Statistics: January to December 2021

Attachment 1

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS						
	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change				
NEIGHBOURHOOD BRANCHES																												
1st Quartile																												
1 Runnymede	92,865	101,566	-8.6	309,451	238,495	29.8	141,919	110,754	28.1	32,417	36,568	-11.4	284	3,091	-100.0	44,898	14,453	210.6	8,291	16,323	-49.2	2,053.5	2,070.0	-0.8	1			
2 Parkdale	82,433	116,458	-29.2	188,589	158,296	19.1	80,047	64,694	23.7	66,417	54,075	22.8	73	2,557	-88.9	53,435	18,296	192.1	13,675	24,647	-44.5	2,162.0	2,189.0	-1.2	2			
3 Deer Park	81,154	98,871	-17.9	236,812	196,534	20.5	113,376	94,994	19.4	26,868	38,770	-30.7	1,165	1,411	-93.7	48,017	15,232	215.2	6,770	15,121	-55.2	2,018.5	2,035.0	-0.8	3			
4 High Park	69,732	89,789	-22.3	200,351	159,632	25.5	98,423	77,115	27.6	15,267	21,812	-30.0	2,164	1,411	-100.0	20,858	20,540	1.5	3,409	7,341	-53.6	2,018.5	2,035.0	-0.8	4			
5 Eatonville	67,386	87,220	-22.7	316,632	225,948	40.1	119,877	92,491	29.6	58,654	62,781	-6.6	1,098	1,264	-100.0	54,466	21,878	149.0	4,215	10,679	-60.5	2,053.5	2,070.0	-0.8	5			
6 Locke	64,678	81,105	-20.3	240,346	177,203	35.6	107,943	79,235	36.2	17,929	17,735	1.1	836	836	-100.0	148,722	24,280	512.5	3,700	8,879	-58.3	2,018.5	2,035.0	-0.8	6			
7 Parliament Street	62,707	78,685	-20.3	147,856	107,691	37.3	53,310	35,332	50.9	29,491	35,563	-17.1	16	3,172	-99.5	89,842	28,048	220.3	5,033	15,114	-66.7	2,162.0	2,294.5	-5.8	7			
8 Fort York	62,604	65,438	-4.3	164,671	118,480	39.0	83,329	63,246	31.8	17,628	13,127	34.3	26	1,727	-98.5	52,985	20,640	156.7	3,854	7,407	-48.0	2,053.5	1,779.0	15.4	8			
9 Leaside	61,845	64,348	-3.9	275,747	192,613	43.2	118,863	85,140	39.6	22,879	27,608	-17.1	99	1,550	-93.6	16,220	6,761	139.9	2,526	5,065	-50.1	2,018.5	2,035.0	-0.8	9			
10 Beaches	61,687	77,328	-20.2	183,234	144,929	26.4	84,804	68,508	23.8	14,778	20,996	-29.6	1,421	1,421	-100.0	19,843	19,120	3.8	3,402	7,102	-52.1	2,018.5	2,035.0	-0.8	10			
11 Bridlewood	60,079	84,002	-28.5	116,119	90,230	28.7	36,274	29,412	23.3	24,472	30,550	-19.9	581	1,098	-100.0	64,884	34,423	88.5	4,211	10,115	-58.4	1,780.5	1,241.0	43.5	11			
12 Eglinton Square	53,252	68,291	-22.0	83,269	63,514	31.1	28,089	22,563	24.5	23,966	15,920	50.5	1,067	581	-100.0	25,399	33,539	-24.3	4,067	12,119	-66.4	1,957.0	1,174.5	66.6	12			
13 Woodside Square	51,362	71,640	-28.3	81,545	78,857	3.4	28,836	26,752	7.8	15,254	17,258	-11.6	26	1,114	-97.7	29,295	17,641	66.1	5,878	13,434	-56.2	1,782.0	1,376.0	29.5	13			
* 14 Downsview	51,164	60,744	-15.8	88,205	57,064	54.6	29,891	21,072	41.9	16,252	16,606	-2.1	554	3,192	-82.6	48,832	15,557	213.9	9,331	11,773	-20.7	2,162.0	1,998.5	8.2	14			
15 Palmerston	50,269	54,360	-7.5	204,010	147,392	38.4	91,598	68,021	34.7	10,364	18,689	-44.5	806	806	-100.0	13,447	6,542	105.5	1,523	5,166	-70.5	1,632.5	1,602.0	1.9	15			
16 Main Street	50,037	55,649	-10.1	190,319	136,340	39.6	84,806	62,454	35.8	9,915	11,991	-17.3	48	1,498	-96.8	10,464	10,350	1.1	4,891	7,986	-38.8	2,018.5	2,137.0	-5.5	16			
17 Danforth/Coxwell	49,549	71,877	-31.1	209,279	158,261	32.2	87,261	62,542	39.5	16,304	24,061	-32.2	142	2,001	-92.9	77,375	13,457	475.0	4,674	9,723	-51.9	2,018.5	2,035.0	-0.8	17			
18 St. Lawrence	47,209	50,946	-7.3	161,940	120,344	34.6	76,827	61,073	25.8	22,427	15,920	40.9	691	691	-100.0	13,927	14,857	-6.3	4,073	7,287	-44.1	1,667.5	1,633.0	2.1	18			
19 Bayview	46,617	45,962	1.4	228,315	140,088	63.0	92,593	68,137	35.9	29,340	31,782	-7.7	36	1,067	-96.6	14,588	7,703	89.4	2,518	4,497	-44.0	1,632.5	1,118.0	46.0	19			
20 Annette Street	46,034	47,198	-2.5	149,040	106,555	39.9	69,957	51,657	35.4	8,615	10,064	-14.4	1,212	1,212	-100.0	23,435	9,351	150.6	3,349	5,746	-41.7	1,632.5	1,698.0	-3.9	20			
2nd Quartile																												
21 Centennial	46,021	52,001	-11.5	193,796	142,566	35.9	79,259	58,352	35.8	21,241	30,527	-30.4	327	3,498	-90.7	15,764	11,052	42.6	2,658	4,810	-44.7	2,162.0	1,637.0	32.1	21			
22 Scarborough Civic Centre	45,783	70,414	-35.0	93,231	75,354	23.7	33,057	25,960	27.3	15,152	20,416	-25.8	1,162	1,162	-100.0	24,490	24,102	1.6	5,578	12,080	-53.8	2,053.5	2,172.0	-5.5	22			
23 Sanderson	43,987	66,395	-33.7	73,687	67,177	9.7	31,466	28,237	11.4	20,289	32,755	-38.1	21	2,635	-99.2	44,457	28,751	54.6	6,778	12,650	-46.4	2,162.0	2,070.0	4.4	23			
24 Jane/Dundas	43,854	58,094	-24.5	190,050	136,480	39.3	69,394	56,137	23.6	16,015	30,378	-47.3	223	1,495	-85.1	28,677	22,549	27.2	5,875	11,692	-49.8	2,162.0	2,070.0	4.4	24			
25 Morningside	42,315	45,944	-7.9	155,286	100,102	55.1	47,127	28,092	67.8	23,328	25,530	-8.6	634	634	-100.0	23,101	11,078	108.5	2,324	6,127	-62.1	2,053.5	2,070.0	-0.8	25			
26 Forest Hill	38,232	61,033	-37.4	145,741	108,414	34.4	68,960	53,436	29.1	12,441	18,127	-31.4	50	824	-93.9	20,453	15,381	33.0	1,936	4,598	-57.9	1,964.5	2,035.0	-3.5	26			
27 Dufferin/St. Clair	36,152	47,531	-23.9	150,961	109,802	37.5	54,521	39,292	38.8	15,755	17,632	-10.6	1,663	1,663	-100.0	13,514	10,518	28.5	3,707	8,753	-57.6	1,632.5	1,602.0	1.9	27			
28 Flemingdon Park	33,758	41,276	-18.2	48,842	31,643	54.4	15,868	11,901	33.3	8,242	19,264	-57.2	775	2,232	-65.3	32,425	12,056	169.0	2,479	6,271	-60.5	2,162.0	943.0	129.3	28			
29 Gerrard/Ashdale	31,974	27,205	17.5	108,116	54,932	96.8	47,661	31,670	50.5	14,666	14,220	3.1	26	637	-95.9	17,461	15,015	16.3	1,867	3,739	-50.1	1,632.5	926.5	76.2	29			
30 Hillcrest	31,305	38,782	-19.3	203,559	155,417	31.0	80,327	64,936	23.7	19,455	22,119	-12.0	807	807	-100.0	28,136	10,407	170.4	1,284	3,582	-64.2	1,328.0	1,308.0	1.5	30			
31 Mount Dennis	30,326	33,095	-8.4	49,966	39,678	25.9	20,921	15,424	35.6	11,367	12,990	-12.5	214	681	-68.6	10,602	10,404	1.9	3,898	8,491	-54.							

Branch Summary Statistics: January to December 2021

Attachment 1

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS				
	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change		
3rd Quartile																										
41 Dawes Road	27,348	39,629	-31.0	118,588	96,246	23.2	47,234	33,348	41.6	5,841	17,391	-66.4	1,633	-100.0	25,130	14,527	73.0	3,048	7,374	-58.7	1,667.5	1,637.0	1.9	41		
42 Jane/Sheppard	25,861	38,069	-32.1	52,713	46,122	14.3	17,281	12,519	38.0	17,041	28,963	-41.2	874	-100.0	14,514	11,470	26.5	3,224	7,509	-57.1	1,667.5	1,637.0	1.9	42		
*~ 43 Yorkville	25,840	30,268	-14.6	65,723	70,318	-6.5	42,627	46,469	-8.3	11,273	9,620	17.2	2,360	-100.0	27,282	8,113	236.3	1,929	4,700	-59.0	1,457.0	961.0	51.6	43		
44 Maryvale	24,654	26,320	-6.3	38,201	36,625	4.3	15,297	17,059	-10.3	13,440	7,310	83.9	671	-100.0	15,344	17,031	-9.9	2,661	5,973	-55.4	1,364.0	542.0	151.7	44		
45 Highland Creek	20,156	21,700	-7.1	94,402	65,639	43.8	33,920	25,669	32.1	10,667	16,025	-33.4	1	747	-99.9	9,948	7,559	31.6	1,542	4,426	-65.2	1,328.0	1,308.0	1.5	45	
46 Cliffcrest	20,072	24,853	-19.2	99,385	83,210	19.4	41,368	33,217	24.5	9,202	10,021	-8.2	537	-100.0	25,846	8,878	191.1	1,223	2,888	-57.7	1,363.0	1,308.0	4.2	46		
47 Pleasant View	20,003	27,866	-28.2	101,720	88,899	14.4	39,752	32,158	23.6	4,265	12,728	-66.5	4	1,426	-99.7	17,931	7,631	135.0	1,565	3,843	-59.3	1,363.0	1,343.0	1.5	47	
48 Alderwood	19,752	20,644	-4.3	48,728	36,256	34.4	16,134	14,546	10.9	10,154	4,400	130.8	1,253	-100.0	8,155	4,304	89.5	504	1,892	-73.4	1,441.0	542.0	165.9	48		
49 Long Branch	19,250	25,011	-23.0	111,236	79,922	39.2	40,352	29,394	37.3	9,777	16,082	-39.2	748	-100.0	10,310	8,465	21.8	915	2,755	-66.8	1,328.0	1,308.0	1.5	49		
50 Black Creek	17,520	26,946	-35.0	19,013	22,006	-13.6	5,480	4,480	22.3	34,354	30,320	13.3	774	-100.0	10,952	12,689	-13.7	2,747	5,912	-53.5	1,175.0	908.0	29.4	50		
51 Thorncliffe	16,877	49,448	-65.9	69,257	66,087	4.8	26,288	21,695	21.2	10,203	12,631	-19.2	870	3,428	-74.6	16,259	20,986	-22.5	5,107	11,491	-55.6	2,162.0	2,294.5	-5.8	51	
*~ 52 New Toronto	16,522	19,076	-13.4	63,807	50,501	26.3	30,850	23,710	30.1	6,790	7,310	-7.1	562	-100.0	8,909	6,071	46.7	1,608	3,370	-52.3	1,363.0	971.0	40.4	52		
53 Taylor Memorial	16,047	23,725	-32.4	89,976	72,986	23.3	41,977	32,802	28.0	6,553	11,466	-42.8	550	-100.0	14,690	5,859	150.7	926	2,360	-60.8	1,328.0	1,308.0	1.5	53		
54 Bendale	15,747	20,062	-21.5	63,449	52,748	20.3	22,696	19,035	19.2	11,390	15,452	-26.3	98	404	-75.7	9,953	5,646	76.3	1,597	3,706	-56.9	1,363.0	1,308.0	4.2	54	
55 Guildwood	15,310	22,876	-33.1	68,108	51,998	31.0	28,695	21,183	35.5	4,203	4,451	-5.6	352	-100.0	16,546	5,554	197.9	758	2,225	-65.9	1,328.0	1,308.0	1.5	55		
56 Armour Heights	14,409	16,702	-13.7	105,018	64,139	63.7	40,111	33,678	19.1	4,290	5,720	-25.0	254	-100.0	3,276	3,928	-16.6	1,044	1,811	-42.4	1,328.0	748.0	77.5	56		
57 Northern Elms	13,698	18,821	-27.2	45,142	40,990	10.1	17,316	13,714	26.3	11,453	15,758	-27.3	281	-100.0	26,657	12,178	118.9	1,480	3,650	-59.5	1,363.0	1,308.0	4.2	57		
58 Elmbrook Park	13,247	15,484	-14.4	79,901	59,378	34.6	32,757	25,241	29.8	5,190	4,439	16.9	511	-100.0	16,383	4,446	268.5	341	852	-60.0	1,328.0	1,308.0	1.5	58		
59 Woodview Park	12,922	21,041	-38.6	38,902	28,476	36.6	12,672	9,452	34.1	12,303	10,331	19.1	1,646	-100.0	10,827	13,411	-19.3	1,409	3,980	-64.6	1,363.0	1,308.0	4.2	59		
60 Humberwood	12,224	21,521	-43.2	17,228	14,847	16.0	4,408	5,731	-23.1	5,528	3,420	61.6	1,672	-100.0	4,025	4,420	-8.9	909	2,229	-59.2	1,168.0	416.0	180.8	60		
4th Quartile																										
61 Rexdale	11,666	9,438	23.6	25,604	19,791	29.4	11,585	8,759	32.3	14,915	1,340	1013.1	403	-100.0	18,910	6,290	200.6	1,166	2,595	-55.1	1,203.0	451.0	166.7	61		
*~ 62 St. James Town	11,312	29,787	-62.0	23,406	52,790	-55.7	23,566	30,741	-23.3	8,723	13,330	-34.6	712	-100.0	5,373	11,311	-52.5	1,922	9,389	-79.5	404.0	451.0	-10.4	62		
63 Humber Summit	11,305	12,252	-7.7	24,270	22,677	7.0	10,200	8,049	26.7	4,678	9,127	-48.7	1,497	-100.0	6,828	8,687	-21.4	982	3,415	-71.2	1,363.0	1,343.0	1.5	63		
~ 64 Amesbury Park	10,868	19,491	-44.2	41,849	38,630	8.3	18,999	12,947	46.7	8,602	17,302	-50.3	209	-100.0	8,010	7,921	1.1	1,588	4,251	-62.6	1,173.0	1,308.0	-10.3	64		
65 Port Union	10,688	17,303	-38.2	45,739	49,387	-7.4	35,486	32,230	10.1	3,789	3,480	8.9	799	-100.0	6,321	8,094	-21.9	469	1,732	-72.9	763.0	510.5	49.5	65		
* 66 Victoria Village	10,639	11,850	-10.2	49,993	33,155	50.8	19,287	14,098	36.8	3,880	6,086	-36.2	376	-100.0	8,242	4,752	73.4	938	1,886	-50.3	1,363.0	1,036.0	31.6	66		
67 Evelyn Gregory	10,334	16,214	-36.3	33,233	25,521	30.2	14,200	9,374	51.5	8,303	9,127	-9.0	19	422	-95.5	5,470	7,243	-24.5	1,548	3,408	-54.6	1,667.5	1,602.0	4.1	67	
68 Queen/Saulter	9,916	13,608	-27.1	19,390	26,002	-25.4	13,327	16,463	-19.0	2,265	1,890	19.8	1,690	-100.0	3,942	2,981	32.2	529	2,064	-74.4	616.0	416.0	48.1	68		
69 Spadina Road	9,654	17,355	-44.4	33,199	52,033	-36.2	26,738	32,766	-18.4	7,062	6,000	17.7	346	-100.0	2,975	5,250	-43.3	705	2,867	-75.4	616.0	416.0	48.1	69		
70 St. Clair/Silverthorn	9,327	7,623	22.3	20,242	15,409	31.4	9,716	7,383	31.6	5,719	2,460	132.5	455	-100.0	4,245	2,890	46.9	709	1,390	-49.0	971.0	451.0	115.3	70		
71 Perth/Dupont	8,267	10,486	-21.2	22,187	26,668	-16.8	14,371	16,380	-12.3	5,154	4,500	14.5	951	-100.0	21,319	4,859	338.8	274	1,099	-75.1	616.0	416.0	48.1	71		
72 Humber Bay	8,097	9,187	-11.9	35,186	43,315	-18.8	22,674	26,650	-14.9	5,656	6,670	-15.2	318	-100.0	5,252	2,331	125.3	449	1,232	-63.6	776.0	416.0	86.5	72		
73 Burrows Hall	7,251	15,949	-54.5	20,539	29,631	-30.7	9,249	10,985	-15.8	7,854	4,730	66.0														

Branch Summary Statistics: January to December 2021

Attachment 1

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS			
	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	2021	2020	% Change	
DISTRICT BRANCHES																									
1 Fairview	119,530	157,316	-24.0	327,664	302,231	8.4	115,075	90,728	26.8	58,055	81,478	-28.7	1,323	6,195	-78.6	130,515	60,341	116.3	15,276	32,314	-52.7	2,162.0	2,189.0	-1.2	1
2 Richview	86,957	110,394	-21.2	317,534	260,967	21.7	121,587	93,031	30.7	41,590	54,364	-23.5	427	5,739	-92.6	55,010	30,091	82.8	9,403	20,928	-55.1	2,162.0	2,294.5	-5.8	2
3 Bloor/Gladstone	85,695	131,749	-35.0	259,208	201,595	28.6	107,184	87,256	22.8	60,967	71,904	-15.2	6	3,243	-99.8	77,458	37,541	106.3	15,125	31,570	-52.1	2,162.0	2,294.5	-5.8	3
4 Agincourt	81,572	81,923	-0.4	326,570	266,625	22.5	105,770	78,750	34.3	31,714	36,568	-13.3	72	2,079	-96.5	73,650	42,429	73.6	10,508	25,441	-58.7	2,162.0	2,294.5	-5.8	4
5 Lillian H. Smith	75,630	97,500	-22.4	198,145	148,317	33.6	72,768	57,537	26.5	37,080	40,388	-8.2	16	1,394	-98.9	38,188	18,392	107.6	14,526	26,622	-45.4	2,162.0	2,189.0	-1.2	5
6 Cedarbrae	74,951	104,056	-28.0	163,107	151,216	7.9	56,695	46,729	21.3	51,852	99,144	-47.7	1,046	4,600	-77.3	40,310	30,285	33.1	15,494	35,952	-56.9	2,162.0	2,294.5	-5.8	6
7 S. Walter Stewart	73,913	94,272	-21.6	294,167	211,230	39.3	118,184	82,092	44.0	22,215	32,012	-30.6	499	2,672	-81.3	30,585	19,298	58.5	5,318	14,360	-63.0	2,162.0	2,189.0	-1.2	7
8 Don Mills	72,314	90,920	-20.5	322,966	250,437	29.0	104,888	83,775	25.2	29,555	40,005	-26.1	405	2,079	-80.5	47,102	20,364	131.3	5,654	13,816	-59.1	2,162.0	2,294.5	-5.8	8
9 Brentwood	70,833	83,955	-15.6	323,591	237,555	36.2	141,549	103,363	36.9	22,154	29,629	-25.2	7	2,812	-99.8	16,408	22,837	-28.2	6,654	14,194	-53.1	2,162.0	2,294.5	-5.8	9
10 Barbara Frum	61,848	94,156	-34.3	293,635	252,244	16.4	113,575	95,620	18.8	58,242	62,062	-6.2	700	4,670	-85.0	34,907	23,403	49.2	8,645	18,233	-52.6	2,162.0	2,294.5	-5.8	10
* 11 Albion	58,083	83,718	-30.6	155,096	126,586	22.5	55,877	41,317	35.2	36,966	48,171	-23.3	777	4,860	-84.0	100,311	48,567	106.5	14,154	26,076	-45.7	2,139.0	2,191.0	-2.4	11
12 Malvern	57,937	90,922	-36.3	154,004	124,229	24.0	48,599	33,517	45.0	39,178	53,231	-26.4	4	4,039	-99.9	37,567	23,038	63.1	7,303	20,033	-63.5	2,162.0	2,294.5	-5.8	12
13 Pape/Danforth	51,921	74,252	-30.1	234,282	174,872	34.0	110,589	81,923	35.0	12,666	13,866	-8.7	1,578	-100.0	24,315	11,217	116.8	3,053	11,283	-72.9	2,162.0	2,294.5	-5.8	13	
14 Maria A. Shchuka	42,003	67,788	-38.0	98,129	55,572	29.8	34,312	24,088	42.4	17,553	25,317	-30.7	1,289	3,787	-66.0	44,933	22,959	95.7	7,608	19,854	-61.7	2,162.0	2,294.5	-5.8	14
15 York Woods	25,317	31,075	-18.5	22,279	26,964	-17.4	12,126	11,781	2.9	13,767	16,614	-17.1	910	1,227	-25.8	19,055	9,131	108.7	3,571	8,832	-59.6	1,911.5	1,491.5	28.2	15
* 16 Albert Campbell	12,600	1,607	684.1	28,134	12,976	116.8	15,453	8,203	88.4	2,415	580	316.4	394	-100.0	10,140	193	5,153.9	2,062.0	539.5	282.2	16				
17 Northern District	5,612	85,226	-93.4	273,570	218,795	25.0	121,941	95,437	27.8	34,115	38,431	-11.2	237	3,085	-92.3	60,907	42,994	41.7	14,308	26,221	-45.4	2,162.0	2,189.0	-1.2	17
District Total	1,056,716	1,480,829	-28.6	3,792,081	3,042,411	24.6	1,456,172	1,115,147	30.6	570,084	743,764	-23.4	7,718	54,453	-85.8	841,361	463,080	81.7	156,600	345,729	-54.7	36,380.5	35,923.0	1.3	
District Average	62,160	87,108	-28.6	223,064	178,965	24.6	85,657	65,597	30.6	33,534	43,751	-23.4	515	3,203	-83.9	49,492	27,240	81.7	9,788	21,608	-54.7	2,140.0	2,113.1	1.3	
Branch Total (excl. R&R)	3,462,692	4,674,443	-25.9	12,142,089	9,571,904	26.9	5,012,472	3,948,925	26.9	1,694,435	2,078,725	-18.5	13,162	146,547	-91.0	2,654,554	1,429,949	85.6	372,141	834,709	-55.4	157,766.5	144,088.0	9.5	
Branch Average (excl. R&R)	36,837	48,190	-23.6	125,176	98,679	26.9	51,675	40,711	26.9	18,026	21,430	-15.9	337	1,527	-77.9	27,367	14,742	85.6	4,002	8,695	-54.0	1,678.4	1,485.4	13.0	
RESEARCH AND REFERENCE BRANCHES																									
North York Central Library	309,869	456,052	-32.1	557,517	454,082	22.8	196,978	163,666	20.4	119,180	147,656	-19.3	1,483	8,659	-82.9	206,334	119,446	72.7	29,480	62,120	-52.5	2,162.0	2,294.5	-5.8	
Toronto Reference Library	244,641	409,542	-40.3	238,759	201,399	18.6	111,111	84,376	31.7	120,691	211,878	-43.0	5,609	-100.0	217,763	130,908	66.3	49,391	113,637	-56.5	2,162.0	2,294.5	-5.8		
Osborne Collection	8,700	6,169	41.0	82	8	925.0	2,580	1,526	69.1	2,004	750	167.2	22	-100.0											
Merril Collection	1	3,060	-100.0	164	15	993.3	6,252	5,288	18.2																
Answerline				13,537	17,722	-23.6	8	9	-11.1	125,600	134,033	-6.3													
Interloan				1,191	885	34.6	329	1,085	-69.7																
Virtual Reference Desk										6,252	5,288	18.2													
Research & Reference Total	563,211	874,823	-35.6	811,250	674,111	20.3	308,426	249,136	23.8	376,307	501,131	-24.9	1,483	14,318	-89.6	424,097	250,354	69.4	78,871	175,757	-55.1	4,324.0	4,589.0	-5.8	
Research & Reference Average	277,255	432,797	-35.9	398,138	327,741	21.5	154,045	124,021	24.2	119,936	179,767	-33.3	742	7,134	-89.6	212,049	125,177	69.4	39,436	87,879	-55.1	2,162.0	2,294.5	-5.8	
City-Wide & Remote Services^{^^}	3,585	8,485	-57.7	11,275,755	10,754,901	4.8	4,654,598	4,744,473	-1.9	24,829	28,386	-12.5	</												

How We Compare 2020: The Canadian Library Context

Canadian Libraries Serving a Population Over 500,000 sorted by Population

Library Systems	Population Served		# of Branches		Population Served per Branch		Square Footage		Sq. Ft. per Capita		Total Visits		Visits per Capita		Total Circulation		Circulation per Capita		E-visits		E-visits per Capita		
	Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		
Toronto Public Library	1	2,988,408*	1	100	3	29,884	1	1,883,890	1	0.63	1	5,557,751	3	1.86	1	21,000,916	4	7.03	1	31,919,840	1	10.68	
Montréal Public Library	2	1,777,058	2	47	5	37,810	2	702,897	6	0.40													
Calgary Public Library	3	1,246,337	5	21	8	59,349	3	577,163	4	0.46	2	3,040,277	1	2.44	2	12,273,792	1	9.85	2	11,231,144	3	9.01	
Ottawa Public Library	4	979,175	3	33	2	29,672	5	441,081	5	0.45	4	1,757,784	4	1.80	4	7,799,998	3	7.97	3	10,332,301	2	10.55	
Edmonton Public Library	5	972,223	6	21	7	46,296	4	505,503	2	0.52	3	1,931,417	2	1.99	3	8,814,135	2	9.07	4	6,593,583	4	6.78	
Winnipeg Public Library	6	763,900	8	20	6	38,195	6	360,669	3	0.47													
Vancouver Public Library	7	648,286	7	21	4	30,871																	
Hamilton Public Library	8	563,480	4	22	1	25,613																	
Surrey Public Library	9	557,310	9	9	9	61,923	7	188,246	7	0.34	5	647,277	5	1.16	5	2,593,783	5	4.65	5	1,550,651	5	2.78	
Average		1,166,242		33		39,957		540,628		0.47		2,586,901		1.85		10,496,525		7.71		12,325,504		7.96	
Maximum		2,988,408		100		61,923		1,883,890		0.63		5,557,751		2.44		21,000,916		9.85		31,919,840		10.68	
Minimum		557,310		9		25,613		188,246		0.34		647,277		1.16		2,593,783		4.65		1,550,651		2.78	
Median		972,223		21		37,810		369,827		0.46		1,931,417		1.86		8,814,135		7.97		10,332,301		9.01	

Source: Canadian Public Library Statistics 2020 (Canadian Urban Libraries Council (CULC)); Compiled by Toronto Public Library, January 2022

* Adjusted for under coverage. Data provided by the City of Toronto.