



REPORT TO THE LIBRARY BOARD

DECEMBER 5, 2024

SUBJECT: Q3 2024 Statistics Report
PURPOSE: For Receipt
PREPARED BY: Senior Team and Alex Bradford
PRESENTED BY: Anne O'Sullivan

RECOMMENDATION

It is recommended that the Library Board receive the Q3 2024 Statistics Report.

BACKGROUND

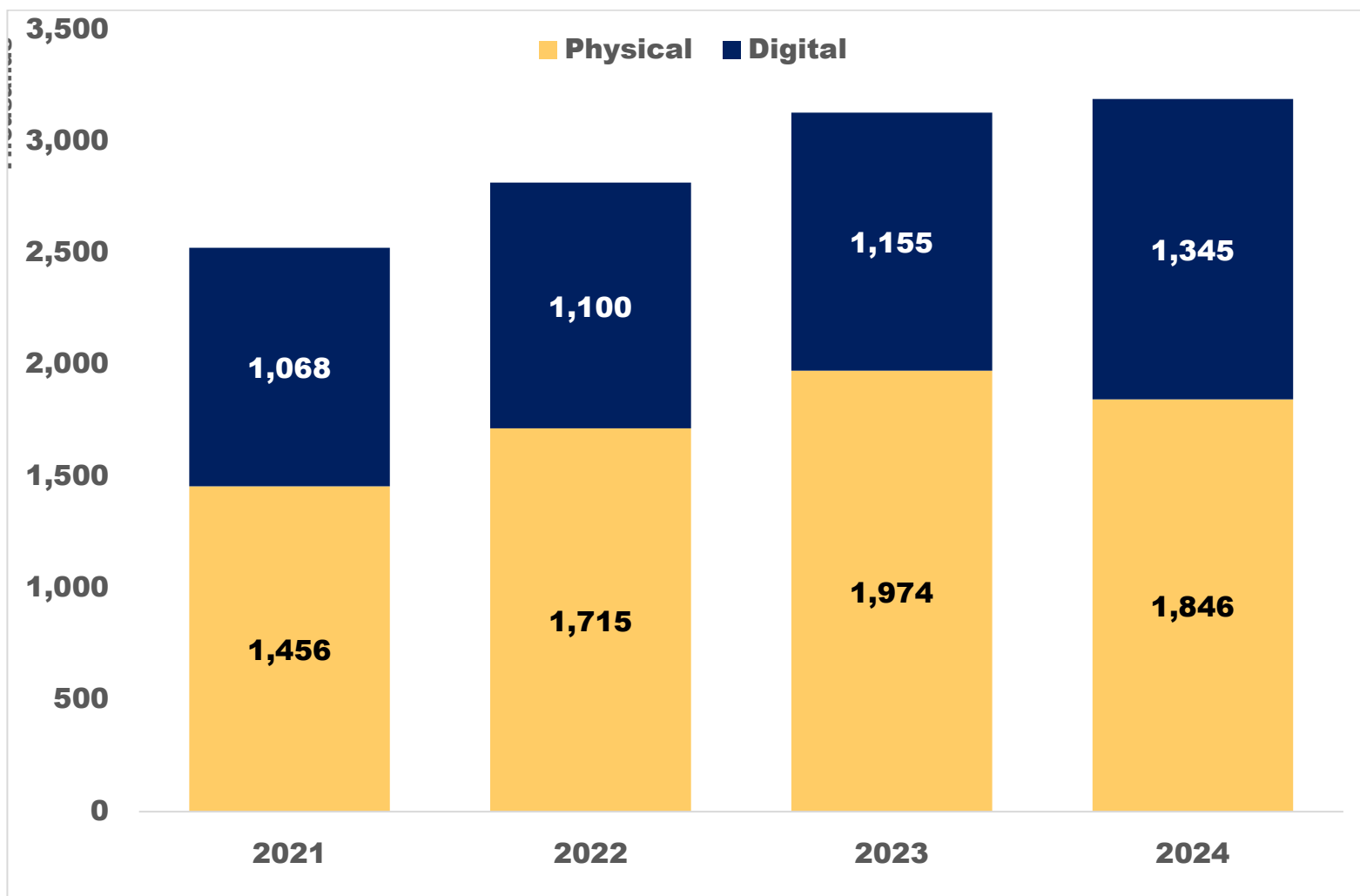
Attached are the statistics for the 3rd Quarter of 2024. This period reflects the busy summer months of July, August, and September, which includes the Library's summer literacy program, the TD Summer Reading Club, designed to help school-age children continue to develop a lifelong love of reading over the summer months. These quarterly statistics also reflect ongoing, typical library service such as borrowing and holds, embedded partnerships such as the Library Settlement Partnership, and outreach delivered by Public Services Staff.

Note: some of the statistics, especially programs and program attendance, may be skewed due to the closure and subsequent limited services at the Sherwood Branch.

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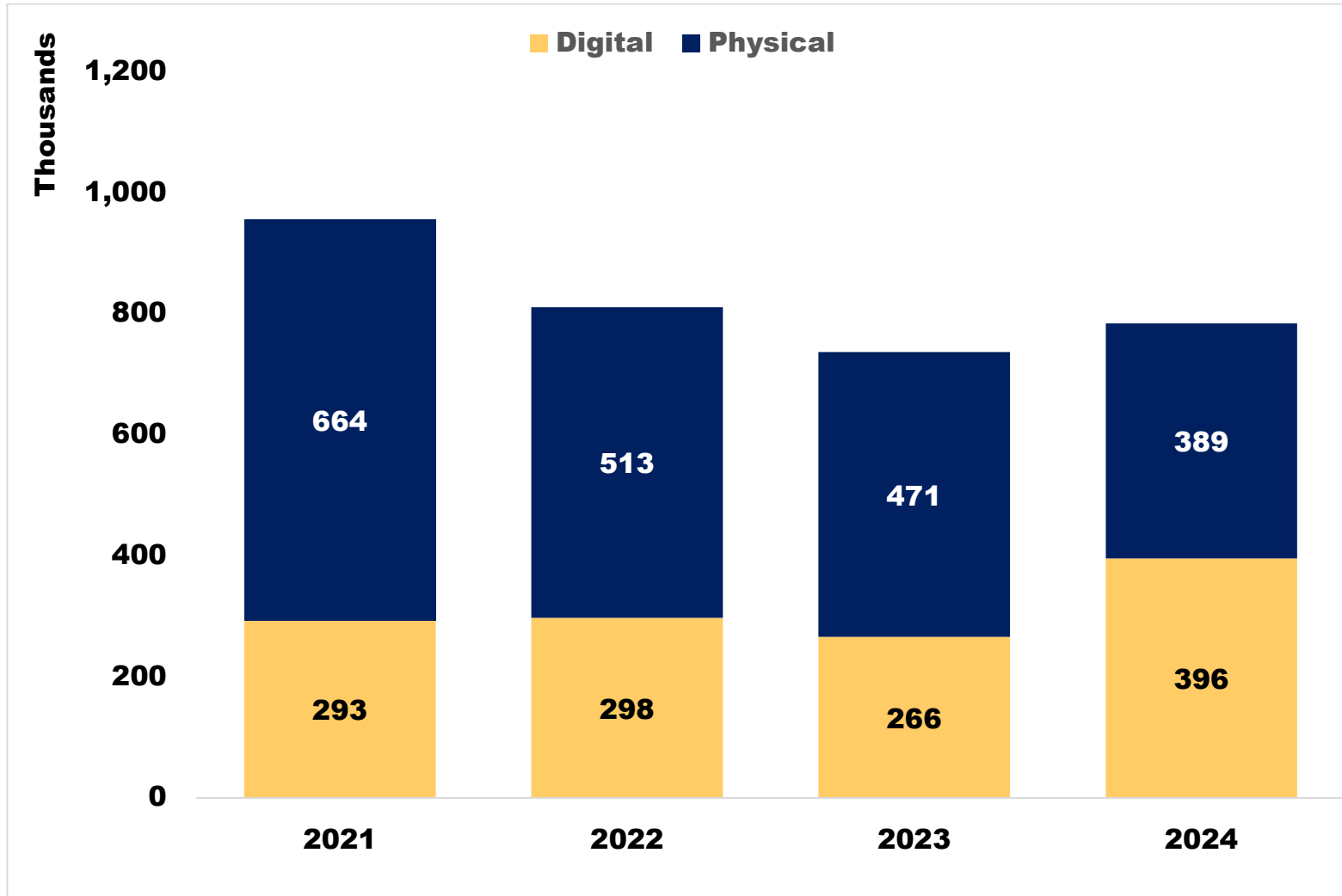
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BORROWING – Q1-Q3 2024



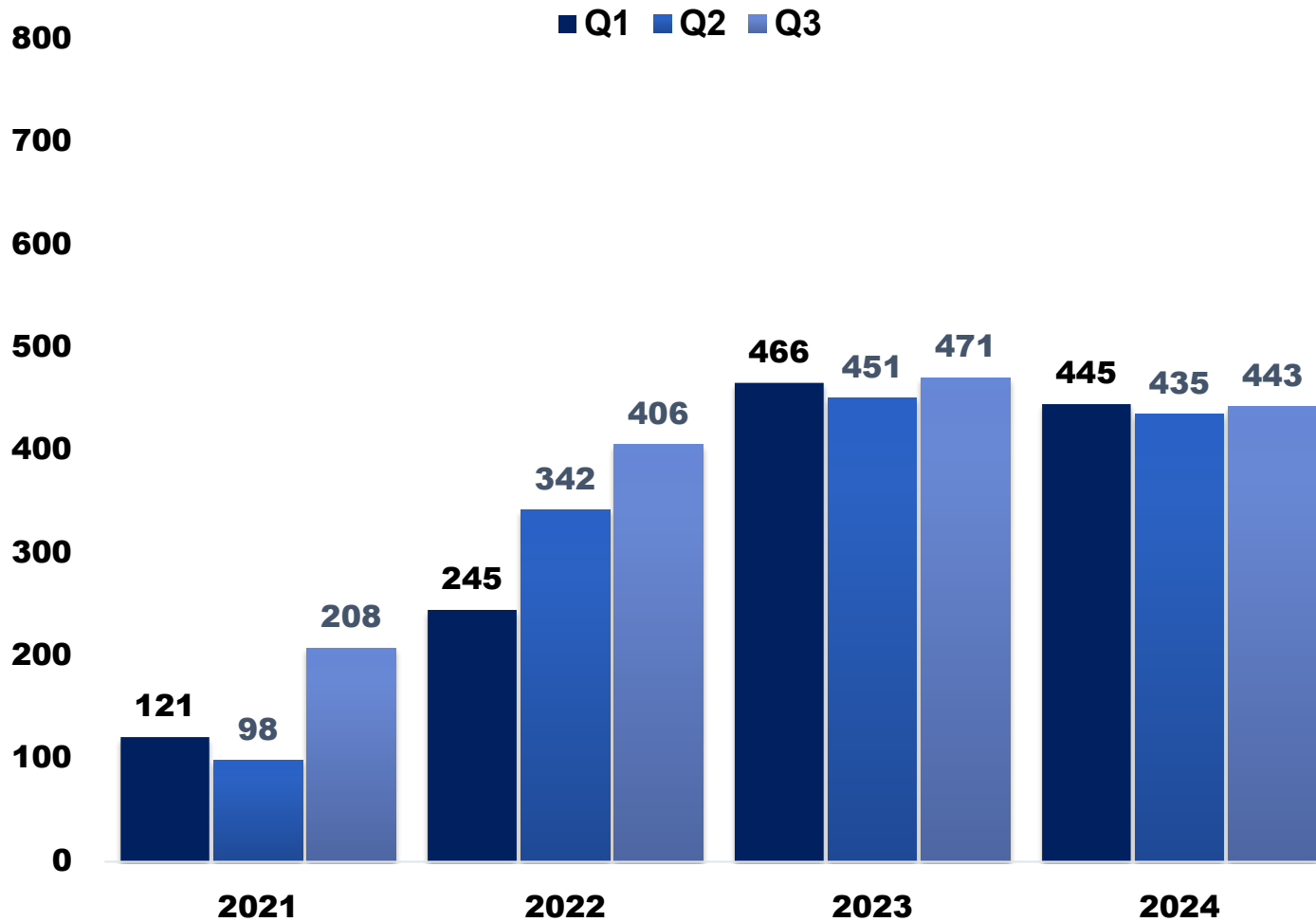
By the end of Q3 2024, Londoners had borrowed over 3.1 Million items, with approximately 43% of those being digital items. Overall, borrowing increased 15% through Q3 as compared to the pre-pandemic numbers in 2019.

HOLDS – Q1-Q3 2024



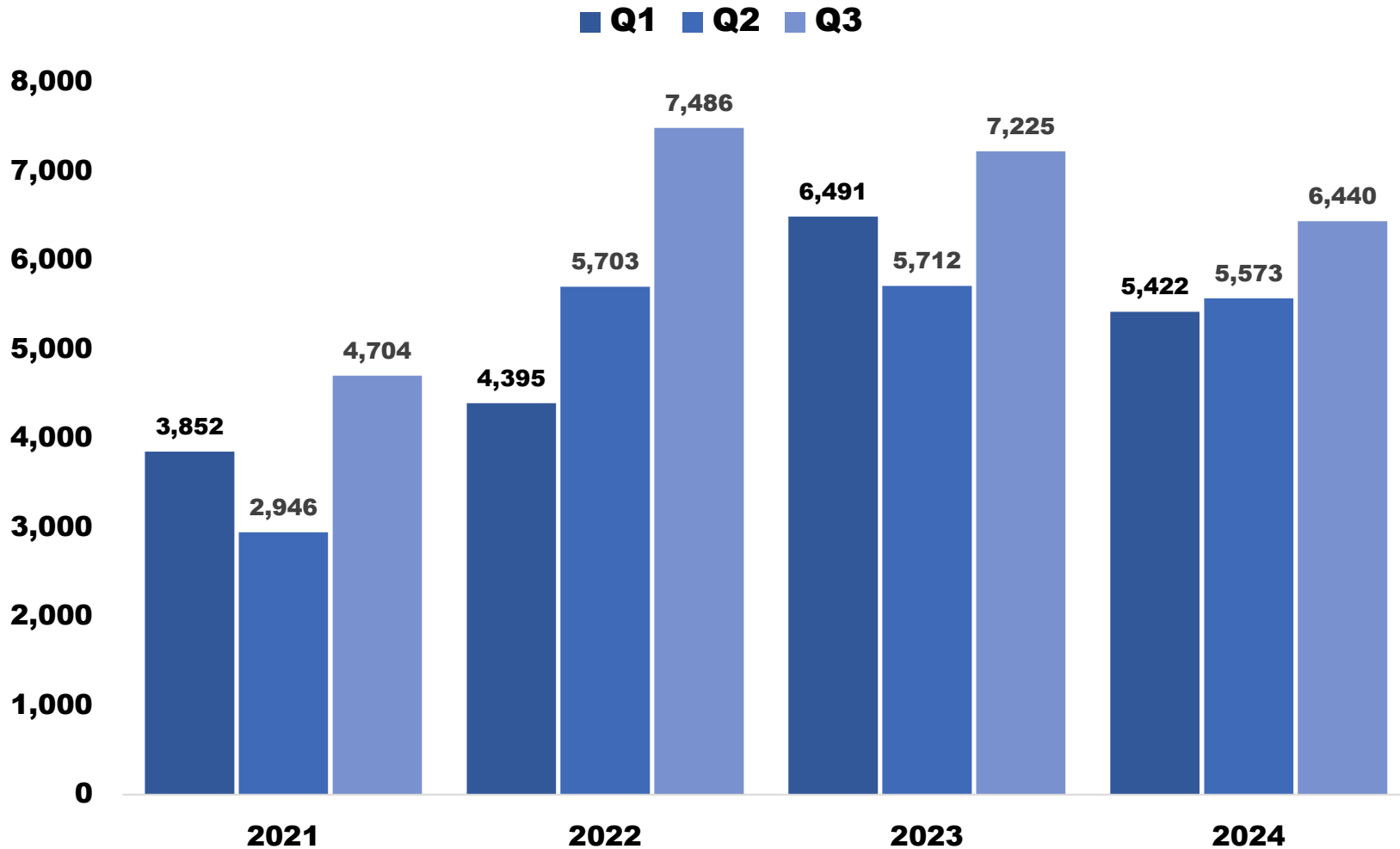
In Q3 2024, Londoners placed 150,524 holds on physical items and 128,382 holds on digital items, for a Q3 total of 278,906 holds, a slight increase from pre-pandemic numbers in 2019 and a 2.5% increase from 2023.

IN PERSON VISITS – 2024



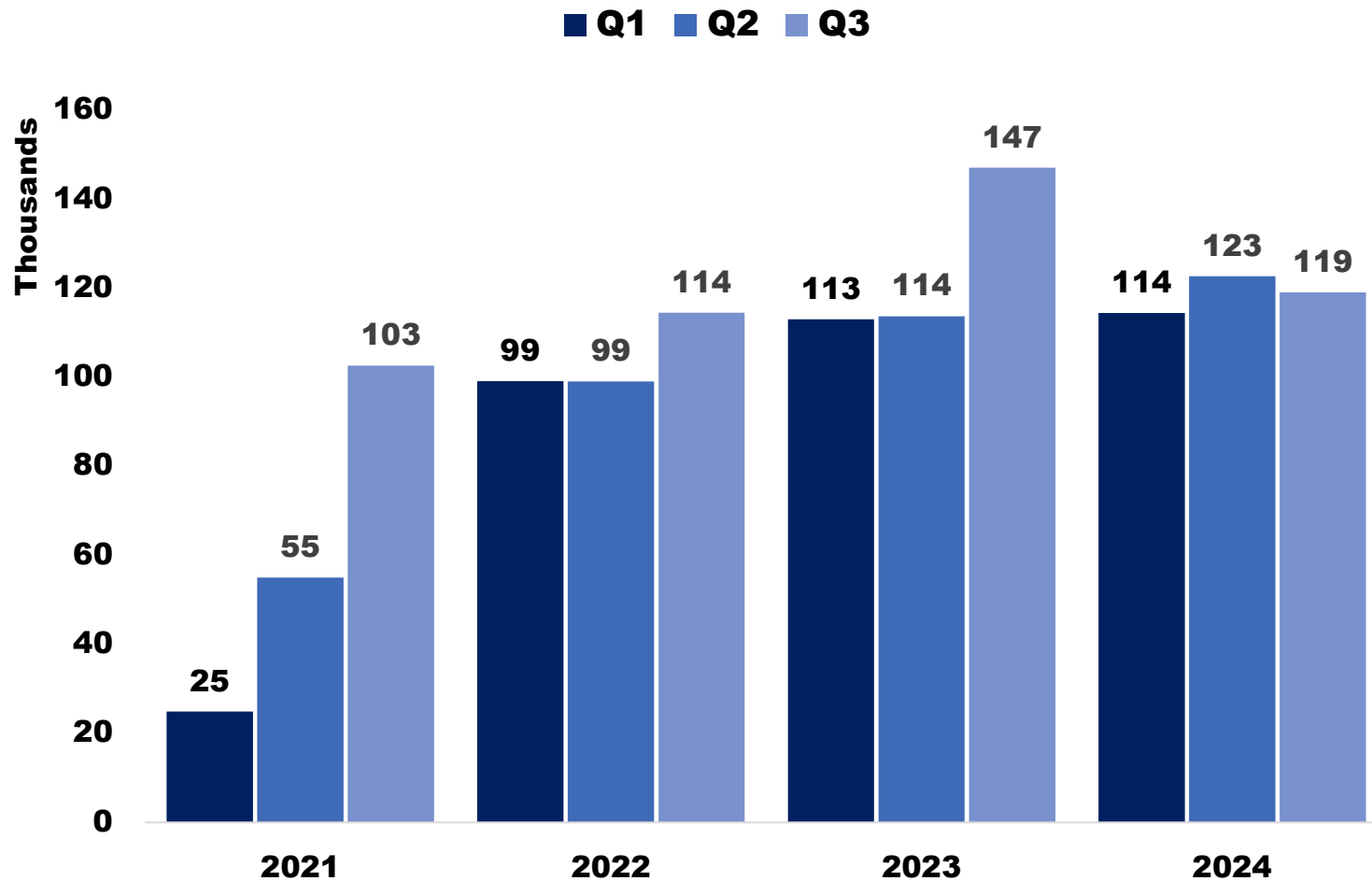
In-person visits have remained consistent across each quarter of 2024, and are on track to exceed 1.6M by the end of the year.

NEW REGISTRATIONS – 2024



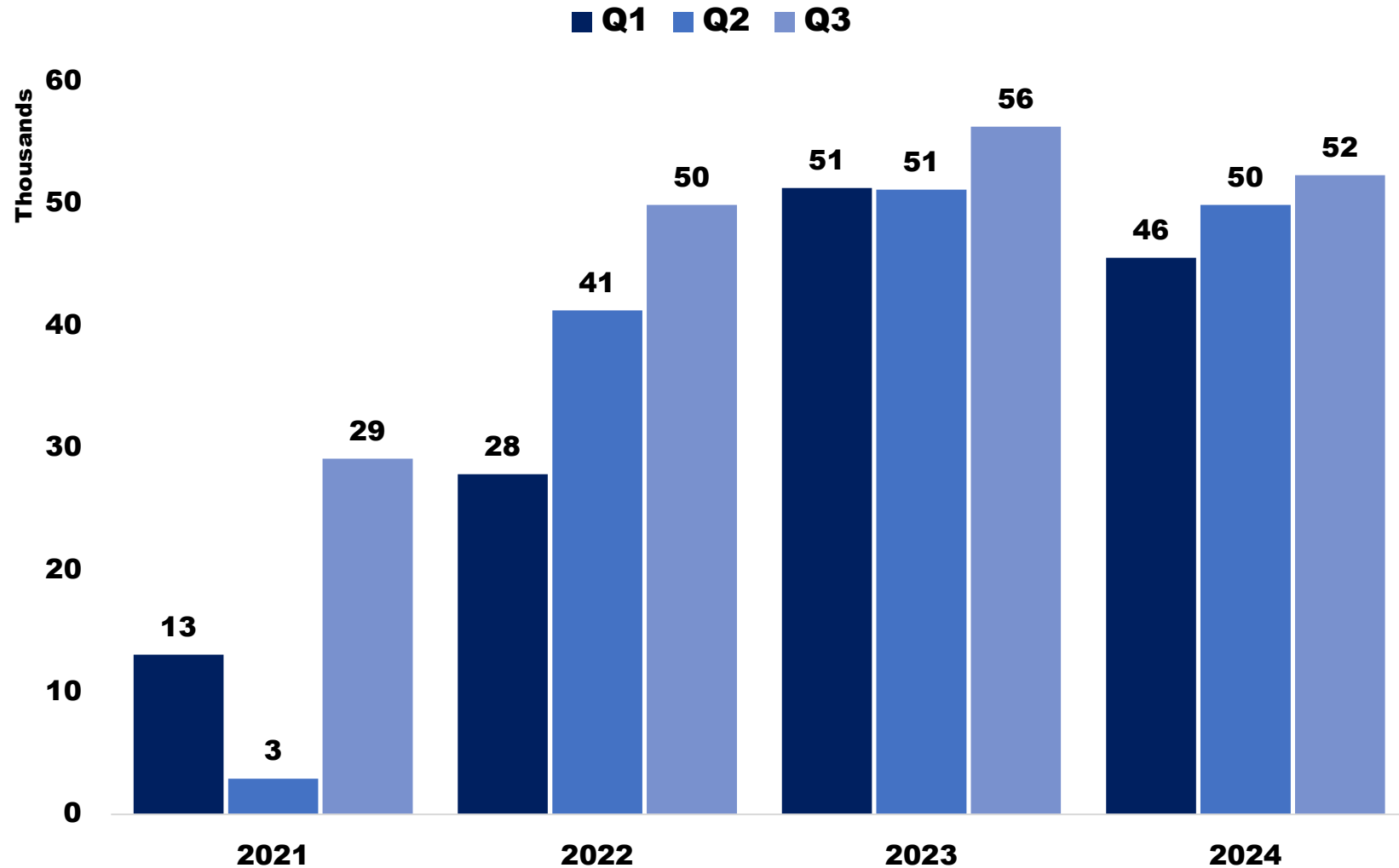
6,440 Londoners registered for new library cards in Q3 2024. This is bolstered by a busy summer period of children registering.

REFERENCE QUESTIONS – 2024



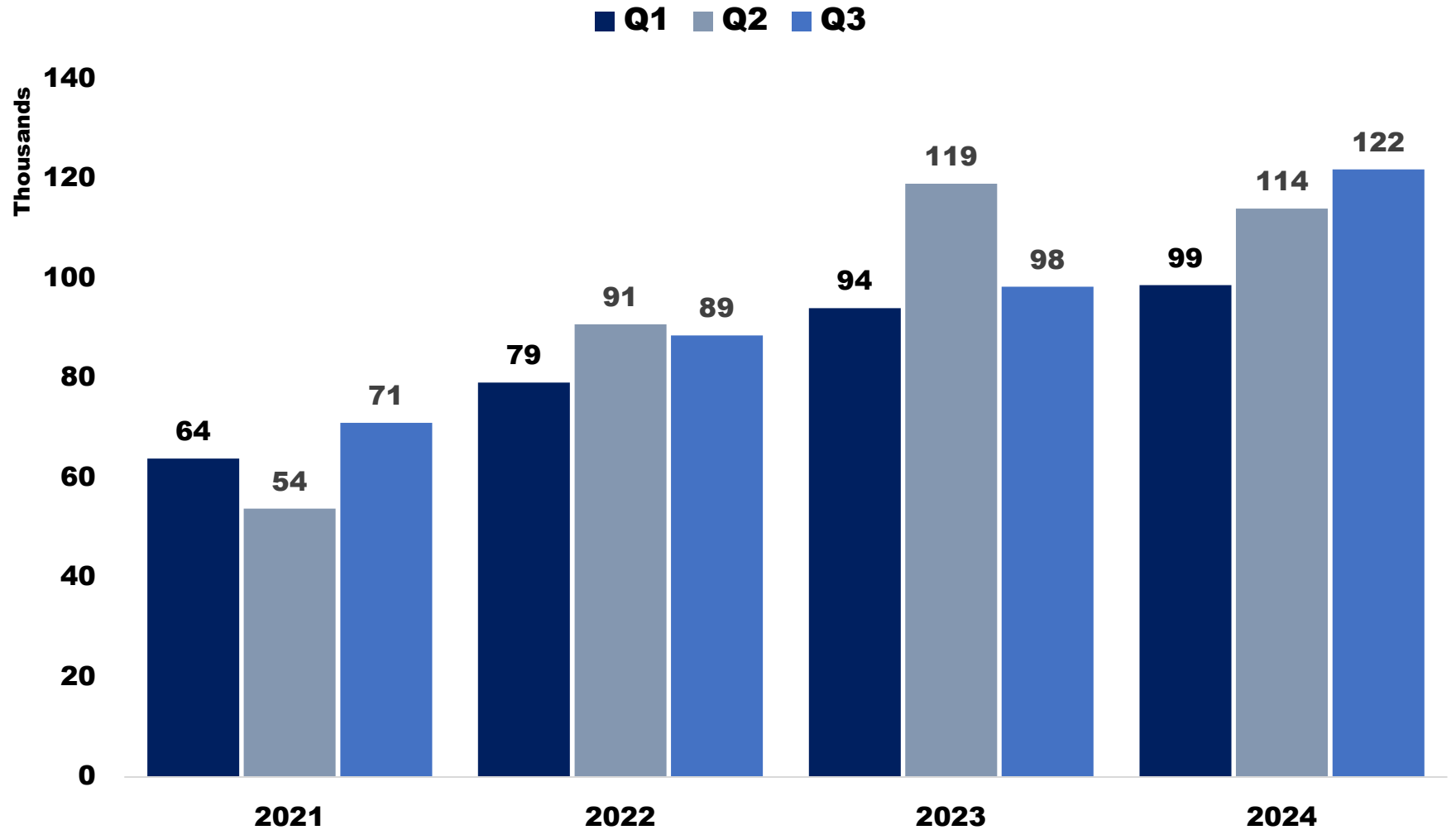
Library staff answered over 119,000 reference questions in Q3 2024, reflecting the continued value that a large number of patrons place on in-person library service.

COMPUTER USE –2024



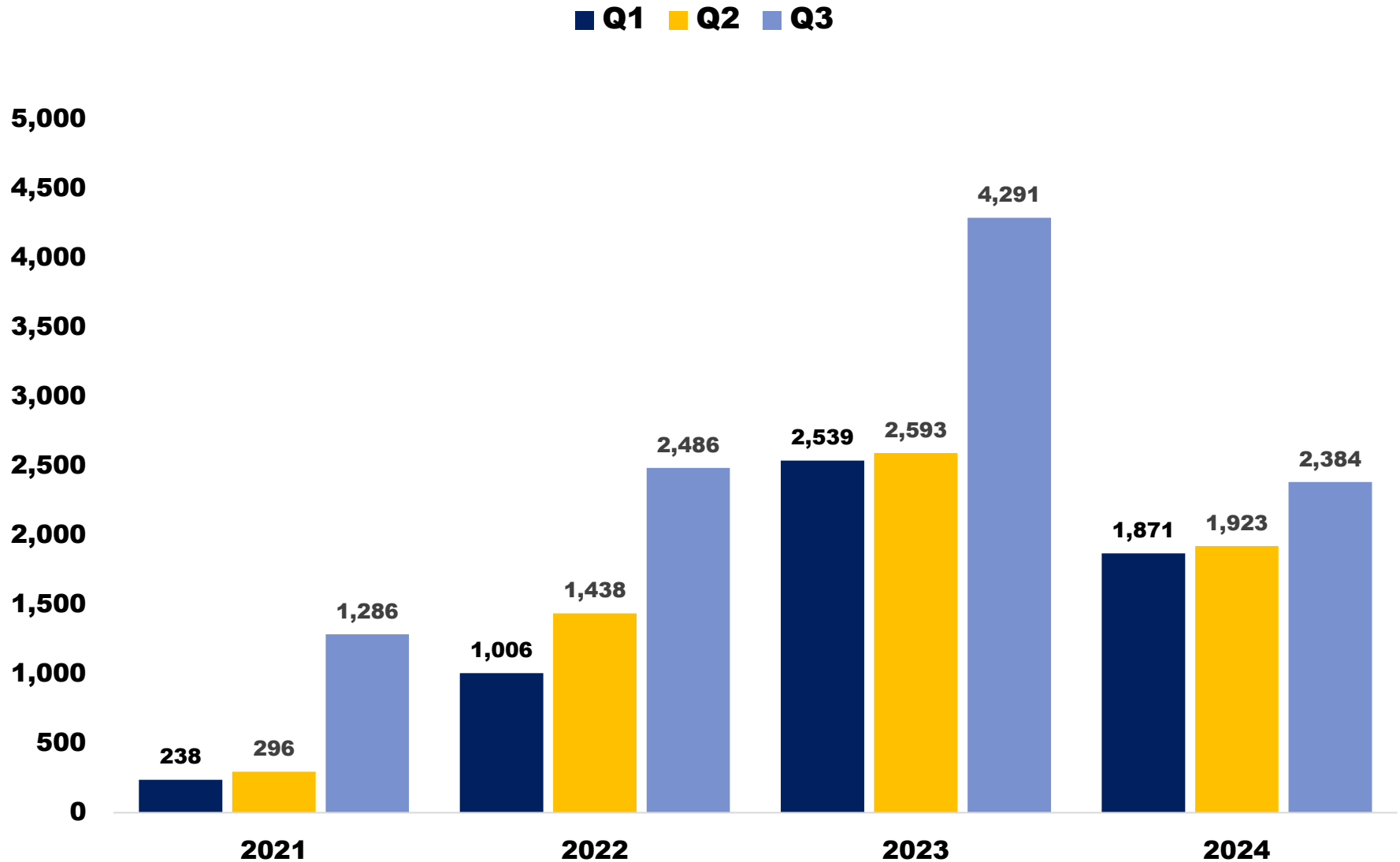
Londoners accessed public computers over 52,000 times in Q3 2024, helping London bridge the digital divide.

WIRELESS USE – 2024



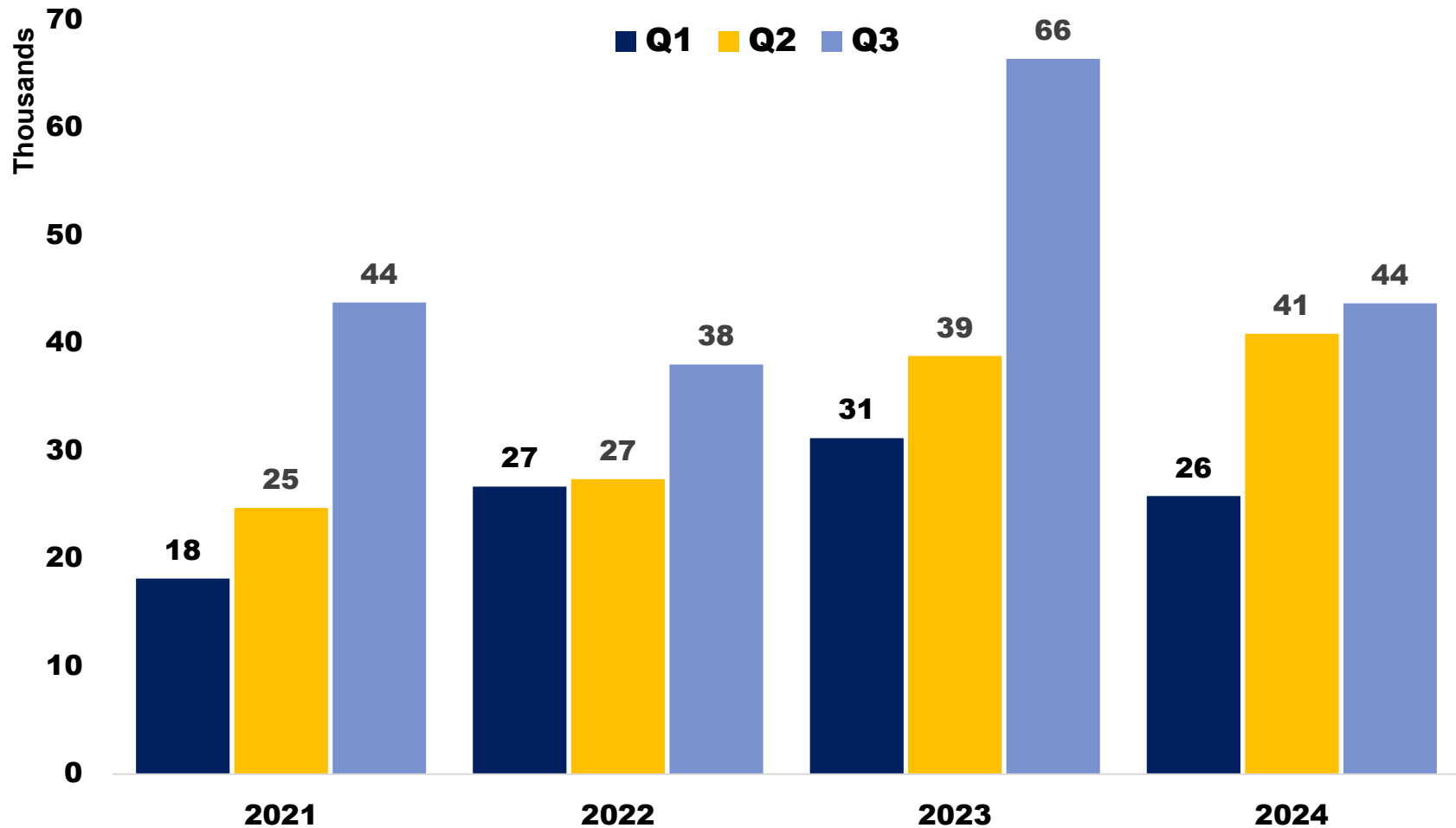
The Library had 122,878 wireless internet uses in Q3 2024, helping London bridge the digital divide.

PROGRAM SESSIONS – 2024



In Q3 2024, public services staff delivered 2,384 program sessions.

PROGRAM ATTENDANCE – 2024



43,730 Londoners attended programs at their local library locations in Q3 2024.