19.

STAFF REPORT
INFORMATION ONLY

2023 Public Service Statistics, Trends & Comparisons

Date: May 27, 2024

To: Toronto Public Library Board

From: City Librarian

SUMMARY

This report provides an overview of Toronto Public Library's (TPL) 2023 public service statistics, trends, and comparisons. TPL provides an annual comprehensive analysis of library services across six main areas: circulation, branch visits, electronic visits, programs, use of technology in branches, and library membership. This annual report includes a year-over-year comparison between 2022 and 2023, along with other noteworthy trends.

This was the first year since the onset of the COVID-19 pandemic with the full resumption of in-person services; however, there were several service challenges that impacted results, most notably a cybersecurity incident in the fourth quarter of 2023. While the cybersecurity incident negatively impacted services in some areas, such as public computing use and physical circulation, other areas, such as wireless sessions and electronic circulation, increased during this period.

Overall, 2023 saw significant increases in the use of many in-person services, and continued to trend positively towards pre-pandemic levels in most areas.

Key facts and noteworthy trends

Circulation of materials

Torontonians borrowed library materials more than 24.9 million times in 2023. While this is a small decrease (6%) in overall circulation from 2022, the use of e-collections has increased significantly since the start of the pandemic and that trend was maintained in 2023, exceeding expectations.

- Collections are comprised of 10.5 million items including books, CDs, DVDs and ebooks, with 40 languages represented in library material.
- 12.6 physical items were borrowed in 2023, 19.8% lower than last year, impacted by the cybersecurity incident.
- 12.3 million electronic items were borrowed (14% higher than 2022).

Visits to TPL

In 2023, there were over 46 million total visits to TPL, an 11% increase over 2022. This was driven by strong and consistent growth of in-branch visits, which are moving towards pre-pandemic levels.

- More than 12.5 million branch visits, a 31% increase from 2022. With the exception of November and December, branch visits for each month in 2023 increased compared to the same period last year.
- 33.5 million visits to TPL online platforms, a 5% increase from 2022.

In-person and virtual programming

In 2023, TPL offered over 34,000 in-person and virtual programs (an 80% increase over 2022), which were attended by more than 741,000 people (a 113.5% increase over 2022). These increases were driven by in-person programming, which was fully activated in 2023.

- Nearly 700,000 participants attended 33,000+ in-person library programs. This represented an increase of 91% in number of programs offered, and over 143% attended.
- More than 45,000 participants attended over 1,000 virtual programs, down from 2022 as emphasis shifted to in-person programming.

- Average program attendance increased in 2023 for both in-person (27%) and virtual (18%) compared to the previous year.

Use of technology in branches

Access to in-branch technology is a vital component of TPL's commitment to broadening Toronto's digital access and inclusion. In 2023 there was a consistent increase in both wireless use as well as public workstation use at TPL, further reinforcing the important role that libraries play in addressing the digital divide.

- More than six million wireless sessions in library branches, a 23% increase from 2022.
- Almost 1.87 million workstation user sessions in 2023, an increase of 27% from 2022.

Library membership and use

In 2023, almost 1.2 million people were registered Toronto Public Library cardholders, a nearly 27% increase from the previous year. Overall, in 2023, there was a significant increase in total members, active members and new library card registrations compared to 2022.

- There was a significant growth in new library card registrations to nearly 252,000, a 35% increase from the previous year.

Benchmark comparisons with other public library systems

Benchmarked to comparable public library systems, TPL is the biggest and busiest public library system in Canada and North America.

- Benchmarked against Canadian public libraries serving populations exceeding 500,000, TPL continues to rank highest in overall visits, circulation and electronic visits. TPL ranked fourth in circulation and visits per capita.
- Benchmarked against American public library systems serving populations exceeding two million, TPL ranked first in total circulation, circulation per capita, electronic visits and electronic visits per capita. TPL ranked second for branch visits per capita and third in the number of overall branch visits.

FINANCIAL IMPACT

There is no financial impact associated with this report.

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

ALIGNMENT WITH STRATEGIC PLAN

Evaluation and accountability are key enablers of TPL's Strategic Plan and ensure that TPL makes decisions based on evidence, delivers on outcomes, and continues to be transparent and accountable to Torontonians. The statistics and trends gathered in this report inform the tracking and accountability for TPL's Strategic Plan and provide insights for service planning and governance.

EQUITY IMPACT STATEMENT

TPL continues to build capacity to deliver more personalized, mobile and self-service options and to provide equity of access to residents, communities and neighbourhoods. This report supports this capacity building by providing visibility and an overview of service activity.

DECISION HISTORY

A version of this report has been presented annually to the Board since at least 2006, and was originally named "Annual Performance Measures".

At its meeting on April 24, 2023, the Board received the 2022 Public Service Statistics, Trends & Comparisons report for information.

At its meeting on January 25, 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 consolidation of standard reports, this report was renamed in 2021 to "Public Service Statistics, Trends & Comparisons". Over the coming years, the format of the report will continue to be refined in line with TPL's strategic direction.

ISSUE BACKGROUND

On an annual basis, TPL staff presents a Public Service Statistics Trends & Comparisons report to the Library Board. The report highlights service statistics trends in six core service areas and benchmarking information that places TPL's performance in the context of other public library systems.

This differs from the Enterprise Balanced Scorecard, which is presented to the Board twice per year and provides key performance indicators specific to measuring outcomes and progress in implementing TPL's Strategic Plan.

Note that there is always a delay in seeing benchmarking results of other library systems. This is expected due to the lead times needed for other libraries to report to various organizations like MBN Canada and Canadian Urban Libraries Council, and for the results to be consolidated and reported. Therefore, the benchmarking results provided in this report are from 2022 (Canadian) and 2021 (North American) data, respectively, which is the most recent data available.

COMMENTS

The full detailed 2023 annual report, **Attachment 1: Public Service Statistics Trends Comparisons Report**, highlights trends across six main library service areas: circulation, branch visits, electronic visits, programs, use of technology in branches, and library membership. It also includes a summary of benchmarks comparing TPL's performance with that of Canadian and North American public libraries. Wherever possible, the report also provides explanations and contextual information about the data being reported.

Factors Impacting Services and Trends

In 2023, the most significant impact on TPL's services was the cybersecurity incident in Q4 2023. The incident negatively impacted services in some areas, such as public computing use and physical circulation, while other areas, such as wireless sessions and electronic circulation, increased during this period.

Insights on 2023 Statistics and Trends

1. Library Service Trends

The most noteworthy trends in 2023 compared to 2022 are as follows:

Significant increases in electronic circulation

Torontonians borrowed library materials more than 24.9 million times in 2023. While this is a small decrease (6%) in overall circulation from 2022, electronic circulation continued to trend upward in 2023 and has increased by 47.3% since 2019, the last year unaffected by the pandemic. Usage of circulating electronic resources was largely unaffected by the cybersecurity incident in Q4, with numbers exceeding expectations in 2023. All circulating electronic resources continued to be available to customers after the incident, except for Cantook Station and O'Reilly Learning. The electronic formats that saw the strongest gains in 2023 were eMagazines and eAudiobooks with a 60.7% and 22% increase respectively, compared to 2022.

Also in 2023:

- Electronic circulation was 12,313,520, an increase of 14% over 2022.
- For Q1-Q3 of 2023, electronic circulation increased 9.5% from 2022. Q4 of 2023 saw an increase of 27.6% in electronic circulation from the same period in 2022.
- 12,679,379 physical items were borrowed in 2023, 19.8% lower than last year, impacted by the cybersecurity incident.
- Collections are comprised of 10.5 million items including books, CDs, DVDs and ebooks, with 40 languages represented in library material.

Strong and consistent growth of in-branch visits, moving towards pre-pandemic levels

In 2023, there were over 46 million total visits to TPL, an 11% increase over 2022. This was driven by strong and consistent growth of in-branch visits, which are moving towards pre-pandemic levels. Branch visits are the broadest measure of in-person service use and are influenced by in-person programming and branch service offerings including collections, technology, and study space. In 2023 there was a significant increase in visits, with only Q4 seeing a slight 1.4% decline.

Also in 2023:

- Branch visits increased by 30.7% from 2022 to 12,507,823. With the exception of November and December, branch visits for each month in 2023 increased compared to the same period last year.
- For Q1-Q3 of 2023, visits increased 44.2% from the same period in 2022 and were down just 25.5% from 2019 (the last year unaffected by the pandemic).
- There were 33.5 million visits to TPL online platforms, a 5% increase from 2022.

Significant growth in programming

In 2023, TPL offered 34,487 in-person and virtual programs (an 80.2% increase over 2022), which were attended by 741,298 people (a 113.5% increase over 2022). These increases were driven by in-person programming, which was fully activated in 2023.

Also in 2023:

- 695,951 participants attended 33,462 in-person library programs, an increase of 91% in number of programs offered, and 143.2% attended.
- 45,347 participants attended 1,025 virtual programs, down from 2022 as emphasis shifted to in-person programming.
- While the number of online programs delivered in 2023 was 36.9% lower than in 2022, replays of content increased by 63.0% since the previous year, demonstrating growing user preference to experience on-demand online programs.
- Average program attendance increased in 2023 for both in-person (27%) and virtual (18%) compared to the previous year.
- The number of digital literacy programs TPL offered increased 120% in 2023 compared to 2022 while attendance improved by 94% compared to the previous year.

Technology usage in branches showed substantial growth

Access to in-branch technology is a vital component of TPL's commitment to broadening Toronto's digital access and inclusion. In 2023 there was a consistent increase in both wireless use as well as public workstation use at

TPL, further reinforcing the important role that libraries play in addressing the digital divide.

Also in 2023:

- There were 6,082,855 wireless sessions, an increase of 23% compared to 2022.
- Despite the loss of workstation availability in November and December, public computing showed an increase of 26.6% compared to 2022, with 1,860,278 workstation uses in 2023.
- Prior to the cybersecurity incident (up to the end of Q3) use of public workstations had already surpassed the same period in 2022 by 64.9%.

Increase in library memberships and card use

Overall, in 2023, there was a significant increase in total members, active members and new library card registrations compared to 2022. In 2023, almost 1.2 million people were registered Toronto Public Library cardholders, a 26.9% increase from the previous year. There was also a significant increase in new library card registrations (251,891 total, a 35.1% increase) and active memberships (712,652 total, a 9.1% increase) compared to 2022.

Also in 2023

- Adult registrations surpassed pre-pandemic levels (2019) by 28.6%.
- Children and teen registrations also exceeded pre-pandemic levels (2019), by 11.2% and 2.36%, respectively.

2. Benchmarking TPL to Comparable Public Library Systems

The report also features benchmark comparisons with other public library systems where data is available. This includes a sample of Canadian public libraries serving populations exceeding 500,000. Given the timing of reporting and availability of data, 2022 data was used when making comparisons.

In Canada, TPL was the biggest and busiest public library system, based on the following rankings:

- #1 in overall visits, circulation and electronic visits.
- #1 in electronic visits per capita.
- #1 in public computing hours used.

- #1 in annual hours of library service per capita.
- #4 in circulation per capita.

The report also benchmarks against American public library systems serving populations exceeding two million. In 2021 (the latest available data) TPL was ranked:

- #1 in total circulation and circulation per capita.
- #1 in total electronic visits and electronic visits per capita.
- #2 in branch visits per capita.
- #3 in overall branch visits.

CONCLUSION

In 2023, TPL saw significant growth in the usage of its programs, collections and other services, continuing to trend positively towards pre-pandemic levels in most areas, and despite a significant cybersecurity incident.

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SIGNATURE

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ATTACHMENTS

Attachment 1:	2023 Public Service Statistics, Trends & Comparisons Report
Attachment 2:	Branch Summary Statistics: January to December 2023
Attachment 3:	How We Compare 2022: The Canadian Library Context
Attachment 4:	How We Compare 2021: The North American Library Context

2023 Public Service Statistics, Trends & Comparisons Report

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1 Executive Summary

This report outlines the service-level activities of Toronto Public Library (TPL) throughout 2023, while also providing comparative analysis with similar public libraries across North America. Acknowledging the diverse needs of its customers, TPL continues to provide a comprehensive range of services, both in-branch and online.

The year 2023 marked a significant milestone as it was the first year since the onset of the COVID-19 pandemic with the full resumption of in-person services. However, amidst these positive developments, the Library faced challenges, notably a cybersecurity incident in the fourth quarter of 2023, which impacted the availability of some services.

TPL is the biggest and busiest public library system in Canada and North America. In 2022, TPL ranked highest for annual hours of library service per capita, electronic visits per capita, and public computing hours used when compared to similar Canadian public library systems. And, when compared to similar American public library systems in 2021 (the latest data available), TPL ranked #1 for electronic visits per capita, population served per branch, and branch visits per capita.

1.1 Impact of the Cybersecurity Incident

To better understand the impact of the cybersecurity incident, this report introduces an additional comparison perspective, conducting like-for-like comparisons of Q1-Q3 between 2023 and 2022. This comparison can provide an estimate on what the trend would have been had the cybersecurity incident not occurred.

The cybersecurity incident negatively impacted certain areas. Computer workstation sessions decreased by 62.0% in Q4 2023 compared to Q4 2022, and physical circulation in Q4 2023 decreased 57.4% compared to the same period in 2022. Also during Q4, because checkouts were manually recorded during the cybersecurity incident, a portion of transactions were backdated to Dec 2023 and renewals were also not being processed during this period. This could result in some data being underestimated as a result of potential entry errors; while the

degree of error is expected to be small, it bears mentioning when reviewing these results.

In other areas, the cybersecurity incident did not impact certain services, or contributed to increased use; for example, wireless sessions saw a 6.7% increase compared to Q4 2022, and electronic circulation surged by 27.6% in the same period.

2 Branch Closures and Re-Openings

The library's commitment to improve access by increasing scheduled operating hours continued throughout 2023. TPL's open hours were not impacted by the cybersecurity incident, and for the full year, scheduled operating hours for the system increased 8% from 257,752 hours in 2022 to 277,919 hours in 2023.

There were, however, some scheduled branch closures resulting from renovation and state of good repair work throughout 2023 which included:

- Hours for Armour Heights decreased 71% in Q1-Q3 2023 compared to the same period in 2022. Armour Heights remained closed until August 8, 2023.
- Hours for Cedarbrae decreased 21% in Q1-Q3 2023 compared to the same period in 2022. Cedarbrae closed between August 8 and October 23, 2023.
- Hours for Mimico Centennial decreased 18% in Q1-Q3 2023 compared to the same period in 2022. Mimico remained closed until February 21, 2023.
- Hours for Morningside decreased 13% in Q1-Q3 2023 compared to the same period in 2022. Morningside closed between July 1 and August 8, 2023.
- Hours for Runnymede decreased 11% in Q1-Q3 2023 compared to the same period in 2022. Runnymede closed between September 5 and October 6, 2023.
- Hours for York Woods decreased 11% in Q1-Q3 2023 compared to the same period in 2022. York Woods was closed until July 17, 2023.

3 Benchmarking

The data and insights derived from comparing TPL to similar Canadian and American public libraries can help the Library identify its strengths and opportunities as well as learn from other peer institutions. Regular benchmarking against similar public libraries can help foster a culture of continuous improvement for TPL's services, operations, and outcomes.

3.1 Canadian Urban Libraries Council

TPL was benchmarked against other public library systems in the Canadian Urban Libraries Council (CULC) survey serving populations greater than 500,000.

In the most recent year available, 2022, TPL ranked #1 for the following:

- annual hours of library service per capita
- electronic visits and electronic visits per capita, maintaining the top spot since 2020
- annual in-person visits
- holdings per capita
- public computing hours used
- librarians per capita

TPL ranked as follows in these other areas:

- #2 in public internet workstations per capita
- #3 for hours per branch
- up one ranking to #2 for square footage of library space per capita
- steady at #4 for circulation per capita
- #4 for visits per capita, up two rank positions from #6 in 2021
- #5 for collection turnover

Please see **Attachment 3, How We Compare 2022: The Canadian Library Context** for more details.

3.2 Municipal Benchmarking Network Canada

In 2022, eight comparable library systems participated in the Municipal Benchmarking Network Canada (MBNC) survey.

TPL ranked third in total cost per use and continued to perform well across per capita metrics:

- TPL remains #2 for annual public library use per capita and is second place for in-person library use per capita. TPL's in-person library usage per capita increased by 57% in 2022 compared to 2021.

- The library moved from second to third place for digital library use per capita. However, the actual change in digital use per capita was a marginal 7% drop in 2022 compared to 2021. The decrease in rank is more attributable to Windsor's 15% increase in 2022 in digital library use per capita.

- TPL moved from third in 2021 to the second rank position for in-person visits per capita in 2022, with a 134% increase in visits per capita.

- TPL was on the path to restoring library services and hours restricted during the pandemic. Compared to 2021, the library increased service hours per branch by 52%. In 2022, TPL was ranked third, up one position from 2021.

- TPL moved from first to second place for annual wireless connections per capita despite a 58% increase in connections per capita. Sudbury moved into the first position. However, it is important to note that Sudbury submitted a weekly sample of annual usage and, as they noted, their 2022 data is inconsistent with historical and observed trends.

3.3 North American Benchmarking

When viewing activity from a North American perspective, it is important to note that the latest data available are from 2021.[1] Results and rankings should be understood with this context in mind. That said, in comparison to American public library systems serving populations over two million, TPL ranked #1 in:

- circulation per capita
- total circulation

[1] Institute of Museum and Library Services Public Libraries Survey FY2021, published June 2023 https://www.imls.gov/research-evaluation/data-collection/public-libraries-survey

- electronic visits per capita
- electronic visits

TPL ranked as follows in these other areas:

- #2 in branch visits per capita
- #3 in branch visits
- #9 in population served per branch

Please see **Attachment 4, How We Compare 2021: The North American Library Context** for more details.

4 Toronto Public Library Service Trends

4.1 CIRCULATION

Circulation comprises both physical and electronic transactions.

Total circulation
2023: **24,992,899** **- 6.0%** *vs. 2022*

Physical circulation
2023: **12,679,379** **- 19.8%** *vs. 2022*

Electronic circulation
2023: **12,313,520** **+ 14.0%** *vs. 2022*

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4.1.1.1 Key influencing factors 2023

- Cybersecurity incident impacted Q4 2023 and should be considered an outlier
- One-Tap and subscribe button was introduced by OverDrive end of September 2023

4.1.1 Circulation current highlights 2023

- Total circulation saw a 6.0% decrease in 2023 compared to 2022. While the first three quarters showed marginal changes, the fourth quarter was notably impacted by the cybersecurity incident, resulting in a 22.6% decline compared to the same quarter in 2022.

- Circulation for physical items decreased 19.8% in 2023 compared to 2022.

- The largest decline for physical circulation was in Q4 2023 and was due to the cybersecurity incident (a decrease of 57.4% compared to the same period in 2022). Checkouts were manually recorded during the

cybersecurity incident with a portion of transactions backdated to Dec 2023. Renewals were also not being processed during this period.

- In 2023, electronic circulation rose by 14.0% compared to 2022 with the largest increase occurring in Q4 (27.6%). In Q4 2023, all electronic circulation resources were available to customers, except Cantook Station and O'Reilly Learning.

- In 2023, eMagazines experienced a significant surge, with a 60.7% increase compared to 2022 (see Table 1). OverDrive is the primary source for the majority of eMagazine checkouts accounting for 98% of eMagazine checkouts.
  - It is worth noting that a new feature called “One-Tap” was introduced by OverDrive in their Libby app at the end of September 2023. This feature provides customers with an easier checkout process, allowing for magazines in the collection to be opened with a single tap.
  - Similarly, for subscriptions, a new Subscribe button was implemented at the end of September 2023, making it possible for new issues to be automatically added to customers’ magazine racks and auto-generate additional checkouts.
  - This combination of One-Tap and the new Subscribe button played a significant role in the substantial increase in eMagazine usage.

Table 1 - Electronic Circulation by Format: 2022 to 2023

Electronic Circulation

Format	2021	2022	2023	% change (2023 vs. 2022)
eBook	**6,711,522**	**6,305,847**	**6,663,768**	**5.7%**
eAudiobook	**2,486,121**	**2,698,292**	**3,300,114**	**22.3%**
eMagazine	**770,638**	**848,440**	**1,363,744**	**60.7%**
eVideo	**1,110,195**	**917,360**	**955,894**	**4.2%**
eMusic	**29,481**	**28,221**	**30,000**	**6.3%**
Total E-Circulation	**11,107,957**	**10,798,160**	**12,313,520**	**14.0%**
Total Circulation	**24,229,094**	**26,598,932**	**24,992,899**	
% of Total Circulation	**45.8%**	**40.6%**	**49.3%**	

4.2 Branch Visits

Branch visits are the broadest measure of in-person service use and are influenced by in-person programming and branch service offerings including collections, technology, and study space.

Branch Visits

2023: **12,507,823** **+30.7%** *vs. 2022*

2023 Q1-Q3: **9,724,154** **+44.2%** *vs. Q1-Q3 2022*
-25.5% *vs. Q1-Q3 2019*

4.2.1.1 Key influencing factors 2023

- In-person services, including Sunday programming, returned to full capacity in 2023, except for November and December, when some services were impacted by the cybersecurity incident.

4.2.1 Branch Visits current highlights 2023

- In 2023, there were 12. 5 million total in-person visits, a significant increase (30.7%) compared to 2022. From Q1 to Q3 2023, visits surged by 44.2% over 2022 levels, indicating a steady recovery towards pre-pandemic levels (see Table 2)

- Total in-person visits for 2023 are 27% lower than pre-pandemic levels. If Q4 2023 results are excluded an outlier, branch visits are just 25.5% below the levels seen during the same period before the pandemic in 2019.

Table 2 - Monthly Branch Visits: 2018 to 2023

In-Branch Visits

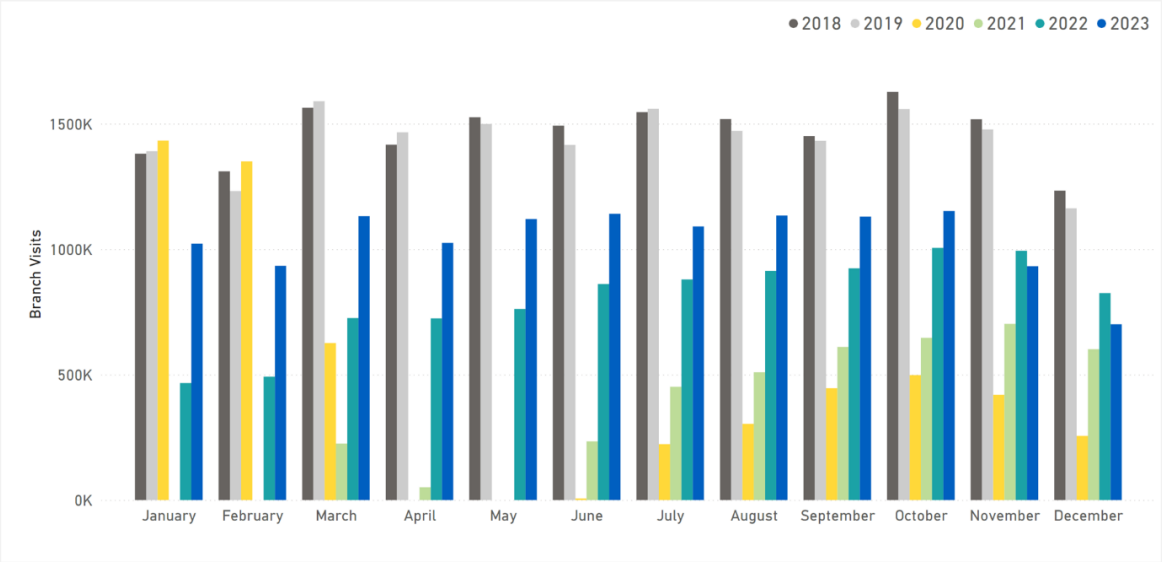
Quarter	Month	2018	2019	2020	2021	2022	2023	% Change (2023 vs. 2022)
Q1	Jan	1,380,457	1,390,181	1,432,258		466,106	1,021,854	119.2%
Q1	Feb	1,310,120	1,231,174	1,349,722		491,805	932,985	89.7%
Q1	Mar	1,563,107	1,589,311	625,596	224,752	725,421	1,131,590	56.0%
Q1	**Jan-Mar**	**4,253,684**	**4,210,666**	**3,407,576**	**224,752**	**1,683,332**	**3,086,429**	**83.4%**
Q2	Apr	1,415,817	1,465,499		50,584	723,894	1,024,551	41.5%
Q2	May	1,525,103	1,498,718			760,985	1,119,520	47.1%
Q2	Jun	1,491,736	1,415,008	6,002	234,007	860,562	1,140,541	32.5%
Q2	**Apr-Jun**	**4,432,656**	**4,379,225**	**6,002**	**284,591**	**2,345,441**	**3,284,612**	**40.0%**
Q3	Jul	1,545,810	1,559,462	222,348	451,280	878,836	1,090,184	24.0%
Q3	Aug	1,518,176	1,470,726	303,720	509,137	913,368	1,133,484	24.1%
Q3	Sep	1,450,575	1,431,396	445,837	610,005	923,134	1,129,445	22.3%

Quarter	Month	2018	2019	2020	2021	2022	2023	% Change (2023 vs. 2022)
Q3	**Jul-Sep**	**4,514,561**	**4,461,584**	**971,905**	**1,570,422**	**2,715,338**	**3,353,113**	**23.5%**
Q4	Oct	1,626,143	1,558,149	497,699	646,396	1,004,916	1,151,653	14.6%
Q4	Nov	1,517,272	1,476,496	419,085	702,132	992,967	931,515	-6.2%
Q4	Dec	1,233,057	1,162,640	255,483	601,195	824,492	700,501	-15.0%
Q4	**Oct-Dec**	**4,376,472**	**4,197,285**	**1,172,267**	**1,949,723**	**2,822,375**	**2,783,669**	**-1.4%**
Q1-Q4		**17,577,373**	**17,248,760**	**5,557,750**	**4,029,488**	**9,566,486**	**12,507,823**	**30.7%**
Q1-Q3		**13,200,901**	**13,051,475**	**4,385,483**	**2,079,765**	**6,744,111**	**9,724,154**	**44.2%**

4.2.2 Visits by Month

- With the exception of November and December, branch visits for each month increased compared to the same month in the previous (see Chart 1):

Chart 1 – Branch Visits by Month: 2018 to 2023



4.2.3 Visits by Day of Week

- Compared to 2022, each day of the week reported substantial gains in total visits (see Table 3).

Table 3 - Total Visits by Day of Week: 2021 to 2022

In-Branch Visits

Day of Week	2021	2022	2023	2022-2023 % change
Sunday	**67,098**	**377,398**	**503,615**	**33.4%**
Monday	**589,284**	**1,320,142**	**1,757,312**	**33.1%**
Tuesday	**735,070**	**1,661,590**	**2,251,529**	**35.5%**
Wednesday	**715,327**	**1,655,686**	**2,192,695**	**32.4%**
Thursday	**682,547**	**1,661,872**	**2,157,111**	**29.8%**
Friday	**635,230**	**1,466,597**	**1,924,575**	**31.2%**
Saturday	**604,932**	**1,423,202**	**1,720,986**	**20.9%**
Total	4,029,488	9,566,486	12,507,823	30.7%

4.3 ELECTRONIC VISITS

Electronic visits comprise visits to several Library web services including www.tpl.ca, online databases, eLearning resources, and Library blogs. Use of electronic services and collections, website content, and self-service features influence electronic visits.

Electronic Visits

2023: **33,512,277**

2022: **31,796,963**

4.3.1.1 Key influencing factors 2023

- The technology to track website traffic has changed. Classic Google Analytics (Universal Analytics) was formally retired at the end of June 2023 and replaced with Google Analytics 4 (GA4). The logic for session and pageview counts has changed with GA4.
- A number of websites were retired in 2023 because their code was not compatible with the new version of Analytics: Architectural Index for Ontario (Archindont) and Ontario Time Machine were both retired mid-July
- The collection of search statistics was sunsetted for the TPL website
- The OverDrive app was discontinued May 1, 2023 and reporting ceased October 2023. To access OverDrive's collection, customers were redirected to use the Libby app. Currently TPL does not have access to electronic visits data from Libby.

4.3.1 Electronic visits current highlights 2023

- Visits to Library online content and resources remained strong with over 33.5 million visits, a 5% increase compared to 2022 (see Table 4).

Table 4 - Monthly E-Visits: 2018 to 2023

Quarter	Month	2018	2019	2020	2021	2022	2023
Q1	Jan	2,742,947	2,783,959	2,780,671	3,094,794	3,162,667	2,899,747
Q1	Feb	2,419,799	2,465,498	2,582,872	2,731,121	2,580,049	2,634,217
Q1	Mar	2,664,166	2,742,260	2,628,424	2,926,769	2,772,999	2,825,939
Q1	**Jan-Mar**	**7,826,912**	**7,991,717**	**7,991,967**	**8,752,685**	**8,515,715**	**8,359,903**
Q2	Apr	2,533,591	2,558,050	2,283,674	2,818,346	2,590,250	2,496,626
Q2	May	2,432,192	2,487,666	2,378,036	2,788,678	2,495,761	2,787,258
Q2	Jun	1,862,065	2,312,781	2,747,676	2,647,555	2,495,662	2,894,222
Q2	**Apr-Jun**	**6,827,848**	**7,358,496**	**7,409,386**	**8,254,579**	**7,581,672**	**8,178,106**
Q3	Jul	2,546,074	2,569,918	2,761,348	2,768,483	2,595,129	3,193,101
Q3	Aug	2,491,330	2,494,665	2,802,240	2,749,313	2,710,564	3,193,610
Q3	Sep	2,395,799	2,546,437	2,669,678	2,669,093	2,586,631	3,509,261
Q3	**Jul-Sep**	**7,433,203**	**7,611,021**	**8,233,265**	**8,186,889**	**7,892,323**	**9,895,972**
Q4	Oct	2,475,552	2,607,462	2,788,512	2,766,134	2,632,683	3,157,969
Q4	Nov	2,478,864	2,493,778	2,706,883	2,684,273	2,655,249	2,263,307
Q4	Dec	2,390,493	2,431,596	2,789,827	2,620,695	2,519,320	1,657,020
Q4	**Oct-Dec**	**7,344,909**	**7,532,836**	**8,285,222**	**8,071,102**	**7,807,252**	**7,078,296**
Q1-Q4		**29,432,872**	**30,494,070**	**31,919,840**	**33,265,254**	**31,796,963**	**33,512,277**

- Visits to TPL website blogs reported 716,002 visits in 2023, making up 2.1% of total e-visits. The following blogs continue to remain top three: Arts & Culture (17.6% of blog visits), Digital Library Services (17.1% of blog visits), and What's On at the Library (13.9% of blog visits).

- It is worth noting that a single blog post in 2022 received a large number of views and could account for the decline in views when compared to 2023. A post in 2022 on the temporary closure of 44 branches received 180,272 views, significantly higher than the second most popular post which received 6,870 views.

- Digital Library Services also generally tends to be one of the more highly visited blogs because it is a default blog. It would have received extra traffic while tpl.ca was down and Typepad was acting as the Library's main site.

- TPL eLearning resources reported 403,105 visits in 2023, making up 1.2% of total e-visits. The top eLearning resources continue to remain consistent in

2023: Brainfuse (35.6% of eLearning resources visits), Gale courses (21.7% of eLearning resources visits), Mango Languages (21.6% of eLearning resources visits), and LinkedIn Learning (14.1% of eLearning resources visits).

- Visits to websites made up 96.7% of total e-visits reported, with 32,393,170 visits reported in 2023. The top websites continue to be: tpl.ca (61.5% of total website visits), OverDrive (10.0% of total website visits), and Kanopy (17.1% of total website visits).

- In the top 15, four of the top-performing databases were eLearning resources (see Table 5).
    - PressReader was the most used online database (25.3% increase) and replaced NYTimes for the top rank.
    - Brainfuse, Gale Courses, Mango Languages, and LinkedIn Learning are the four top-performing eLearning resources on the list.

Table 5, below lists the fifteen top-performing licensed databases and eLearning resources. Those with asterisks are eLearning resources.

Table 5 - Top Performing Online Databases (Licensed and eLearning Resources*)

Rank	Sessions	2018	2019	2020	2021	2022	2023	% change (2023 vs. 2022)
1	PressReader	289,035	634,775	926,782	1,012,272	655,463	821,257	**25.3%**
2	NYTimes.com	30,176	42,714	462,126	606,462	697,120	581,981	**-16.5%**
3	Brainfuse*	144,992	151,194	243,431	293,286	203,740	143,605	**-29.5%**
4	Gale Courses*	45,070	50,473	108,981	87,899	78,951	87,309	**10.6%**
5	Mango Languages*	67,750	91,159	108,246	84,444	71,944	87,226	**21.2%**
6	LinkedIn Learning for Library (formerly Lynda.com)*	240,859	295,085	328,794	140,776	68,901	56,660	**-17.8%**
7	Naxos Music Library	45,220	50,005	54,474	29,708	33,164	55,722	**68.0%**
8	Toronto Star - Historical Newspaper Archive	41,316	46,182	51,820	54,906	59,463	54,858	**-7.7%**
9	Globe and Mail - Historical Newspaper Archive	35,818	39,013	41,423	45,301	48,225	42,214	**-12.5%**
10	Canadian Newsstream	15,319	20,349	28,327	35,180	39,119	35,740	**-8.6%**

Rank	Sessions	2018	2019	2020	2021	2022	2023	% change (2023 vs. 2022)
11	Consumer Reports Online	22,842	25,647	36,875	33,962	28,477	27,576	**-3.2%**
12	Wall Street Journal				2,517	23,675	24,160	**2.0%**
13	Academic OneFile	28,335	26,551	23,014	21,093	19,406	18,731	**-3.5%**
14	Scott's Business Directories Online	18,681	22,107	14,344	13,961	13,870	16,790	**21.1%**
15	Canadian Business & Current Affairs (CBCA)	12,441	13,588	14,055	14,907	16,992	16,132	**-5.1%**

4.4 PROGRAMS

TPL offers a wide range of in-person and online programs to engage, inform, educate and entertain Torontonians.

Programs Offered

Total 2023:	**34,487**	**+80.2 %** *from 2022*
2023 Q1-Q3:	**26,198**	*+118.9 % vs. 2022 Q1-Q3*
In-person 2023:	**33,462**	**+ 91.0 %** *from 2022*
2023 Q1-Q3:	**25,410**	*+137.8 % vs. 2022 Q1-Q3*
		-25.5% *vs. 2019*
Online 2023:	**1,025**	**-36.9 %** *from 2022*
2023 Q1-Q3:	**788**	*-62.8 % vs. 2022 Q1-Q3*

4.4.1.1 Key influencing factors 2023

- Impacts from the cybersecurity incident:
  - Program promotion was limited
  - delivery of programs that are dependent on technology (e.g. computer training)
  - database of presenters & performers was unavailable impacting programs with external partners

Of note, the platforms that online programs were delivered on were not impacted by the cybersecurity incident.

Program Attendance		
Total 2023:	**741,298**	**+113.5 %** *from 2022*
2023 Q1-Q3:	**558,590**	*+165.5% vs. 2022 Q1-Q3*
In person 2023:	**695,951**	**+ 143.2 %** *from 2022*
2023 Q1-Q3:	**528,437**	*+230.4% vs. Q1-Q3 2022*
		-20.4% vs. 2019
Online 2023:	**45,347**	**-25.7 %** *from 2022*
2023 Q1-Q3:	**30,153**	*-40.3% vs. 2022 Q1-Q3*

4.4.1 Program Type definitions

Table 8 outlines programs by type. Definitions are provided in this section.

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 include 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 include English Conversation Circle.

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

4.4.2 Programs current highlights 2023

- In 2023, a total of 34,487 programs were delivered, with 741,298 customers attending both in-person and online programs. The total number of programs offered increased 80.2% compared to 2022, and, attendance increased by 113.5% from the previous year. See Table 6.

- 33,462 in-person programs drew in 695,951 customers in 2023, an increase of 91% and 143.2% respectively from 2022.

- The number of online programs delivered in 2023 was lower than in 2022. 1,025 online programs were delivered, 36.9% lower than in 2022. Online attendance (live + views + replays) in 2023 was 45,347, 25.7% lower than in 2022.

- However, there was a significant increase in attendance for September, October and November compared to the same months in 2022 (94.6% increase). The online programs with the biggest attendance draws were ideas-based and civic engagement programs such as:
  - Libraries as Battlegrounds: Defending access to information in a polarized world
  - Domenico Losurdo: A Counter-Historian
  - When Critical Voices Are Silenced
  - The Warrior Librarians of Ukraine: The ongoing fight to safeguard libraries as keepers of national memory

- Of note, replays of virtual programming content increased by 63.0% since the previous year, demonstrating growing user preference for on-demand programs (see Table 7). Increased engagement in Adult and Youth Services replays also points to rising interests in on-demand content amongst teen and adult audiences, particularly.

***Table 6* – 2022 to 2023 *Programs and Attendance* Group (In-Person, Online, and Combined)**

	Number of Programs			Attendees, Views, Replays		
	2022	**2023**	**2022-2023 % change**	**2022**	**2023**	**2022-2023 % change**
In-person	**17,516**	**33,462**	**91.0%**	**286,216**	**695,951**	**143.2%**
Online	**1,624**	**1,025**	**-36.9%**	**61,035**	**45,347**	**-25.7%**
Total Q1-Q4	19,140	34,487	80.2%	347,251	741,298	113.5%

Table 7 - Customer Engagement with Crowdcast Replays: 2022 vs. 2023

Service Area	2022: Crowdcast Replays			2023: Crowdcast Replays			Results
	No. Programs	No. Viewers	Viewers / Program	No. Programs	No. Viewers	Viewers / Program	
Adult Services (including Special Collections)	131	3,169	24	40	1,471	37	>54%
Children's Services	60	1,722	29	32	682	21	<28%
CPCE	62	4,503	77	37	16,073	434	> 464%
ILSP	72	543	8	0	0	0	-
Readers' Services	26	424	16	25	339	14	< 13%
Youth Services	81	1,030	13	22	536	24	> 85%
Unassigned	14	328		-	-	-	-
Totals	446	11,719		156	19,101		> **63%**

- Children's programs continue to account for the greatest number of programs, making up 45.8% of total programs. See Table 8.

Table 8 - 2023 Programs and Attendance by Program Age Group (In-Person, Online, and Combined)

	2023 In-Person	2023 In-Person	2023 Online	2023 Online	2023 Total Programs	2023 Total Programs
Program Age Group	**Number of Programs**	**Attendees**	**Number of Programs**	**Attendees, Views, and Replays**	**Number of Programs**	**Attendees, Views, and Replays**
Pre-school (0-5)	**8,139**	**199,488**	**1**	**8**	**8,140**	**199,496**
School-Age (6-12)	**7,627**	**159,662**	**35**	**1,267**	**7,662**	**160,929**
Children subtotal	**15,766**	**359,150**	**36**	**1,275**	**15,802**	**360,425**
Teen (13-17)	**8,715**	**229,750**	**15**	**221**	**8,730**	**229,971**
Young Adult (18-24)	**346**	**3,780**	**93**	**2,678**	**439**	**6,458**
Youth subtotal	**9,061**	**233,530**	**108**	**2,899**	**9,169**	**236,429**
Adult (25-64)	**6,661**	**78,642**	**756**	**34,056**	**7,417**	**112,698**
Senior (65+)	**1,974**	**24,629**	**125**	**7,117**	**2,099**	**31,746**
Adult & Seniors subtotal	**8,635**	**103,271**	**881**	**41,173**	**9,516**	**144,444**
All ages Total Q1-Q4	**33,462**	**695,951**	**1,025**	**45,347**	**34,487**	**741,298**
All ages Total Q1-Q3	**25,410**	**528,437**	**788**	**30,153**	**26,198**	**558,590**

- The highest average attendance per program was driven by youth programs at 26 average attendees per program, compared to children at 23 average attendees per program and adults & seniors with 15 average attendees per program.

- Information & Current Issues programs continue to account for the greatest number of programs, making up 33,2% of total programs. This year, the number of cultural and literary programs accounted for 26.8% and 25.7% respectively. See Table 9.

Table 9 - 2023 Programs and Attendance by Program Type (In-person, Online, and Combined)

	2023 In-Person	2023 In-Person	2023 Online	2023 Online	2023 Total Programs	2023 Total Programs
Program Type	Number of Programs	Attendees	Number of Programs	Attendees, Views, and Replays	Number of Programs	Attendees, Views, and Replays
Cultural	**9,163**	**154,777**	**68**	**7,726**	**9,231**	**162,503**
ESL	**713**	**8,988**	**262**	**4,052**	**975**	**13,040**
Information & Current Issues	**11,069**	**313,897**	**386**	**28,397**	**11,455**	**342,294**
Literacy	**116**	**4,015**	**0**	**0**	**116**	**4,015**
Literary	**8,699**	**183,934**	**156**	**2,764**	**8,855**	**186,698**
User Education	**3,702**	**30,340**	**153**	**2,408**	**3,855**	**32,748**
Total	33,462	695,951	1,025	45,347	34,487	741,298

- The highest average attendance per program was for literacy programs at 35 average attendees per program. Information & Current Issues programs had 30 attendees on average per program.

- The number of digital literacy programs TPL offered increased 120% in 2023 compared to 2022 while attendance improved by 94% compared to the previous year.

- In 2023, customized Book a Librarian sessions increased 11.0% with 3,832 sessions delivered:
    - 98.9% of sessions took place in-person at a branch, up from 95.9% in 2022.
    - 1.1% were delivered remotely, either online or by telephone, down from 4.1% in 2022.
- Information requests increased 20% in 2023 compared to 2022, with 5,151,552 total requests received in 2023.

4.5 Use of Technology in Branches

Access to in-branch technology is a vital component of TPL's commitment to broadening Toronto's digital access and inclusion. In 2023 there was a consistent increase in both wireless use as well as public workstation use at TPL, further reinforcing the important role that libraries play in addressing the digital divide.

Workstation User Sessions		
2023:	**1,860,278**	**+ 26.6%** *from 2022*
2023 *Q1-Q3:*	**1,691,800**	**+64.9%** *vs. Q1-Q3 2022* **-44.7%** *vs. Q1-Q3 2019*

Wireless Sessions		
2023:	**6,082,855**	**+ 23.0%** *from 2022*
2023 *Q1-Q3:*	**4,571,941**	**+29.5%** *vs. Q1-Q3 2022*
Vs. Q1-Q3 2019 not suitable for comparison; vendor and methodology changed.		

4.5.1.1 Key influencing factors 2023

- Public computers were unavailable for the months of November and December due to the cybersecurity incident.
- Of note, 44 branches were closed in Q1 2022.

4.5.2 Workstation User Sessions current highlights 2023

- The cybersecurity incident caused a loss of workstation availability for the months of November and December until service was restored in 2024.

- While this dampened workstation usage, total annual sessions still increased by 26.6% in 2023 compared to 2022. It is also worth noting that 44 branches were closed in early 2022 which would have contributed to this improved performance in 2023.

- By Q3 2023, use of public workstations had already surpassed the same period in 2022 by 64.9% (see Table 10).

Table 10 - 2018-2023 Workstation Sessions by month

Quarter	Month	2018	2019	2020	2021	2022	2023	% Change (2023 vs. 2022)
Q1	**Jan**	**349,407**	**333,712**	**326,381**	**0**	**63,876**	**169,266**	**165.0%**
Q1	**Feb**	**321,640**	**289,714**	**278,229**	**0**	**64,603**	**158,768**	**145.8%**
Q1	**Mar**	**381,865**	**364,284**	**142,381**	**27,248**	**96,767**	**193,810**	**100.3%**
Q1	**Jan-Mar**	**1,052,912**	**987,710**	**746,991**	**27,248**	**225,246**	**521,844**	**131.7%**
Q2	**Apr**	**341,746**	**332,831**	**0**	**6,046**	**88,157**	**172,994**	**96.2%**
Q2	**May**	**365,829**	**346,736**	**0**	**0**	**125,728**	**193,167**	**53.6%**
Q2	**Jun**	**363,322**	**332,792**	**0**	**23,501**	**136,367**	**195,917**	**43.7%**
Q2	**Apr-Jun**	**1,070,897**	**1,012,359**	**0**	**29,547**	**350,252**	**562,078**	**60.5%**
Q3	**Jul**	**376,786**	**371,551**	**16,530**	**46,684**	**143,045**	**197,817**	**38.3%**
Q3	**Aug**	**387,981**	**354,415**	**35,364**	**53,231**	**154,930**	**210,665**	**36.0%**
Q3	**Sep**	**353,667**	**331,888**	**53,805**	**63,083**	**152,250**	**199,396**	**31.0%**
Q3	**Jul-Sep**	**1,118,434**	**1,057,854**	**105,699**	**162,998**	**450,225**	**607,878**	**35.0%**
Q4	**Oct**	**382,366**	**341,307**	**63,660**	**69,268**	**156,408**	**168,478**	**7.7%**
Q4	**Nov**	**365,671**	**321,803**	**53,994**	**85,669**	**157,305**	**0**	**-100.0%**
Q4	**Dec**	**291,127**	**266,510**	**40,055**	**76,282**	**129,943**	**0**	**-100.0%**
Q4	**Oct-Dec**	**1,039,164**	**929,620**	**157,709**	**231,219**	**443,656**	**168,478**	**-62.0%**
Q1-Q4		**4,281,407**	**3,987,543**	**1,010,399**	**451,012**	**1,469,379**	**1,860,278**	**26.6%**
Q1-Q3		**3,242,243**	**3,057,923**	**852,690**	**219,793**	**1,025,723**	**1,691,800**	**64.9%**

- Compared to the pre-pandemic period, workstation use was lower in 2023. Excluding 2023 Q4 data as an outlier, usage was 44.7% lower than Q1-Q3 2019.

4.5.3 Current highlights 2023 – Wireless Sessions

- Total annual wireless sessions increased by 23% in 2023 compared to 2022 (Table 11)

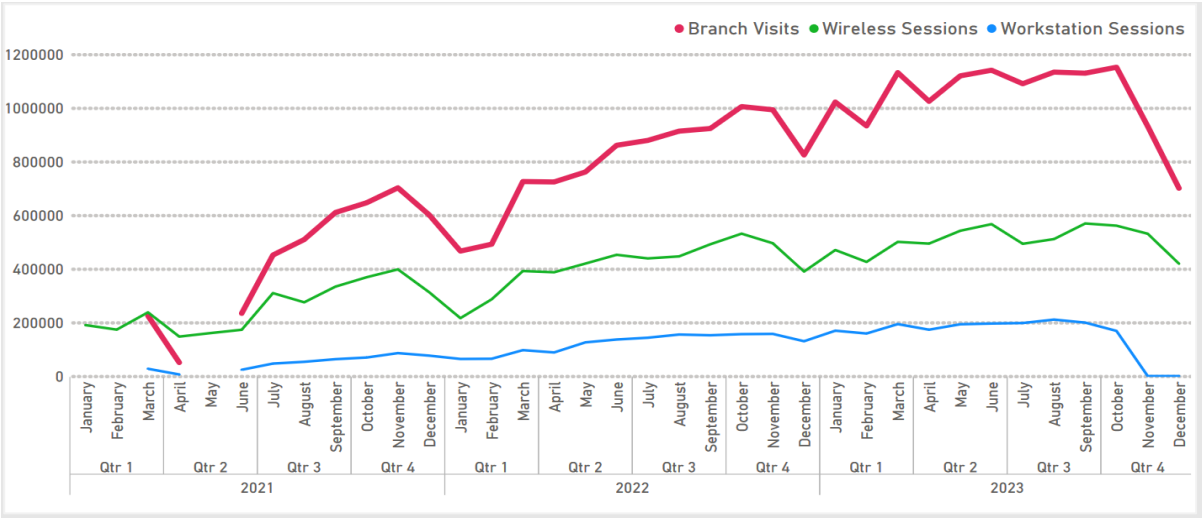
- Excluding 2023 Q4 data as an outlier, wireless sessions were 29.5% higher than Q1-Q3 2022.

Table 11 – 2023: Wireless Sessions by month

Quarter	Month	2021	2022	2023	% Change (2023 vs. 2022)
Q1	**Jan**	**190,091**	**216,015**	**470,138**	**117.6%**
Q1	**Feb**	**173,252**	**286,275**	**425,695**	**48.7%**
Q1	**Mar**	**237,705**	**391,768**	**500,477**	**27.7%**
Q1	Jan-Mar	601,048	894,058	1,396,310	56.2%
Q2	**Apr**	**147,238**	**387,150**	**493,992**	**27.6%**
Q2	**May**	**160,333**	**419,540**	**541,895**	**29.2%**
Q2	**Jun**	**172,690**	**452,273**	**566,560**	**25.3%**
Q2	Apr-Jun	480,261	1,258,963	1,602,447	27.3%
Q3	**Jul**	**309,375**	**438,764**	**493,257**	**12.4%**
Q3	**Aug**	**275,086**	**446,378**	**510,868**	**14.4%**
Q3	**Sep**	**333,573**	**491,537**	**569,059**	**15.8%**
Q3	Jul-Sep	918,034	1,376,679	1,573,184	14.3%
Q4	**Oct**	**368,663**	**531,091**	**560,886**	**5.6%**
Q4	**Nov**	**397,894**	**495,350**	**530,816**	**7.2%**
Q4	**Dec**	**312,751**	**389,843**	**419,212**	**7.5%**
Q4	Oct-Dec	1,079,308	1,416,284	1,510,914	6.7%
Q1-Q4		**3,078,651**	**4,945,984**	**6,082,855**	**23.0%**
Q1-Q3		**1,999,343**	**3,529,700**	**4,571,941**	**29.5%**

- The higher rate of demand for Wi-Fi over the use of public workstations has been a longstanding trend. An increase in personal ownership and daily use of mobile devices has favoured the growth of wireless use over the use of public workstations (see Chart 2).

Chart 2 – Workstation and Wireless Sessions by Quarter (2021-2023)



- 1,000 hotspot devices were checked out to low-income families and individuals who face barriers to accessing the internet, through the Library's Wi-Fi Hotspot Lending program, which is supported by the City's Poverty Reduction Strategy. As well, 84 new Internet Connectivity Kits (ICKs) were distributed in 2023 while maintaining 148 ICKs from previous years.

4.6 Library Card Membership

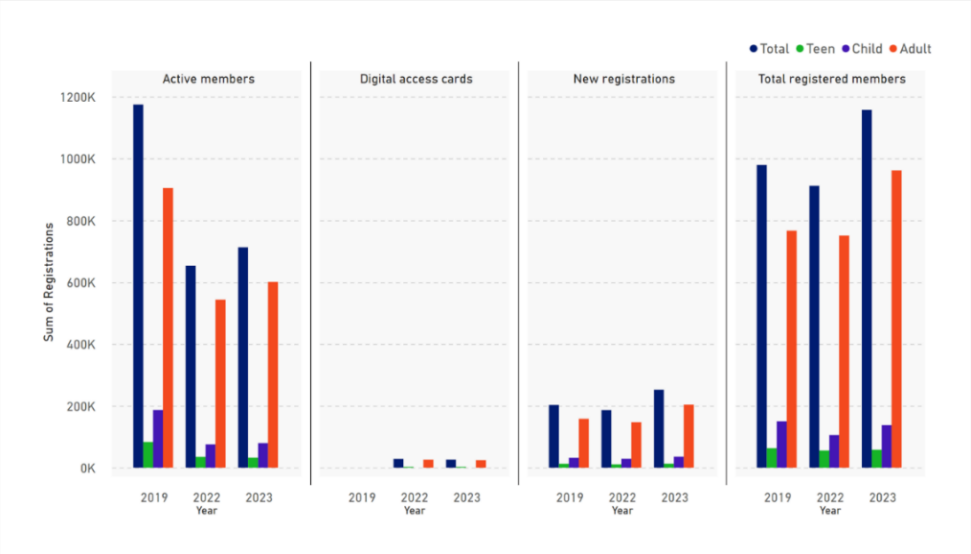
In 2023, membership was required for the following services: checking out physical materials and electronic items, accessing licensed databases and placing holds.

Membership is not currently required to visit a branch, attend in-person or online programs, use public workstations, connect to wireless service, or to use materials in branch. It is worth noting that membership is not a holistic picture of total library use.

4.6.1 Membership current highlights 2023

- The number of total members and active members increased in 2023 compared to 2022. Active memberships increased by 9.1% and total membership increased by 26.9% since 2022 (see Chart 3).

Chart 3 – Membership by Type (2019, 2022, and 2023)



- In 2023, there was also significant increase in new library card registrations (35.1%) compared to 2022 (see Table 12).
    - Adult registrations surpassed pre-pandemic levels (2019) by 28.6%.
    - Children and teen registrations also exceeded pre-pandemic levels (2019), by 11.2% and 2.36%, respectively.

Table 12 - 2023 Library Membership

Type	2019 Child	2019 Teen	2019 Adult	2019 Total	2022 Child	2022 Teen	2022 Adult	2022 Total	2023 Child	2023 Teen	2023 Adult	2023 Total
Active members (members who used their card in 2023)	102,023	39,447	569,987	711,457	74,946	34,873	543,499	653,318	79,482	32,372	600,798	712,652
New registrations (includes DAC)	11,222	8,952	94,205	114,379	28,753	10,650	147,022	186,425	35,547	12,826	203,518	251,891
Digital access cards	N/A	N/A	N/A	N/A	N/A	2,308	25,942	28,250	N/A	2,191	23,864	26,055
Total registered members (cardholders)	149,739	63,164	766,591	979,494	105,764	55,396	750,749	911,909	137,981	58,174	961,265	1,157,420

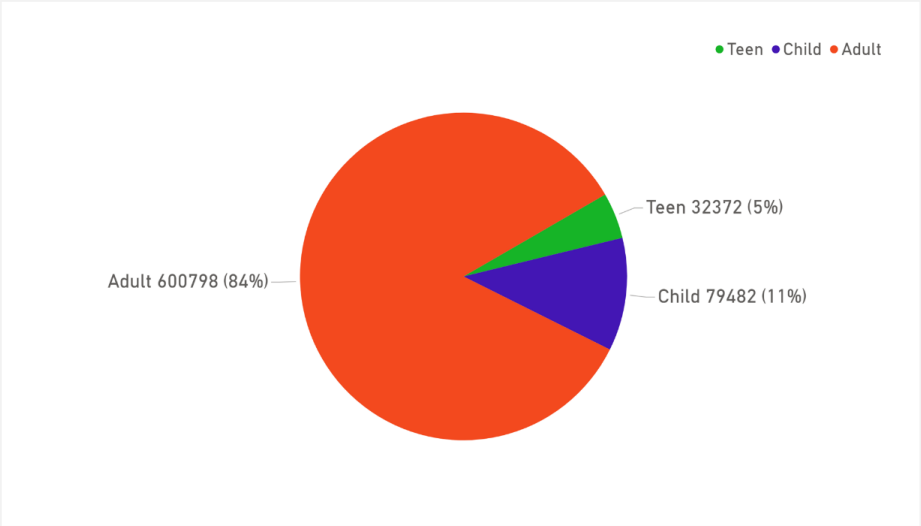
- Demand for Digital Access Card (DAC) memberships continued to be strong in 2023, with an average of 2,606 new DAC self-registrations each month (excluding November and December when DAC registrations were not available) compared to 2,354 in 2022.

- In 2023, there were 26,055 DAC registrations, accounting for 10.3% of all new registrations. In comparison, DAC registrations accounted for 15.2% of all new registrations in 2022.

- 22.7% of Torontonians used their library card in 2023, down from 23.4% in 2022, and below the pre-pandemic level (2019) of 39.6%.

- The breakdown of active members by type was (see chart 4):
    - Adult 18+: **84.3%**
    - Teen 13-17: **4.5%**
    - Child 0-12: **11.2%**

Chart 4 – 2023 Active Membership by Age group



5 CONCLUSION

In 2023, Toronto Public Library observed an increase in the sustained usage of its electronic services, while in-person activities made significant strides toward recovery, aiming to bridge the gap between pre-pandemic and current usage levels. Visits to branches continued to rebound post-pandemic with total number of visits much higher than in 2022. TPL remains dedicated to adapting its services to ensure accessibility, responsiveness, and relevance.

Branch Summary Statistics: January to December 2023

Attachment 2

		VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS			
Neighbourhood & District branches are ranked in order by visits		2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	
NEIGHBOURHOOD BRANCHES																										
1st Quartile																										
1	Bridlewood	255,089	199,345	28.0	160,196	203,836	-21.4	33,059	36,941	-10.5	92,768	65,247	42.2	2,906	1,374	111.5	142,282	128,277	10.9	23,076	17,132	34.7	3,404.5	1,817.5	87.3	1
2	Parkdale	227,899	189,577	20.2	177,894	279,390	-36.3	68,039	77,737	-12.5	100,601	130,570	-23.0	9,322	5,352	74.2	100,723	86,634	16.3	47,447	43,158	9.9	3,404.5	3,412.5	-0.2	2
3	Woodside Square	217,526	163,061	33.4	133,140	176,330	-24.5	29,663	44,464	-33.3	49,370	38,993	26.6	7,435	2,857	160.2	75,145	58,525	28.4	26,517	21,028	26.1	3,096.5	3,108.0	-0.4	3
* 4	Maryvale	212,250	79,733	166.2	90,060	55,037	63.6	19,026	15,594	22.0	51,950	14,624	255.2	2,987	1,033	189.2	66,831	27,520	142.8	23,349	9,766	139.1	3,275.0	1,827.0	79.3	4
5	Fort York	191,218	122,233	56.4	187,700	180,341	4.1	75,890	78,502	-3.3	72,233	30,996	133.0	6,069	1,992	204.7	89,361	86,525	3.3	24,851	14,731	68.7	3,226.0	2,594.0	24.4	5
6	Deer Park	181,705	165,101	10.1	198,804	288,495	-31.1	81,580	108,931	-25.1	70,204	57,880	21.3	4,409	1,951	126.0	71,968	71,600	0.5	25,134	22,943	9.5	3,096.5	2,066.5	49.8	6
~ 7	Runnymede	180,493	175,890	2.6	233,294	362,744	-35.7	101,727	134,539	-24.4	62,041	62,795	-1.2	5,279	2,174	142.8	69,770	68,154	2.4	28,687	28,534	0.5	2,929.5	3,237.5	-9.5	7
~ 8	Ethennonnhawahstihnen' (Ba	177,006	100,183	76.7	191,159	279,998	-31.7	60,381	89,000	-32.2	52,590	63,558	-17.3	3,406	1,688	101.8	68,365	26,064	162.3	10,182	8,193	24.3	2,594.5	1,768.0	46.7	8
9	Eglinton Square	173,151	137,717	25.7	98,276	136,581	-28.0	26,569	32,256	-17.6	43,630	31,032	40.6	3,020	658	359.0	67,602	52,406	29.0	23,864	18,279	30.6	3,226.0	3,237.5	-0.4	9
10	Scarborough Civic Centre	164,622	115,726	42.3	110,199	134,117	-17.8	27,912	34,107	-18.2	43,884	39,534	11.0	4,757	2,398	98.4	80,252	58,066	38.2	29,005	21,266	36.4	3,226.0	3,237.5	-0.4	10
11	Downsview	160,778	116,686	37.8	101,521	119,424	-15.0	24,342	28,045	-13.2	41,406	38,632	7.2	14,813	7,076	109.3	94,010	70,630	33.1	34,669	31,542	9.9	3,404.5	3,108.0	9.5	11
~ 12	Eatonville	149,869	137,873	8.7	268,354	359,551	-25.4	89,400	111,677	-19.9	142,938	134,733	6.1	7,164	1,362	426.0	80,902	75,594	7.0	19,720	14,964	31.8	2,928.5	2,520.5	16.2	12
13	High Park	149,318	106,896	39.7	181,758	200,102	-9.2	72,625	80,465	-9.7	21,773	26,209	-16.9	5,425	1,368	296.6	25,485	16,063	58.7	13,600	9,156	48.5	3,096.5	2,685.5	15.3	13
14	Parliament Street	148,657	134,804	10.3	105,536	177,165	-40.4	38,549	50,642	-23.9	55,261	62,307	-11.3	9,116	2,580	253.3	104,832	105,904	-1.0	37,018	26,672	38.8	3,404.5	3,412.5	-0.2	14
* 15	Wychwood	144,670	37,001	291.0	149,461	47,953	211.7	57,110	20,982	172.2	39,453	13,600	190.1	9,054	525	1624.6	69,512	20,507	239.0	14,734	3,836	284.1	3,096.5	717.5	331.6	15
16	Leaside	139,508	107,068	30.3	235,300	282,606	-16.7	82,225	98,949	-16.9	47,325	35,464	33.4	6,829	2,538	169.1	32,253	23,377	38.0	7,737	6,381	21.3	3,096.5	2,685.5	15.3	16
17	Beaches	138,897	122,734	13.2	164,046	215,838	-24.0	64,254	77,925	-17.5	32,037	27,480	16.6	2,814	1,005	180.0	45,201	20,313	122.5	11,410	9,254	23.3	3,096.5	2,520.5	22.9	17
* 18	Locke	136,144	68,641	98.3	186,591	162,948	14.5	68,406	72,771	-6.0	34,806	17,230	102.0	8,515	2,254	277.8	139,336	176,254	-20.9	14,065	7,941	77.1	3,096.5	1,783.0	73.7	18
* 19	Sanderson	132,749	90,084	47.4	74,770	102,407	-27.0	23,956	29,478	-18.7	43,403	40,283	7.7	5,750	1,913	200.6	37,684	30,304	24.4	28,449	17,522	62.4	3,404.5	2,924.0	16.4	19
* 20	Flemingdon Park	129,341	93,145	38.9	58,404	66,808	-12.6	15,456	16,185	-4.5	65,730	32,593	101.7	17,219	7,443	131.3	55,059	43,049	27.9	15,469	9,928	55.8	3,404.5	3,297.5	3.2	20
2nd Quartile																										
* 21	St. James Town	125,496	71,045	76.6	99,091	81,061	22.2	34,559	31,325	10.3	63,163	31,830	98.4	2,450	967	153.4	38,635	14,798	161.1	25,429	14,698	73.0	2,177.5	1,564.0	39.2	21
22	Thorncliffe	115,642	77,271	49.7	78,607	91,727	-14.3	19,034	23,840	-20.2	47,131	26,445	78.2	23,396	8,989	160.3	67,613	36,216	86.7	25,554	16,651	53.5	3,404.5	3,412.5	-0.2	22
23	Jane/Dundas	109,795	87,567	25.4	156,856	200,464	-21.8	53,193	62,642	-15.1	37,399	35,957	4.0	8,172	2,936	178.3	38,215	26,545	44.0	18,421	17,688	4.1	3,404.5	3,412.5	-0.2	23
24	Centennial	108,763	95,026	14.5	170,107	217,757	-21.9	56,148	69,751	-19.5	44,013	54,232	-18.8	10,113	5,773	75.2	40,512	33,108	22.4	11,546	9,196	25.6	3,404.5	1,655.5	105.6	24
~ 25	Forest Hill	108,078	72,570	48.9	116,023	143,551	-19.2	43,623	56,030	-22.1	22,655	18,018	25.7	3,592	1,720	108.8	31,469	18,824	67.2	8,269	6,495	27.3	3,057.5	2,685.5	13.9	25
26	Kennedy/Eglinton	106,870	75,654	41.3	81,942	110,971	-26.2	19,282	24,300	-20.7	38,325	36,946	3.7	11,939	6,669	79.0	52,995	42,313	25.2	22,699	17,130	32.5	3,404.5	3,412.5	-0.2	26
27	Steeles	105,359	68,224	54.4	115,609	132,901	-13.0	34,337	37,178	-7.6	34,278	27,195	26.0	3,350	1,167	187.1	32,586	21,943	48.5	14,413	8,960	60.9	3,404.5	2,941.0	15.8	27
28	Weston	100,695	73,630	36.8	60,063	78,666	-23.6	17,921	21,874	-18.1	50,054	29,595	69.1	19,302	6,659	189.9	28,220	22,895	23.3	17,842	14,837	20.3	3,404.5	3,412.5	-0.2	28
29	City Hall	100,436	58,226	72.5	78,853	68,917	14.4	33,983	26,595	27.8	43,216	23,451	84.3	4,220	2,207	91.2	37,889	38,147	-0.7	20,290	11,020	84.1	2,000.0	3,412.5	-41.4	29
30	Danforth/Coxwell	99,555	92,387	7.8	154,817	225,709	-31.4	58,155	74,810	-22.3	34,829	38,644	-9.9	4,262	2,666	59.9	85,154	83,725	1.7	17,625	15,464	14.0	3,096.5	2,177.5	42.2	30
~ 31	Main Street	96,057	88,269	8.8	157,556	225,908	-30.3	61,452	80,015	-23.2	12,622	18,759	-32.7	4,085	2,370	72.4	14,845	13,546	9.6	10,231	11,288	-9.4	2,980.5	3,108.0	-4.1	31
*~ 32	St. Lawrence	95,749	68,345	40.1	123,884	146,566	-15.5	60,971	66,809	-8.7	50,474	21,381	136.1	3,084	740	316.8	14,683	11,370	29.1	14,694	9,443	55.6	2,596.0	2,226.5	16.6	32
33	Riverdale	92,599	91,701	1.0	122,990	171,092	-28.1	43,430	56,346	-22.9	35,559	32,880	8.1	2,819	779	261.9	83,699	85,863	-2.5	18,514	16,743	10.6	3,096.5	3,108.0	-0.4	33
34	Yorkville	88,653	75,390	17.6	106,594	142,124	-25.0	39,622	48,480	-18.3	31,999	23,406	36.7	5,591	3,285	70.2	46,011	46,711	-1.5	10,946	8,755	25.0	3,096.5	3,108.0	-0.4	34
35	Mount Dennis	86,769	72,801	19.2	58,767	73,517	-20.1	14,189	17,658	-19.6	38,161	25,717	48.4	10,676	5,940	79.7	38,291	21,078	81.7	14,806	12,200	21.4	3,404.5	3,412.5	-0.2	35
36	Palmerston	86,244	81,764	5.5	127,595	184,670	-30.9	56,516	75,437	-25.1	21,071	19,445	8.4	2,521	1,457	73.0	22,227	18,841	18.0	7,682	6,610	16.2	2,510.0	2,520.5	-0.4	36
~ 37	Morningside	78,153	80,008	-2.3	90,555	143,361	-36.8	25,269	39,012	-35.2	54,557	57,319	-4.8	2,499	1,049	138.2	42,979	34,867	23.3	14,117	11,739	20.3	2,916.0	3,237.5	-9.9	37
38	College/Shaw	75,569	54,432	38.8	114,265	128,467	-11.1	51,444	57,262	-10.2	22,001	16,442	33.8	3,002	1,714	75.1	14,320	9,819	45.8	7,299	6,025	21.1	2,510.0	2,177.5	15.3	38
39	Dufferin/St. Clair	75,417	71,848	5.0	95,692	154,485	-38.1	29,395	46,846	-37.3	30,118	28,869	4.3	4,923	1,578	212.0	14,898	11,862	25.6	13,012	10,777	20.7	2,510.0	3,412.5	-26.4	39
40	Hillcrest	71,108	50,693	40.3	163,698	181,066	-9.6	56,509	62,645	-9.8	35,291	27,282	29.4	2,012	517	289.2	35,930	31,207	15.1	4,594	3,144	46.1	2,048.0	1,768.0	15.8	40

Branch Summary Statistics: January to December 2023

Attachment 2

	Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS			
		2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	
3rd Quartile																										
	41 Alderwood	69,595	47,658	46.0	87,600	91,028	-3.8	19,852	21,320	-6.9	31,220	19,878	57.1	5,728	3,069	86.6	17,518	13,163	33.1	5,174	2,587	100.0	2,510.0	2,177.5	15.3	41
	42 Annette Street	69,462	43,257	60.6	136,466	131,914	3.5	48,108	55,671	-13.6	14,351	14,584	-1.6	6,740	1,435	369.7	27,690	22,749	21.7	9,283	6,485	43.1	2,510.0	2,026.0	23.9	42
	43 Goldhawk Park	68,285	41,524	64.4	108,641	118,150	-8.0	32,285	38,955	-17.1	26,583	14,004	89.8	9,849	3,969	148.1	26,674	18,459	44.5	10,911	6,531	67.1	3,226.0	2,528.5	27.6	43
~	44 McGregor Park	67,567	51,954	30.1	86,246	101,179	-14.8	22,348	25,287	-11.6	40,287	25,170	60.1	2,760	1,683	64.0	30,132	28,810	4.6	11,187	7,915	41.3	1,931.5	1,873.0	3.1	44
	45 Gerrard/Ashdale	67,517	42,256	59.8	106,351	99,785	6.6	35,617	37,018	-3.8	32,720	20,830	57.1	3,856	965	299.6	19,245	9,383	105.1	6,151	3,697	66.4	2,510.0	1,975.5	27.1	45
	46 Jane/Sheppard	66,911	55,649	20.2	59,647	70,105	-14.9	15,010	17,443	-13.9	81,441	46,820	73.9	2,694	1,462	84.3	28,299	25,375	11.5	13,319	10,134	31.4	2,639.5	2,650.0	-0.4	46
	47 Port Union	62,961	39,945	57.6	109,900	109,801	0.1	35,772	36,223	-1.2	11,898	9,765	21.8	3,347	1,612	107.6	14,355	9,762	47.0	3,681	2,287	61.0	2,510.0	2,026.0	23.9	47
~	48 Oakwood Village Library and	61,915	51,839	19.4	77,605	110,991	-30.1	28,690	41,716	-31.2	22,334	16,441	35.8	5,148	1,820	182.9	13,452	10,199	31.9	5,637	5,348	5.4	2,156.5	2,177.5	-1.0	48
	49 Black Creek	61,645	43,995	40.1	28,974	33,959	-14.7	4,477	5,841	-23.4	78,884	59,044	33.6	1,405	813	72.8	22,525	13,443	67.6	12,482	9,480	31.7	2,127.5	1,873.0	13.6	49
	50 Dawes Road	60,864	43,606	39.6	88,261	94,405	-6.5	25,674	27,074	-5.2	20,300	20,063	1.2	3,349	2,753	21.6	42,198	32,013	31.8	11,972	8,493	41.0	2,639.5	1,608.0	64.1	50
	51 Burrows Hall	58,650	34,835	68.4	55,410	64,432	-14.0	11,319	11,870	-4.6	34,314	20,654	66.1	3,797	1,191	218.8	29,238	19,699	48.4	8,548	4,884	75.0	2,177.5	2,048.0	6.3	51
*~	52 Mimico Centennial	56,547	55,676	1.6	98,210	161,819	-39.3	31,712	43,985	-27.9	50,338	58,201	-13.5	7,301	841	768.1	21,115	20,005	5.5	5,207	5,121	1.7	1,768.0	1,840.0	-3.9	52
	53 Humberwood	52,967	29,417	80.1	33,671	29,362	14.7	12,247	6,629	84.7	20,556	11,218	83.2	3,750	2,048	83.1	10,148	7,037	44.2	4,553	2,807	62.2	2,048.0	1,768.0	15.8	53
*	54 Jones	52,810	41,781	26.4	95,124	108,010	-11.9	34,181	40,154	-14.9	16,382	24,611	-33.4	5,544	1,903	191.3	7,790	5,544	40.5	5,629	3,350	68.0	2,527.5	2,089.0	21.0	54
	55 Cliffcrest	52,547	44,702	17.5	85,897	116,600	-26.3	30,438	38,465	-20.9	33,356	18,591	79.4	1,577	722	118.4	32,403	27,965	15.9	7,323	6,156	19.0	2,177.5	1,680.0	29.6	55
	56 Pleasant View	52,287	33,177	57.6	95,447	100,288	-4.8	26,518	29,748	-10.9	51,693	19,908	159.7	4,266	1,408	203.0	19,459	19,541	-0.4	5,921	3,536	67.4	2,167.0	1,699.0	27.5	56
	57 Spadina Road	50,723	37,150	36.5	68,752	72,202	-4.8	32,769	32,571	0.6	16,144	11,946	35.1	1,266	207	511.6	7,851	6,099	28.7	6,431	5,208	23.5	2,048.0	1,768.0	15.8	57
	58 Queen/Saulter	47,340	39,625	19.5	52,596	73,086	-28.0	19,768	22,011	-10.2	6,132	8,719	-29.7	6,612	2,618	152.6	21,078	5,164	308.2	5,466	4,032	35.6	2,048.0	2,048.0		58
~	59 Brookbanks	45,045	54,070	-16.7	92,652	134,769	-31.3	32,065	40,325	-20.5	43,443	41,044	5.8	845	163	418.4	12,419	13,560	-8.4	5,899	6,340	-7.0	1,760.0	3,412.5	-48.4	59
	60 Guildwood	44,501	27,047	64.5	59,989	63,224	-5.1	20,193	21,229	-4.9	12,455	9,658	29.0	1,308	592	120.9	32,016	22,675	41.2	4,966	2,700	83.9	2,048.0	1,768.0	15.8	60
4th Quartile																										
	61 Long Branch	43,467	30,760	41.3	81,660	90,655	-9.9	27,875	30,765	-9.4	23,533	17,738	32.7	4,855	1,174	313.5	9,274	7,547	22.9	7,542	4,649	62.2	2,048.0	1,768.0	15.8	61
	62 Bendale	43,336	29,668	46.1	66,486	69,628	-4.5	16,947	19,141	-11.5	62,531	29,457	112.3	2,956	969	205.1	16,822	13,198	27.5	7,421	5,019	47.9	2,177.5	3,108.0	-29.9	62
	63 New Toronto	41,874	29,806	40.5	73,968	78,132	-5.3	24,969	28,241	-11.6	15,509	15,254	1.7	2,556	968	164.0	17,051	12,439	37.1	7,626	5,557	37.2	2,177.5	1,862.5	16.9	63
	64 Highland Creek	41,296	33,550	23.1	81,741	87,911	-7.0	24,218	27,626	-12.3	17,216	12,828	34.2	1,150	1,332	-13.7	11,562	9,215	25.5	6,091	3,568	70.7	2,048.0	1,768.0	15.8	64
	65 Woodview Park	39,026	28,304	37.9	28,471	35,084	-18.8	7,589	8,238	-7.9	30,760	23,210	32.5	2,808	2,830	-0.8	13,510	12,000	12.6	5,342	4,115	29.8	2,134.0	1,862.5	14.6	65
	66 Amesbury Park	37,892	28,006	35.3	45,670	53,317	-14.3	11,642	14,833	-21.5	26,596	24,048	10.6	1,514	834	81.5	13,196	10,022	31.7	8,313	5,981	39.0	2,177.5	2,167.0	0.5	66
	67 St. Clair/Silverthorn	33,015	20,273	62.9	48,002	44,750	7.3	15,809	16,264	-2.8	10,966	8,168	34.3	1,749	373	368.9	12,120	5,970	103.0	3,748	2,182	71.8	2,177.5	1,699.0	28.2	67
	68 Perth/Dupont	32,961	24,922	32.3	60,261	60,143	0.2	21,900	21,078	3.9	16,485	16,966	-2.8	3,571	1,948	83.3	21,886	25,385	-13.8	2,114	1,690	25.1	2,048.0	1,768.0	15.8	68
	69 Taylor Memorial	30,181	23,011	31.2	68,515	78,732	-13.0	25,185	30,161	-16.5	20,683	13,642	51.6	1,344	494	172.1	16,367	14,167	15.5	3,002	2,401	25.0	2,048.0	1,768.0	15.8	69
	70 Rexdale	29,728	20,128	47.7	34,778	35,307	-1.5	9,165	10,986	-16.6	24,037	15,392	56.2	3,019	1,273	137.2	9,781	15,517	-37.0	4,824	3,016	59.9	2,177.5	1,688.5	29.0	70
~	71 Humber Bay	28,856	23,300	23.8	80,883	83,126	-2.7	31,467	30,514	3.1	25,850	12,643	104.5	484	178	171.9	5,926	5,826	1.7	2,819	2,728	3.3	1,880.0	1,768.0	6.3	71
	72 Humber Summit	28,337	20,197	40.3	30,352	33,951	-10.6	8,788	10,257	-14.3	29,546	12,646	133.6	1,930	1,345	43.5	9,967	7,908	26.0	4,939	3,551	39.1	2,177.5	1,862.5	16.9	72
~	73 Elmbrook Park	26,766	21,786	22.9	64,130	76,420	-16.1	21,918	26,848	-18.4	12,893	13,517	-4.6	2,148	893	140.5	20,400	19,264	5.9	1,725	1,137	51.7	1,808.0	3,237.5	-44.2	73
	74 Victoria Village	26,556	19,859	33.7	44,219	49,054	-9.9	12,311	15,200	-19.0	30,649	19,047	60.9	2,564	1,349	90.1	10,577	8,827	19.8	3,735	2,572	45.2	2,177.5	1,873.0	16.3	74
~	75 Evelyn Gregory	24,982	18,450	35.4	33,148	34,926	-5.1	11,494	11,090	3.6	20,490	19,913	2.9	2,147	846	153.8	9,099	6,294	44.6	4,087	3,613	13.1	2,395.0	2,272.0	5.4	75
	76 Todmorden Room	23,792	14,260	66.8	26,921	20,919	28.7	11,223	8,804	27.5	14,713	11,912	23.5				4,038	4,817	-16.2	2,256	1,220	84.9	2,892.0	1,901.5	52.1	76
*	77 Northern Elms	23,664	22,338	5.9	30,381	46,726	-35.0	10,327	13,636	-24.3	22,273	23,518	-5.3	861	395	118.0	9,792	8,639	13.3	6,765	4,798	41.0	2,177.5	2,131.0	2.2	77
*~	78 Mount Pleasant	18,427			32,425	10,191	218.2	10,236	7,760	31.9	3,881			429			11,869			866	39	2,120.5	992.0			78
	79 Swansea Memorial	16,943	7,707	119.8	25,524	16,345	56.2	10,001	6,314	58.4	9,445	2,893	226.5	403	343	17.5	2,924	1,553	88.3	1,276	540	136.3	2,535.5	1,786.0	42.0	79
~	80 Davenport	16,923	13,947	21.3	57,636	57,890	-0.4	27,065	28,658	-5.6	7,074	5,702	24.1	950	503	88.9	4,931	3,591	37.3	1,478	1,010	46.3	2,008.0	3,108.0	-35.4	80
*~	81 Armour Heights	6,913	18,416	-62.5	32,895	69,713	-52.8	19,933	30,385	-34.4	3,955	5,215	-24.2	662	423	56.5	5,760	2,784	106.9	1,201	1,852	-35.2	832.0	1,104.0	-24.6	81
Neighbourhood Total		**7,122,971**	**5,278,200**	**35.0**	**8,055,532**	**9,752,680**	**-17.4**	**2,748,306**	**3,208,379**	**-14.3**	**2,984,235**	**2,332,431**	**27.9**	**387,539**	**158,467**	**144.6**	**2,970,201**	**2,395,052**	**24.0**	**993,876**	**739,418**	**34.4**	**210,553.0**	**189,664.0**	**11.0**	
Neighbourhood Average		**87,938**	**65,978**	**33.3**	**99,451**	**120,403**	**-17.4**	**33,930**	**39,610**	**-14.3**	**36,842**	**29,155**	**26.4**	**4,906**	**2,032**	**141.5**	**36,669**	**29,938**	**22.5**	**12,270**	**9,129**	**34.4**	**2,599.4**	**2,370.8**	**9.6**	

Branch Summary Statistics: January to December 2023

Attachment 2

Neighbourhood & District branches are ranked in order by visits	VISITS 2023	VISITS 2022	VISITS % Change	CIRCULATION 2023	CIRCULATION 2022	CIRCULATION % Change	HOLDS PLACED 2023	HOLDS PLACED 2022	HOLDS PLACED % Change	INFORMATION REQUESTS 2023	INFORMATION REQUESTS 2022	INFORMATION REQUESTS % Change	PROGRAM ATTENDANCE 2023	PROGRAM ATTENDANCE 2022	PROGRAM ATTENDANCE % Change	WIRELESS SESSIONS 2023	WIRELESS SESSIONS 2022	WIRELESS SESSIONS % Change	WORKSTATION USER SESSIONS 2023	WORKSTATION USER SESSIONS 2022	WORKSTATION USER SESSIONS % Change	OPEN HOURS 2023	OPEN HOURS 2022	OPEN HOURS % Change	
DISTRICT BRANCHES																									
*~ 1 Fairview	286,684	295,488	-3.0	325,661	447,214	-27.2	77,948	94,823	-17.8	122,106	111,803	9.2	19,624	10,288	90.7	262,847	288,608	-8.9	46,876	46,018	1.9	2,577.0	3,394.5	-24.1	1
2 Northern District	268,406	234,291	14.6	269,831	380,855	-29.2	96,778	122,993	-21.3	70,000	73,009	-4.1	5,742	3,937	45.8	144,883	123,166	17.6	47,028	40,022	17.5	3,432.5	3,440.5	-0.2	2
3 Bloor/Gladstone	256,387	202,438	26.6	227,089	289,981	-21.7	78,023	97,765	-20.2	124,103	135,282	-8.3	10,964	4,332	153.1	140,301	128,406	9.3	61,386	48,813	25.8	3,432.5	3,440.5	-0.2	3
4 Albion	250,527	191,320	30.9	158,702	209,792	-24.4	36,934	50,024	-26.2	86,554	79,756	8.5	20,150	8,243	144.4	165,753	148,151	11.9	52,888	44,967	17.6	3,432.5	3,440.5	-0.2	4
5 Richview	215,640	179,693	20.0	306,733	398,376	-23.0	93,188	108,502	-14.1	84,837	89,243	-4.9	14,741	5,725	157.5	106,539	83,788	27.2	29,750	25,414	17.1	3,432.5	3,440.5	-0.2	5
6 Lillian H. Smith	202,595	169,226	19.7	158,557	237,732	-33.3	56,019	70,417	-20.4	91,251	68,018	34.2	6,155	1,707	260.6	85,843	68,896	24.6	59,821	53,604	11.6	3,432.5	3,440.5	-0.2	6
~ 7 S. Walter Stewart	185,231	162,852	13.7	247,483	338,947	-27.0	79,304	99,320	-20.2	54,320	48,907	11.1	15,616	9,318	67.6	60,212	53,305	13.0	21,180	16,305	29.9	3,367.0	3,440.5	-2.1	7
* 8 Barbara Frum	177,729	142,752	24.5	289,654	368,807	-21.5	89,187	101,777	-12.4	72,097	84,071	-14.2	22,400	8,855	153.0	67,944	55,943	21.5	23,940	21,799	9.8	3,432.5	3,310.5	3.7	8
~ 9 Cedarbrae	175,623	187,054	-6.1	155,502	237,252	-34.5	36,665	50,574	-27.5	95,281	109,370	-12.9	16,230	6,913	134.8	86,427	92,259	-6.3	35,360	43,222	-18.2	2,715.0	3,440.5	-21.1	9
10 Don Mills	172,019	146,812	17.2	279,003	401,716	-30.5	80,704	93,298	-13.5	66,442	68,632	-3.2	14,576	5,439	168.0	81,909	67,880	20.7	21,049	17,395	21.0	3,432.5	3,440.5	-0.2	10
11 Brentwood	162,788	133,221	22.2	281,541	345,454	-18.5	100,099	119,830	-16.5	53,040	57,758	-8.2	8,779	4,452	97.2	48,504	34,882	39.1	24,906	20,232	23.1	3,432.5	3,440.5	-0.2	11
12 Malvern	158,476	134,121	18.2	171,066	210,714	-18.8	33,423	42,502	-21.4	70,685	89,693	-21.2	20,633	7,420	178.1	87,614	69,745	25.6	31,461	23,708	32.7	3,432.5	3,440.5	-0.2	12
13 Pape/Danforth	156,865	125,371	25.1	212,393	268,749	-21.0	87,199	98,995	-11.9	44,499	28,157	58.0	4,504	1,555	189.6	46,035	37,905	21.4	23,826	14,645	62.7	3,432.5	3,440.5	-0.2	13
14 Agincourt	138,856	137,685	0.9	309,927	394,133	-21.4	69,533	87,533	-20.6	85,019	68,945	23.3	20,410	10,302	98.1	134,612	125,823	7.0	43,030	35,212	22.2	3,432.5	3,440.5	-0.2	14
* 15 Albert Campbell	136,572	59,881	128.1	133,274	84,732	57.3	26,444	20,135	31.3	68,988	34,431	100.4	11,091	2,359	370.2	91,115	34,714	162.5	34,765	14,030	147.8	3,432.5	2,252.5	52.4	15
16 Maria A. Shchuka	121,933	105,100	16.0	93,920	138,093	-32.0	26,116	35,366	-26.2	47,543	42,019	13.1	7,414	5,265	40.8	79,654	69,331	14.9	25,669	24,408	5.2	3,432.5	3,440.5	-0.2	16
*~ 17 York Woods	120,590	69,116	74.5	45,504	43,695	4.1	11,932	13,380	-10.8	48,787	32,568	49.8	10,008	1,593	528.2	72,648	40,697	78.5	19,605	16,088	21.9	3,164.5	3,440.5	-8.0	17
District Total	**3,186,921**	**2,676,421**	**19.1**	**3,665,840**	**4,796,242**	**-23.6**	**1,079,496**	**1,307,234**	**-17.4**	**1,285,552**	**1,221,662**	**5.2**	**229,037**	**97,703**	**134.4**	**1,762,840**	**1,523,499**	**15.7**	**602,540**	**505,882**	**19.1**	**56,446.0**	**57,124.5**	**-1.2**	
District Average	**187,466**	**157,437**	**19.1**	**215,638**	**282,132**	**-23.6**	**63,500**	**76,896**	**-17.4**	**75,621**	**71,862**	**5.2**	**13,473**	**5,747**	**134.4**	**103,696**	**89,618**	**15.7**	**35,444**	**29,758**	**19.1**	**3,320.4**	**3,360.3**	**-1.2**	
Branch Total (excl. R&R)	**10,309,892**	**7,954,621**	**29.6**	**11,721,372**	**14,548,922**	**-19.4**	**3,827,802**	**4,515,613**	**-15.2**	**4,269,787**	**3,554,093**	**20.1**	**616,576**	**256,170**	**140.7**	**4,733,041**	**3,918,551**	**20.8**	**1,596,416**	**1,245,300**	**28.2**	**266,999.0**	**246,788.5**	**8.2**	
Branch Average (excl. R&R)	**106,288**	**82,861**	**28.3**	**120,839**	**149,989**	**-19.4**	**39,462**	**46,553**	**-15.2**	**44,018**	**37,022**	**18.9**	**6,423**	**2,697**	**138.2**	**48,794**	**40,818**	**19.5**	**16,458**	**12,838**	**28.2**	**2,752.6**	**2,570.7**	**7.1**	
RESEARCH AND REFERENCE BRANCHES																									
North York Central Library	1,151,777	827,795	39.1	616,108	732,038	-15.8	156,772	177,385	-11.6	316,551	4,344	7187.1	48,826	16,547	195.1	681,527	491,042	38.8	112,731	87,439	28.9	3,432.5	3,440.5	-0.2	
Toronto Reference Library	1,006,135	745,217	35.0	181,400	239,509	-24.3	82,334	110,048	-25.2	327,242	11,129	2840.4	17,966	7,692	133.6	668,287	536,391	24.6	151,131	136,640	10.6	3,432.5	3,440.5	-0.2	
Osborne Collection	16,078	15,630	2.9	977	44	2120.5				5,795	249,835	-97.7	830	113	634.5										
Merril Collection	8,786	6,998	25.6	7	11	-36.4	3,398	4,146	-18.0	3,778	263,534	-98.6	553	193	186.5										
Answerline				20,154	22,765	-11.5	11	22	-50.0	142,949	138,820	3.0													
Interloan				4,861	4,433	9.7	4,374	1,033	323.4		3,732	-100.0													
Virtual Reference Desk										12,872															
Research & Reference Total	**2,182,776**	**1,595,640**	**36.8**	**823,507**	**998,800**	**-17.6**	**246,889**	**292,634**	**-15.6**	**809,187**	**671,394**	**20.5**	**68,175**	**24,545**	**177.8**	**1,349,814**	**1,027,433**	**31.4**	**263,862**	**224,079**	**17.8**	**6,865.0**	**6,881.0**	**-0.2**	
Research & Reference Average	**1,078,956**	**786,506**	**37.2**	**398,754**	**485,774**	**-17.9**	**119,553**	**143,717**	**-16.8**	**321,897**	**7,737**	**4060.8**	**33,396**	**12,120**	**175.6**	**674,907**	**513,717**	**31.4**	**131,931**	**112,040**	**17.8**	**3,432.5**	**3,440.5**	**-0.2**	
City-Wide & Remote Services^^	**15,155**	**16,225**	**-6.6**	**12,448,020**	**11,051,210**	**12.6**	**4,694,988**	**4,244,443**	**10.6**	**72,578**	**69,678**	**4.2**										**4,055.0**	**4,082.5**	**-0.7**	
Grand Total	**12,507,823**	**9,566,486**	**30.7**	**24,992,899**	**26,598,932**	**-6.0**	**8,769,679**	**9,052,690**	**-3.1**	**5,151,552**	**4,295,165**	**19.9**	**741,298**	**347,251**	**113.5**	**6,082,855**	**4,945,984**	**23.0**	**1,860,278**	**1,469,379**	**26.6**	**277,919.0**	**257,752.0**	**7.8**	

Notes:

~ In 2023, this branch was closed for part or all of this time period for renovation/retrofit.

* In 2022, this branch was closed for part or all of this time period for renovation/retrofit.

- The figure shown as the average for Research & Reference is an average for North York Central Library and Toronto Reference Library only.

+ Information Requests counts reference and directional requests made in-person, by telephone and electronically.

^^ City-Wide & Remote Services includes Home Library Service, Bookmobile Total, Sunnybrook Hospital, Adult Literacy Services, e-Titles and Departmental Staff.

Total Open Hours is based on scheduled open hours with adjustments made for closures of more than three days.

Branch Summary Statistics: January to December 2023

Attachment 2

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS		
	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change	2023	2022	% Change

York Woods closed September 22, 2019 for major renovation. Re-opening July 17, 2023. Alternate location open October 8, 2019 to June 18, 2023.
Mount Pleasant closed October 2021 for renovation. Re-opening July 11, 2023.
Armour Heights closed September 6, 2022 for renovation. Re-opened Tuesday, August 8, 2023.
Mimico Centennial closed November 24, 2022, due to construction work. Re-opened February 21, 2023.
Swansea Memorial self-service hours increased 13.0 hours per week effective January 2, 2023.
Todmorden Room self-service hours increased 11.0 hours per week effective January 2, 2023.
Swansea Memorial self-service hours unavailable February 16, to April 24, 2023. A total of 297.0 self-service hours unavailable.
All branches closed Friday, March 3, 2023, 6:00-8:30 pm and Saturday March 4, 2023 all day due to severe weather conditions.
Woodview Park closed May 2, 2023, 2:42 pm, due to a building issue. Re-opened May 10, 2023.
Bayview closed May 29, 2023, to relocate. Re-opening July 4, 2023, at a newly built facility as Ethennonnhawahstihnen'. Service schedule to expand by 11.5 hours per week.
Ethennonnhawahstihnen' (Bayview): Effective July 4, 2023, Bayview re-opened at a newly built facility as Ethennonnhawahstihnen'.
Morningside closed July 1, 2023 for planned roof repair. Re-opened Tuesday, August 8, 2023.
Main Street closed July 24, 2023 for planned roof work for the upcoming HVAC replacement. Re-opened Saturday, August 5, 2023.
Humber Bay closed July 24, 2023 for planned roof repairs. Re-opened Saturday, August 12, 2023.
Cedarbrae closed August 8, 2023 for planned repairs. Re-opened Monday, October 23, 2023.
Runnymede closed September 5, 2023 for planned state of good repair work. Re-opened Friday, October 6, 2023.
St. Lawrence closed September 12, 2023 due to water damage. Re-opened Monday, September 18, 2023.
Humber Bay closed September 12, 2023 due to building issues. Re-opened Thursday, September 21, 2023.
Fairview closed October 1, 2023 for phase 1 of renovations. The first floor re-opened Tuesday, February 20, 2024 as a reduced service point. Complete renovation to last until spring 2025.
Brookbanks closed October 10, 2023 for planned construction work. Re-opened Wednesday, November 29, 2023.
Elmbrook Park closed October 10, 2023 for planned grounds upgrades. Re-opened Tuesday, November 21, 2023.
Oakwood Village closed October 23, 2023 for planned roof repair. Re-opened Monday, December 11, 2023.
October 28, 2023, TPL was victim to a cyberattack. Technology access, online and digital services unavailable as network security assessed. Services gradually restored.
S. Walter Stewart closed October 30, 2023 for planned HVAC work. Re-opened Sunday, November 5, 2023.
McGregor Park closed November 21, 2023 for planned roof repairs. Re-opened Tuesday, February 13, 2024.
Eatonville closed November 27, 2023 for a planned roofing project. Re-opened Monday, March 11, 2024.
Evelyn Gregory closed November 27, 2023 for a planned roofing project. Re-opened Monday, January 8, 2024.
Davenport closed November 28, 2023 for planned HVAC upgrades. Re-opened Tuesday, December 5, 2023.
Forest Hill closed December 27, 2023 for planned plumbing work. Re-opened Thursday, January 4, 2024.
Swansea Memorial closed December 22 and 27 to 29, 2023 due to holiday hours of the Swansea Town Hall.

tpl toronto public library

How We Compare 2022: 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**	**3,040,284***	**1**	**100**	**1**	**30,403**	**1**	**1,900,770**	**2**	**0.63**	**1**	**9,566,486**	**4**	**3.15**	**1**	**26,598,932**	**4**	**8.75**	**1**	**31,796,963**	**1**	**10.46**
Calgary Public Library	2	1,323,700	2	21	5	63,033	2	577,163	4	0.44	2	4,909,275	2	3.71	2	16,280,570	2	12.30	2	12,588,601	2	9.51
Edmonton Public Library	3	1,010,899	2	21	3	48,138	4	505,503	3	0.50	4	3,479,257	3	3.44	3	10,890,365	3	10.77	3	6,731,079	4	6.66
Vancouver Public Library	4	668,400	2	21	2	31,829	3	536,709	1	0.80	3	4,053,565	1	6.06	4	9,075,281	1	13.58	4	5,340,393	3	7.99
Surrey Public Library	5	557,310	3	10	4	55,731	5	208,314	5	0.37	5	1,585,843	5	2.85	5	4,652,081	5	8.35	5	1,881,051	5	3.38
Average		1,320,119		35		45,827		745,692		0.55		4,718,885		3.84		13,499,446		10.75		11,667,617		7.60
Maximum		3,040,284		100		63,033		1,900,770		0.80		9,566,486		6.06		26,598,932		13.58		31,796,963		10.46
Minimum		557,310		10		30,403		208,314		0.37		1,585,843		2.85		4,652,081		8.35		1,881,051		3.38
Median		1,010,899		21		48,138		536,709		0.50		4,053,565		3.44		10,890,365		10.77		6,731,079		7.99

Source: Canadian Public Library Statistics 2022 (Canadian Urban Libraries Council (CULC)); Compiled by Toronto Public Library, September 2023
** Adjusted for under coverage. Data provided by the City of Toronto.*

How We Compare 2021: The North American Library Context

North American Libraries Serving a Population Over 2M sorted by population

Library Systems	Population Served		# of Branches		Pop'n. Served per Branch		Branch Visits		Visits per Capita		Total Circulation		Circulation per Capita		E-visits		E-visits per Capita	
	Rank		*Rank*		*Rank*		*Rank*		*Rank*		*Rank*		*Rank*		*Rank*		*Rank*	
Los Angeles Public Library	1	3,923,341	5	72	2	54,491	2	4,664,560	4	1.19	2	15,203,658	3	3.88	5	10,269,567	5	2.62
New York Public Library	2	3,439,711	2	92	6	37,388	1	6,722,578	1	1.95	4	9,207,943	5	2.68	2	22,722,256	2	6.61
LA County Library	3	3,338,382	3	85	5	39,275	7	1,032,726	7	0.31	5	8,275,763	6	2.48	4	10,748,310	4	3.22
Toronto Public Library	**4**	**2,991,445**	**1**	**100**	**9**	**29,914**	**3**	**4,029,488**	**2**	**1.35**	**1**	**24,229,094**	**1**	**8.10**	**1**	**33,265,254**	**1**	**11.12**
Chicago Public Library	5	2,695,598	4	80	8	33,695	8	554,374	8	0.21	3	13,770,925	2	5.11	3	11,177,117	3	4.15
Brooklyn Public Library	6	2,504,700	7	58	4	43,184	6	1,889,695	6	0.75	6	7,605,221	4	3.04	6	4,549,771	6	1.82
Miami-Dade Public Library System	7	2,376,322	8	48	3	49,507	5	2,576,234	5	1.08	8	3,789,390	8	1.59	8	2,730,637	8	1.15
Houston Public Library	8	2,304,580	9	38	1	60,647	9	108,817	9	0.05	9	2,490,394	9	1.08	9	1,579,326	9	0.69
Queens Borough Public Library	9	2,230,722	6	61	7	36,569	4	2,855,567	3	1.28	7	4,423,422	7	1.98	7	3,292,057	7	1.48
Average		2,867,200		70		42,741		2,714,893		0.9		9,888,423		3.3		11,148,255		3.65
Maximum		3,923,341		100		60,647		6,722,578		1.95		24,229,094		8.10		33,265,254		11.12
Minimum		2,230,722		38		29,914		108,817		0.05		2,490,394		1.08		1,579,326		0.69
Median		2,695,598		72		39,275		2,576,234		1.08		8,275,763		2.68		10,269,567		2.62

Source

Institute of Museum and Library Services Public Libraries Survey FY2021, published June 2023
https://www.imls.gov/research-evaluation/data-collection/public-libraries-survey

Toronto Public Library data uses 2021 data
https://torontopubliclibrary.typepad.com/board-meetings/23-04-24/16-2022-public-service-statistics-trends-comparisons-combined-1.pdf

attachment 5

2023 public service
statistics, trends & comparisons

Toronto Public Library Board
May 27, 2024

tpl toronto public library

purpose

1. **Service-level statistics**, including:
   - circulation
   - visits
   - programs
   - customer technology usage
   - membership

2. **Trends** by year and by month, where applicable:
   - 2 year comparison
   - Q1 to Q3 comparison, where appropriate

3. **Benchmarking** to comparable Canadian and North American library systems.

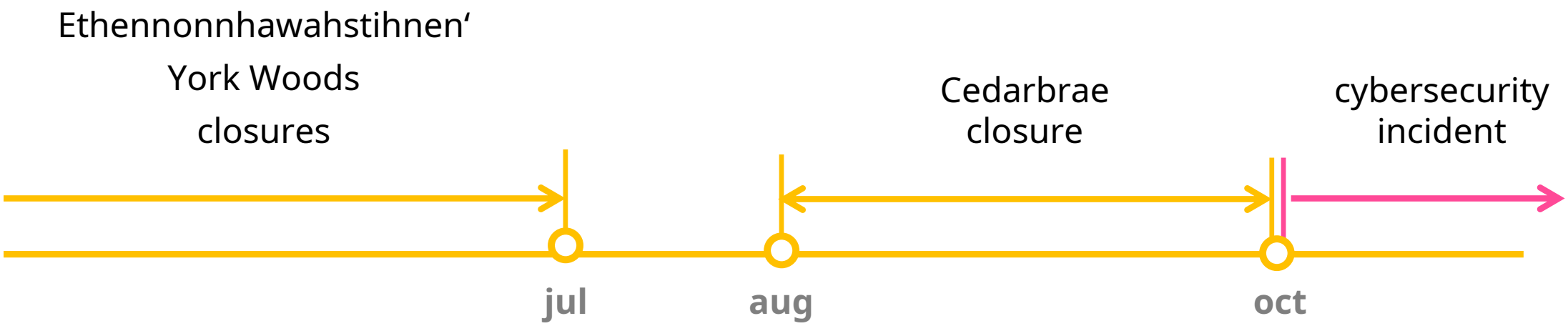
report background

- Continues to support data-informed decision-making and communicates broad service-level trends

- Differs from Annual Enterprise Balanced Scorecard Report
  - which provides an update on the progress of the implementation of our Strategic Plan

- Documents includes
  - board report
  - main report
  - by-branch statistics
  - benchmarking comparison tables
  - presentation deck

factors impacting 2023 results
branch closures, cyberattack



2023 timeline

how well we are doing
increasing usage and demand

total visits

46 million

12.5 million
visits to branches

33.5 million
visits to tpl websites

total circulation

25 million

12.7 million
physical circulation

12.3 million
electronic circulation

34,000
programs
offered

741,000
programs
attended

6 million
wifi uses

1.86 million
computer uses

1.2 million
tpl members

252,000
new registrations

Jan-Dec, 2023 vs Jan-Dec 2022

Significant increases in the use of many in-branch services

in-person visits

31%
12.5M

in-person programs

91%
33.5K
programs

143%
656K
attendance

reference services

20%
1.5M
information requests

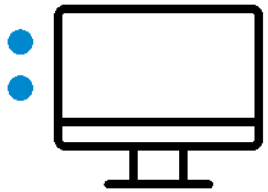
11%
3.8K
Book-a-Librarian appointments

Jan-Dec, 2023 vs Jan-Dec 2022

how well we are doing
digital access & literacy trends

Increased use of in-branch technology and digital literacy supports

By June of 2022, access to computer workstations was at full capacity across all branches, supporting increased use of computers, wireless service and digital literacy programs



computer use

↑ **27%**

1.9M

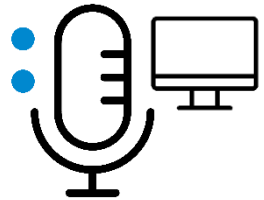
sessions

wireless use

↑ **23%**

6M

sessions



digital literacy programs

↑ **120%**

4K

programs

94%

34K

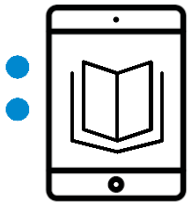
attendance

tpl:

Jan-Dec, 2023 vs Jan-Dec 2022

how well we are doing
circulation trends

Electronic circulation continued an upward trend, supported by e-audiobooks and e-magazines. **Physical circulation was negatively impacted by the cybersecurity incident.**

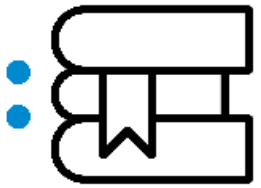


electronic circulation

14%
12.3M

22%
3.3M
e-audiobooks

61%
1.3M
e-magazines



physical circulation

19.8%
12.7M

Jan-Dec, 2023 vs Jan-Dec 2022

how well we are doing
membership trends

The elimination of overdue fines and branch reopenings spurred on increases primarily for child and adult cards, with teen cards seeing an increase as well.

tpl: membership

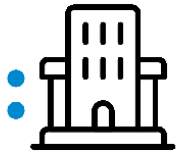
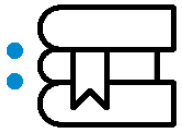
35%
252K
new registrations

9%
713K
active members

Jan-Dec, 2023 vs Jan-Dec 2022

cyber incident impacts
service usage trends

While trends for 2023 were generally positive, removing the timeframe of the cybersecurity incident demonstrates a marked upward movement.

		full year	Q1-Q3
	**in-person visits**	**31%**	**44%**
	**total circulation**	**6%**	**0.5%**
	public computing	**27%**	**65%**
	program attendance	**114%**	**166%**

tpl: 2023 vs 2022

benchmarking
Canada & North America

#1

Canada*

- total circulation
- total visits
- total electronic visits
- per capita electronic visits

#4 per capita circulation

**Serving a population over 500,000 (2022)*

#1

North America*

- total circulation
- per capita circulation
- total electronic visits
- per capita electronic visits

↑ **#2** per capita visits

↑ **#3** total visits

**Serving a population over 2 million (2021)*

Sources:
2022 statistics from Canadian Urban Libraries Council
2022 Municipal Benchmarking Network Canada (MBNC) survey

Institute of Museum and Library Services Public Libraries Survey FY2021, published June 2023
https://www.imls.gov/research-evaluation/data-collection/public-libraries-survey

benchmarking: Canada

	population	number of branches	population served (per branch)	Visits	visits (per capita)	total circulation	circulation (per capita)	e-visits	e-visits (per capita)
Toronto Public Library	**1**	**1**	**1**	**1**	**4**	**1**	**4**	**1**	**1**
Calgary Public Library	**2**	**2**	**5**	**2**	**2**	**2**	**2**	**2**	**2**
Edmonton Public Library	**3**	**2**	**4**	**4**	**3**	**3**	**3**	**3**	**4**
Vancouver Public Library	**4**	**2**	**2**	**3**	**1**	**4**	**1**	**4**	**3**
Surrey Libraries	**5**	**3**	**4**	**5**	**5**	**5**	**5**	**5**	**5**

Source: *2022 statistics from Canadian Urban Libraries Council*

benchmarking: North America

	population served	number of branches	population served (per branch)	branch visits	visits (per capita)	total circulation	circulation (per capita)	e-visits	e-visits (per capita)
Los Angeles Public Library	**1**	5	2	2	4	2	3	5	5
New York Public Library	2	2	6	**1**	**1**	4	5	2	2
County of Los Angeles Public Library	3	3	5	7	7	5	6	4	4
Toronto Public Library	4	**1**	9	3	2	**1**	**1**	**1**	**1**
Chicago Public Library	5	4	8	8	8	3	2	3	3
Brooklyn Public Library	6	7	4	6	6	6	4	6	6
Miami-Dade Public Library System	7	8	3	5	5	8	8	8	8
Houston Public Library	8	9	**1**	9	9	9	9	9	9
Queens Borough Public Library	9	6	7	4	3	7	7	7	7

Source: *Institute of Museum and Library Services Public Libraries Survey FY2020, published August 2022*
https://www.imls.gov/research-evaluation/data-collection/public-libraries-survey

thank you
questions?