tpl : toronto public library

**STAFF REPORT
INFORMATION ONLY**

2020 Public Service Statistics, Trends & Comparisons

Date:	April 26, 2021
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

This report presents Toronto Public Library's (TPL's) 2020 public service statistics, trends and comparisons from North American and Canadian public libraries.

2020 was a unique year due to the global COVID-19 pandemic, which impacted library performance. All branches closed for 16 weeks as mandated by the Province. As a result, total use[1] declined as in-branch and in-person services were severely restricted. The Library accelerated its virtual offerings with the implementation of digital access cards, increased online resources and content, and the creation of online programming and virtual learning. Because of these unusual circumstances, timelines in this report running over a five-and-ten year period exclude 2020 as trends would not have been appropriately represented, and these exclusions are noted throughout this report.

Upon phased introduction of in-branch services, use remained below normal levels due to reduced capacity, customer confidence and changes in customer behaviour. Under normal operating conditions, the Library provides a balance of in-branch and online services in response to community needs, and changes in how customers access information and use the library. With the pandemic, Library services shifted to more online and remote services to connect with customers, and deliver the services they need.

Significant trends include:
- Electronic circulation increased 30.5%, reaching double-digits, 10,540,429. For the fifth year in a row, TPL was the biggest lender of OverDrive items worldwide, with 8,724,023 loans.

[1] Total use is a measure of the Municipal Benchmarking Network Canada (MBNC). It includes visits, circulation, in-library use, reference requests, program attendance, virtual visits, workstation user sessions, wireless sessions and licensed database searches.

- Physical circulation decreased 53.7%, due to COVID-19 restrictions that severely limited browsing and collection access. Demand remained relatively strong however, with 4,234,546 holds placed on physical items.
- Overall visits decreased 67.8%, due to restrictions on capacity and in-person services. Average daily visits, however, declined 49.1%, from 49,852 to 25,378.
- Searches of licensed databases increased 30.6%.
- Delivered a new service of 963 online programs with 72,872 attendees.

In 2018, the latest year comparative data is available, TPL ranked first in North America in circulation, visits and electronic visits per capita among libraries serving populations of two million or more.

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

2020 statistics were impacted by the COVID-19 pandemic and do not accurately reflect changing patterns of library use under normal operating conditions. The Library quickly adapted and innovated to deliver services and programs that align with the priorities of the Library's strategic plan, to build success, resilience and well-being in TPL's communities.

ISSUE BACKGROUND

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

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

At its meeting on January 15, 2021, the Library Board approved TPL's Digital Strategy 2020-2024. Within the strategy, there is a strategic priority to ensure that "data is accessible, information is meaningful and actionable, and analytics is a core capability of the organization." As part of the 2021 action plan, a focus will be on the consolidation of standard reports. Consequently, this report has been renamed from "2020 Annual Performance Measures and Benchmarking" to "2020 Public Service

Statistics, Trends & Comparisons". Over the next five years, the format of the report will continue to be refined in line with strategic directions.

For additional context on how COVID-19 impacted the statistics reported in this report, please refer to the COVID-19 Year in Review report for a comprehensive look at the new and unique ways that TPL served its communities through these unprecedented times.

COMMENTS

TPL's 2020 metrics are summarized below with trends and influencing factors. Activity by branch is summarized in Attachment 1, Branch Summary Statistics: January to December 2020.

Benchmarking Ranking
TPL's services and programs have been developed to address the unique needs of Toronto's diverse urban population. Benchmarking the Library's performance against North American and Canadian comparators places Toronto's library service in the context of other municipalities. The latest comparative data available for North America is from 2018, and for Canada is from 2019.

North America (Libraries serving a population over 2 million) (Attachment 2)
TPL had the highest visits, circulation and electronic visits per capita when compared to other large urban systems, and the greatest number of branches and second highest square footage of library space per capita.

Canadian (Libraries serving a population of over 500,000) (Attachment 3)
TPL had the highest overall visits, circulation and electronic visits and ranked third in visits per capita, and fifth in circulation per capita and in electronic visits per capita, while offering the third highest square footage of library space per capita.

Municipal Benchmarking Network Canada
TPL has participated in the Municipal Benchmarking Network Canada (MBNC) survey for fifteen years. In 2019, TPL ranked third in both total library use per capita and electronic library use per capita, fifth in non-electronic library use per capita, first in computer use per capita, and sixth in total cost per use, out of the ten library systems reporting. TPL offers services in a complex and diverse urban environment that is significantly different from comparator libraries serving smaller municipalities.

Circulation

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

Total circulation	Key influencing factors 2020:
2020: **21,000,916**　　**- 31.5%** *Five-year trend:　- 5.7% *Ten-year trend:　- 5.1% ** Due to the impact of the pandemic, five-and ten-year timelines exclude 2020 data in order to ensure representative trends.*	• COVID-19 negatively impacted the circulation of physical items by hindering access through branch closures, restrictions on browsing shelves, and the quarantine of materials returned by customers. • Electronic circulation increased 30.5%. OverDrive transactions grew 32.6%, with demand surpassing supply as holds increased 54.7%.

How Toronto compares 2014 to 2018:

Circulation is influenced by funding trends, policies and procedures regarding collection use, and the demographic makeup of communities. An analysis of five-year circulation trends from 2014 to 2018, at North American libraries[2] serving populations greater than two million, shows that:

- Physical circulation declined for all nine comparator libraries, an average drop of 19.5%. TPL's decline was 17.5%, the third lowest. It is still a positive picture. TPL continues to have the highest physical circulation in North America. While most large Canadian libraries are maintaining their use, major U.S. libraries like Houston, Queens Borough and Los Angeles are seeing serious declines.
- Electronic circulation increased for all but one of the libraries, an average increase of 128.0%. TPL reported the seventh largest increase (100.7%). TPL was an early adopter of electronic circulating materials in 2000 and use has been building for almost 20 years.
- Total circulation, which comprises both electronic and physical transactions, declined for five out of the nine comparator libraries, and averaged an increase of 10.5%. TPL reported the second smallest drop (-4.6%).

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[2] Analysis of the latest data available. North American libraries are used because the larger geography provides benchmarking against urban centres offering library service to similarly sized populations. In the Canadian context, Toronto is the largest urban centre, followed by Montreal and Calgary. All other library systems serve populations less than 1 million (refer to attachment 3).

Physical Circulation North American Public Libraries: 5-year trend
serving populations greater than 2 million

Toronto PL — ↓ -17.5%
New York PL — ↓ -15.5%
County of Los Angeles PL
Brooklyn PL — ↓ -18.2%
Queens Borough PL — ↓ -25.5%
Los Angeles PL — ↓ -24.5%
Chicago PL — ↓ -3.1%
Miami-Dade PL — ↓ -19.3%
Houston PL — ↓ -32.0%

Legend: 2014, 2015, 2016, 2017, 2018

Total Circulation North American Public Libraries: 5-year trend
serving populations greater than 2 million

Toronto PL — ↓ -4.6%
New York PL — ↓ -3.0%
Los Angeles PL — ↑ 32.5%
County of Los Angeles PL
Brooklyn PL — ↓ -12.1%
Queens Borough PL — ↓ -20.9%
Chicago PL — ↑ 16.8%
Houston PL — ↑ 80.1%
Miami-Dade PL — ↓ -5.1%

Legend: 2014, 2015, 2016, 2017, 2018

2020 highlights:

- 2020 reported a 31.5% decrease in total circulation transactions, driven by a 53.7% drop in physical circulation. Electronic circulation which increased 30.5% helped mitigate the overall decline.
- For the first-time, electronic circulation accounted for more than half of total circulation, 50.2%, up from 26.3% in the previous year.
- eVideos saw the largest increase, 77.0%. medici.tv (195.7%) and Kanopy (76.5%) reported the biggest growth.
- Reading materials continue to account for the majority of items borrowed by customers.
  - Physical books made up 33.5% of total circulation, followed by eBook transactions (31.4%), physical DVDs (10.4%), and eAudiobooks with 10.0% of total circulation.

- In 2019, physical books accounted for 46.3% of total circulation, followed by eBooks (16.7%), DVDs (16.0%), and eAudiobooks (5.3%).

Physical and Electronic Circulation by Format: 2019 to 2020

Physical Circulation				Electronic Circulation			
Format	2019	2020	2019-2020 % change	Format	2019	2020	2019-2020 % change
Books	14,208,685	7,043,773	-50.4%	eBook	5,113,721	6,602,524	29.1%
Audiobooks	1,504,029	622,734	-58.6%	eAudiobook	1,637,820	2,089,673	27.6%
Periodicals	1,204,865	234,310	-80.6%	eMagazine	673,077	739,647	9.9%
DVDs	4,903,014	2,189,673	-55.3%	eVideo	606,240	1,073,293	77.0%
CDs	619,695	329,338	-46.9%	eMusic	44,319	35,292	-20.4%
Other**	146,568	40,659	-72.3%				
Total	**22,586,856**	**10,460,487**	**-53.7%**	**Total**	**8,075,177**	**10,540,429**	**30.5%**
Percentage of total circulation	73.7%	49.8%		Percentage of total circulation	26.3%	50.2%	

Physical and Electronic Circulation: 5-year trend

Year						
2019	22,586,856		8,075,177		30,662,033	
2018	23,554,361		7,001,209		30,555,570	
2017	24,459,477		5,639,413		30,098,890	
2016	26,886,087		5,024,490		31,910,577	
2015	28,110,306		4,395,657		32,505,963	

Physical Circulation ⬇ -19.6%   Electronic Circulation ⬆ 83.7%
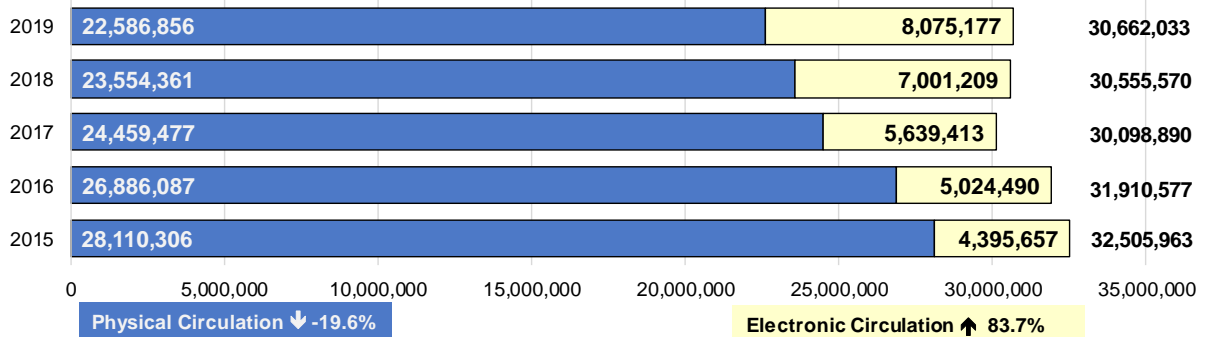
Physical and Electronic Circulation: 5-year trend

Year	Physical Circulation	Electronic Circulation	Total Circulation
2015	28,110,306	4,395,657	32,505,963
2016	26,886,087	5,024,490	31,910,577
2017	24,459,477	5,639,413	30,098,890
2018	23,554,361	7,001,209	30,555,570
2019	22,586,856	8,075,177	30,662,033
Percentage change 2018 to 2019	-4.1%	15.3%	0.3%
Percentage change 2015 to 2019	-19.6%	83.7%	-5.7%

- With the exception of February, every month reported declines in total circulation. April, May and June experienced the largest declines while branches were closed to the public from mid-March to June 2020. Once curbside holds pick-up began on June 16, 2020, and branches started to reopen in the summer and fall with limited access to collections and in-person services, total circulation climbed back up but did not reach pre-pandemic use levels.
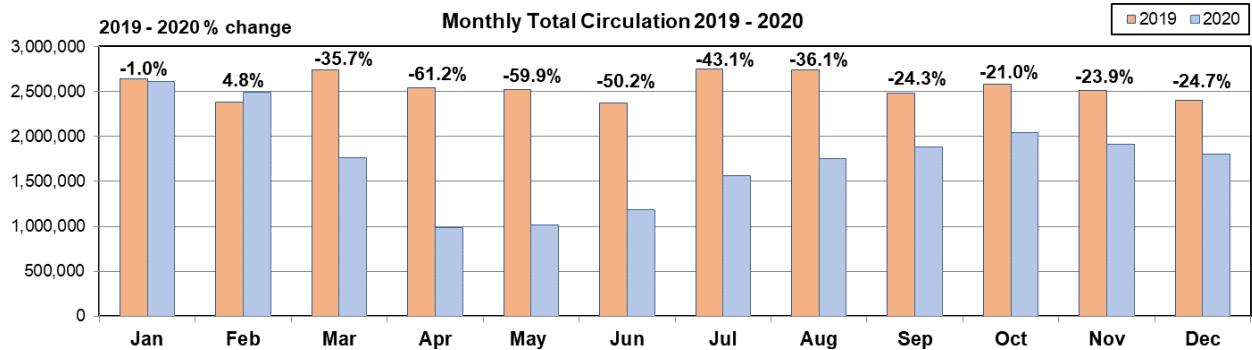
Monthly Total Circulation: 2019 to 2020

Month	2019	2020	2019-2020 % change
January	2,638,490	2,611,993	-1.0%
February	2,376,772	2,491,570	4.8%
March	2,740,215	1,760,986	-35.7%
April	2,539,876	986,229	-61.2%
May	2,525,908	1,012,406	-59.9%
June	2,376,405	1,184,545	-50.2%
July	2,746,114	1,562,056	-43.1%
August	2,736,854	1,749,360	-36.1%
September	2,485,558	1,882,649	-24.3%
October	2,581,888	2,038,485	-21.0%
November	2,515,277	1,913,532	-23.9%
December	2,398,676	1,807,105	-24.7%
Total	**30,662,033**	**21,000,916**	**-31.5%**

Branch Visits

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

Branch Visits		**Key influencing factors 2020:**
		• Branch closures and restrictions on in-person services due to COVID-19, negatively impacted visits.
2020: **5,557,751**	**- 67.8%**	
*Five-year trend:	- 5.0%	• Curbside holds-pick up were not tracked as branch visits.
*Ten-year trend:	- 6.0%	

* Due to the impact of the pandemic, five- and ten- year timelines exclude 2020 data in order to ensure representative trends.
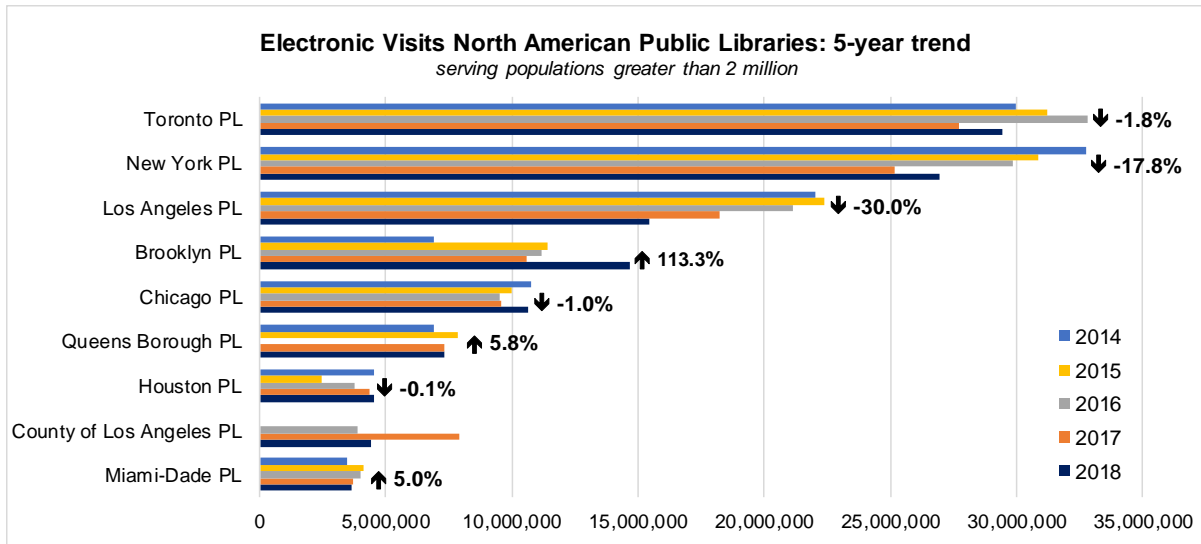
How TPL compares 2014 to 2018:
TPL's performance is in line with library trends and its North American comparators. An analysis of five-year trends from 2014 to 2018, at North American libraries[3] serving populations greater than two million, shows that:

- Visits are declining, an average decrease of 12.7%. Toronto (-4.1%) reported the smallest drop, Houston (-25.3%) and Los Angeles (-23.1%) had sharp declines.
- Toronto reported the highest average visits per capita (6.7), followed by Queens Borough (5.0) and New York (4.2), in this time period.

2020 highlights:
- Branch visits were off to a strong start as elementary and secondary school students, impacted by rotating strikes by teachers at the provincial level, visited their local branches to study, access computers, attend programs and socialize with their peers.
- All branches closed effective March 14, 2020, to support City and community efforts to curb the spread of the COVID-19 virus. On June 29, 2020, 18 branches reopened for contactless holds pick-up and computer access. Throughout the summer and fall, additional branches reopened with limited access to collections and in-person services. Branch visits slowly began to improve only to decline again starting in late November when Grey-Lockdown restrictions came into effect. Effective December 28, 2020, all branches closed as Grey-Lockdown restrictions were extended.

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[3] Analysis of the latest data available.
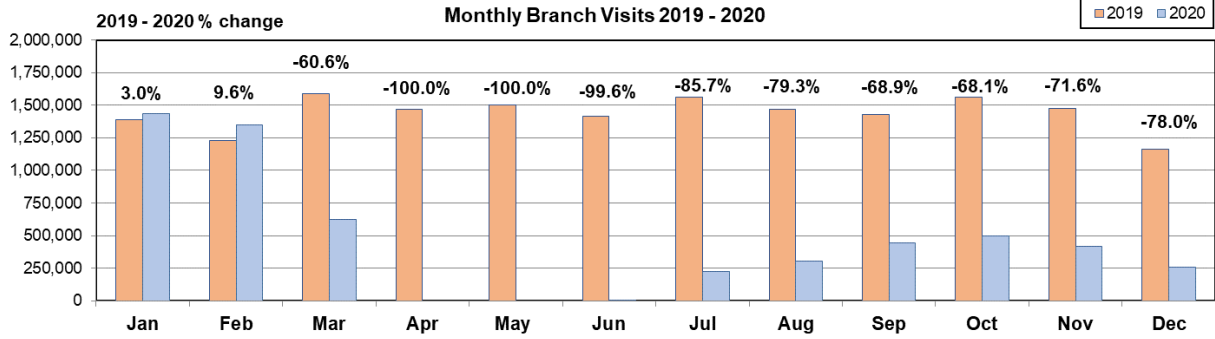
Monthly Branch Visits: 2019 to 2020

Month	2019	2020	2019-2020 % change
January	1,390,181	1,432,258	3.0%
February	1,231,174	1,349,722	9.6%
March	1,589,311	625,596	-60.6%
April	1,465,499	0	-100.0%
May	1,498,718	0	-100.0%
June	1,415,008	6,002	-99.6%
July	1,559,462	222,348	-85.7%
August	1,470,726	303,720	-79.3%
September	1,431,396	445,837	-68.9%
October	1,558,149	497,699	-68.1%
November	1,476,496	419,085	-71.6%
December	1,162,640	255,483	-78.0%
Total	**17,248,760**	**5,557,751**	**-67.8%**

Visits by Day of Week

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

- Total visits and average visits per open day were highest on Tuesdays.

Annual Visits by Day of Week: 2019 to 2020

Day of Week	Total Visits			Average Visits per Open Day		
	2019	2020	2019-2020 % change	2019	2020	2019-2020 % change
Sunday	673,758	168,540	-75.0%	15,313	16,854	10.1%
Monday	2,370,661	779,430	-67.1%	52,681	25,143	-52.3%
Tuesday	3,055,264	974,204	-68.1%	58,755	27,834	-52.6%
Wednesday	2,937,508	948,351	-67.7%	57,598	27,096	-53.0%

Day of Week	Total Visits			Average Visits per Open Day		
	2019	2020	2019-2020 % change	2019	2020	2019-2020 % change
Thursday	2,914,960	969,803	-66.7%	57,156	26,211	-54.1%
Friday	2,680,046	903,452	-66.3%	52,550	25,096	-52.2%
Saturday	2,616,563	813,970	-68.9%	50,319	23,256	-53.8%
Total	**17,248,760**	**5,557,751**	**-67.8%**	**49,852**	**25,378**	**-49.1%**

Electronic Visits

Electronic visits are influenced by website content, self-service features and electronic services and collections. Over the past five years, electronic visits decreased 2.4%, due to a change implemented in 2017 to how traffic to www.tpl.ca is counted, despite more content, self-service and customizable features, and improved searching added to the main site.

Electronic Visits 2020: **31,919,840** **+ 4.7%** *Five-year trend: - 2.4% *Ten-year trend: + 12.9% *Due to the impact of the pandemic, five- and ten- year timelines exclude 2020 data in order to ensure representative trends.*	**Key influencing factors 2020:** • Use of electronic databases and content continues to grow. • Visits to TPL websites increased 1.8%, with 29.6 million visits. • Visits to blogs with TPL-produced content jumped 170.4%, drawing in 1.5 million visits.

How TPL compares 2014 to 2018:
An analysis of five-year trends from 2014 to 2018, at North American libraries[4] serving populations greater than two million, shows that:

- Electronic visits have increased, an average of 9.2%.
- TPL reports the highest electronic visits in North America, and the highest average electronic visits per capita (11.3), followed by New York (9.0).

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[4] Analysis of the latest data available.

Electronic Visits North American Public Libraries: 5-year trend
serving populations greater than 2 million

Library	% change
Toronto PL	↓ -1.8%
New York PL	↓ -17.8%
Los Angeles PL	↓ -30.0%
Brooklyn PL	↑ 113.3%
Chicago PL	↓ -1.0%
Queens Borough PL	↑ 5.8%
Houston PL	↓ -0.1%
County of Los Angeles PL	
Miami-Dade PL	↑ 5.0%

Legend: 2014, 2015, 2016, 2017, 2018

2020 highlights:

- Launched the online form for customer title suggestions and implemented the Digital Access Card.
- In 2020, use of eLearning resources continued to be popular among customers, growing 32.5%. Top performing databases, Lynda.com, Brainfuse, Gale Courses and Mango Languages contributed almost 800,000 visits.
- Visits to blogs with TPL-produced content grew 170.4%, as customers sought timely information about library services and updates during the pandemic. The four most popular blogs drew 1.2 million visits and were: What's On at the Library Blog, Digital Library Services Blog, News Releases Blog, and Local History & Genealogy Blog.
- Use of online databases jumped 57.7%, and three of the top five performing databases were eLearning resources. The table below lists the fourteen top-performing licensed databases and eLearning resources. The latter are highlighted in rose.

Top Performing Online Databases (Licensed and eLearning Resources)

Rank	Online Database Resource	2020	2019	2019-2020 % change
1	PressReader	926,782	634,775	46.0%
2	NYTimes.com	462,126	42,714	981.9%
3	Lynda.com	328,794	295,085	11.4%
4	Brainfuse	243,431	151,194	61.0%
5	Gale Courses	108,981	50,473	115.9%
6	Mango Languages	108,246	91,159	18.7%
7	Naxos Music Library	54,474	50,005	8.9%
8	Toronto Star - Historical Newspaper Archive	51,820	46,182	12.2%

Rank	Online Database Resource	2020	2019	2019-2020 % change
9	Globe and Mail - Historical Newspaper Archive	41,423	39,013	6.2%
10	Consumer Reports Online	36,875	25,647	43.8%
11	Canadian Newsstream	28,327	20,349	39.2%
12	IELTS General	23,665	22,367	5.8%
13	Academic OneFile	23,014	26,551	-13.3%
14	Ancestry Library Edition	17,559	8,439	108.1%
	Total Sessions - Top 14 resources	**2,455,517**	**1,503,953**	**63.3%**
	Total Sessions - All 53 resources	**2,587,786**	**1,640,531**	**57.7%**

- 41.3% of external visits to the main website ([www.tpl.ca)](www.tpl.ca) took place on a phone or tablet, down from 45.3%. Overall external visits to the main site were down (-10.6%), particularly while branches were closed to the public from mid-March to June 2020. While online services were offered during this time, customers were not checking the main website regularly to place holds, check and manage their online account or browse in-person programs. Once curbside holds pick-up began, online program offerings increased, and branches started to reopen in the summer and fall, visits to the main website visits increased but did not reach pre-COVID-19 activity levels.

TPL Main Website: Percentage of mobile visits
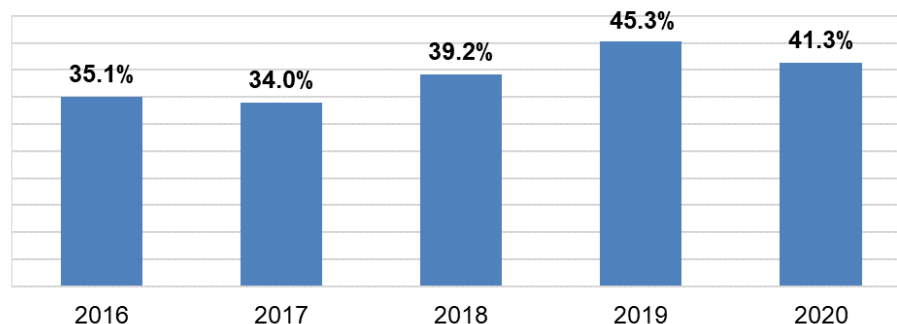
TPL Main Website: Percentage of Mobile Visits

Year	External Visits from Desktop Devices	External Visits from Mobile Devices (phones, tablets)	Total External Visits	% of Mobile Visits
2016	10,320,865	5,577,197	15,898,062	35.1%
2017	10,939,516	5,627,835	16,567,351	34.0%
2018	9,909,170	6,395,669	16,304,839	39.2%
2019	9,669,255	7,992,335	17,661,590	45.3%

Year	External Visits from Desktop Devices	External Visits from Mobile Devices (phones, tablets)	Total External Visits	% of Mobile Visits
2020	9,278,217	6,516,095	15,794,312	41.3%
Percentage change 2019 to 2020	-4.0%	-18.5%	-10.6%	-8.8%
Percentage change 2016 to 2020	-10.1%	16.8%	-0.7%	17.6%

Programs

As a five-year trend, program offerings and program attendance decreased, driven by branch closures and restrictions on in-person services due to COVID-19. The Library quickly adapted to provide a variety of online programming for customers of all ages.

Programs Offered

2020: **9,668**   **- 78.5%**

*Five-year trend: + 21.2%

*Ten-year trend: + 56.5%

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

Program Attendance

2020: **235,843**   **- 76.1%**

*Five-year trend: + 6.6%

*Ten-year trend: + 24.6%

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

Key influencing factors 2020:
- Branch closures and restrictions on in-person services due to COVID-19, negatively impacted in-person programming and outreach, while accelerating the implementation of online program delivery.
- Ten additional Youth Hubs opened with funding from the City's Poverty Reduction Strategy. The Youth Hubs provide afterschool space and programming to youth in Neighbourhood Improvement Areas and underserved communities.

How TPL compares 2014 to 2018:
TPL's performance is in line with library trends and its North American comparators. An analysis of five-year program trends from 2014 to 2018, at North American libraries[5] serving populations greater than 2 million, shows that:
- Programs offered rose, an average increase of 80.6%. TPL increased 37.7%.

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[5] Analysis of the latest data available.

- Program attendance increased, an average of 49.2%. TPL increased 19.7%.
- TPL ranked 4th in per capita programs and per capita attendance over this period.

2020 highlights:
- Introduced live and recorded online programs for audiences of all ages. 72,872 people attended 963 online programs. Online programs were popular and well received, with an average of 76 views and attendees per program.
- In-person programming was available from January until March 13, 2020, and did not resume system-wide upon the phased reopening of branches and services. A total of 8,705 in-person programs were delivered with 162,971 attendees.
- Adult (25-64) programs accounted for 30.1% of total programs offered[6] and 26.8% of total attendance. Preschool (0-5) programs accounted for the highest overall program attendance (36.4%) and the second highest number of programs offered (24.0%).
- Programs geared to seniors made up 5.5% of total programs offered and 4.2% of attendance.
- Youth Hubs attracted 23,570 participants, and accounted for 74.4% of total teen programs and 73.8% of total teen attendance.

2020 Programs and Attendance by Program Age Group

Program Age Group	In-person programs		Online Programs		Total Programs (in-person and online)			
	Programs	Attendance	Programs	Views and Attendees	Programs	Attendance	% of Programs	% of Attendance
Pre-school	2,258	58,156	61	27,679	2,319	85,835	24.0%	36.4%
School-Age	1,755	30,679	72	11,740	1,827	42,419	18.9%	18.0%
Children	*4,013*	*88,835*	*133*	*39,419*	*4,146*	*128,254*	*42.9%*	*54.4%*
Teen	1,859	28,905	85	3,048	1,944	31,953	20.1%	13.5%
Young Adult	69	1,032	65	1,523	134	2,555	1.4%	1.1%
Youth	*1,928*	*29,937*	*150*	*4,571*	*2,078*	*34,508*	*21.5%*	*14.6%*
Adult	2,281	35,652	632	27,564	2,913	63,216	30.1%	26.8%
Senior	483	8,547	48	1,318	531	9,865	5.5%	4.2%
Adult & Seniors	*2,764*	*44,199*	*680*	*28,882*	*3,444*	*73,081*	*35.6%*	*31.0%*
Total	**8,705**	**162,971**	**963**	**72,872**	**9,668**	**235,843**	**100.0%**	**100.0%**

- Launched the **Career Coaches in Residence Program** in the fall; an initiative that connects young adults to career and job help resources and information to help build their careers, and supports the Library's strategic priority of building pathways for workforce development. The program hosted 13 live online workshops and seminars with 422 views and attendees. The four coaches also provided career advice to youth through 220 individual one-hour virtual coaching sessions.

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[6] Total programs and total attendance include both in-person and online offerings.

- In-person programs at **The Bram and Bluma Appel Salon** continued to draw the largest attendance per program, averaging 319 attendees, up from 276 in the previous year. Online Appel Salon programs averaged 182 views and attendees per program.
- Almost one third of all programs were literary (31.3%) and accounted for 42.8% of attendance. Information and current issues programs made up 27.4% of offerings and 26.6% of attendance.
- A total of 1,701 innovation, technology and computer programs were offered and drew 31,122 attendees. They represented 17.6% of total programs offered and 13.2% of total attendance.

2020 Programs and Attendance by Program Type

Program Type	In-person programs		Online Programs		Total Programs (in-person and online)			
	Programs	Attendance	Programs	Views and Attendees	Programs	Attendance	% of Programs	% of Attendance
Cultural	2,113	32,613	87	11,327	2,200	43,940	22.8%	18.6%
ESL	386	10,596	4	26	390	10,622	4.0%	4.5%
Information & Current Issues	2,412	44,852	233	17,850	2,645	62,702	27.4%	26.6%
Literacy	188	4,322	0	0	188	4,322	1.9%	1.8%
Literary	2,781	62,163	243	38,739	3,024	100,902	31.3%	42.8%
User Education	825	8,425	396	4,930	1,221	13,355	12.6%	5.7%
Total	**8,705**	**162,971**	**963**	**72,872**	**9,668**	**235,843**	**100.0%**	**100.0%**

Program Type definitions

Cultural: Programs that feature or promote the arts, culture and heritage; that relate to the ideas, customs and social behavior of a society, and to intellectual achievements.
Examples: Culture, performing and visual arts, entertainment, hobbies, crafts and games, puppet shows, customs and social behavior, history, genealogy, etc.

ESL: Programs to help participants learn English.
Examples: English as a Second Language classes, English Conversation Circle, etc.

Information & Current Issues: Non-computer programs that are instructional and /or impart knowledge, and programs on topical issues and current events.
Examples: Health and wellness, gardening, business, legal, personal finance, science and technology, newcomer programs, intellectual topics, ideas, etc.

Literacy: Instructional programs where participants learn how to read and write.
Examples: Leading to Reading, programs in basic reading, writing and math.

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

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

User Education: Programs on using computer resources and library resources.

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

Use of Technology in Branches

As a five-year trend, both workstation and wireless use are declining. The disruption caused by COVID-19 greatly impacted access to in-branch technology and reinforces the important role that libraries play in addressing the digital divide. In 2019, the Bridge survey of technology use reported that 51.0% of Toronto respondents accessed technology at the Library that they would not have had access to otherwise.

Workstation User Sessions	
2020: **1,010,610**	**- 74.7%**
*Five-year trend:	- 40.4%
*Ten-year trend:	- 33.5%
Due to the impact of the pandemic, five- and ten- year timelines exclude 2020 data in order to ensure representative trends.	

Wireless Sessions	
2020: **1,699,633**	**- 65.2%**
*Five-year trend:	+ 51.3%
*Ten-year trend:	+ 337.7%
Due to the impact of the pandemic, five- and ten- year timelines exclude 2020 data in order to ensure representative trends.	

Key influencing factors 2020:
- Branch closures and capacity restrictions on in-person services due to COVID-19, negatively impacted workstation user sessions and wireless use.

2020 highlights:
- Wireless use continued to surpass workstation use. During pandemic mandated closures, wireless access remained available to customers outside branch locations. Access to workstations and laptops, however, was unavailable, while capacity was greatly reduced during phased reinstatement of in-branch services.
- 1,000 hotspot devices were distributed to low-income families and individuals who face barriers to accessing the internet, through TPL's Wi-Fi Hotspot Lending program, which is supported by the City's Poverty Reduction Strategy.

- 308 Internet Connectivity Kits were distributed to ensure access to critical online services and to support low-income families or individuals who lack home internet access. Each kit contains a new laptop and Wi-Fi Hotspot with four months or two years of unlimited data, which recipients get to keep. The kits were funded through the TPL Foundation and the City of Toronto. The Library partnered with the City's Community Coordination Plan to identify agencies and clients in most urgent need of support.
- In August, TPL partnered with the City of Toronto to provide temporary Wi-Fi access in parks as part of the Wi-Fi on Wheels pilot project. The Wi-Fi-enabled Bookmobile visited Masseygrove Park and Edgeley Park connecting visitors to free Wi-Fi between noon and 6:30 p.m.

Workstation and Wireless Use: 5 year trend

Wireless Use ↑ 51.3%
Workstation Use ↓ - 40.4%

2019	4,883,758
2019	3,987,543
2018	5,019,054
2018	4,281,407
2017	4,954,179
2017	5,715,226
2016	3,982,962
2016	6,467,294
2015	3,227,441
2015	6,692,409
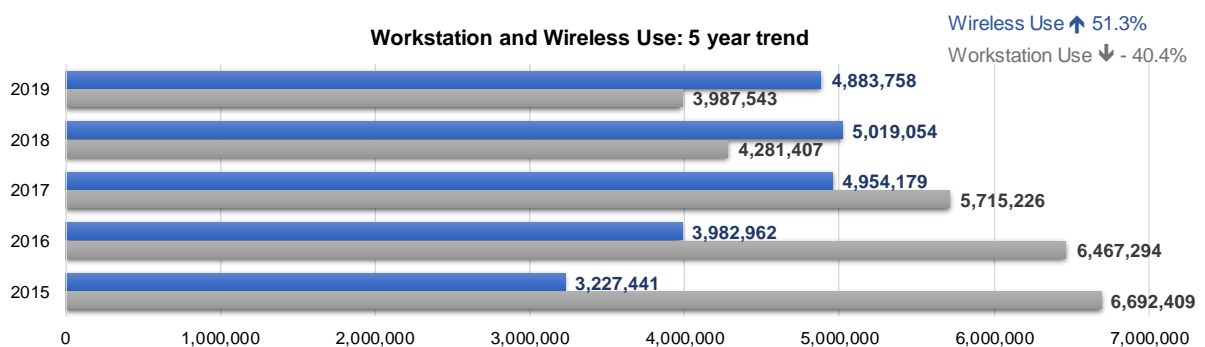
Workstation and Wireless Sessions: 5-year trend

Year	Workstation User Sessions	Wireless Sessions
2015	6,692,409	3,227,441
2016	6,467,294	3,982,962
2017	5,715,226	4,954,179
2018	4,281,407	5,019,054
2019	3,987,543	4,883,758
Percentage change 2018 to 2019	-6.9%	-2.7%
Percentage change 2015 to 2019	-40.4%	51.3%

Note: Starting in 2018, user workstation sessions are tracked and reported using the Reserve a Computer (RAC) management system, providing a more accurate measure of workstation use. In the RAC system, one session equals use that is greater than 15 seconds. The duration of the session is the entire length of use within the booked time. In the old method, quarterly figures were prorated based on counts collected every half hour during quarterly survey weeks.

Library Membership

TPL annually reviews its Circulation and Collection Use Policy to remove barriers to access. The customer database is purged regularly to maintain an accurate view of members. Over the past five and ten-year periods new membership decreased, driven by branch closures and restrictions on in-person services due to COVID-19.

Total Membership

2020: **1,047,034**   **+ 6.9%**

*Five-year trend: + 1.7%

*Ten-year trend: - 14.8%

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

Active Membership
Members who used their card in 2020

2020: **508,669**   **- 28.5%**

*Five-year trend: + 4.2%

*Ten-year trend: - 16.7%

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

Key influencing factors 2020:
- Branch closures and restrictions on in-person services due to COVID-19 negatively impacted new registrations and active use.
- Broadened access to digital collections during the pandemic. In April, introduced the OverDrive instant Digital Access Card that enabled Torontonians who didn't have a library card to access OverDrive, TPL's largest collection of eBooks and eAudiobooks. 38,290 new customers registered for this temporary card. Introduced temporary memberships for City of Toronto staff to access TPL's digital resources. 521 City employees registered for a CITY membership account.
- The Library continues to build capacity to deliver more personalized, mobile and self-service options and to provide equity of access by residents, communities and neighbourhoods. On November 12, 2020, the Library implemented the new Digital Access Card membership available to anyone 13 years and older who lives in Toronto and does not have a library card. This new permanent membership provides immediate access to the Library's digital resources and services, including eBooks, eAudiobooks, streaming video and music, eLearning and research databases, Reserve-A-Computer, and online printing. Digital Access Card customers cannot borrow physical materials, nor can they place holds on physical items.

2020 highlights:

- The number of active members fell 28.5%, and accounted for 48.6% of total library members, down from 72.6% the previous year. Branch closures and restrictions on in-branch services due to the pandemic drove this decline.
- 18.6% of Torontonians used their library card in 2020, down from 26.0% in 2019.
- The breakdown of active members by type was:
  - Adult 25+: **76.4%**
  - Young Adult 18-24: **7.8%**
  - Teen 13-17: **4.7%**
  - Child 0-12: **11.1%**

2020 Active Membership

- In 2020, new registrations decreased as a result of the pandemic, however 6,511 new customers registered for the Digital Access Card membership that launched November 12, 2020, accounting for 9.3% of overall registrations for the year.
- In 2020, membership was required for the following services: checking out physical materials and electronic items, accessing licensed databases and placing holds. Membership is not currently required to visit a branch, attend in-person or online programs, use public workstations, connect to wireless service, and to use materials in a branch, and is therefore not a complete picture of library use.
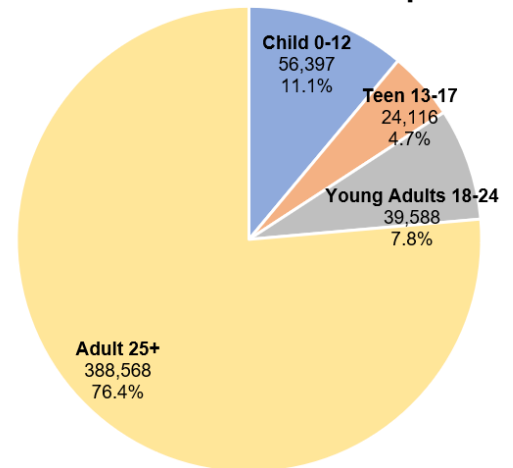
2020 Library Membership compared to City Population

Library Membership	Child (0-12)	Teen (13-17)	Young Adult (18-24)	Adult (25+)	All Adults (18+)	Total
Active members (members who used their card in 2020)	56,397	24,116	39,588	388,568	428,156	508,669
% of total active members	*11.1%*	*4.7%*	*7.8%*	*76.4%*	*84.2%*	*100.0%*
Total members or cardholders	151,324	68,588	94,368	732,754	827,122	1,047,034
% of total members	*14.5%*	*6.6%*	*9.0%*	*70.0%*	*79.0%*	*100.0%*
Toronto population	347,875	132,160	258,370	1,993,170	2,251,540	2,731,571
% of Toronto population	*12.7%*	*4.8%*	*9.5%*	*73.0%*	*82.4%*	*100.0%*
% of population that are active members	*16.2%*	*18.2%*	*15.3%*	*19.5%*	*19.0%*	*18.6%*
% of population that are members	*43.5%*	*51.9%*	*36.5%*	*36.8%*	*36.7%*	*38.3%*

CONCLUSION

In 2020, TPL was able to adapt at unprecedented pace to constant change due to COVID-19. In response to each stage of the pandemic, TPL adjusted its operations and customer offerings to provide online and in-person services. In spite of the disruption to long-term trends for in-branch usage, the pandemic intensified many of the trends that were already underway at TPL, such as increasing virtual use and electronic circulation. The results of this report are in line with the findings from the COVID-19 Year in Review report. Throughout the course of the pandemic, the Library quickly pivoted to support the community, speeding up creation of and access to its digital offerings in response to restrictions placed on in-branch and in-person services.

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SIGNATURE

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Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1: Branch Summary Statistics: January to December 2020
Attachment 2: How We Compare 2018 – North American Libraries
Attachment 3: How We Compare 2019 – Canadian Libraries

Branch Summary Statistics: January to December 2020

Neighbourhood & District branches are ranked in order by visits	VISITS 2020	2019	% Change	CIRCULATION 2020	2019	% Change	HOLDS PLACED 2020	2019	% Change	INFORMATION REQUESTS 2020	2019	% Change	PROGRAM ATTENDANCE 2020	2019	% Change	WIRELESS SESSIONS 2020	2019	% Change	WORKSTATION USER SESSIONS 2020	2019	% Change	
NEIGHBOURHOOD BRANCHES																						
1st Quartile																						
* 1 Parkdale	116,458	181,068	-35.7	158,296	204,819	-22.7	64,694	64,466	0.4	54,075	52,630	2.7	2,557	8,081	-68.4	18,296	31,109	-41.2	24,647	53,495	-53.9	1
2 Runnymede	101,566	291,820	-65.2	238,495	426,354	-44.1	110,754	131,104	-15.5	36,568	88,509	-58.7	3,091	15,370	-79.9	14,453	35,265	-59.0	16,323	67,083	-75.7	2
3 Deer Park	98,871	280,295	-64.7	196,534	415,115	-52.7	94,994	128,040	-25.8	38,770	98,459	-60.6	1,165	7,761	-85.0	15,232	48,318	-68.5	15,121	61,486	-75.4	3
4 High Park	89,789	217,479	-58.7	159,632	338,769	-52.9	77,115	97,530	-20.9	21,812	44,144	-50.6	1,411	9,097	-84.5	20,540	48,168	-57.4	7,341	33,287	-77.9	4
5 Eatonville	87,220	225,560	-61.3	225,948	441,050	-48.8	92,491	109,909	-15.8	62,781	139,158	-54.9	2,164	12,469	-82.6	21,878	56,775	-61.5	10,679	38,638	-72.4	5
6 Bridlewood	84,002	404,356	-79.2	90,230	346,131	-73.9	29,412	51,816	-43.2	30,550	116,483	-73.8	1,098	9,131	-88.0	34,423	109,378	-68.5	10,115	47,541	-78.7	6
7 Locke	81,105	204,120	-60.3	177,203	335,761	-47.2	79,235	91,517	-13.4	17,735	53,683	-67.0	836	9,905	-91.6	24,280	64,205	-62.2	8,879	36,896	-75.9	7
* 8 Parliament Street	78,685	98,771	-20.3	107,691	101,464	6.1	35,332	33,513	5.4	35,563	40,068	-11.2	3,172	4,629	-31.5	28,048	35,471	-20.9	15,114	28,959	-47.8	8
9 Beaches	77,328	198,067	-61.0	144,929	287,323	-49.6	68,508	81,889	-16.3	20,996	46,443	-54.8	1,421	6,393	-77.8	19,120	37,054	-48.4	7,102	26,353	-73.1	9
10 Danforth/Coxwell	71,877	166,953	-56.9	158,261	273,555	-42.1	62,542	71,983	-13.1	24,061	42,768	-43.7	2,001	8,685	-77.0	13,457	31,554	-57.4	9,723	36,170	-73.1	10
11 Woodside Square	71,640	362,674	-80.2	78,857	290,873	-72.9	26,752	46,377	-42.3	17,258	73,807	-76.6	1,114	15,392	-92.8	17,641	75,083	-76.5	13,434	72,288	-81.4	11
12 Scarborough Civic Centre	70,414	197,245	-64.3	75,354	172,072	-56.2	25,960	28,014	-7.3	20,416	54,408	-62.5	1,162	6,139	-81.1	24,102	76,823	-68.6	12,080	43,849	-72.5	12
13 Eglinton Square	68,291	261,247	-73.9	63,514	202,898	-68.7	22,563	33,686	-33.0	15,920	58,933	-73.0	581	4,641	-87.5	33,539	91,633	-63.4	12,119	55,205	-78.0	13
14 Sanderson	66,395	228,261	-70.9	67,177	171,106	-60.7	28,237	39,779	-29.0	32,755	86,107	-62.0	2,635	14,861	-82.3	28,751	68,999	-58.3	12,650	53,178	-76.2	14
15 Fort York	65,438	196,094	-66.6	118,480	230,898	-48.7	63,246	74,052	-14.6	13,127	45,120	-70.9	1,727	9,024	-80.9	20,640	66,808	-69.1	7,407	38,890	-81.0	15
16 Leaside	64,348	157,656	-59.2	192,613	330,924	-41.8	85,140	88,001	-3.3	27,608	60,783	-54.6	1,550	8,236	-81.2	6,761	22,835	-70.4	5,065	21,315	-76.2	16
* 17 Forest Hill	61,033	107,435	-43.2	108,414	172,300	-37.1	53,436	56,229	-5.0	18,127	27,995	-35.2	824	6,465	-87.3	15,381	39,197	-60.8	4,598	17,319	-73.5	17
*~ 18 Downsview	60,744	139,493	-56.5	57,064	122,726	-53.5	21,072	23,876	-11.7	16,606	57,168	-71.0	3,192	14,518	-78.0	15,557	43,453	-64.2	11,773	43,740	-73.1	18
19 Jane/Dundas	58,094	158,197	-63.3	136,480	267,037	-48.9	56,137	64,327	-12.7	30,378	57,270	-47.0	1,495	6,348	-76.4	22,549	59,019	-61.8	11,692	41,567	-71.9	19
20 Main Street	55,649	118,568	-53.1	136,340	252,545	-46.0	62,454	70,898	-11.9	11,991	23,468	-48.9	1,498	7,544	-80.1	10,350	23,455	-55.9	7,986	23,379	-65.8	20
2nd Quartile																						
21 Palmerston	54,360	104,919	-48.2	147,392	194,833	-24.3	68,021	66,491	2.3	18,689	36,993	-49.5	806	4,675	-82.8	6,542	15,858	-58.7	5,166	21,569	-76.0	21
22 Centennial	52,001	134,067	-61.2	142,566	270,126	-47.2	58,352	65,842	-11.4	30,527	62,845	-51.4	3,498	17,047	-79.5	11,052	32,647	-66.1	4,810	21,971	-78.1	22
23 St. Lawrence	50,946	133,158	-61.7	120,344	220,519	-45.4	61,073	75,015	-18.6	15,920	42,659	-62.7	691	4,829	-85.7	14,857	27,498	-46.0	7,287	27,347	-73.4	23
24 Thorncliffe	49,448	183,994	-73.1	66,087	138,280	-52.2	21,695	23,026	-5.8	12,631	31,748	-60.2	3,428	2,954	16.0	20,986	53,849	-61.0	11,491	42,950	-73.2	24
25 Dufferin/St. Clair	47,531	109,667	-56.7	109,802	169,397	-35.2	39,292	41,531	-5.4	17,632	34,330	-48.6	1,663	9,314	-82.1	10,518	22,637	-53.5	8,753	40,379	-78.3	25
26 Annette Street	47,198	97,246	-51.5	106,555	201,398	-47.1	51,657	59,439	-13.1	10,064	20,895	-51.8	1,212	7,306	-83.4	9,351	17,091	-45.3	5,746	20,898	-72.5	26
27 Bayview	45,962	171,685	-73.2	140,088	397,779	-64.8	68,137	99,662	-31.6	31,782	73,959	-57.0	1,067	4,415	-75.8	7,703	31,396	-75.5	4,497	20,341	-77.9	27
28 Morningside	45,944	109,795	-58.2	100,102	156,566	-36.1	28,092	31,309	-10.3	25,530	55,632	-54.1	634	4,696	-86.5	11,078	27,391	-59.6	6,127	29,277	-79.1	28
29 Weston	44,916	93,178	-51.8	51,331	108,961	-52.9	19,083	21,738	-12.2	17,253	31,544	-45.3	579	5,193	-88.9	14,930	29,396	-49.2	7,825	26,812	-70.8	29
30 Goldhawk Park	43,959	153,844	-71.4	85,080	194,589	-56.3	26,855	31,267	-14.1	9,513	23,868	-60.1	2,363	18,971	-87.5	23,511	43,239	-45.6	6,205	28,864	-78.5	30
31 Riverdale	41,601	180,229	-76.9	123,931	225,704	-45.1	50,136	55,238	-9.2	19,115	42,582	-55.1	2,360	10,670	-77.9	19,327	42,946	-55.0	10,683	44,200	-75.8	31
32 Flemingdon Park	41,276	157,505	-73.8	31,643	98,375	-67.8	11,901	17,272	-31.1	19,264	62,569	-69.2	2,232	16,047	-86.1	12,056	26,634	-54.7	6,271	29,562	-78.8	32
33 Steeles	40,686	162,606	-75.0	101,547	198,868	-48.9	33,628	33,159	1.4	11,294	42,545	-73.5	1,271	6,016	-78.9	18,162	47,908	-62.1	7,465	36,129	-79.3	33
34 College/Shaw	40,324	103,210	-60.9	107,163	189,401	-43.4	56,800	64,288	-11.6	15,311	29,920	-48.8	551	4,312	-87.2	13,334	26,257	-49.2	4,090	21,432	-80.9	34
35 Dawes Road	39,629	88,804	-55.4	96,246	151,755	-36.6	33,348	30,595	9.0	17,391	36,833	-52.8	1,633	7,828	-79.1	14,527	24,892	-41.6	7,374	29,528	-75.0	35
36 McGregor Park	39,622	120,802	-67.2	77,049	152,135	-49.4	26,286	26,597	-1.2	12,164	39,993	-69.6	526	4,922	-89.3	11,023	33,450	-67.0	7,509	29,609	-74.6	36
37 City Hall	39,487	202,935	-80.5	65,935	270,410	-75.6	42,197	95,922	-56.0	13,970	37,544	-62.8	1,099	7,636	-85.6	10,332	33,122	-68.8	8,603	47,505	-81.9	37
38 Hillcrest	38,782	110,800	-65.0	155,417	281,722	-44.8	64,936	70,724	-8.2	22,119	45,461	-51.3	807	4,248	-81.0	10,407	25,008	-58.4	3,582	15,515	-76.9	38
39 Jane/Sheppard	38,069	89,668	-57.5	46,122	93,852	-50.9	12,519	14,624	-14.4	28,963	83,245	-65.2	874	4,877	-82.1	11,470	24,814	-53.8	7,509	25,099	-70.1	39
40 Brookbanks	35,675	77,106	-53.7	87,211	151,891	-42.6	31,079	31,424	-1.1	21,895	46,632	-53.0	407	2,865	-85.8	10,298	23,062	-55.3	4,129	16,706	-75.3	40

Branch Summary Statistics: January to December 2020

Neighbourhood & District branches are ranked in order by visits	VISITS		%	CIRCULATION		%	HOLDS PLACED		%	INFORMATION REQUESTS		%	PROGRAM ATTENDANCE		%	WIRELESS SESSIONS		%	WORKSTATION USER SESSIONS		%
	2020	2019	Change	2020	2019	Change	2020	2019	Change	2020	2019	Change	2020	2019	Change	2020	2019	Change	2020	2019	Change
3rd Quartile																					
* 41 Mimico Centennial	34,626	85,449	-59.5	96,529	167,353	-42.3	37,957	39,638	-4.2	42,372	81,295	-47.9	658	4,508	-85.4	7,279	13,385	-45.6	3,871	12,713	-69.6 41
42 Mount Dennis	33,095	77,877	-57.5	39,678	89,270	-55.6	15,424	16,575	-6.9	12,990	34,182	-62.0	681	4,820	-85.9	10,404	22,341	-53.4	8,491	31,430	-73.0 42
* 43 Jones	32,163	75,303	-57.3	85,172	154,766	-45.0	39,113	41,529	-5.8	18,045	46,494	-61.2	1,202	7,764	-84.5	7,507	12,301	-39.0	3,568	14,749	-75.8 43
~ 44 Yorkville	30,268	134,385	-77.5	70,318	251,808	-72.1	46,469	76,768	-39.5	9,620	54,557	-82.4	2,360	12,200	-80.7	8,113	23,027	-64.8	4,700	21,130	-77.8 44
~ 45 St. James Town	29,787	182,887	-83.7	52,790	248,646	-78.8	30,741	63,002	-51.2	13,330	66,105	-79.8	712	4,002	-82.2	9,389	58,962	-84.1	45
46 Kennedy/Eglinton	28,212	75,312	-62.5	60,245	122,499	-50.8	19,815	20,456	-3.1	14,497	41,944	-65.4	497	4,164	-88.1	12,340	25,695	-52.0	7,709	27,027	-71.5 46
47 Pleasant View	27,866	73,267	-62.0	88,899	168,874	-47.4	32,158	32,109	0.2	12,728	28,407	-55.2	1,426	7,535	-81.1	7,631	17,047	-55.2	3,843	13,878	-72.3 47
48 Gerrard/Ashdale	27,205	100,212	-72.9	54,932	167,483	-67.2	31,670	44,128	-28.2	14,220	43,120	-67.0	637	4,688	-86.4	15,015	25,846	-41.9	3,739	16,283	-77.0 48
49 Black Creek	26,946	107,777	-75.0	22,006	79,871	-72.4	4,480	8,357	-46.4	30,320	96,783	-68.7	774	6,862	-88.7	12,689	51,043	-75.1	5,912	25,777	-77.1 49
50 Oakwood Village Library and .	26,462	99,154	-73.3	79,771	142,126	-43.9	35,796	34,379	4.1	23,018	73,595	-68.7	1,026	9,489	-89.2	11,829	24,286	-51.3	4,420	19,498	-77.3 50
51 Maryvale	26,320	126,402	-79.2	36,625	148,594	-75.4	17,059	30,478	-44.0	7,310	38,243	-80.9	671	2,941	-77.2	17,031	37,044	-54.0	5,973	32,754	-81.8 51
52 Long Branch	25,011	55,632	-55.0	79,922	128,543	-37.8	29,394	27,571	6.6	16,082	26,258	-38.8	748	4,580	-83.7	8,465	11,732	-27.8	2,755	13,628	-79.8 52
53 Cliffcrest	24,853	67,906	-63.4	83,210	155,449	-46.5	33,217	40,630	-18.2	10,021	28,031	-64.3	537	3,483	-84.6	8,878	17,294	-48.7	2,888	14,182	-79.6 53
54 Taylor Memorial	23,725	26,401	-10.1	72,986	103,046	-29.2	32,802	27,773	18.1	11,466	25,706	-55.4	550	1,458	-62.3	5,859	9,648	-39.3	2,360	8,422	-72.0 54
* 55 Guildwood	22,876	26,595	-14.0	51,998	47,291	10.0	21,183	12,854	64.8	4,451	6,502	-31.5	352	1,281	-72.5	5,554	5,823	-4.6	2,225	3,327	-33.1 55
56 Highland Creek	21,700	56,329	-61.5	65,639	135,525	-51.6	25,669	28,024	-8.4	16,025	24,243	-33.9	747	4,589	-83.7	7,559	17,505	-56.8	4,426	15,568	-71.6 56
57 Humberwood	21,521	94,909	-77.3	14,847	50,965	-70.9	5,731	9,251	-38.0	3,420	27,120	-87.4	1,672	6,575	-74.6	4,420	16,681	-73.5	2,229	10,952	-79.6 57
58 Woodview Park	21,041	65,661	-68.0	28,476	60,941	-53.3	9,452	12,539	-24.6	10,331	25,145	-58.9	1,646	8,412	-80.4	13,411	19,749	-32.1	3,980	14,657	-72.8 58
59 Alderwood	20,644	100,412	-79.4	36,256	147,747	-75.5	14,546	28,585	-49.1	4,400	31,796	-86.2	1,253	9,843	-87.3	4,304	15,743	-72.7	1,892	10,518	-82.0 59
60 Bendale	20,062	48,541	-58.7	52,748	114,383	-53.9	19,035	22,020	-13.6	15,452	51,317	-69.9	404	4,785	-91.6	5,646	11,291	-50.0	3,706	13,281	-72.1 60
4th Quartile																					
61 Amesbury Park	19,491	56,893	-65.7	38,630	86,154	-55.2	12,947	14,977	-13.6	17,302	45,370	-61.9	209	2,426	-91.4	7,921	17,015	-53.4	4,251	13,549	-68.6 61
~ 62 New Toronto	19,076	53,786	-64.5	50,501	122,517	-58.8	23,710	30,851	-23.1	7,310	30,155	-75.8	562	2,265	-75.2	6,071	11,808	-48.6	3,370	13,824	-75.6 62
63 Northern Elms	18,821	32,994	-43.0	40,990	62,927	-34.9	13,714	13,073	4.9	15,758	22,805	-30.9	281	1,993	-85.9	12,178	15,892	-23.4	3,650	12,233	-70.2 63
64 Spadina Road	17,355	85,425	-79.7	52,033	172,880	-69.9	32,766	61,553	-46.8	6,000	22,404	-73.2	346	3,099	-88.8	5,250	12,544	-58.1	2,867	14,116	-79.7 64
65 Port Union	17,303	82,062	-78.9	49,387	200,031	-75.3	32,230	49,075	-34.3	3,480	20,983	-83.4	799	3,769	-78.8	8,094	21,956	-63.1	1,732	8,556	-79.8 65
66 Armour Heights	16,702	72,816	-77.1	64,139	213,427	-69.9	33,678	53,306	-36.8	5,720	30,632	-81.3	254	1,983	-87.2	3,928	14,111	-72.2	1,811	9,414	-80.8 66
67 Evelyn Gregory	16,214	43,655	-62.9	25,521	64,150	-60.2	9,374	12,200	-23.2	9,127	21,557	-57.7	422	5,020	-91.6	7,243	15,819	-54.2	3,408	12,828	-73.4 67
68 Burrows Hall	15,949	85,122	-81.3	29,631	123,257	-76.0	10,985	17,787	-38.2	4,730	38,032	-87.6	658	4,307	-84.7	7,731	27,128	-71.5	2,989	17,393	-82.8 68
69 Elmbrook Park	15,484	45,225	-65.8	59,378	120,847	-50.9	25,241	30,514	-17.3	4,439	13,505	-67.1	511	3,614	-85.9	4,446	10,825	-58.9	852	5,383	-84.2 69
70 Queen/Saulter	13,608	69,777	-80.5	26,002	103,936	-75.0	16,463	30,328	-45.7	1,890	15,106	-87.5	1,690	8,900	-81.0	2,981	10,346	-71.2	2,064	10,704	-80.7 70
71 Humber Summit	12,252	40,175	-69.5	22,677	51,847	-56.3	8,049	10,648	-24.4	9,127	41,091	-77.8	1,497	7,888	-81.0	8,687	14,092	-38.4	3,415	11,207	-69.5 71
72 Mount Pleasant	12,178	61,718	-80.3	39,179	155,612	-74.8	24,771	49,460	-49.9	12,580	57,772	-78.2	884	6,280	-85.9	3,904	8,018	-51.3	1,040	5,368	-80.6 72
~ 73 Victoria Village	11,850	42,414	-72.1	33,155	87,183	-62.0	14,098	17,014	-17.1	6,086	19,357	-68.6	376	4,432	-91.5	4,752	7,622	-37.7	1,886	9,070	-79.2 73
74 Perth/Dupont	10,486	52,157	-79.9	26,668	97,542	-72.7	16,380	29,158	-43.8	4,500	83,133	-94.6	951	6,029	-84.2	4,859	7,841	-38.0	1,099	5,480	-79.9 74
75 Rexdale	9,438	39,099	-75.9	19,791	69,288	-71.4	8,759	14,810	-40.9	1,340	9,593	-86.0	403	2,745	-85.3	6,290	11,194	-43.8	2,595	10,536	-75.4 75
76 Humber Bay	9,187	47,611	-80.7	43,315	160,861	-73.1	26,650	48,965	-45.6	6,670	33,771	-80.2	318	1,519	-79.1	2,331	5,007	-53.4	1,232	6,809	-81.9 76
* 77 St. Clair/Silverthorn	7,623	10,366	-26.5	15,409	14,047	9.7	7,383	4,571	61.5	2,460	3,352	-26.6	455	1,178	-61.4	2,890	2,270	27.3	1,390	1,473	-5.6 77
* 78 Davenport	7,552	36,185	-79.1	35,733	138,693	-74.2	27,615	49,286	-44.0	3,050	14,538	-79.0	292	2,336	-87.5	5,235	11,314	-53.7	922	4,311	-78.6 78
79 Todmorden Room	7,135	34,029	-79.0	13,900	55,877	-75.1	7,322	17,088	-57.2	3,900	21,892	-82.2		10,538	-100.0	7,545	15,707	-52.0	754	3,749	-79.9 79
80 Swansea Memorial	5,164	23,836	-78.3	12,110	41,280	-70.7	8,429	12,074	-30.2	1,270	8,769	-85.5	238	1,390	-82.9	2,826	6,193	-54.4	607	2,707	-77.6 80
*~ 81 Wychwood				5,174	14,190	-63.5	6,342	12,524	-49.4					166	-100.0						81
Neighbourhood Total	**3,193,614**	**9,476,333**	**-66.3**	**6,529,493**	**14,092,007**	**-53.7**	**2,833,778**	**3,538,097**	**-19.9**	**1,334,961**	**3,553,861**	**-62.4**	**92,094**	**529,366**	**-82.6**	**966,869**	**2,354,995**	**-58.9**	**488,980**	**1,973,777**	**-75.2**
Neighbourhood Average	**39,920**	**118,454**	**-66.3**	**80,611**	**173,975**	**-53.7**	**34,985**	**43,680**	**-19.9**	**16,687**	**44,423**	**-62.4**	**1,166**	**6,617**	**-82.4**	**12,086**	**29,437**	**-58.9**	**6,112**	**24,672**	**-75.2**

Branch Summary Statistics: January to December 2020

Neighbourhood & District branches are ranked in order by visits	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS			
	2020	2019	% Change	2020	2019	% Change	2020	2019	% Change	2020	2019	% Change	2020	2019	% Change	2020	2019	% Change	2020	2019	% Change	
DISTRICT BRANCHES																						
1 Fairview	157,316	514,987	-69.5	302,231	638,738	-52.7	90,728	100,285	-9.5	81,478	191,483	-57.4	6,195	33,103	-81.3	60,341	192,242	-68.6	32,314	132,363	-75.6	1
2 Bloor/Gladstone	131,749	363,692	-63.8	201,595	372,794	-45.9	87,256	99,753	-12.5	71,904	155,694	-53.8	3,243	20,508	-84.2	37,541	109,765	-65.8	31,570	119,884	-73.7	2
3 Richview	110,394	298,478	-63.0	260,967	556,421	-53.1	93,031	105,607	-11.9	54,364	148,710	-63.4	5,739	33,018	-82.6	30,091	90,684	-66.8	20,928	71,343	-70.7	3
4 Cedarbrae	104,056	355,086	-70.7	151,216	374,943	-59.7	46,729	56,599	-17.4	59,144	268,381	-63.1	4,600	29,076	-84.2	30,285	101,638	-70.2	35,952	124,808	-71.2	4
* 5 Lillian H. Smith	97,500	262,069	-62.8	148,317	273,328	-45.7	57,537	68,396	-15.9	40,388	96,753	-58.3	1,394	8,081	-82.7	18,392	52,440	-64.9	26,622	91,815	-71.0	5
6 S. Walter Stewart	94,272	247,041	-61.8	211,230	389,780	-45.8	82,092	86,046	-4.6	32,012	81,895	-60.9	2,672	18,199	-85.3	19,298	54,474	-64.6	14,360	58,495	-75.5	6
* 7 Barbara Frum	94,156	235,589	-60.0	252,244	482,673	-47.7	95,620	106,064	-9.8	62,062	164,768	-62.3	4,670	19,650	-76.2	23,403	62,080	-62.3	18,233	66,397	-72.5	7
8 Malvern	90,922	275,220	-67.0	124,229	291,620	-57.4	33,517	37,400	-10.4	53,231	167,343	-68.2	4,039	25,578	-84.2	23,038	71,521	-67.8	20,033	79,554	-74.8	8
* 9 Don Mills	90,920	212,850	-57.3	250,437	472,171	-47.0	83,775	93,346	-10.3	40,005	82,588	-51.6	2,079	11,420	-81.8	20,364	52,037	-60.9	13,816	46,052	-70.0	9
10 Northern District	85,226	357,327	-76.1	218,795	420,227	-47.9	95,437	116,863	-18.3	38,431	101,294	-62.1	3,085	15,633	-80.3	42,994	113,891	-62.2	26,221	92,396	-71.6	10
11 Brentwood	83,955	205,226	-59.1	237,555	409,868	-42.0	103,363	110,417	-6.4	29,629	72,782	-59.3	2,812	18,300	-84.6	22,837	67,226	-66.0	14,194	51,475	-72.4	11
*~ 12 Albion	83,718	337,559	-75.2	126,586	300,374	-57.9	41,317	44,414	-7.0	48,171	193,919	-75.2	4,860	30,414	-84.0	48,567	132,074	-63.2	26,076	105,936	-75.4	12
13 Agincourt	81,923	356,784	-77.0	266,625	562,590	-52.6	78,750	85,991	-8.4	36,568	96,910	-62.3	2,079	20,082	-89.6	42,429	123,430	-65.6	25,441	110,006	-76.9	13
* 14 Pape/Danforth	74,252	215,656	-65.6	174,872	359,576	-51.4	81,923	108,205	-24.3	13,866	37,608	-63.1	1,578	7,779	-79.7	11,217	34,364	-67.4	11,283	49,103	-77.0	14
15 Maria A. Shchuka	67,788	210,369	-67.8	75,572	178,398	-57.6	24,088	31,002	-22.3	25,317	70,080	-63.9	3,787	20,062	-81.1	22,959	67,392	-65.9	19,854	79,476	-75.0	15
*~ 16 York Woods	31,075	134,259	-76.9	26,964	134,944	-80.0	11,781	23,607	-50.1	16,614	95,169	-82.5	1,227	11,265	-89.1	9,131	47,701	-80.9	8,832	62,065	-85.8	16
*~ 17 Albert Campbell	1,607	229,609	-99.3	12,976	219,561	-94.1	8,203	31,197	-73.7	580	75,130	-99.2	394	9,348	-95.8	193	33,762	-99.4		54,592	-100.0	17
District Total	1,480,829	4,811,801	-69.2	3,042,411	6,438,006	-52.7	1,115,147	1,305,192	-14.6	743,764	2,100,507	-64.6	54,453	331,516	-83.6	463,080	1,406,721	-67.1	345,729	1,395,760	-75.2	
District Average	87,108	283,047	-69.2	178,965	378,706	-52.7	65,597	76,776	-14.6	43,751	123,559	-64.6	3,203	19,501	-83.6	27,240	82,748	-67.1	21,608	82,104	-73.7	
Branch Total (excl. R&R)	4,674,443	14,288,133	-67.3	9,571,904	20,530,013	-53.4	3,948,925	4,843,289	-18.5	2,078,725	5,654,368	-63.2	146,547	860,882	-83.0	1,429,949	3,761,716	-62.0	834,709	3,369,537	-75.2	
Branch Average (excl. R&R)	48,190	147,300	-67.3	98,679	211,650	-53.4	40,711	49,931	-18.5	21,430	58,292	-63.2	1,527	8,875	-82.8	14,742	38,781	-62.0	8,695	34,737	-75.0	
RESEARCH AND REFERENCE BRANCHES																						
North York Central Library	456,052	1,398,539	-67.4	454,082	995,148	-54.4	163,666	190,295	-14.0	147,656	390,846	-62.2	8,659	58,357	-85.2	119,446	463,847	-74.2	62,120	227,153	-72.7	
Toronto Reference Library	409,542	1,507,185	-72.8	201,399	375,830	-46.4	84,376	123,935	-31.9	211,878	545,386	-61.2	5,609	45,178	-87.6	130,908	579,193	-77.4	113,637	390,307	-70.9	
Osborne Collection	6,169	13,582	-54.6	8	153	-94.8		6	-100.0	1,526	4,117	-62.9	28	778	-96.4							
Merril Collection	3,060	10,997	-72.2	15	2	650.0				750	3,556	-78.9	22	476	-95.4							
Answerline				17,722	48,219	-63.2	9	26	-65.4	134,033	174,772	-23.3										
Interloan				885	3,887	-77.2	1,085	4,034	-73.1													
Virtual Reference Desk										5,288	9,430	-43.9										
Research & Reference Total	874,823	2,930,303	-70.1	674,111	1,423,239	-52.6	249,136	318,296	-21.7	501,131	1,128,107	-55.6	14,318	104,789	-86.3	250,354	1,043,040	-76.0	175,757	617,460	-71.5	
Research & Reference Average	432,797	1,452,862	-70.2	327,741	685,489	-52.2	124,021	157,115	-21.1	179,767	468,116	-61.6	7,134	51,768	-86.2	125,177	521,520	-76.0	87,879	308,730	-71.5	
City-Wide & Remote Services^^	8,485	30,324	-72.0	10,754,901	8,708,781	23.5	4,744,473	3,101,940	53.0	28,386	109,273	-74.0				19,330	79,002	-75.5	144	546	-73.6	
Grand Total	5,557,751	17,248,760	-67.8	21,000,916	30,662,033	-31.5	8,942,534	8,263,525	8.2	2,608,242	6,891,748	-62.2	235,843	986,133	-76.1	1,699,633	4,883,758	-65.2	1,010,610	3,987,543	-74.7	

Notes:

~ In 2020, this branch was closed for part or all of this time period for renovation/retrofit

* In 2019, 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.

Wychwood closed July 3, 2018 for major renovation and expansion. Expected to re-open in 2020.
Downsview closed September 3, 2019 for renovation. Re-opened January 21, 2020.
York Woods closed September 22, 2019 for major renovation. Expected to re-open in 2021. Alternate location opened October 8, 2019.
Albert Campbell closed September 29, 2019 for major renovation. Expected to re-open in 2021.

Neighbourhood & District branches	VISITS			CIRCULATION			HOLDS PLACED			INFORMATION REQUESTS			PROGRAM ATTENDANCE			WIRELESS SESSIONS			WORKSTATION USER SESSIONS		
are ranked in order by visits	2020	2019	% Change	2020	2019	% Change	2020	2019	% Change	2020	2019	% Change	2020	2019	% Change	2020	2019	% Change	2020	2019	% Change

Albion closed January 2, 2020 for emergency building repair. Re-opened January 13, 2020, 1 pm.

All branches closed effective Saturday, March 14, 2020, to support City and community efforts to curb the spread of the COVID-19 virus.

Online programs began in April 2020 and are reported as Toronto Public Library.

June 8, 2020, reservations opened for curbside pick-up of holds at 67 branches. Pick-up service began June 9, 2020.

June 29, 2020, 18 branches reopened (Mon-Fri 10-6 & Sat 9-5) for contactless holds pick-up and 17 offered access to computers.

July 6, 2020, Annette Street branch reopened for contactless holds pick-up. Normal hours resumed at branches that are open.

July 13, 2020, 20 additional branches resume normal hours of operation for contactless holds pick-up and access to computers.

July 20, 2020, 30 additional branches resume normal hours of operation for contactless holds pick-up and access to computers. Annette resumed normal hours.

July 27, 2020, Goldhawk Park branch resumed normal hours of operation for contactless holds pick-up and computer access.

Victoria Village closed July 29, 2020, due to lack of air conditioning. New unit installed. Re-opened September 15, 2020.

August 24, 2020, Jones branch resumed normal hours of operation for contactless holds pick-up and computer access.

September 14, 2020, Bookmobile resumed normal hours of operation, with modified service in a phased approach.

September 28, 2020, 6 additional branches resume normal hours of operation, providing limited in-branch service.

New Toronto closed October 20, 2020 for roof, HVAC and sidewalk repairs.

October 26, 2020, 5 additional branches resume normal hours of operation, providing limited in-branch service.

Yorkville closed November 5, 2020 for heating repairs.

All branches closed November 23 and 24, 2020, to adjust to Grey-Lockdown restrictions. Re-opened November 25, 2020, with limited in branch services.

Fort York closed December 1, 2020, due to the high number and frequency of COVID-19 positive cases experienced. January 5, 2021, curbside contactless holds pick-up available.

All branches closed effective December 28, 2020, until January 23, 2021, as Grey-Lockdown restrictions extended. Contactless curbside holds pickup available. Book drops open.

tpl : toronto public library

How We Compare 2018: 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		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	
Los Angeles Public Library	1	4,054,400	5	72	7	56,311	4	1,396,361	5	0.34	4	11,217,889	7	2.77	3	19,996,261	6	4.93	3	15,420,993	5	3.80
County of Los Angeles Public Library	2	3,373,360	3	85	5	39,687	5	1,220,326	4	0.36	5	10,300,859	6	3.05	4	17,564,790	5	5.21	8	4,388,224	9	1.30
New York Public Library	3	3,239,253	2	88	4	36,810	3	1,471,863	3	0.45	2	12,735,517	3	3.93	2	23,984,179	2	7.40	2	26,948,000	2	8.32
Miami-Dade Public Library System	4	2,779,322	8	49	9	56,721	6	770,292	7	0.28	8	4,617,844	8	1.66	9	5,336,319	9	1.92	9	3,648,760	8	1.31
Toronto Public Library	**5**	**2,731,571**	**1**	**100**	**1**	**27,316**	**2**	**1,781,831**	**2**	**0.65**	**1**	**17,577,373**	**1**	**6.43**	**1**	**30,555,570**	**1**	**11.19**	**1**	**29,432,872**	**1**	**10.78**
Chicago Public Library	6	2,695,598	4	80	2	33,695	1	1,831,272	1	0.68	6	8,461,164	5	3.14	7	11,706,364	7	4.34	5	10,658,575	4	3.95
Brooklyn Public Library	7	2,504,700	7	58	6	43,184	8	675,089	8	0.27	7	7,942,958	4	3.17	5	13,827,630	4	5.52	4	14,691,006	3	5.87
Houston Public Library	8	2,312,717	9	41	8	56,408	9	604,494	9	0.26	9	3,048,845	9	1.32	8	8,553,027	8	3.70	7	4,534,835	7	1.96
Queens Borough Public Library	9	2,230,722	6	62	3	35,979	7	682,655	6	0.31	3	11,410,789	2	5.12	6	12,470,346	3	5.59	6	7,330,108	6	3.29
Average		2,880,183		71		42,901		1,159,354		0.40		9,701,471		3.40		15,999,387		5.53		13,005,930		4.51
Maximum		4,054,400		100		56,721		1,831,272		0.68		17,577,373		6.43		30,555,570		11.19		29,432,872		10.78
Minimum		2,230,722		41		27,316		604,494		0.26		3,048,845		1.32		5,336,319		1.92		3,648,760		1.30
Median		2,731,571		72		39,687		1,220,326		0.34		10,300,859		3.14		13,827,630		5.21		10,658,575		3.80

Source: Public Library Data Service (PLDS) 2019 (2018 data)

tpl : toronto public library

How We Compare 2019: The Canadian Library Context

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

Library Systems	Population Served		# of Branches		Population Served per Branch		Square Footage		Sq. Ft. per Capita		Total Visits		Visits per Capita		Total Circulation		Circulation per Capita		E-visits		E-visits per Capita	
	Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank		Rank	
Toronto Public Library	**1**	**2,965,713***	**1**	**100**	**2**	**29,657**	**1**	**1,883,890**	**3**	**0.64**	**1**	**17,248,760**	**3**	**5.82**	**1**	**30,662,033**	**5**	**10.34**	**1**	**30,494,070**	**5**	**10.28**
Montréal Public Library	2	1,777,058	2	47	5	37,810	2	702,897	8	0.40	2	7,693,663	6	4.33								
Calgary Public Library	3	1,246,337	8	18	10	69,241	3	594,602	4	0.48					2	15,092,926	3	12.11	6	7,667,554	8	6.15
Ottawa Public Library	4	979,175	3	33	3	29,672	5	441,081	6	0.45	6	4,180,400	7	4.27	3	12,405,783	2	12.67	4	12,514,993	3	12.78
Edmonton Public Library	5	972,223	5	21	8	46,296	9	304,446	10	0.31	4	5,788,099	2	5.95	4	11,493,592	4	11.82	5	8,446,892	7	8.69
Mississauga Library System	6	777,200	9	18	7	43,178	8	349,138	7	0.45	5	4,344,463	4	5.59	6	6,478,801	6	8.34	2	17,388,852	1	22.37
Winnipeg Public Library	7	763,900	7	20	6	38,195	7	360,669	5	0.47	8	2,419,085	9	3.17	7	5,006,407	7	6.55	3	14,964,147	2	19.59
Brampton Library	8	656,000	11	7	11	93,714	10	204,497	11	0.31	9	2,320,214	8	3.54	8	4,180,445	9	6.37	8	6,615,144	6	10.08
Vancouver Public Library	9	648,286	6	21	4	30,871	4	547,619	1	0.84	3	6,366,330	1	9.82	5	9,740,384	1	15.02	7	7,448,008	4	11.49
Hamilton Public Library	10	563,480	4	22	1	25,613	6	369,827	2	0.66												
Surrey Public Library	11	557,310	10	9	9	61,923	11	188,246	9	0.34	7	2,529,940	5	4.54	9	3,578,583	8	6.42	9	2,979,884	9	5.35
Average		1,082,426		29		46,015		540,628		0.49		5,876,773		4.27		10,959,884		8.15		12,057,727		9.71
Maximum		2,965,713		100		93,714		1,883,890		0.84		17,248,760		9.82		30,662,033		15.02		30,494,070		22.37
Minimum		557,310		7		25,613		188,246		0.31		2,320,214		0.00		3,578,583		0.00		2,979,884		0.00
Median		777,200		21		38,195		369,827		0.45		4,344,463		4.33		9,740,384		8.34		8,446,892		10.08

Source: Canadian Public Library Statistics 2019 (Canadian Urban Libraries Council (CULC))
* Adjusted for under coverage. Data provided by the City of Toronto.