



STAFF REPORT INFORMATION ONLY

2024 Public Service Statistics, Trends & Comparisons

Date: May 26, 2025
To: Toronto Public Library Board
From: City Librarian

SUMMARY

This report provides an overview of Toronto Public Library's (TPL) 2024 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 along with other noteworthy trends.

2024 was a year shaped by the continuing challenges of a cybersecurity incident that disrupted physical circulation, public computers, and impacted both in-person and electronic visits. Despite these setbacks, the library saw a strong recovery beginning in Q2, 2024, with significant growth in branch visits towards pre-pandemic levels, a heightened focus on in-person programming, and steady use of Wi-Fi and computer workstations. There was also a notable and ongoing shift toward the use of digital resources and services, marked by

substantial growth in electronic circulation and digital engagement, all while underscoring the resilience and continued importance of in-person services.

Key facts and noteworthy trends

Circulation of materials

Total circulation remained strong, increasing 12.5% from 25 million in 2023 to 28.1 million in 2024, bringing it closer to pre-pandemic levels. A significant shift has occurred from physical circulation to ecirculation, with ecirculation accounting for a quarter of total circulation in 2019 to more than half in 2024.

- In 2024, physical circulation declined by 8.5% from 2023. This drop was largely due to the cybersecurity incident and planned closures of larger branches.
- Electronic circulation continued to grow in 2024, increasing 34.2% from 2023.
- On November 17 2024, TPL set a record with 52,847 digital loans in a single day—the highest of any library in North America using OverDrive and Libby.

Visits to TPL

In 2024, total visits to TPL were near 45 million, remaining consistent with the 46 million visits recorded in 2023. The decrease in electronic visits, caused by both the cybersecurity incident and a lack of access to third-party data, was balanced by continued growth in in-branch visits.

- In-branch visits reached 13.4 million in 2024, a 7.4% increase from 2023.
- Branch visits reached their highest level since 2019, despite challenges posed by the cybersecurity incident.
- Adjusted for population growth, 2024 in-branch visits per capita were the highest since 2019.

In-person and virtual programming

In 2024, more than 39,000 in-person and virtual programs were offered at TPL, a 13.5% increase from 2023, and total attendance and views rose by 4.4% to 773,786. Aligning with rising community demand for physical spaces to learn and connect, TPL strategically shifted its in-person and virtual programming mix, increasing the number of in-person programs by 14.6% and decreasing the number of online programs by 22%.

- TPL's concerted effort to expand in-person programming in 2024 resulted in 38,351 programs delivered and 750,409 attendees.

- The top three in-person program categories drawing the highest attendance in 2024 were Civil Society/Community Building, Reading Programs & Story times, and Class Visits/Instruction.

Use of technology in branches

In 2024, the in-branch use of technology, particularly public computer workstations, was affected by the cybersecurity incident. However, usage rebounded strongly, with session hours increasing by 15% in 2024 compared to 2023. Wi-Fi usage remained steady and there was increased demand for Digital Innovation Hub (DIH) services and programs.

- Wi-Fi remained available during the cybersecurity incident even as other technology services were limited. While the number of daily unique user devices declined slightly by 2.5% from 2023 to 2024, overall data consumption continues to show steady long-term growth.
- Public computers were unavailable from November 2023 through January 2024 due to the cybersecurity incident, with a gradual restoration of service starting February 2024. Following the restoration of services, computer use rebounded, with session hours increasing by 6% in Q2-Q3 2024 compared to the same period in 2023, indicating both recovery and higher overall demand.
- Bookings for DIH services increased 15.7% (computer, Audio Visual Studio, and 3D printer bookings) and DIH program attendance increased 9.8% in 2024 compared to 2023. Overall, DIH visits increased by 13.5%.

Library membership and use

In 2024, TPL had 235,270 new registered cardholders, consistent with the steady growth seen since 2019. There was also a continued increase in active users in 2024, with more cardholders using their library cards.

- The total number of customers in 2024 with library cards was 1,095,585.
- Active members increased by 8.6% compared to 2023.
- Overall, despite a small dip in new sign-ups, 2024 was a successful year, with new registrations surpassing even pre-pandemic levels. A major driver of new memberships was the introduction of a new partner for the popular tpl:map program, leading to a notable spike in adult registrations that month.

Benchmark comparisons with other public library systems

TPL is a leader in several key areas when compared to other public library systems, in Canada, North America and internationally. In Canada, TPL is top

ranked for total circulation, branch visits, and total electronic visits. In North America, TPL is top ranked for total circulation, branch visits and electronic visits. Internationally, TPL is top ranked for circulation per capita and branch visits per capita.

FINANCIAL IMPACT

There is no financial impact associated with this report.

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

ALIGNMENT WITH STRATEGIC PLAN

The statistics and trends presented in this report support the monitoring and accountability of TPL's Strategic Plan, while also providing valuable insights to inform strategic decision-making, service planning, and governance. These insights enable TPL to proactively respond to shifts in the service landscape, strengthen long-term planning, and drive continuous improvement.

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 into and an overview of service activity.

DECISION HISTORY

At its meeting on May 27, 2024, the Board received [the 2023 Public Service Statistics, Trends, & Comparisons report](#) for information.

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 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.

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

ISSUE BACKGROUND

On an annual basis, TPL staff present 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 has been presented to the Board twice per year and has provided 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 Canadian Urban Libraries Council and for the results to be consolidated and reported. Therefore, the benchmarking results provided in this report are from 2023 (Canadian and International), which is the most recent data available.

COMMENTS

The full detailed 2024 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 International public libraries. Wherever possible, the report also provides explanations and contextual information about the data being reported.

Factors Impacting Services and Trends

Although the cybersecurity incident had minimal impact on branch hours, it significantly limited services in Q1 2024. While all staffed branches remained open, there were constraints to physical circulation of materials and access to key services such as public computers and the TPL website.

Additionally, service trends, in particular physical circulation, would have been impacted by branch closures at Centennial, Eatonville, Fairview, and Locke.

Insights on 2024 Statistics and Trends

1. Library Service Trends

Together, the most noteworthy trends in 2024 reflect a library system that is not just recovering from disruption but is evolving to be more responsive, multi-channel, and deeply rooted in the needs of the communities it serves:

Overall circulation increased significantly in 2024, driven by continued growth in ecirculation.

Total circulation increased 12.5% in 2024, from 25 million in 2023 to 28.1 million, bringing it closer to pre-pandemic levels. A significant shift has occurred from physical circulation to ecirculation, with ecirculation accounting for 26.3% of total circulation in 2019 to 58.8% in 2024.

The preference for digital borrowing seems to reflect broader, long-term trends that were set in motion by the pandemic and amplified during the cybersecurity event. This overall trend at TPL mirrors a broader shift across the library sector. According to the Urban Library Council's (ULC) [2024 Library Insights Survey](#), member libraries have continued to see strong demand for ecirculation even after the pandemic.

Electronic circulation continued to grow in 2024, increasing by 34.2% compared to 2023. This growth was driven in part by a 242.5% surge in emagazine circulation, resulting from a methodology change to more accurately reflect borrowing behaviour. Between 2019 and 2024, emagazine circulation increased by 594%, eaudiobook circulation increased by 129.5%, and ebook circulation rose by 36.6%. Conversely, between 2019 and 2024, circulation of physical books declined by 32.9%, periodicals by 58.3%, and DVDs by 75.3%.

This momentum in e-circulation culminated in a significant milestone on November 17, when TPL set a record with 52,847 digital loans in a single day—the highest of any library in North America using OverDrive and Libby. This achievement followed a major acquisition of new titles on November 15. The resulting "Friday Frenzy" enabled many users to find available titles and fulfill holds thanks to the added copies of ebooks and eaudiobooks.

Several 2024-specific factors contributed to the reduction in physical circulation:

- **Ongoing impacts from the 2023 cybersecurity incident:** The cybersecurity incident disrupted physical circulation in Q1 2024 by creating logistical challenges around both the borrowing of new items and the managing of returns. Specifically, the website and catalogue technical issues impeded catalogue searches and holds. Furthermore, returned items were put into temporary storage limiting availability and re-circulation of physical items.
- **Planned branch closures:** The planned temporary closure of four larger branches for renovations – Centennial, Eatonville, Locke, and all but the first floor of Fairview – further affected physical circulation as these branches account for a significant amount of circulation (7.5% in 2023).

Despite the challenges posed by the cybersecurity incident, in-branch visits reached their highest level since 2019.

In 2024, total in-branch and electronic visits to TPL neared 45 million, remaining consistent with the 46 million visits recorded in 2023. A 5.9% decrease in electronic visits due to both the cybersecurity incident and the lack of access to third-party data was offset by continued growth in in-branch visits.

In-branch visits reached 13.4 million in 2024, marking a 7.4% increase from the previous year. This is the highest level since 2019, indicating that interest in physical library spaces and in-person services remains strong and continues to grow. Moreover, when adjusted for population growth, the number of in-branch visits per capita (4.16) was also the highest since before the pandemic.

Several 2024-specific factors affected the number of total visits reported:

- **Ongoing impacts from the 2023 cybersecurity incident:** Full website and catalogue services were not restored until the end of Q1 (and for some services such as TPL’s Digital Archives, access was not restored until Q2). The cybersecurity incident also temporarily disrupted in-branch services such as physical circulation and public computing. As a result, the number of both electronic visits and in-branch visits was lower in the first part of the year.
- **Lack of access to data related to OverDrive visits:** In October 2023, OverDrive discontinued a report that provided libraries with data related to OverDrive visits. The discontinuation of this metric by OverDrive had the most significant impact on the reporting of electronic visits in 2024 as visits to OverDrive had accounted for 9.6% of TPL’s total electronic visits in 2023.

TPL increases focus on in-person programs, aligning with rising community demand for physical spaces to learn and connect.

In 2024, more than 39,000 in-person and virtual programs were offered, a 13.5% increase from 2023. Total attendance and views rose by 4.4% to 773,786, showing a modest overall increase in engagement, despite a decline in virtual program attendance.

In 2024, TPL made a concerted effort to expand in-person programming. The number of in-person programs offered in 2024 increased by 14.6% compared to 2023, resulting in an 7.8% increase in attendance. This shift reflects the continued importance of libraries as vital gathering spaces within the city.

As part of this strategic transition, virtual programs were rightsized to reflect community preferences and prioritize in-person offerings. As a result, virtual program attendance, views and replays dropped by approximately 48.4% due to fewer programs offered. Despite this decrease, the average fill rate for online programs remained high in 2024 at 87%, indicating strong interest among those who registered.

Despite the disruption to public computing, TPL maintained reliable Wi-Fi service and worked swiftly to restore computer services, reinforcing its commitment to providing reliable online access.

Access to in-branch technology is essential to TPL’s mission of expanding digital access and inclusion across Toronto. In 2024, steady use of both wireless and public workstations underscored the vital role libraries play in supporting digital inclusion.

Wi-Fi remained consistently available during the cybersecurity incident, when several other technology services were offline. Although the number of daily unique user devices declined slightly by 2.5% compared to 2023, overall data consumption continued to show long-term growth. Daily Wi-Fi usage patterns remained stable, with peaks occurring shortly after branches open and again in mid-afternoon—especially at North York Central, aligning with after-school visits.

Public computers were unavailable from November 2023 through January 2024 due to the cybersecurity incident, with a gradual restoration of service starting February 2024. Following the restoration of services, computer use rebounded, with session hours increasing by 6% in Q2-Q3 2024 compared to the same period in 2023, indicating both recovery and higher overall demand.

To improve measurement and better reflect user behavior, TPL introduced a new system for administering public computer use in 2024. This change shifted measurement from session counts to session hours, as the previous system capped sessions at one hour, while the new system allows for up to two hours per session. Under the previous system’s one-hour cap, users were more likely to book multiple sessions per day compared to the new system.

TPL’s ability to engage members remains strong and the library continues to attract new users through strategic efforts.

TPL had 1,095,585 total registered cardholders in 2024. While slightly lower than 2023, total membership in 2024 was higher than in both 2019 and 2022, indicating strong long-term growth. The 2023 total included members inactive for over two years who would normally have been removed. However, the cybersecurity incident delayed the removal of these inactive accounts until 2024, allowing members a chance to reactivate their cards. In 2024, TPL resumed standard procedures for managing inactive member accounts.

In 2024, TPL saw strong engagement in total registered cardholders, with members continuing to find value in their library membership. Active

membership rose to 773,874, an 8.6% increase over 2023. This growth suggests that more people who have registered are using their cards.

Overall, despite a small dip in new sign-ups, 2024 was a successful year, with new registrations surpassing even pre-pandemic levels. A major driver of new memberships was the introduction of a new partner for the popular `tpl:map` program, leading to a notable spike in adult registrations that month.

2. Benchmarking TPL to Comparable Public Library Systems

This report also features benchmark comparisons with other public library systems where data is available. Given the timing of reporting and availability of data, 2023 data was used when making comparisons.

TPL is a leader in several key areas when compared to other public library systems, in Canada, North America and internationally. In Canada, TPL is top ranked for total circulation, branch visits, and total electronic visits. In North America, TPL is top ranked for total circulation, branch visits and electronic visits. Internationally, TPL is top ranked for total circulation per capita and branch visits per capita.

Benchmarked against Canadian public libraries serving populations exceeding 500,000, TPL ranked:

- **#1** for total circulation (2022: #1)
- **#1** for branch visits (2022: #1)
- **#1** for electronic visits (2022: #1)
- **#2** for electronic visits per capita (#1 Winnipeg | 2022: #1)
- **#3** for branch visits per capita (#1 Vancouver Public Library | 2022: #4)
- **#4** for total circulation per capita (#1 Vancouver | 2022: #4)

Benchmarked against North American library systems serving populations exceeding 2 million in 2023, TPL ranked:

- **#1** for total circulation
- **#1** for branch visits
- **#1** for electronic visits
- **#1** for circulation per capita
- **#1** for branch visits per capita
- **#1** for electronic visits per capita

Benchmarked against International library systems serving populations exceeding 2 million in 2023, TPL ranked:

- **#1** for total circulation per capita
- **#1** for branch visits per capita
- **#2** for electronic visits (#1 Singapore National Library Board)
- **#2** for electronic visits per capita (#1 Singapore National Library Board)
- **#3** for branch visits (#1 Hong Kong Public Libraries)
- **#3** for total circulation (#1 Singapore National Library Board)

CONCLUSION

2024 marked a year of resilience and growth for TPL, overcoming challenges such as the cybersecurity incident, which temporarily affected services. Despite this, TPL swiftly restored operations and maintained strong member engagement. The continued rise in digital borrowing, alongside a shift toward in-person programming, reflects TPL's evolving role in the community balancing digital access with a renewed focus on physical spaces. Even with branch closures and a planned reduction in virtual programming, TPL adapted and reached more users than ever across its services.

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ATTACHMENTS

- Attachment 1: 2024 Public Service Statistics, Trends & Comparisons Report
- Attachment 2: Branch Summary Statistics: January to December 2024
- Attachment 3: How We Compare 2023: The Canadian Library Context
- Attachment 4: How We Compare 2023: The International Library Context
- Attachment 5: How We Compare 2023: The North American Library Context
- Attachment 6: 2024 Public Service Statistics, Trends & Comparisons Presentation



Attachment 1

2024 Public Service Statistics, Trends and Comparisons Report

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1 Executive Summary

This report outlines the service-level activities of the Toronto Public Library (TPL) throughout 2024, while also providing comparative analysis with similar public libraries across Canada and internationally. Acknowledging the diverse needs of its customers, TPL continues to provide a comprehensive range of services, both in-branch and online.

2024 was a year shaped by the challenges of a cybersecurity incident that disrupted physical circulation, public computers, and impacted both in-person and electronic visits. Despite these setbacks, the library saw a strong recovery, with significant growth in branch visits towards pre-pandemic levels, a heightened focus on in-person programming, and steady use of Wi-Fi and computer workstations. There was also a notable and ongoing shift toward digital resources and services, marked by substantial growth in electronic circulation and digital engagement, all while underscoring the resilience and continued importance of in-person services.

TPL is one of the biggest and busiest public library system in Canada and internationally. In 2023, TPL ranked #1 for total circulation, branch visits, and electronic visits when compared to similar Canadian public library systems. And, when compared to similar international libraries, TPL ranked #1 for total circulation per capita and branch visits per capita.

2 Branch Closures and Re-Openings

The library's commitment to improve access by increasing open hours continued throughout 2024. TPL's staffed open hours were not impacted by the cybersecurity incident and branch open hours for the system increased 2% from 277,919 hours in 2023 to 283,756 hours in 2024.

There were, however, some scheduled branch closures resulting from renovation and state of good repair work throughout 2024 which included:

- Hours for Bridlewood decreased 19.4% in 2024 compared to the same period in 2023. Bridlewood was closed between September 9, 2024 to November 24, 2024, where it reopened in a new location.

- Hours for Centennial decreased 86.5% in 2024 compared to the same period in 2023. Centennial closed February 20, 2024 for a 3-year major renovation.
- Hours for Fairview increased 15.8% in 2024 compared to the same period in 2023. Fairview had a full closure between October 1, 2023 to February 19, 2024. Between February 20, 2024 to April 6, 2025 only the first-floor service point was open.
- Hours for Locke decreased 88.4% in 2024 compared to the same period in 2023. Locke closed February 12, 2024 for an 18-month renovation.

3 Benchmarking

TPL is a leader in several key areas when compared to other public library systems, both in Canada and internationally. TPL ranks in the top third for total circulation, branch visits, and electronic visits. TPL also ranks highly for electronic visits per capita.

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, 2023, TPL ranked #1 for the following:

- total circulation, maintaining the top spot since 2019
- branch visits, maintaining the top spot since 2019
- electronic visits, maintaining the top spot since 2019

TPL ranked as follows in these other areas:

- #2 for electronic visits per capita, down from the top spot in 2022
- #3 for branch visits per capita, up from fourth position in 2022
- #4 for total circulation per capita, steady since 2022

Please see **Attachment 3, How We Compare 2023: The Canadian Library Context** for more details.

3.2 INTERNATIONAL BENCHMARKING

In comparison to international public library systems serving populations exceeding 2 million, TPL ranked:

- #1 total circulation per capita
- #1 branch visits per capita
- #2 electronic visits
- #2 electronic visits per capita
- #3 total circulation
- #3 branch visits

Please see **Attachment 4, How We Compare 2023: The International Library Context** for more details.

4 Toronto Public Library Service Trends

4.1 CIRCULATION

Circulation comprises both physical and electronic transactions.

<u>Total circulation</u>	
2024: 28,119,194	+ 12.5% vs. 2023
2023: 24,992,899	
<u>Physical circulation</u>	
2024: 11,595,454	- 8.5% vs. 2023
2023: 12,679,379	
<u>Electronic circulation</u>	
2024: 16,523,740	+ 34.2% vs. 2023
2023: 12,313,520	

4.1.1.1 Key influencing factors 2024

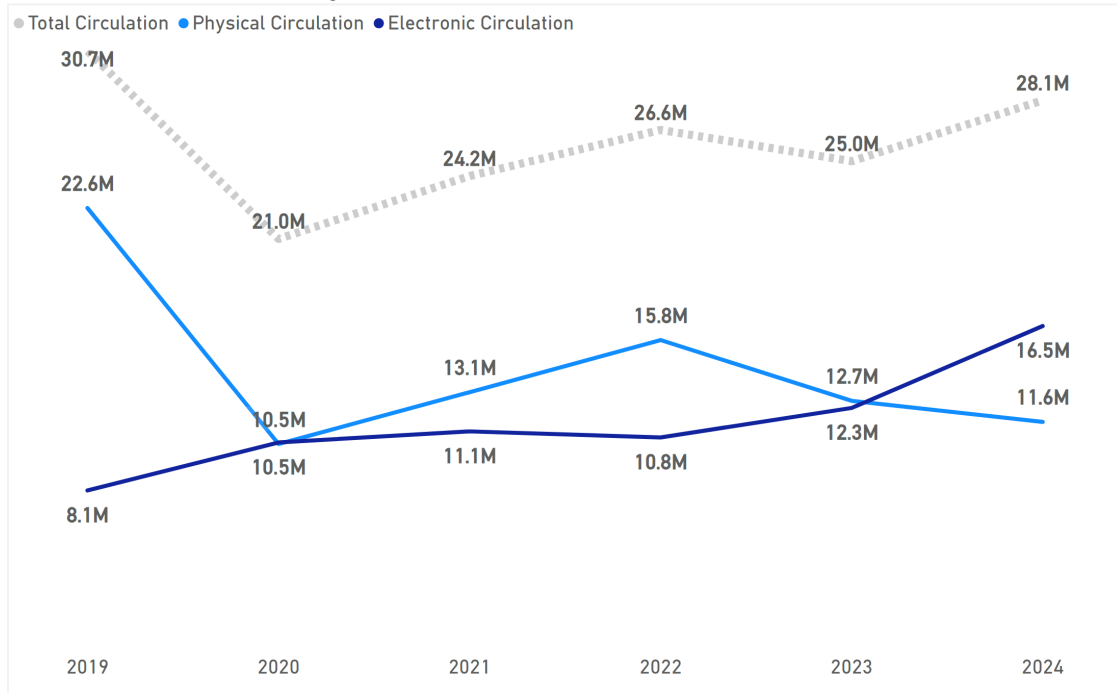
- Growth in electronic circulation was driven in large part by the surge in emagazine circulation.
- The cybersecurity incident and closure of 4 larger branches had a dampening impact on physical circulation.

4.1.1 Circulation current highlights 2024

- Total circulation increased 12.5% in 2024, from 25 million to 28.1 million, bringing it closer to pre-pandemic levels. A significant shift has occurred from physical circulation to ecirculation, with ecirculation accounting for 26.3% of total circulation in 2019 to 58.8% in 2024 (see Table 1).
- The preference for digital borrowing seems to reflect broader, long-term trends that were set in motion by the pandemic (see Chart 1). The overall increase in electronic circulation and decline in physical borrowing at TPL

mirrors a broader shift across the library sector. According to the Urban Library Council's (ULC) [2024 Library Insights Survey](#), member libraries have continued to see strong demand for ecirculation even after the pandemic.¹

Chart 1 – Circulation by Year: 2019 to 2024



- Electronic circulation continues to grow in 2024, increasing by 34.2% compared to 2023. This growth was driven in large part by a 242.5% surge in emagazine circulation. Between 2019 and 2024, emagazine circulation increased by 594%, eaudiobook circulation increased by 129.5%, and ebook circulation rose by 36.6% (see Table 1).

1. ¹ Urban Library Council, *2024 Library Insights Survey* (Washington, DC: Urban Library Council, 2024), <https://www.urbanlibraries.org/files/2024-ULC-Library-Insights-Report.pdf>.

Table 1 - Electronic Circulation by Format: 2019 to 2024

Electronic Circulation						
Format	2019	2020	2021	2022	2023	2024
eBook	5,113,721	6,602,524	6,711,522	6,305,847	6,663,768	6,983,408
eAudiobook	1,637,820	2,089,673	2,486,121	2,698,292	3,300,114	3,758,066
eMagazine	673,077	739,647	770,638	848,440	1,363,744	4,671,095
eVideo	606,240	1,073,293	1,110,195	917,360	955,894	1,080,008
eMusic	44,319	35,292	29,481	28,221	30,000	31,163
Total eCirculation	8,075,177	10,540,429	11,107,957	10,798,160	12,313,520	16,523,740
Total Circulation	30,662,033	21,000,916	24,229,094	26,598,932	24,992,899	28,119,194
% of Total Circulation	26.3%	50.2%	45.8%	40.6%	49.3%	58.8%

- The cybersecurity incident disrupted physical circulation by creating logistical challenges around both borrowing new items and managing returns. Returned items were put into temporary storage limiting recirculation of physical items.
- The temporary closure of four large branches – Centennial, Eatonville, Locke, and all but the first floor of Fairview – further affected physical circulation. These branches accounted for 7.5% of physical circulation in 2023 and we estimate their absence had an impact in 2024.
- Circulation for physical items decreased 8.5% in 2024 compared to 2023. Furthermore, between 2019 and 2024, circulation of books declined by 33%, periodicals by 58.3%, and DVDs by 75.4% (see Table 2).

Table 2 – Physical Circulation by Format: 2019 to 2024

Physical Circulation

Format	2019	2020	2021	2022	2023	2024
Book	14,208,685	7,043,773	9,409,904	11,375,076	10,278,928	9,523,485
Audiobook	1,504,029	622,734	636,751	625,379	94,405	80,692
Periodical	1,204,865	234,310	85,239	549,045	528,137	502,301
DVD	4,903,014	2,189,673	2,545,007	2,707,197	1,424,856	1,206,774
CD	619,695	329,338	409,061	432,857	269,266	241,788
Other*	146,568	40,659	35,175	111,218	83,787	40,414
Total Physical Circulation	22,586,856	10,460,487	13,121,137	15,800,772	12,679,379	11,595,454
Total Circulation	30,662,033	21,000,916	24,229,094	26,598,932	24,992,899	28,119,194
% of Total Circulation	73.7%	49.8%	54.2%	59.4%	50.7%	41.2%

*Other includes cassettes, CDROMs, technology, instruments, maps, tpl:map passes, ON Parks passes

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	
2024: 13,431,636	+7.4% vs. 2023
2023: 12,507,823	

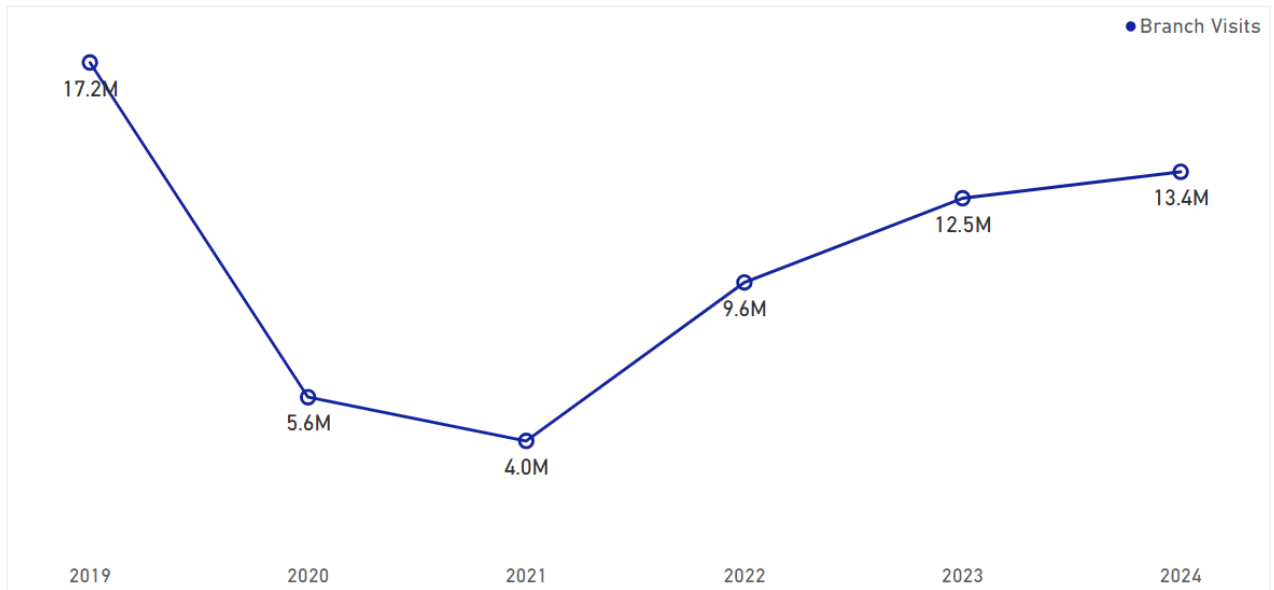
4.2.1.1 Influencing Factors 2024

- The cybersecurity incident temporarily disrupted in-branch services such as physical circulation and public computing in Q1, impacting branch visits.

4.2.1 Branch Visits current highlights 2024

- Despite the challenges posed by the cybersecurity incident, in-branch visits reached their highest level since 2019 (see Chart 2).

Chart 2 - Branch Visits: 2019 to 2024



- In-branch visits reached 13.4 million in 2024, marking a 7.4% increase from the previous year. This is the highest level since the pandemic, indicating that interest in physical library spaces and in-person services remains strong and continues to grow.
- Moreover, when adjusted for population growth, the number of in-branch visits per capita (4.16) was also the highest since the pandemic (see Table 3).

Table 3 - Branch Visits Per Capita

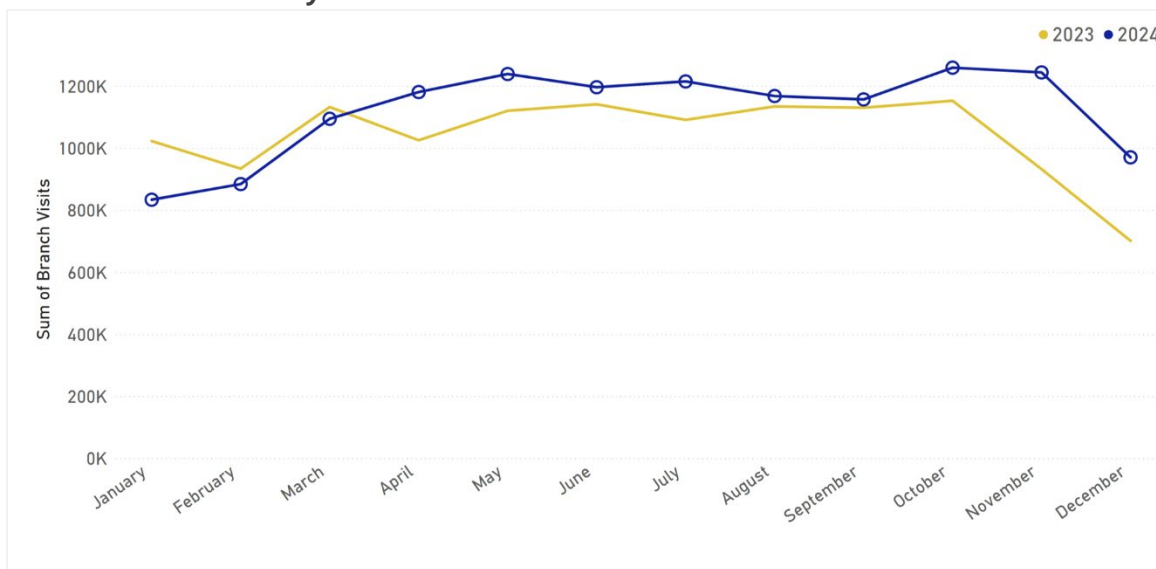
Year	Branch Visits Per Capita
2019	5.82
2020	1.86
2021	1.35
2022	3.15
2023	3.99
2024	4.16

- In 2024, TPL made a concerted effort to expand in-person programming. The number of in-person programs offered in 2024 increased by 14.6% compared to 2023, resulting in a 7.8% increase in attendance. This shift reflects the continued importance of libraries as vital gathering spaces within the city.

4.2.2 Visits by Month

- With the exception of Q1 (January to March), branch visits for each month increased compared to the same month in the previous (see Chart 3):

Chart 3 - Branch Visits by Month: 2023 to 2024



4.2.3 Visits by Day of Week

- Compared to 2023, each day of the week reported substantial gains in total visits (see Table 4).

Table 4 - Total Visits by Day of Week: 2021 to 2024

Branch Visits							
Day of Week	2019	2020	2021	2022	2023	2024	2023-2024 % change
Sunday	673,758	168,540	67,098	377,398	503,615	593,626	17.9%
Monday	2,370,661	779,430	589,284	1,320,142	1,757,312	1,911,184	8.8%
Tuesday	3,055,264	974,204	735,070	1,661,590	2,251,529	2,361,859	4.9%
Wednesday	2,937,508	948,352	715,327	1,655,686	2,192,695	2,291,802	4.5%
Thursday	2,914,960	969,803	682,547	1,661,872	2,157,111	2,265,415	5.0%
Friday	2,680,046	903,452	635,230	1,466,597	1,924,575	2,079,929	8.1%
Saturday	2,616,563	813,970	604,932	1,423,202	1,720,986	1,927,822	12.0%
Total	17,248,760	5,557,751	4,029,488	9,566,486	12,507,823	13,431,636	7.4%

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.

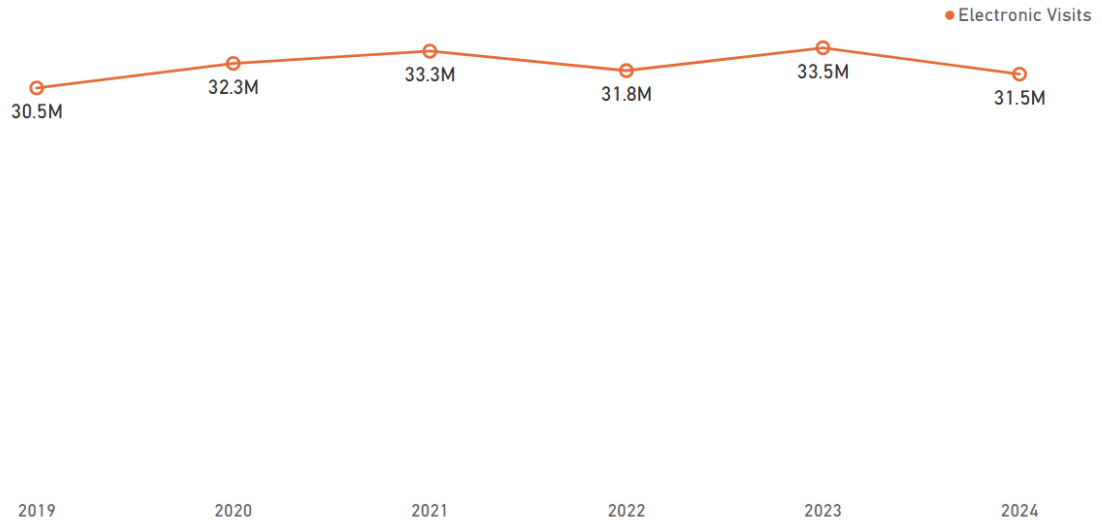
Electronic Visits	
2024:	31,531,633 -5.9% vs. 2023
2023:	33,512,277

- 4.3.1.1 Influencing Factors 2024*
- OverDrive’s website traffic was not included in 2024 (discontinued report metric by OverDrive).
 - The cybersecurity incident dampened evisits in Q1.
 - The Digital Archive experienced a separate cybersecurity incident that impacted evisits beyond Q1.

4.3.1 Electronic visits current highlights 2024

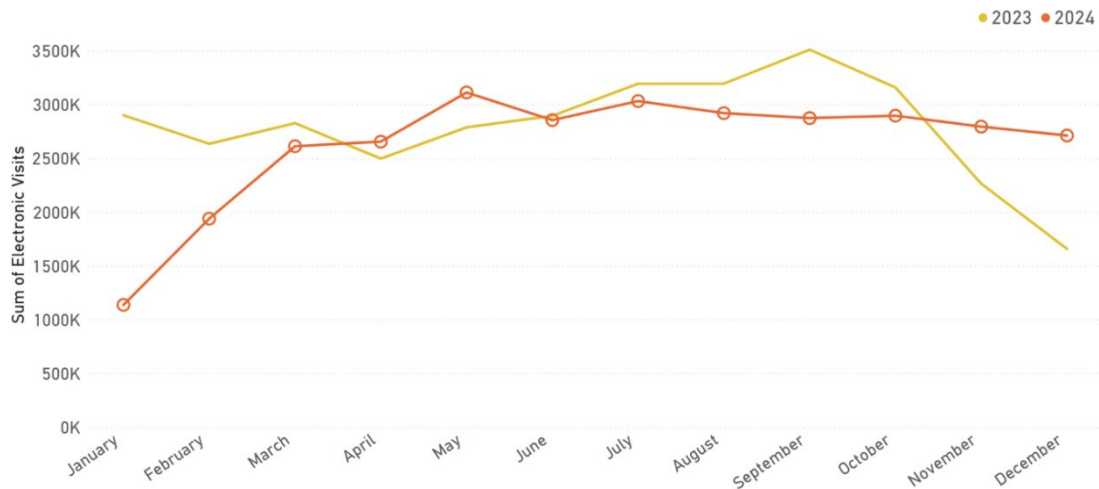
- Electronic visits declined moderately in 2024 to 31.5 million visits from 33.5 million visits in 2023. This was a 5.9% decline (see Chart 4).

Chart 4 - Electronic Visits: 2019 to 2024



- The cybersecurity incident in Q1 reduced traffic to TPL’s online platforms such as Digital Archives and the main website (see Chart 5).

Chart 5 - Electronic Visits by Month: 2023 to 2024



- However, the most significant factor in the decline of electronic visits was the removal of OverDrive data from tracking in October 2023. In 2023, OverDrive accounted for 9.6% of total visits.
- In 2024, TPL's main website generated 65.3% of total visits while Digital Archives accounted for 1.3%, and Blogs for 1.5% of total visits.
- Visits to TPL main website declined 47.5% in Q1. However, despite the challenges of the cybersecurity incident, there was a moderate 3.4% increase in 2024 compared to the previous year.
- The Digital Archive experienced a separate cybersecurity incident that impacted visits beyond Q1, resulting in a 64.7% decline in 2024 compared to 2023. Digital Archive and Digital Archive Ontario sites were completely down from December 23, 2023 to April 2, 2024.
- Blogs were not a content priority in 2024, and aside from news releases and a few strategic posts, fewer new blog posts were created, resulting in a 35.9% decrease in usage.
- There were 377,213 visits to elearning resources in 2024, representing 1% of total visits. The top resources remained consistent: Brainfuse (34%), Gale Courses (23.8%), Mango Languages (23.3%), and LinkedIn Learning (12.1%).

4.4 PROGRAMS

TPL shifts focus to in-person programs, aligning with rising community demand for physical spaces to learn and connect.

Number of programs		
Total		
2024:	39,150	+13.5 % from 2023
2023:	34,487	
In-Person		
2024:	38,351	+14.6 % from 2023
2023:	33,462	
Online		
2024:	799	-22.0% from 2023
2023:	1,025	

4.4.1.1 Influencing Factors 2024

- Staff have heightened their efforts to increase attendance in in-person programs, and online program offerings continue to be intentionally scaled down with total attendee views and replays decreasing accordingly.
- Reduced access options for viewing replay content also impacted replay engagement. Following the Zoom pilot, there were fewer programs being offered on Crowdcast; and replays of Zoom programs were only made available to program registrants

Attendees, Views, and Replays		
Total		
2024:	773,786	+4.4 % from 2023
2023:	741,298	
In-Person		
2024:	750,409	+7.8 % from 2023
2023:	695,951	
Online		
2024:	23,377	-48.4 % from 2023
2023:	45,347	

4.4.1 Program Type definitions

Definitions for program categories are provided below:

Civil Society or Community Building: Civil society programs focus on democracy, civic engagement, social movements, intellectual freedom, activism, and addressing inequality and injustice. Community building programs foster well-being through connection, shared experiences, and social support. Examples include civil society initiatives, conversation and social circles, and the Youth Hubs drop-in service.

Class Visit or Instruction: Programs or instructional workshops that are delivered to groups, including school class visits, and community groups. Examples include school outreach, daycare visits, EarlyON programs.

Computer and Library Training: Programs that offer hands-on digital literacy training covering topics such as TPL subscription databases, Microsoft & Adobe products, computer basics, social media, digital innovation and content creation, and digital privacy.

Culture, Arts and Entertainment: Programs that feature or promote culture, arts and entertainment. Examples include Culture Days, heritage programs, theatre and performing arts, visual arts (paint, sculpture, etc.), music, and movies.

Newcomer Focus: Programs with a focus on newcomers’ settlement needs such as citizenship test preparation, informal language learning, or collaborative programs with LSP or ISS workers. Examples include Canadian Citizenship Preparation, English Conversation Circle, and LSP: Newcomer Support Group.

Reading Programs and Storytimes: Programs that support early literacy skills development. Examples include Ready for Reading programs.

4.4.2 Programs current highlights 2024

- In 2024, more than 39 thousand in-person and virtual programs were offered, a 13.5% increase from 2023. Total attendance and views rose by 4.4% to 773,786, showing a modest overall increase in engagement, despite a decline in virtual program attendance (See Table 5).

Table 5 – 2022 to 2023 Programs and Attendance Group (In-Person, Online, and Combined)

	Number of Programs			Attendees, Views, Replays		
	2023	2024	2023-2024 % change	2023	2024	2023-2024 % change
In-person	33,462	38,351	14.6%	695,951	750,409	7.8%
Online	1,025	799	-22.0%	45,347	23,377	-48.4%
Total	34,487	39,150	13.5%	741,298	773,786	4.4%

- In 2024, TPL made a concerted effort to expand in-person programming. The number of in-person programs offered in 2024 increased by 14.6% compared to 2023, resulting in an 7.8% increase in attendance. This shift reflects the continued importance of libraries as vital gathering spaces within the city.

- In 2024, the three in-person program categories with the highest attendance were:
 1. Civil Society or Community Building (189,330 attendees)
 2. Reading Programs and Storytimes (128,878 attendees)
 3. Class Visit or Instruction (128,472 attendees)
- As part of this strategic transition, virtual programs were rightsized to reflect community preferences and prioritize in-person offerings. As a result, virtual program attendance, views and replays dropped by approximately 48.4% due to fewer programs offered. Despite this decrease, the average fill rate for online programs remained high in 2024 at 87%, indicating strong interest among those who registered.
- Several 2024-specific factors also contributed to lower virtual program engagement:
 - Platform Transition & Technical Challenges: Replay engagement for virtual programs dropped by 83%, primarily due to technical difficulties with Crowdcast. In response, TPL piloted Zoom as an alternative platform in Q3.
 - Access Limitations for Replays (Q3): Following the pilot, fewer programs were hosted on Crowdcast, and Zoom program replays were only available to registrants, reducing overall access to replay content.
- In 2024, the three online program categories with the highest attendance were:
 1. Newcomer Focus (10,477 attendees)
 2. Computer and Library Training (3,139 attendees)
 3. Culture, Arts and Entertainment (1,788 attendees)
- In 2024, one-on-one Book a Librarian (BAL) sessions declined by 6.4%, with attendance down 5.3% from 2023 (see Table 6).
 - In-person sessions dropped 6.1% to 3,558 sessions, making up 99% of all sessions and drawing 3,780 attendees.
 - Remote sessions (online or by phone) fell 31.7% to 28 sessions, accounting for just 1% of sessions, with 30 attendees.

Table 6 – Book a Librarian & Remote Book a Librarian (2023-2024)

Book a Librarian (BAL) categories	2023	2024	2023-2024 % change
In-Person BAL Sessions	3,791	3,558	-6.1%
In-Person BAL Attendance	3,984	3,780	-5.1%
Remote BAL Sessions	41	28	-31.7%
Remote BAL Attendance	41	30	-26.8%
Total BAL Sessions	3,832	3,586	-6.4%
Total BAL Attendance	4,025	3,810	-5.3%

4.5 USE OF TECHNOLOGY IN BRANCHES

In 2024, steady use of both wireless and increased use of public workstations underscored the vital role libraries play in supporting digital inclusion. Despite the disruption to public computing from the cybersecurity incident, TPL maintained reliable Wi-Fi and worked swiftly to restore computer services, reinforcing its commitment to providing reliable online access.

Workstation User Session Hours	
2024: 1,293,778	+ 14.9% <i>from 2023</i>
2023: 1,125,637	

4.5.1.1 Influencing Factors 2024

- Public computers were unavailable in January 2024 due to the cybersecurity incident.
- To improve measurement and better reflect user behavior, TPL introduced a new system for administering public computer use in 2024. This change impacted the way public computer sessions are counted.

Wireless Sessions	
2024: 5,928,216	- 2.5% <i>from 2023</i>
2023: 6,082,855	

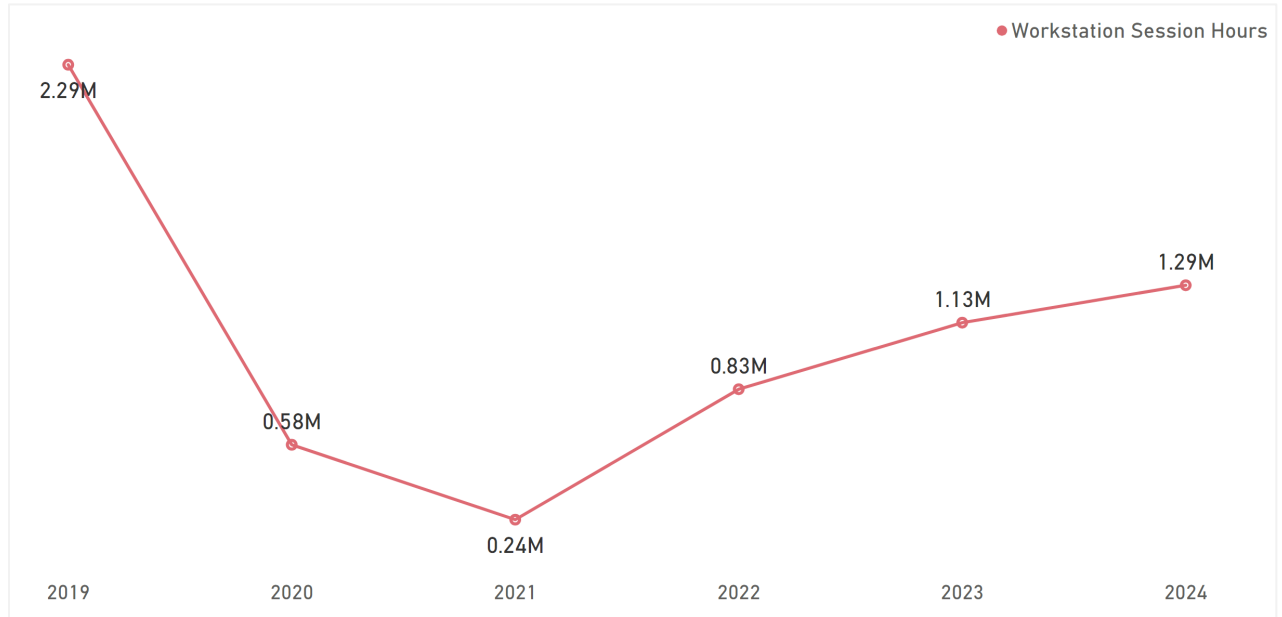
4.5.2 Workstation User Session Hours current highlights 2024

- Workstation use session is the number of valid public access computer sessions reported in the system for a period of time. Only bookings that are not cancelled/expired and with duration longer than 15 seconds are considered valid.
- Public computers were unavailable from November 2023 through January 2024 due to the cybersecurity incident, with a gradual restoration of service starting

February 2024. Following the restoration of services, computer use rebounded, with session hours increasing by 6% in Q2-Q3 2024 compared to the same period in 2023, indicating both recovery and higher overall demand.

- Overall in 2024, session hours for public computers increased 14.9% compared to 2023 (see Chart 6).

Chart 6 – Workstation Session Hours: 2019 to 2024



- To improve measurement and better reflect user behavior, TPL introduced a new system for administering public computer use in 2024. This change shifted measurement from session counts to session hours, as the previous system capped sessions at one hour, while the new system allows for up to two hours per session. Under the previous system’s one-hour cap, users were more likely to book multiple sessions per day compared to the new system.

4.5.3 Wireless Sessions current highlights 2024

- Wireless sessions tracks the use of TPL’s wireless service. Effective January 2021, wireless use is tracked using Lanworks network usage reports (vendor data). Wireless sessions counts the number of unique user devices (not actual users) by branch and day based on MAC addresses that are

authorized to use the Wi-Fi network because the user accepts TPL’s terms and conditions.

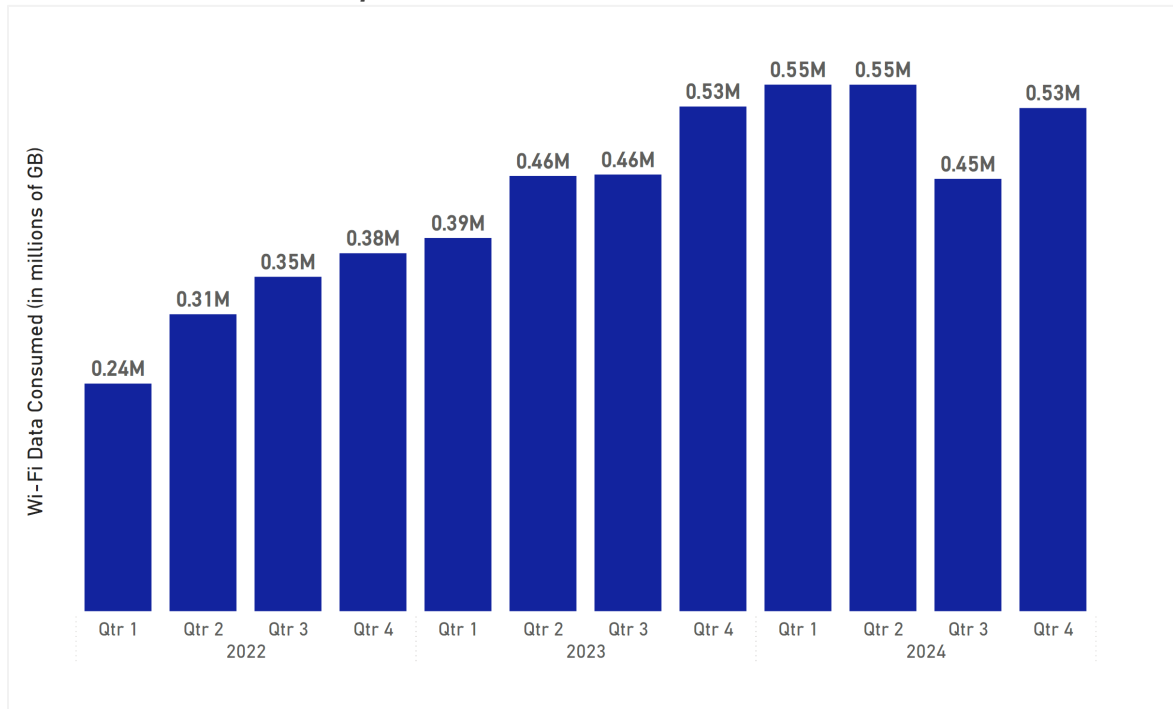
- Wi-Fi remained consistently available even during the cybersecurity incident, when many other technology services were offline.
- Although the number of daily unique user devices declined slightly by 2.5% compared to 2023, the number of daily unique users have remained steady over the long term (see Chart 7)

Chart 7 – Wireless Sessions and In-Branch Visits by Quarter (2019-2024)



- Daily Wi-Fi usage patterns remained stable, with peaks occurring shortly after branches open and again in mid-afternoon—especially at North York Central, aligning with after-school visits.
- Overall data consumption showed long-term growth (see Chart 8).

Chart 8 – Wi-Fi Data Consumption (2022-2024)



- TPL continues to loan 1,000 hotspot devices for six-month periods through the Wi-Fi Hotspot Lending Program, supporting low-income families and individuals facing internet access barriers. The program is part of the City’s Poverty Reduction Strategy. As well in 2024, 268 Internet Connectivity Kits (ICKs) were maintained.

4.5.4 Digital Innovation Hubs current highlights 2024

- In 2024, demand for Digital Innovation Hub (DIH) services continued to grow. Visits increased by 13.5%. Bookings for key services—such as computers, the AV studio, and 3D printers—rose by 15.7%. Program attendance also grew by 9.8%, from 6,110 to 6,707, highlighting sustained interest (see Table 7).

Table 7 – DIH usage (2023-2024)

DIH categories	2023	2024	2023-2024 % change
Computer bookings	7,859	11,105	41.3%
Audio Visual Studio bookings	4,300	3,182	-26.0%
3D printer bookings	5,462	6,106	11.8%
Tech Kit checkouts	668	583	-12.7%
Program attendance	6,110	6,707	9.8%
DIH visits	24,399	27,683	13.5%

4.6 LIBRARY CARD MEMBERSHIP

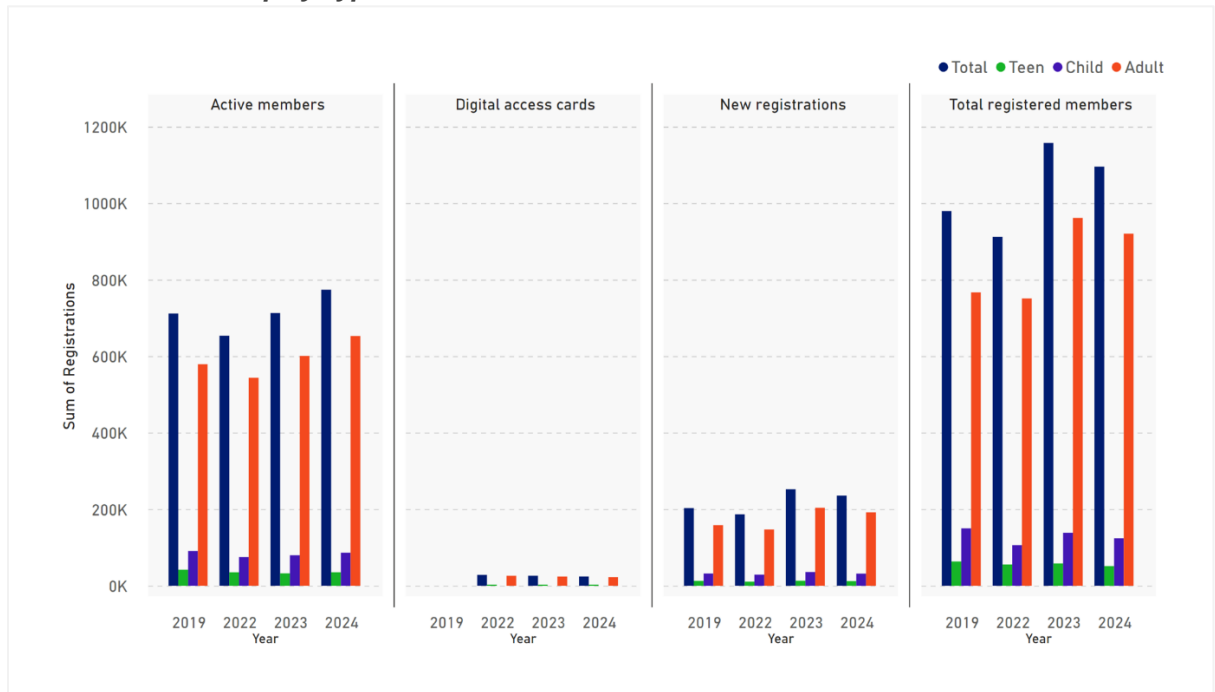
In 2024, membership was required for the following services: checking out physical materials and electronic items, accessing licensed databases and placing holds.

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 2024

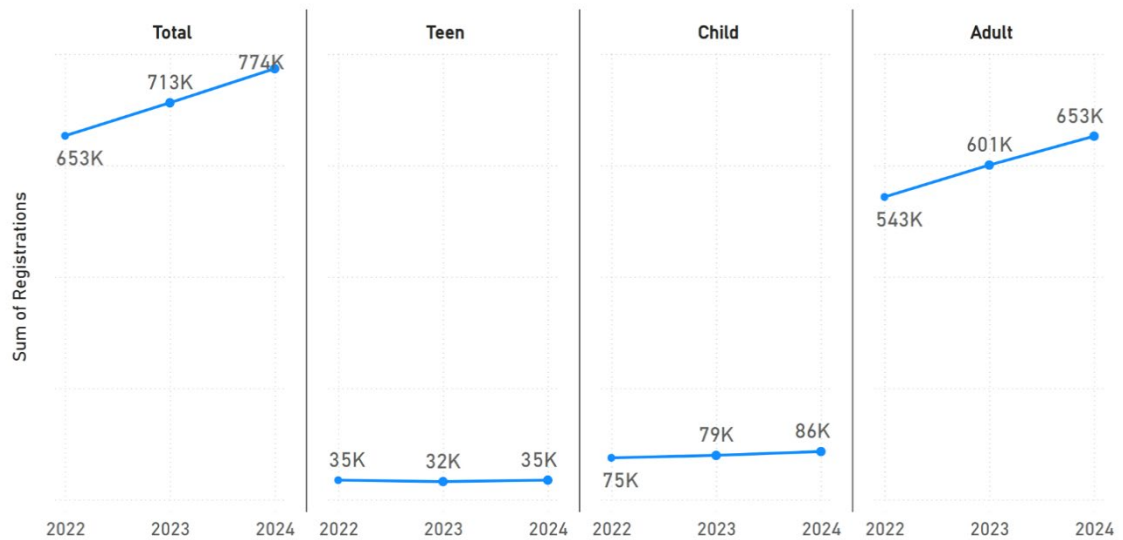
- TPL had 1,095,585 registered cardholders in 2024, reflecting a 5.3% decrease from 2023 (see Chart 9). While slightly lower than last year, this total remains higher than in both 2019 and 2022, indicating strong long-term growth. The 2023 total included members inactive for over two years who would normally have been removed. However, the cybersecurity incident delayed the removal of these inactive accounts until 2024, allowing members a chance to reactivate their cards. In 2024, TPL resumed standard procedures for managing inactive member accounts.

Chart 9 – Membership by Type (2019, 2022, 2023, and 2024)



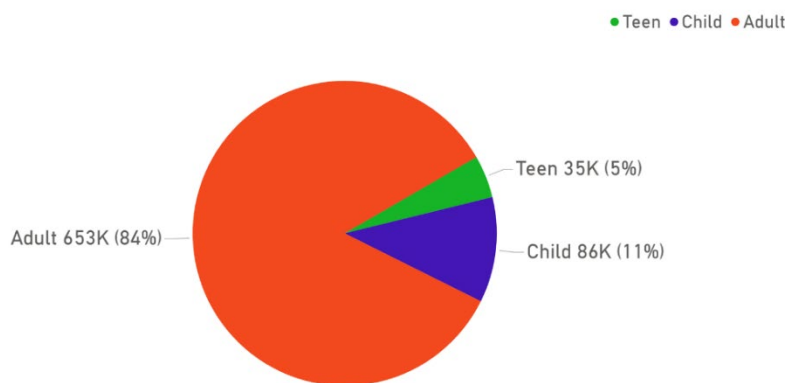
- While new registrations were slightly lower in 2024 compared to 2023, they remained strong. Given that 2023 was an unusually high benchmark for new sign-ups, 2024 still outpaced all other recent years, including 2019. A major driver of new registrations was the launch of a new partner for the popular tpl:map program in May, which led to a significant spike in adult sign-ups that month.
- Active membership rose to 773,874, an 8.6% increase over 2023. This growth suggests that more people who have registered are using their cards (see Chart 10).
 - Activity for adults increased 8.6% in 2024 compared to last year.
 - Children and teen activity also exceeded 2023 by 8.7% and 7.9% respectively.

Chart 10 – Active Membership by Age (2022, 2023, and 2024)



- Proportionally, the breakdown of active members by type remained unchanged from 2023 (see chart 11):
 - Adult 18+: **84 %**
 - Teen 13-17: **5%**
 - Child 0-12: **11%**

Chart 11 – 2024 Active Membership by Age group



- In 2024, there were 23,957 Digital Access Card (DAC) memberships compared to 26,055 DAC registrations in 2023, down 8.1%.

5 CONCLUSION

In 2024, Toronto Public Library (TPL) navigated significant challenges, including a cybersecurity incident that disrupted several services and planned branch closures for renovation and repair work. Despite these obstacles, TPL demonstrated resilience and achieved growth in key areas.

Branch visits and branch visits per capita reached their highest levels since the pandemic. Concurrently, visits to Digital Innovation Hubs (DIHs) increased, along with the number of session hours for public computers. This, combined with steady Wi-Fi usage, underscores the vital role libraries play in supporting digital inclusion. The heightened focus on delivering more in-person programs also led to increased attendance.

Total circulation made significant strides toward recovery, reflecting a strong demand for library resources. The year also saw a notable and ongoing shift toward digital resources and services, with substantial growth in electronic circulation.

While electronic circulation grew significantly, electronic visits experienced a moderate decline, primarily influenced by the discontinuation of OverDrive visits.

Furthermore, active membership rose in 2024, suggesting that more people who have registered are using their cards.

Toronto Public Library continues to adapt its services to ensure accessibility, responsiveness, and relevance for the diverse needs of its customers, effectively balancing the growing demand for digital resources with the enduring value of in-person services and spaces.

Branch Summary Statistics: January to December 2024

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS			
	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	
NEIGHBOURHOOD BRANCHES																									
1st Quartile																									
1 Ethennonnhawahstihnen' (Bay	270,302	177,006	52.7	179,128	191,159	-6.3	51,593	60,381	-14.6	57,371	52,590	9.1	4,475	3,406	31.4	106,089	68,365	55.2	19,545	10,182	92.0	3,253.5	2,594.5	25.4	1
2 Parkdale	246,404	227,899	8.1	173,915	177,894	-2.2	66,974	68,039	-1.6	100,261	100,601	-0.3	11,009	9,322	18.1	108,525	100,723	7.7	38,493	47,447	-18.9	3,432.0	3,404.5	0.8	2
3 Woodside Square	244,687	217,526	12.5	116,719	133,140	-12.3	25,935	29,663	-12.6	41,610	49,370	-15.7	8,365	7,435	12.5	84,419	75,145	12.3	23,948	26,517	-9.7	3,173.0	3,096.5	2.5	3
4 Maryvale	221,367	212,250	4.3	88,718	90,060	-1.5	19,617	19,026	3.1	54,568	51,950	5.0	7,120	2,987	138.4	67,432	66,831	0.9	22,657	23,349	-3.0	3,302.5	3,275.0	0.8	4
5 Runnymede	212,437	180,493	17.7	221,997	233,294	-4.8	94,408	101,727	-7.2	62,433	62,041	0.6	7,693	5,279	45.7	73,097	69,770	4.8	23,030	28,687	-19.7	3,253.5	2,929.5	11.1	5
~ 6 Bridlewood	209,878	255,089	-17.7	119,084	160,196	-25.7	28,768	33,059	-13.0	79,669	92,768	-14.1	3,449	2,906	18.7	105,117	142,282	-26.1	13,920	23,076	-39.7	2,744.5	3,404.5	-19.4	6
7 Deer Park	196,916	181,705	8.4	182,090	198,804	-8.4	79,017	81,580	-3.1	78,451	70,204	11.7	5,003	4,409	13.5	78,761	71,968	9.4	20,239	25,134	-19.5	3,173.0	3,096.5	2.5	7
8 Fort York	193,965	191,218	1.4	177,156	187,700	-5.6	78,029	75,890	2.8	77,066	72,233	6.7	7,388	6,069	21.7	113,083	89,361	26.5	27,785	24,851	11.8	3,253.5	3,226.0	0.9	8
9 Eglinton Square	188,648	173,151	8.9	89,389	98,276	-9.0	25,398	26,569	-4.4	41,873	43,630	-4.0	2,167	3,020	-28.2	61,828	67,602	-8.5	19,574	23,864	-18.0	3,253.5	3,226.0	0.9	9
10 Scarborough Civic Centre	177,226	164,622	7.7	101,092	110,199	-8.3	28,016	27,912	0.4	44,782	43,884	2.0	4,312	4,757	-9.4	78,862	80,252	-1.7	21,998	29,005	-24.2	3,253.5	3,226.0	0.9	10
11 Downsview	167,397	160,778	4.1	91,735	101,521	-9.6	22,373	24,342	-8.1	33,511	41,406	-19.1	15,323	14,813	3.4	70,594	94,010	-24.9	23,583	34,669	-32.0	3,432.0	3,404.5	0.8	11
12 St. James Town	155,162	125,496	23.6	99,251	99,091	0.2	38,411	34,559	11.1	65,880	63,163	4.3	3,452	2,450	40.9	52,711	38,635	36.4	25,124	25,429	-1.2	2,818.5	2,177.5	29.4	12
13 Beaches	153,235	138,897	10.3	156,636	164,046	-4.5	61,301	64,254	-4.6	35,519	32,037	10.9	5,169	2,814	83.7	48,668	45,201	7.7	10,749	11,410	-5.8	3,173.0	3,096.5	2.5	13
14 Flemingdon Park	152,832	129,341	18.2	51,316	58,404	-12.1	13,372	15,456	-13.5	46,060	65,730	-29.9	24,133	17,219	40.2	52,533	55,059	-4.6	16,236	15,469	5.0	3,432.0	3,404.5	0.8	14
15 Wychwood	152,824	144,670	5.6	135,795	149,461	-9.1	55,904	57,110	-2.1	38,636	39,453	-2.1	4,851	9,054	-46.4	80,707	69,512	16.1	13,451	14,734	-8.7	3,124.0	3,096.5	0.9	15
16 Leaside	152,726	139,508	9.5	203,820	235,300	-13.4	72,913	82,225	-11.3	26,624	47,325	-43.7	7,623	6,829	11.6	30,197	32,253	-6.4	8,645	7,737	11.7	3,124.0	3,096.5	0.9	16
17 High Park	151,484	149,318	1.5	170,520	181,758	-6.2	71,031	72,625	-2.2	26,360	21,773	21.1	8,469	5,425	56.1	26,575	25,485	4.3	12,871	13,600	-5.4	3,173.0	3,096.5	2.5	17
~ 18 Parliament Street	146,945	148,657	-1.2	89,474	105,536	-15.2	34,954	38,549	-9.3	54,644	55,261	-1.1	9,557	9,116	4.8	90,984	104,832	-13.2	23,741	37,018	-35.9	3,366.5	3,404.5	-1.1	18
19 Sanderson	143,693	132,749	8.2	64,933	74,770	-13.2	22,590	23,956	-5.7	43,383	43,403	0.0	9,137	5,750	58.9	35,310	37,684	-6.3	19,516	28,449	-31.4	3,432.0	3,404.5	0.8	19
*~ 20 Eatonville	133,539	149,869	-10.9	222,068	268,354	-17.2	79,211	89,400	-11.4	122,554	142,938	-14.3	5,422	7,164	-24.3	68,845	80,902	-14.9	16,948	19,720	-14.1	2,629.5	2,928.5	-10.2	20
2nd Quartile																									
~ 21 City Hall	131,586	100,436	31.0	82,958	78,853	5.2	35,535	33,983	4.6	44,781	43,216	3.6	4,449	4,220	5.4	46,820	37,889	23.6	17,804	20,290	-12.3	2,549.5	2,000.0	27.5	21
22 Steeles	120,406	105,359	14.3	114,324	115,609	-1.1	29,915	34,337	-12.9	38,948	34,278	13.6	4,271	3,350	27.5	34,849	32,586	6.9	10,993	14,413	-23.7	3,432.0	3,404.5	0.8	22
23 Riverdale	119,558	92,599	29.1	115,513	122,990	-6.1	39,890	43,430	-8.2	50,683	35,559	42.5	3,277	2,819	16.2	101,902	83,699	21.7	18,683	18,514	0.9	3,173.0	3,096.5	2.5	23
24 Thorncliffe	116,526	115,642	0.8	57,006	78,607	-27.5	15,925	19,034	-16.3	38,079	47,131	-19.2	24,192	23,396	3.4	64,872	67,613	-4.1	21,113	25,554	-17.4	3,432.0	3,404.5	0.8	24
~ 25 Daniel G. Hill	107,495	109,795	-2.1	134,635	156,856	-14.2	49,658	53,193	-6.6	32,457	37,399	-13.2	7,654	8,172	-6.3	71,790	38,215	87.9	16,071	18,421	-12.8	3,294.0	3,404.5	-3.2	25
26 Kennedy/Eglinton	106,811	106,870	-0.1	65,182	81,942	-20.5	15,495	19,282	-19.6	49,766	38,325	29.9	10,638	11,939	-10.9	50,927	52,995	-3.9	18,386	22,699	-19.0	3,432.0	3,404.5	0.8	26
27 Weston	106,260	100,695	5.5	53,530	60,063	-10.9	16,658	17,921	-7.0	42,955	50,054	-14.2	18,041	19,302	-6.5	27,217	28,220	-3.6	14,560	17,842	-18.4	3,432.0	3,404.5	0.8	27
~ 28 St. Lawrence	102,566	95,749	7.1	123,589	123,884	-0.2	62,826	60,971	3.0	136,038	50,474	169.5	4,521	3,084	46.6	13,761	14,683	-6.3	12,042	14,694	-18.0	2,604.0	2,596.0	0.3	28
29 Main Street	102,138	96,057	6.3	145,067	157,556	-7.9	58,463	61,452	-4.9	17,323	12,622	37.2	4,278	4,085	4.7	15,201	14,845	2.4	10,617	10,231	3.8	3,124.0	2,980.5	4.8	29
*~ 30 Forest Hill	99,691	108,078	-7.8	102,712	116,023	-11.5	40,416	43,623	-7.4	19,688	22,655	-13.1	5,276	3,592	46.9	54,670	31,469	73.7	6,905	8,269	-16.5	3,101.0	3,057.5	1.4	30
31 Danforth/Coxwell	98,500	99,555	-1.1	146,059	154,817	-5.7	54,179	58,155	-6.8	44,747	34,829	28.5	4,024	4,262	-5.6	77,463	85,154	-9.0	12,573	17,625	-28.7	3,173.0	3,096.5	2.5	31
32 Hillcrest	97,718	71,108	37.4	178,494	163,698	9.0	63,257	56,509	11.9	32,743	35,291	-7.2	3,078	2,012	53.0	37,299	35,930	3.8	8,922	4,594	94.2	2,598.0	2,048.0	26.9	32
33 Palmerston	96,808	86,244	12.2	109,928	127,595	-13.8	51,496	56,516	-8.9	19,384	21,071	-8.0	4,290	2,521	70.2	22,874	22,227	2.9	8,019	7,682	4.4	2,536.5	2,510.0	1.1	33
34 Yorkville	94,169	88,653	6.2	109,536	106,594	2.8	41,918	39,622	5.8	26,948	31,999	-15.8	6,199	5,591	10.9	42,577	46,011	-7.5	9,542	10,946	-12.8	3,124.0	3,096.5	0.9	34
35 Alderwood	94,102	69,595	35.2	92,424	87,600	5.5	23,470	19,852	18.2	30,396	31,220	-2.6	7,338	5,728	28.1	17,550	17,518	0.2	5,708	5,174	10.3	2,536.5	2,510.0	1.1	35
36 Mount Dennis	91,587	86,769	5.6	53,528	58,767	-8.9	13,969	14,189	-1.6	15,681	38,161	-58.9	9,111	10,676	-14.7	38,217	38,291	-0.2	13,771	14,806	-7.0	3,432.0	3,404.5	0.8	36
37 Morningside	88,663	78,153	13.4	82,816	90,555	-8.5	24,474	25,269	-3.1	59,856	54,557	9.7	3,026	2,499	21.1	42,971	42,979	0.0	16,523	14,117	17.0	3,253.5	2,916.0	11.6	37
38 Goldhawk Park	86,296	68,285	26.4	101,024	108,641	-7.0	31,804	32,285	-1.5	26,698	26,583	0.4	10,483	9,849	6.4	28,789	26,674	7.9	11,929	10,911	9.3	3,253.5	3,226.0	0.9	38
*~ 39 McGregor Park	85,934	67,567	27.2	83,304	86,246	-3.4	21,523	22,348	-3.7	41,739	40,287	3.6	2,754	2,760	-0.2	29,647	30,132	-1.6	15,683	11,187	40.2	2,466.5	1,931.5	27.7	39
40 Burrows Hall	83,853	58,650	43.0	67,860	55,410	22.5	14,425	11,319	27.4	40,218	34,314	17.2	5,511	3,797	45.1	31,270	29,238	6.9	11,011	8,548</					

Branch Summary Statistics: January to December 2024

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS			
	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	
3rd Quartile																									
41 Dufferin/St. Clair	82,638	75,417	9.6	85,965	95,692	-10.2	27,511	29,395	-6.4	25,881	30,118	-14.1	6,300	4,923	28.0	20,886	14,898	40.2	10,355	13,012	-20.4	2,536.5	2,510.0	1.1	41
42 Collette/Shaw	82,622	75,569	9.3	105,755	114,265	-7.4	48,916	51,444	-4.9	21,969	22,001	-0.1	2,428	3,002	-19.1	13,797	14,320	-3.7	7,545	7,299	3.4	2,536.5	2,510.0	1.1	42
43 Black Creek	77,563	61,645	25.8	32,906	28,974	13.6	5,853	4,477	30.7	72,361	78,884	-8.3	1,116	1,405	-20.6	19,783	22,525	-12.2	14,252	12,482	14.2	2,729.5	2,127.5	28.3	43
44 Mimico Centennial	75,694	56,547	33.9	106,155	98,210	8.1	34,974	31,712	10.3	62,050	50,338	23.3	8,294	7,301	13.6	24,631	21,115	16.7	6,457	5,207	24.0	2,064.0	1,768.0	16.7	44
45 Gerrard/Ashdale	75,230	67,517	11.4	101,788	106,351	-4.3	36,506	35,617	2.5	37,342	32,720	14.1	3,148	3,856	-18.4	12,653	19,245	-34.3	6,147	6,151	-0.1	2,536.5	2,510.0	1.1	45
~ 46 Annette Street	73,557	69,462	5.9	114,586	136,466	-16.0	46,227	48,108	-3.9	16,845	14,351	17.4	3,213	6,740	-52.3	26,111	27,690	-5.7	7,667	9,283	-17.4	2,443.5	2,510.0	-2.6	46
47 Oakwood Village Library and	71,455	61,915	15.4	74,273	77,605	-4.3	26,604	28,690	-7.3	94,153	22,334	321.6	5,075	5,148	-1.4	14,542	13,452	8.1	5,712	5,637	1.3	2,536.5	2,156.5	17.6	47
48 Humberwood	69,879	52,967	31.9	33,769	33,671	0.3	16,404	12,247	33.9	21,544	20,556	4.8	2,802	3,750	-25.3	18,565	10,148	82.9	5,866	4,553	28.8	2,598.0	2,048.0	26.9	48
49 Port Union	67,693	62,961	7.5	111,639	109,900	1.6	36,278	35,772	1.4	11,459	11,898	-3.7	3,073	3,347	-8.2	12,261	14,355	-14.6	3,561	3,681	-3.3	2,536.5	2,510.0	1.1	49
50 Cliffcrest	67,632	52,547	28.7	82,761	85,897	-3.7	28,661	30,438	-5.8	20,423	33,356	-38.8	2,147	1,577	36.1	32,443	32,403	0.1	10,226	7,323	39.6	2,818.5	2,177.5	29.4	50
51 Jane/Sheppard	62,315	66,911	-6.9	52,159	59,647	-12.6	12,808	15,010	-14.7	88,281	81,441	8.4	3,996	2,694	48.3	25,487	28,299	-9.9	10,463	13,319	-21.4	2,666.0	2,639.5	1.0	51
52 Dawes Road	61,884	60,864	1.7	78,406	88,261	-11.2	23,686	25,674	-7.7	28,116	20,300	38.5	2,213	3,349	-33.9	44,827	42,198	6.2	12,337	11,972	3.0	2,666.0	2,639.5	1.0	52
53 Armour Heights	60,741	6,913	778.6	106,791	32,895	224.6	37,956	19,933	90.4	10,182	3,955	157.5	995	662	50.3	13,279	5,760	130.5	3,961	1,201	229.8	2,064.0	832.0	148.1	53
54 Jones	60,509	52,810	14.6	91,550	95,124	-3.8	34,758	34,181	1.7	19,106	16,382	16.6	6,981	5,544	25.9	8,554	7,790	9.8	4,941	5,629	-12.2	2,556.5	2,527.5	1.1	54
55 Spadina Road	60,204	50,723	18.7	66,773	68,752	-2.9	31,698	32,769	-3.3	14,374	16,144	-11.0	1,500	1,266	18.5	6,736	7,851	-14.2	5,283	6,431	-17.9	2,064.0	2,048.0	0.8	55
56 Pleasant View	59,311	52,287	13.4	99,049	95,447	3.8	27,484	26,518	3.6	48,569	51,693	-6.0	3,872	4,266	-9.2	24,933	19,459	28.1	7,689	5,921	29.9	2,172.5	2,167.0	0.3	56
57 Queen/Saulter	57,727	47,340	21.9	54,429	52,596	3.5	21,448	19,768	8.5	7,730	6,132	26.1	6,656	6,612	0.7	24,778	21,078	17.6	4,551	5,466	-16.7	2,064.0	2,048.0	0.8	57
58 Brookbanks	57,293	45,045	27.2	83,755	92,652	-9.6	27,027	32,065	-15.7	44,054	43,443	1.4	623	845	-26.3	15,683	12,419	26.3	6,657	5,899	12.8	2,064.0	1,760.0	17.3	58
59 Guildwood	49,170	44,501	10.5	57,769	59,989	-3.7	19,262	20,193	-4.6	13,728	12,455	10.2	1,436	1,308	9.8	28,903	32,016	-9.7	3,852	4,966	-22.4	2,064.0	2,048.0	0.8	59
60 Mount Pleasant	47,221	18,427	156.3	75,624	32,425	133.2	28,394	10,236	177.4	11,490	3,881	196.1	5,066	429	1080.9	20,010	11,869	68.6	2,813	866	224.8	2,064.0	992.0	108.1	60
4th Quartile																									
61 Highland Creek	44,973	41,296	8.9	76,885	81,741	-5.9	22,768	24,218	-6.0	25,448	17,216	47.8	1,690	1,150	47.0	14,104	11,562	22.0	6,349	6,091	4.2	2,064.0	2,048.0	0.8	61
62 Bendale	43,930	43,336	1.4	59,825	66,486	-10.0	13,805	16,947	-18.5	40,338	62,531	-35.5	2,659	2,956	-10.0	17,095	16,822	1.6	7,761	7,421	4.6	2,193.5	2,177.5	0.7	62
~ 63 Woodview Park	41,437	39,026	6.2	26,843	28,471	-5.7	6,317	7,589	-16.8	25,398	30,760	-17.4	2,840	2,808	1.1	10,551	13,510	-21.9	5,139	5,342	-3.8	2,129.5	2,134.0	-0.2	63
64 Perth/Dupont	40,412	32,961	22.6	61,732	60,261	2.4	24,442	21,900	11.6	25,246	16,485	53.1	3,747	3,571	4.9	21,678	21,886	-1.0	2,565	2,114	21.3	2,064.0	2,048.0	0.8	64
65 Amesbury Park	39,641	37,892	4.6	38,622	45,670	-15.4	10,257	11,642	-11.9	25,340	26,596	-4.7	1,502	1,514	-0.8	12,683	13,196	-3.9	6,418	8,313	-22.8	2,193.5	2,177.5	0.7	65
66 St. Clair/Silverthorn	37,312	33,015	13.0	46,840	48,002	-2.4	15,736	15,809	-0.5	10,978	10,966	0.1	1,969	1,749	12.6	9,252	12,120	-23.7	3,718	3,748	-0.8	2,193.5	2,177.5	0.7	66
67 Elmbrook Park	37,264	26,766	39.2	72,713	64,130	13.4	24,795	21,918	13.1	19,110	12,893	48.2	3,246	2,148	51.1	30,931	20,400	51.6	2,339	1,725	35.6	2,064.0	1,808.0	14.2	67
68 Humber Summit	36,183	28,337	27.7	29,457	30,352	-2.9	11,023	8,788	25.4	32,167	29,546	8.9	2,347	1,930	21.6	8,668	9,967	-13.0	5,169	4,939	4.7	2,193.5	2,177.5	0.7	68
69 Humber Bay	35,172	28,856	21.9	77,633	80,883	-4.0	30,966	31,467	-1.6	16,897	25,850	-34.6	525	484	8.5	6,331	5,926	6.8	3,202	2,819	13.6	2,064.0	1,880.0	9.8	69
70 Rexdale	35,018	29,728	17.8	35,098	34,778	0.9	10,640	9,165	16.1	10,536	24,037	-56.2	1,634	3,019	-45.9	14,620	9,781	49.5	5,792	4,824	20.1	2,193.5	2,177.5	0.7	70
~ 71 Long Branch	35,014	43,467	-19.4	57,846	81,660	-29.2	21,531	27,875	-22.8	20,884	23,533	-11.3	2,701	4,855	-44.4	6,417	9,274	-30.8	4,121	7,542	-45.4	1,624.0	2,048.0	-20.7	71
72 Taylor Memorial	34,809	30,181	15.3	64,229	68,515	-6.3	23,944	25,185	-4.9	15,864	20,683	-23.3	2,254	1,344	67.7	16,484	16,367	0.7	3,061	3,002	2.0	2,064.0	2,048.0	0.8	72
73 Victoria Village	29,017	26,556	9.3	40,002	44,219	-9.5	11,964	12,311	-2.8	6,909	30,649	-77.5	2,384	2,564	-7.0	8,840	10,577	-16.4	3,536	3,735	-5.3	2,193.5	2,177.5	0.7	73
*~ 74 Evelyn Gregory	27,778	24,982	11.2	37,136	33,148	12.0	11,974	11,494	4.2	22,774	20,490	11.1	3,162	2,147	47.3	18,122	9,099	99.2	3,947	4,087	-3.4	2,622.5	2,395.0	9.5	74
75 New Toronto	26,491	41,874	-36.7	72,393	73,968	-2.1	24,111	24,969	-3.4	16,349	15,509	5.4	2,655	2,556	3.9	16,657	17,051	-2.3	6,977	7,626	-8.5	2,193.5	2,177.5	0.7	75
76 Northern Elms	24,546	23,664	3.7	25,992	30,381	-14.4	9,202	10,327	-10.9	21,654	22,273	-2.8	739	861	-14.2	7,485	9,792	-23.6	5,906	6,765	-12.7	2,193.5	2,177.5	0.7	76
77 Todmorden Room	23,507	23,792	-1.2	24,242	26,921	-10.0	11,352	11,223	1.1	23,420	14,713	59.2				3,650	4,038	-9.6	2,337	2,256	3.6	2,855.0	2,892.0	-1.3	77
78 Swansea Memorial	18,730	16,943	10.5	27,352	25,524	7.2	12,123	10,001	21.2	10,230	9,445	8.3	764	403	89.6	2,493	2,924	-14.7	1,493	1,276	17.0	2,827.0	2,535.5	11.5	78
79 Davenport	16,356	16,923	-3.4	54,267	57,636	-5.8	24,991	27,065	-7.7	10,963	7,074	55.0	875	950	-7.9	7,776	4,931	57.7	1,990	1,478	34.6	2,064.0	2,008.0	2.8	79
~ 80 Locke	12,125	136,144	-91.1	27,591	186,591	-85.2	24,517	68,406	-64.2		34,806	-100.0	525	8,515	-93.8	12,682	139,336	-90.9	81	14,065	-99.4	360.5	3,096.5	-88.4	80
~ 81 Centennial	10,438	108,763	-90.4	26,236	170,107	-84.6	10,794	56,148	-80.8		44,013	-100.0	770	10,113	-92.4	5,071	40,512	-87.5	138	11,546	-98.8	460.0	3,404.5	-86.5	81
Neighbourhood Total	7,672,825	7,122,971	7.7	7,353,161	8,055,532	-8.7	2,604,818	2,748,306	-5.2	2,990,544	2,984,235	0.2	406,450	387											

Branch Summary Statistics: January to December 2024

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS			
	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	
DISTRICT BRANCHES																									
1 Bloor/Gladstone	272,078	256,387	6.1	202,677	227,089	-10.7	73,458	78,023	-5.9	102,139	124,103	-17.7	12,691	10,964	15.8	137,452	140,301	-2.0	42,156	61,386	-31.3	3,456.5	3,432.5	0.7	1
2 Albion	267,042	250,527	6.6	152,441	158,702	-3.9	36,092	36,934	-2.3	72,271	86,554	-16.5	22,789	20,150	13.1	170,722	165,753	3.0	42,410	52,888	-19.8	3,456.5	3,432.5	0.7	2
3 Cedarbrae	237,936	175,623	35.5	170,059	155,502	9.4	34,499	36,665	-5.9	123,872	95,281	30.0	24,277	16,230	49.6	101,309	86,427	17.2	40,478	35,360	14.5	3,456.5	2,715.0	27.3	3
4 Northern District	235,891	268,406	-12.1	266,359	269,831	-1.3	92,385	96,778	-4.5	67,748	70,000	-3.2	7,300	5,742	27.1	163,019	144,883	12.5	38,609	47,028	-17.9	3,456.5	3,432.5	0.7	4
5 Richview	229,873	215,640	6.6	291,553	306,733	-4.9	88,570	93,188	-5.0	79,943	84,837	-5.8	21,771	14,741	47.7	106,815	106,539	0.3	28,614	29,750	-3.8	3,456.5	3,432.5	0.7	5
6 Lillian H. Smith	215,257	202,595	6.2	143,218	158,557	-9.7	49,443	56,019	-11.7	90,162	91,251	-1.2	6,799	6,155	10.5	83,621	85,843	-2.6	42,736	59,821	-28.6	3,456.5	3,432.5	0.7	6
7 York Woods	203,796	120,590	69.0	75,613	45,504	66.2	17,141	11,932	43.7	75,882	48,787	55.5	14,174	10,008	41.6	95,161	72,648	31.0	21,729	19,605	10.8	3,456.5	3,164.5	9.2	7
8 S. Walter Stewart	192,413	185,231	3.9	227,602	247,483	-8.0	75,265	79,304	-5.1	54,568	54,320	0.5	16,682	15,616	6.8	61,889	60,212	2.8	22,278	21,180	5.2	3,456.5	3,367.0	2.7	8
9 Don Mills	187,237	172,019	8.8	270,705	279,003	-3.0	78,477	80,704	-2.8	67,628	66,442	1.8	16,759	14,576	15.0	79,151	81,909	-3.4	18,715	21,049	-11.1	3,456.5	3,432.5	0.7	9
10 Brentwood	177,540	162,788	9.1	245,362	281,541	-12.9	93,780	100,099	-6.3	55,031	53,040	3.8	12,768	8,779	45.4	53,443	48,504	10.2	19,014	24,906	-23.7	3,456.5	3,432.5	0.7	10
*~ 11 Fairview	177,143	286,684	-38.2	184,426	325,661	-43.4	63,845	77,948	-18.1	63,604	122,106	-47.9	7,392	19,624	-62.3	87,291	262,847	-66.8	21,581	46,876	-54.0	2,985.0	2,577.0	15.8	11
12 Barbara Frum	171,165	177,729	-3.7	267,914	289,654	-7.5	86,733	89,187	-2.8	89,364	72,097	24.0	22,429	22,400	0.1	66,842	67,944	-1.6	22,965	23,940	-4.1	3,456.5	3,432.5	0.7	12
13 Albert Campbell	168,305	136,572	23.2	126,624	133,274	-5.0	27,168	26,444	2.7	82,200	68,988	19.2	18,438	11,091	66.2	139,937	91,115	53.6	29,506	34,765	-15.1	3,456.5	3,432.5	0.7	13
14 Pape/Danforth	160,488	156,865	2.3	188,763	212,393	-11.1	80,597	87,199	-7.6	51,009	44,499	14.6	4,893	4,504	8.6	42,936	46,035	-6.7	17,946	23,826	-24.7	3,456.5	3,432.5	0.7	14
15 Agincourt	138,041	138,856	-0.6	269,092	309,927	-13.2	63,200	69,533	-9.1	90,436	85,019	6.4	22,887	20,410	12.1	131,825	134,612	-2.1	37,462	43,030	-12.9	3,410.5	3,432.5	-0.6	15
~ 16 Malvern	126,887	158,476	-19.9	139,462	171,066	-18.5	29,269	33,423	-12.4	48,714	70,685	-31.1	14,920	20,633	-27.7	89,221	87,614	1.8	23,451	31,461	-25.5	2,908.0	3,432.5	-15.3	16
17 Maria A. Shchuka	122,102	121,933	0.1	87,313	93,920	-7.0	25,265	26,116	-3.3	46,631	47,543	-1.9	8,638	7,414	16.5	66,956	79,654	-15.9	22,805	25,669	-11.2	3,456.5	3,432.5	0.7	17
District Total	3,283,194	3,186,921	3.0	3,309,183	3,665,840	-9.7	1,015,187	1,079,496	-6.0	1,261,204	1,285,552	-1.9	255,607	229,037	11.6	1,677,590	1,762,840	-4.8	492,455	602,540	-18.3	57,694.5	56,446.0	2.2	
District Average	193,129	187,466	3.0	194,658	215,638	-9.7	59,717	63,500	-6.0	74,188	75,621	-1.9	15,036	13,473	11.6	98,682	103,696	-4.8	28,968	35,444	-18.3	3,393.8	3,320.4	2.2	
Branch Total (excl. R&R)	10,956,019	10,309,892	6.3	10,662,344	11,721,372	-9.0	3,620,005	3,827,802	-5.4	4,251,748	4,269,787	-0.4	662,057	616,576	7.4	4,623,045	4,733,041	-2.3	1,377,737	1,596,416	-13.7	272,848.5	266,999.0	2.2	
Branch Average (excl. R&R)	112,949	106,288	6.3	109,921	120,839	-9.0	37,320	39,462	-5.4	44,289	44,018	0.6	6,896	6,423	7.4	47,660	48,794	-2.3	14,203	16,458	-13.7	2,812.9	2,752.6	2.2	
RESEARCH AND REFERENCE BRANCHES																									
North York Central Library	1,276,231	1,151,777	10.8	614,755	616,108	-0.2	164,622	156,772	5.0	361,792	316,551	14.3	51,492	48,826	5.5	677,232	681,527	-0.6	93,873	112,731	-16.7	3,456.5	3,432.5	0.7	
Toronto Reference Library	1,148,744	1,006,135	14.2	160,186	181,400	-11.7	82,927	82,334	0.7	392,508	327,242	19.9	26,047	17,966	45.0	627,939	668,287	-6.0	124,335	151,131	-17.7	3,456.5	3,432.5	0.7	
Osborne Collection	20,055	16,078	24.7	138	977	-85.9				5,391	5,795	-7.0	616	830	-25.8										
Merril Collection	9,610	8,786	9.4	29	7	314.3		3,398	-100.0	3,415	3,778	-9.6	537	553	-2.9										
Answerline				19,977	20,154	-0.9				11		-100.0	233,174	142,949	63.1										
Interloan				2,719	4,861	-44.1	2,686	4,374	-38.6																
Virtual Reference Desk													12,872	-100.0											
Research & Reference Total	2,454,640	2,182,776	12.5	797,804	823,507	-3.1	250,235	246,889	1.4	996,279	809,187	23.1	78,692	68,175	15.4	1,305,171	1,349,814	-3.3	218,208	263,862	-17.3	6,913.0	6,865.0	0.7	
Research & Reference Average	1,212,488	1,078,956	12.4	387,471	398,754	-2.8	123,775	119,553	3.5	377,150	321,897	17.2	38,770	33,396	16.1	652,586	674,907	-3.3	109,104	131,931	-17.3	3,456.5	3,432.5	0.7	
CITY-WIDE SERVICES																									
Bookmobile	12,960	9,565	35.5	30,835	28,169	9.5	9,813	8,647	13.5	5,280	5,271	0.2	244	143	70.6							2,066.0	2,055.0	0.5	
~ Sunnybrook Hospital	8,017	5,590	43.4	3,466	2,522	37.4	1,386	798	73.7	3,912	2,961	32.1	80									1,928.0	2,000.0	-3.6	
Adult Literacy Department				122	94	29.8				14,506	19,448	-25.4	4,209	3,954	6.4										
Home Library Service				50,155	43,669	14.9	21,387	19,390	10.3	29,138	44,898	-35.1													
City-Wide Services Total	20,977	15,155	38.4	84,578	74,454	13.6	32,586	28,835	13.0	52,837	72,578	-27.2	4,533	4,097	10.6							3,994.0	4,055.0	-1.5	
REMOTE SERVICES																									
Automated Phone System				44,404	55,046	-19.3																			
eCirc				16,523,740	12,313,520	34.2	5,208,196	4,654,294	11.9																
Toronto Public Library							2,365	9,396	-74.8				23,377	45,347	-48.4										
Remote Services				16,568,144	12,368,566	34.0	5,210,561	4,663,690	11.7				23,377	45,347	-48.4										
Departmental Staff				6,324	5,000	26.5		2,463	-100.0				5,127	7,103	-27.8										
City-Wide & Remote Services^^	20,977	15,155	38.4	16,659,046	12,448,020	33.8	5,243,147	4,694,988	11.7	52,837	72,578	-27.2										3,994.0	4,055.0	-1.5	
Grand Total	13,431,636	12,507,823	7.4	28,119,194	24,992,899	12.5	9,113,387	8,769,679	3.9	5,300,864	5,151,552														

Branch Summary Statistics: January to December 2024

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			OPEN HOURS		
	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change	2024	2023	% Change
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.																								
Forest Hill closed December 27, 2023 for planned plumbing work. Re-opened Thursday, January 4, 2024.																								
Annette Street closed January 8, 2024 for planned repairs. Re-opened Saturday, January 20, 2024.																								
Daniel G. Hill closed January 15, 2024 for planned HVAC work. Re-opened Monday January 29, 2024.																								
St. Lawrence closed January 23, 2024 for HVAC work in the Toronto Community Housing Corporation building. Re-opened January 27, 2024.																								
Locke closed February 12, 2024 for renovation. Expected to re-open in approximately 12-18 months.																								
Centennial closed February 20, 2024 for major renovation. Expected to re-open in approximately 3 years.																								
Sunnybrook closed April 29 to May 3, 2024. Re-opened May 6, 2024 in a temporary pop-up location in the same wing of the hospital.																								
Parliament Street closed July 15, 2024 at 5:00 pm due to flooding. Re-opened July 23, 2024.																								
Woodview Park closed July 23, 2024 for roof work. Re-opened August 2, 2024.																								
Bridlewood closed September 9, 2024 to relocate. Re-opened November 25, 2024 in a new location in Bridlewood Mall.																								
Long Branch closed October 1, 2024 for building repairs. Re-opened December 17, 2024.																								
Sunnybrook Hospital closed October 11, 2024 to relocate. Re-opened October 21, 2024 in a new permanent location in the hospital.																								
Malvern closed November 4, 2024 for renovation. Expected to re-open in approximately 4-5 months.																								
City Hall closed December 2, 2024 for building maintenance and repair work. Re-opened December 9, 2024.																								
St. Lawrence closed December 28, 2024 due to building issues. Re-opened January 3, 2025.																								

How We Compare 2023: The Canadian Library Context

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

Library Systems	Population Served		# of Branches		Pop'n. Served per Branch		Square Footage		Sq. Ft. per Capita		Branch Visits		Branch 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	3,135,243	1	100	1	31,352	1	2,050,873	2	0.65	1	12,507,823	3	3.99	1	24,992,899	4	7.97	1	33,512,277	2	10.69
Calgary Library Board, City of	2	1,323,700	2	21	5	63,033	2	577,163	4	0.44	2	6,254,518	2	4.73	2	17,038,066	2	12.87	3	10,541,807	4	7.96
Winnipeg Public Library	3	815,599	4	20	3	40,780	4	396,180	3	0.49	5	1,782,913	5	2.19	5	4,764,196	5	5.84	2	11,303,760	1	13.86
Vancouver Public Library	4	674,552	2	21	2	32,122	3	533,674	1	0.79	3	4,552,642	1	6.75	3	10,425,449	1	15.46	4	6,275,214	3	9.30
Surrey Public Library	5	557,310	5	10	4	55,731	5	208,314	5	0.37	4	2,081,576	4	3.74	4	5,116,916	3	9.18	5	2,160,345	5	3.88

Summary	Population Served	# of Branches	Pop'n. Served per Branch	Square Footage	Sq. Ft. per Capita	Branch Visits	Branch Visits per Capita	Total Circulation	Circulation per Capita	E-visits	E-visits per Capita
Average	1,301,281	34	44,604	753,241	0.55	5,435,894	4.3	12,467,505	10.26	12,758,681	9.14
Maximum	3,135,243	100	63,033	2,050,873	0.79	12,507,823	6.75	24,992,899	15.46	33,512,277	13.86
Minimum	557,310	10	31,352	208,314	0.37	1,782,913	2.19	4,764,196	5.84	2,160,345	3.88
Median	815,599	21	40,780	533,674	0.49	4,552,642	3.99	10,425,449	9.18	10,541,807	9.30

Source:

2023 Canadian Public Library Statistics 2023 (Canadian Urban Libraries Council (CULC))

Winnipeg Public Library did not participate in 2022

2023 Municipal Benchmarking Network Canada (MBNCanada)

Toronto population data provided by the City of Toronto

How We Compare 2023: The International Library Context

International Libraries Serving a Population Over 2,000,000 sorted by population

Library Systems	Population Served		# of Branches		Pop'n. Served per Branch		Branch Visits		Branch Visits per Capita		Total Circulation		Circulation per Capita		E-visits		E-visits per Capita	
		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank
Toronto Public Library	3,135,243	8	100	1	31,352	1	12,507,823	3	3.99	1	24,992,899	3	7.97	1	33,512,277	2	10.7	2
Hong Kong Public Libraries (China)	7,536,100	1	82	4	91,904	11	20,900,000	1	2.77	4	30,000,000	2	3.98	8				
Singapore National Library Board (Singapore)	5,789,090	2	21	14	275,671	14	19,800,000	2	3.42	2	36,300,000	1	6.27	3	121,200,000	1	20.9	1
Barcelona Libraries Consortium (Spain)	5,687,000	3	40	9	142,175	13	5,620,026	6	0.99	12					399,477	6	0.1	6
Los Angeles Public Library (USA)	4,030,904	4	73	5	55,218	7	4,545,301	9	1.13	11	17,190,962	5	4.26	5				
New York Public Library (USA)	3,662,652	5	91	2	40,249	4	11,597,585	4	3.17	3	16,796,837	6	4.59	4				
Berlin Public Library (Germany)	3,573,940	6	2	15	1,786,970	15	1,212,371	15	0.34	15	6,929,295	13	1.94	14	6,104,000	3	1.7	3
LA County Library (USA)	3,248,285	7	89	3	36,498	3	5,515,718	8	1.70	7	10,504,677	7	3.23	12	1,266,086	5	0.4	5
Brooklyn Public Library (USA)	2,736,074	9	61	7	44,854	5	5,603,033	7	2.05	6	9,909,747	8	3.62	9				
Harris County Public Library (USA)	2,478,000	10	27	12	91,778	10	2,438,628	13	0.98	13	17,778,196	4	7.17	2				
Queens Borough Public Library (USA)	2,405,464	11	66	6	36,446	2	6,051,429	5	2.52	5	8,185,246	11	3.40	11				
Las Vegas-Clark County Library District (USA)	2,331,934	12	25	13	93,277	12	3,930,401	10	1.69	8	9,859,363	9	4.23	6				
Houston Public Library (USA)	2,302,878	13	38	10	60,602	8	1,970,493	14	0.86	14	6,506,130	14	2.83	13				
Miami-Dade Public Library System (USA)	2,259,430	14	50	8	45,189	6	3,163,391	11	1.40	10	7,697,269	12	3.41	10				
San Antonio Public Library (USA)	2,037,344	15	30	11	67,911	9	3,002,253	12	1.47	9	8,323,062	10	4.09	7	1,831,872	4	0.9	4
Average	3,547,623		53		193,340		7,190,563		1.90		15,069,549		4.36		27,385,619		5.8	
Maximum	7,536,100		100		1,786,970		20,900,000		3.99		36,300,000		7.97		121,200,000		20.9	
Minimum	2,037,344		2		31,352		1,212,371		0.34		6,506,130		1.94		399,477		0.1	
Median	3,135,243		50		60,602		5,515,718		1.69		10,207,212		4.03		3,967,936		1.3	

Source: 2023 Urban Libraries Council (ULC); Toronto Public Library International Benchmarking Survey

Toronto population data provided by the City of Toronto

Berlin Public Libraries - <https://zlb.pageflow.io/zentral-und-landesbibliothek-berlin-jahresbericht-2023>

Singapore National Library Board - https://www.nlb.gov.sg/main/-/media/NLBMedia/Documents/About-Us/Press-Room-Publication/Annual-Reports/NLB_Annual_Report_2023_2024.pdf

How We Compare 2023: The North American Library Context

North American Libraries Serving a Population Over 2,000,000 sorted by population

Library Systems	Population Served		# of Branches		Pop'n. Served per Branch		Branch Visits		Branch Visits per Capita		Total Circulation		Circulation per Capita		E-visits		E-visits per Capita	
		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank
Toronto Public Library	3,135,243	4	100	1	31,352	1	12,507,823	1	3.99	1	24,992,899	1	7.97	1	33,512,277	1	10.7	1
Los Angeles Public Library (USA)	4,030,904	1	73	4	55,218	7	4,545,301	6	1.13	9	17,190,962	3	4.26	4				
New York Public Library (USA)	3,662,652	2	91	2	40,249	4	11,597,585	2	3.17	2	16,796,837	4	4.59	3				
LA County Library (USA)	3,248,285	3	89	3	36,498	3	5,515,718	5	1.70	5	10,504,677	5	3.23	10	1,266,086	3	0.4	3
Brooklyn Public Library (USA)	2,736,074	5	61	6	44,854	5	5,603,033	4	2.05	4	9,909,747	6	3.62	7				
Harris County Public Library (USA)	2,478,000	6	27	10	91,778	10	2,438,628	10	0.98	10	17,778,196	2	7.17	2				
Queens Borough Public Library (USA)	2,405,464	7	66	5	36,446	2	6,051,429	3	2.52	3	8,185,246	9	3.40	9				
Las Vegas-Clark County Library District (USA)	2,331,934	8	25	11	93,277	11	3,930,401	7	1.69	6	9,859,363	7	4.23	5				
Houston Public Library (USA)	2,302,878	9	38	8	60,602	8	1,970,493	11	0.86	11	6,506,130	11	2.83	11				
Miami-Dade Public Library System (USA)	2,259,430	10	50	7	45,189	6	3,163,391	8	1.40	8	7,697,269	10	3.41	8				
San Antonio Public Library (USA)	2,037,344	11	30	9	67,911	9	3,002,253	9	1.47	7	8,323,062	8	4.09	6	1,831,872	2	0.9	2
Average	2,784,383		59		54,852		5,484,187		1.9		12,522,217		4.4		12,203,412		4.0	
Maximum	4,030,904		100		93,277		12,507,823		4.0		24,992,899		8.0		33,512,277		10.7	
Minimum	2,037,344		25		31,352		1,970,493		0.9		6,506,130		2.8		1,266,086		0.4	
Median	2,478,000		61		45,189		4,545,301		1.7		9,909,747		4.1		1,831,872		0.9	

Source:

2023 Urban Libraries Council (ULC)

Toronto Public Library International Benchmarking Survey

Toronto population data provided by the City of Toronto



attachment 6

2024 public service statistics, trends & comparisons

Toronto Public Library Board
May 26, 2025

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

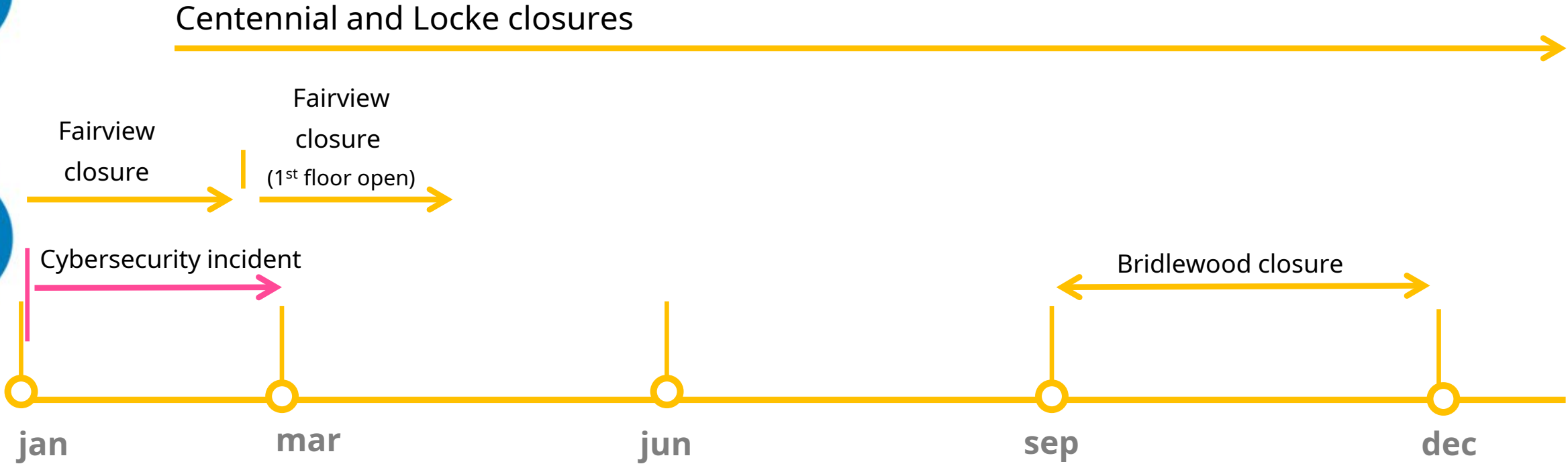
2. **Trends** by year and by month, where applicable:
 - 2 year comparison
 - 2019 baseline year comparison

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

- 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 2024 results

branch closures, cyberattack



2024 timeline

how well we are doing
increasing usage and demand


total visits
45 million

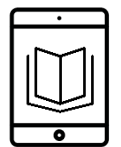
 **13.4 million**
visits to branches


 **31.5 million**
visits to tpl websites


 **39,150** | **773,786**
programs offered | programs attended


total circulation
28 million

 **11.6 million**
physical circulation

 **16.5 million**
electronic circulation

 **5.9 million**
wireless sessions

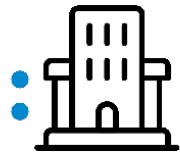







 **1.3 million**
computer session hours

 **1.0 million**
tpl members

235,270
new registrations

how well we are doing overall usage trends

Despite cybersecurity setbacks, TPL saw a strong recovery in 2024 with rising branch visits, continued growth in total circulation, and strong demand for in-person programs and in-branch technologies.

full year			
	in-person visits		7%
	total circulation		13%
	public computing		15%
	program attendance		4%

how well we are doing in-branch services trends

There was ongoing growth in the use of in-branch services in 2024.



↑ **7%**
13.4M



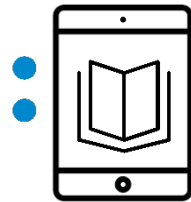
↑ **15%** **8%**
38.4K 750K
programs attendance



↑ **13%** **10%**
27.7K 6.7K
visits program
attendance

how well we are doing circulation trends

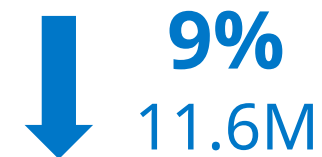
Electronic circulation continued an upward trend, supported by eAudiobooks and eMagazines. Physical circulation was negatively impacted by the cybersecurity incident.



**electronic
circulation**



**physical
circulation**



how well we are doing membership trends

There was a boost in active use in 2024 and steady growth in new cardholders driven by the introduction of a new venue partner for the tpl:map program.



1

Worldwide*

- per capita circulation
- per capita branch visits

#2 per capita electronic visits

#2 total electronic visits

#3 branch visits

#3 total circulation

**Serving a population over 2,000,000 (2023)*

1

North America*

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

**Serving a population over 2,000,000 (2023)*

1

Canada*

- total circulation
- branch visits
- electronic visits

↓ #2 per capita electronic visits

↑ #3 per capita branch visits

#4 per capita circulation

**Serving a population over 500,000 (2023)*

Sources:

2023 statistics from Canadian Urban Libraries Council (CULC)

2023 Municipal Benchmarking Network Canada (MBNC)

2023 Urban libraries Council (ULC); Toronto Public Library International Benchmarking Survey

benchmarking: Canada

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

Source:

2023 statistics from Canadian Urban Libraries Council (CULC)
 2023 Municipal Benchmarking Network Canada (MBNC)
 Winnipeg Public Library did not participate in 2022.

benchmarking: North America

	population	number of branches	population served (per branch)	branch visits	branch visits (per capita)	total circulation	circulation (per capita)	e-visits	e-visits (per capita)
Toronto Public Library	4	1	1	1	1	1	1	1	1
Los Angeles Public Library	1	4	7	6	9	3	4		
New York Public Library	2	2	4	2	2	4	3		
LA County Library	3	3	3	5	5	5	10	3	3
Brooklyn Public Library	5	6	5	4	4	6	7		
Harris County Public Library	6	10	10	10	10	2	2		
Queens Borough Public Library	7	5	2	3	3	9	9		
Las Vegas - Clark County Library District	8	11	11	7	6	7	5		
Houston Public Library	9	8	8	11	11	11	11		
Miami-Dade Public Library System	10	7	6	8	8	10	8		
San Antonio Public Library	11	9	9	9	7	8	6	2	2

Source:

2023 Urban Libraries Council (ULC), Toronto Public Library Benchmarking Survey

benchmarking: international

	population served	number of branches	population served (per branch)	branch visits	branch visits (per capita)	total circulation	circulation (per capita)	e-visits	e-visits (per capita)
Hong Kong Public Libraries (China)	1	4	11	1	4	2	8		
Singapore National Library Board (Singapore)	2	14	14	2	2	1	3	1	1
Barcelona Libraries Consortium (Spain)	3	9	13	6	12			6	6
Los Angeles Public Library (USA)	4	5	7	9	11	5	5		
New York Public Library (USA)	5	2	4	4	3	6	4		
Berlin Public Library (Germany)	6	15	15	15	15	13	14	3	3
LA County Library (USA)	7	3	3	8	7	7	12	5	5
Toronto Public Library	8	1	1	3	1	3	1	2	2
Brooklyn Public Library (USA)	9	7	5	7	6	8	9		
Harris County Public Library (USA)	10	12	10	13	13	4	2		
Queens Borough Public Library (USA)	11	6	2	5	5	11	11		
Las Vegas-Clark County Library District (USA)	12	13	12	10	8	9	6		
Houston Public Library (USA)	13	10	8	14	14	14	13		
Miami-Dade Public Library System (USA)	14	8	6	11	10	12	10		
San Antonio Public Library (USA)	15	11	9	12	9	10	7	4	4

Source: 2023 Urban Libraries Council (ULC); Toronto Public Library International Benchmarking Survey

Berlin Public Libraries - <https://zlb.pageflow.io/zentral-und-landesbibliothek-berlin-jahresbericht-2023>

Singapore National Library Board - <https://www.nlb.gov.sg/main/-/media/NLBMedia/Documents/About-Us/Press-Room-Publication/Annual-Reports/NLB-Annual-Report-2023-2024.pdf>



thank you
questions?