Key Performance Indicators

Presentation to the

Toronto Public Library Board

April 25, 2016

2015 Key Performance Indicators

RANKING

#1

Worldwide*

- Circulation per capita
- Visits per capita

(#3 Total Circulation and Total Visits per capita)

**Serving a population over 1.5 million (2013)*

#1

North America*

- Total Circulation
- Circulation per capita
- Total Visits
- Visits per capita

**Serving a population over 2 million (2014)*

#1

Canada*

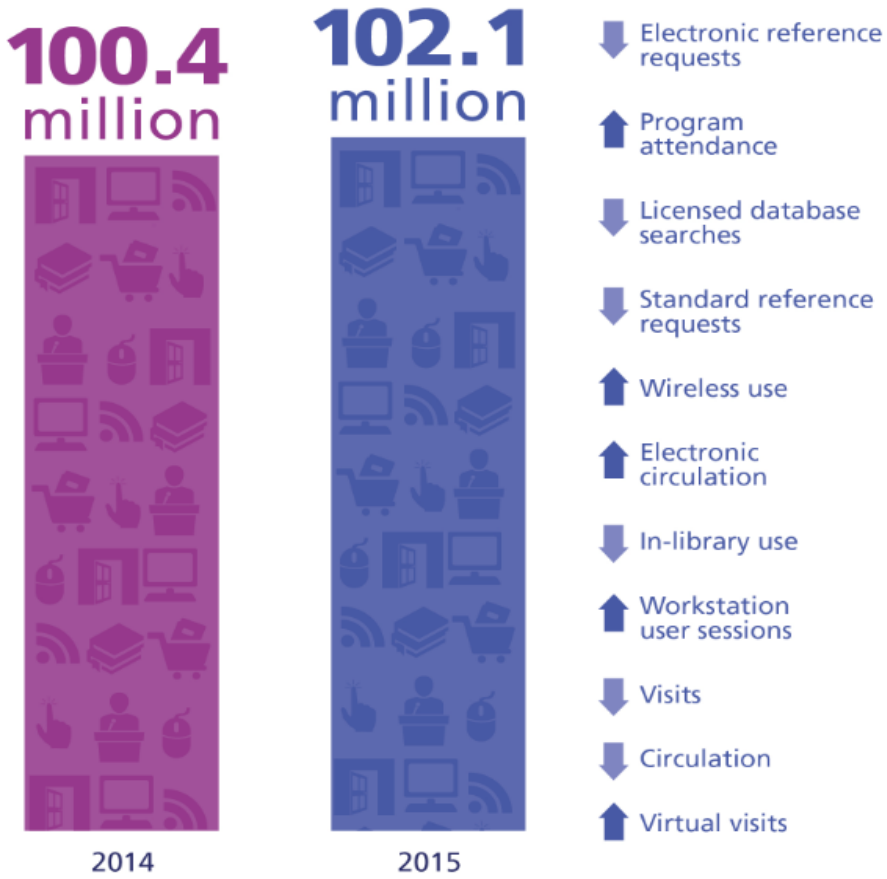
- Total Circulation
- Total Visits

(#2 Visits per capita
#6 Circulation per capita)

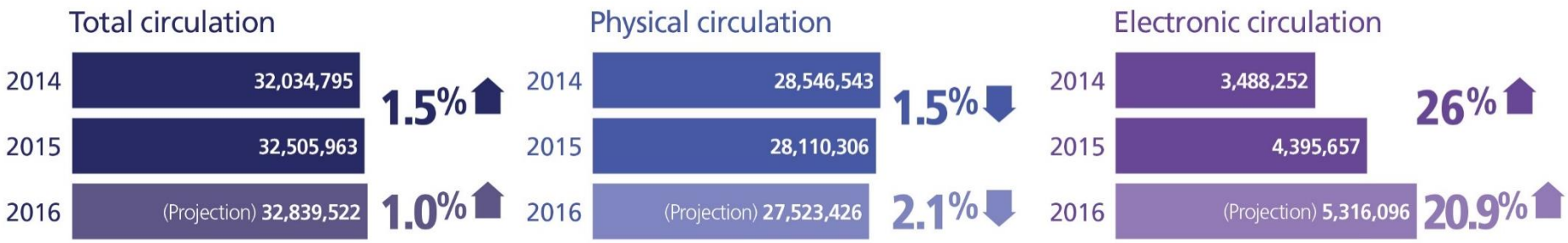
**Serving a population over 500,000 (2014)*

2015 Key Performance Indicators

TOTAL USE

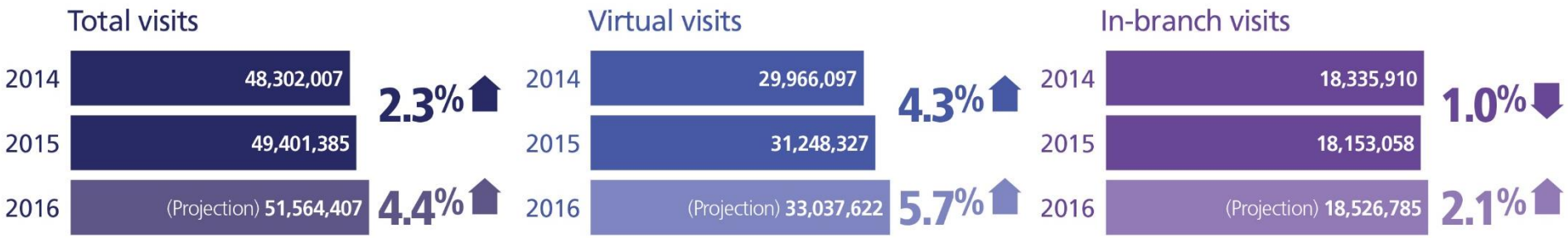


CIRCULATION



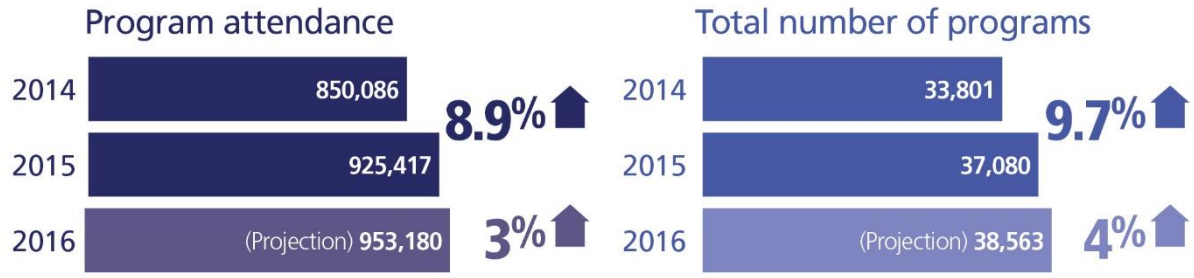
2015 Key Performance Indicators

VISITS

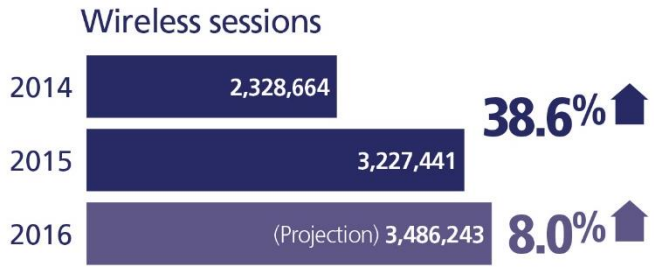


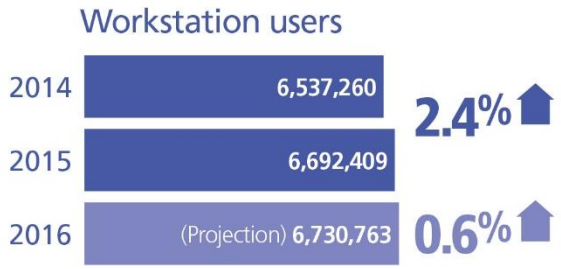
2015 Key Performance Indicators

PROGRAMMING

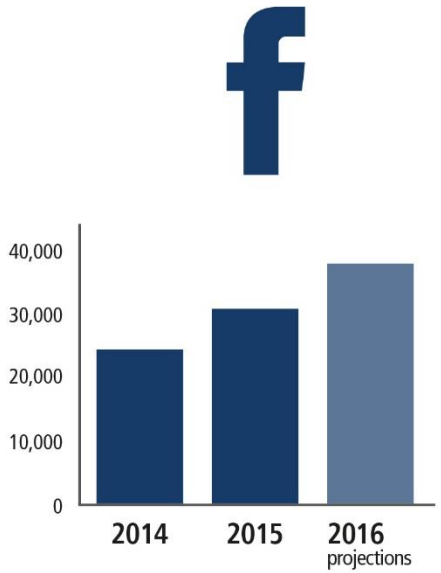


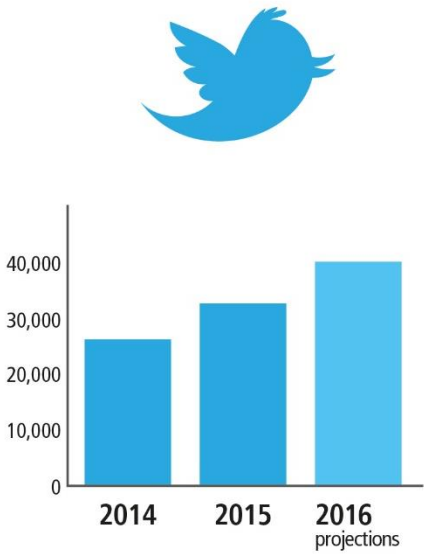
TECHNOLOGY

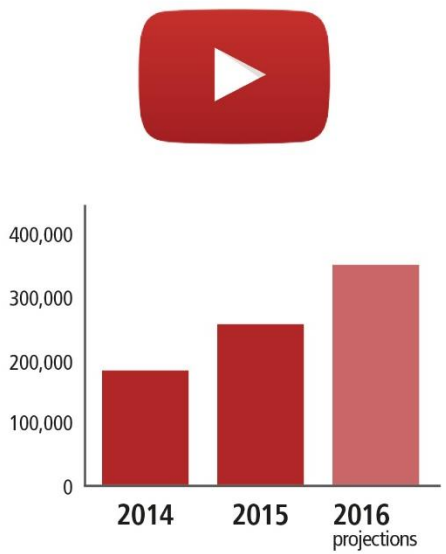

Wireless sessions
2014
2,328,664
38.6%
2015
3,227,441
2016
(Projection) 3,486,243
8.0%

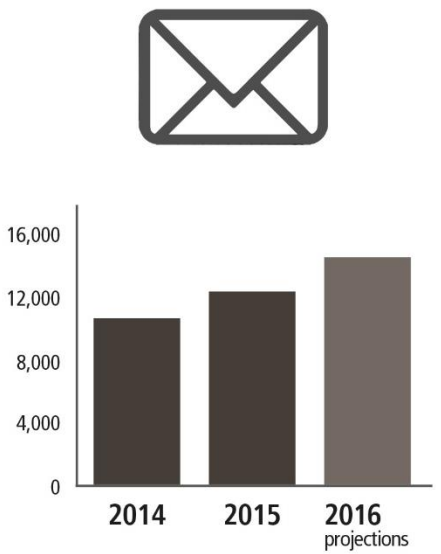

Workstation users
2014
6,537,260
2.4%
2015
6,692,409
2016
(Projection) 6,730,763
0.6%

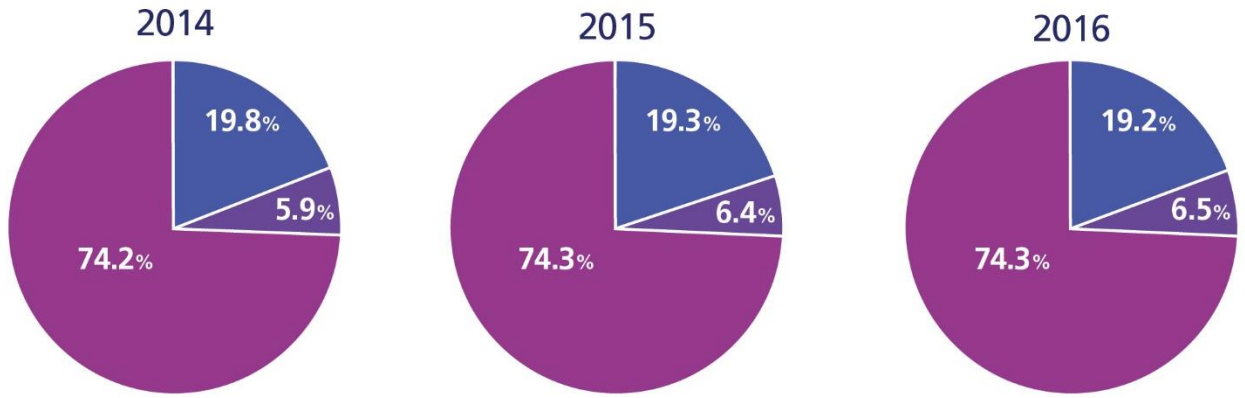
ONLINE ENGAGEMENT & OUTREACH









LIBRARY MEMBERSHIP

New registrations