

# Performance Highlights & Trends 2010-11

The Performance Highlights and Trends provides the Library's annual performance/output measures with a comparative analysis to past years. As well, it presents an internal analysis in relation to the resources/input measures of facilities, staffing, open hours and collections which facilitate this performance. The Library is also benchmarked against national and international indicators. Information is updated and printed annually.

Analyzed, compiled, designed and produced by the Halifax Public Libraries Corporate Research and Development and Administration Departments.

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# Highlights and Trends

## HIGHLIGHTS

**2,349,138 visits were made in-person to Halifax Public Libraries' 14 branches in 2010-11.** This was 97,600 more visits made this year than in 2009-10. This also represents 64 visits per open hour which means that somewhere across the region someone walked into a library ever minute of the 36,665 hours the library was open.

**1,355,316 visits were made to the Library's website.** Continuing the trend of increasing use, 71,400 (+5.56%) more website visits were made in 2010-11 than in the previous year. In addition, 72,036 connections were made to the Library's wireless service.

**Almost 19,000 new borrowers** registered for a library card this year, bringing the total percentage of the population of HRM who have a library card to 45.09%

### **Why did over 2 million people choose to come to the Library?**

To seek answers to their 223,445 information questions.

To borrow 4,930,019 materials, almost 4% more than last year - books in print, on DVD, tape or downloadable; music on CD; movies on DVD or downloadable and magazines.

To borrow 3,226 books from other public libraries or university libraries across the province. The BARA (Borrow Anywhere Return Anywhere) service, introduced as a pilot in 2010-11, has had a positive impact on interlibrary use at the branch level. Halifax Public Libraries also loaned 5,351 books to other libraries in the province.

To book a public computer 547,792 times in order to search the Internet, write a resume, be in touch with family & friends via email, ask a librarian a question or get help with homework, search a magazine article or log into the Library's catalogue 1,294,407 times.

To meet in their community using the Library's meeting rooms which were booked 4,145 times; 80% more than last year.

To attend one of the 1,894 programs offered for adults or the 3,222 programs for youth, an 11% increase in the number of programs offered.

3,686 adults attended 418 literacy programs.

8,509 adults attended 597 English Language Learning classes.

198 teens attended 11 English Language Learning classes.

4,815 youth attended 513 reading development programs (Paws to Read, Reading Support and Leading Readers).

Almost 24,000 adults came to a library program - to an author reading or a book club, attended an income tax clinic or took a computer class, saw a movie, listened to a health professional, learned about other cultures, took a tour or a university course.

93,119 children, parents and caregivers came for preschool programs, family drop-ins, for a storytime, a puppet show, a visit with their daycare, their class or a group, a February Break program, or Summer Reading Club.

Teens also enjoyed drop-in sessions, class orientations, author readings, film/book/media discussions, open mic nights and special events.

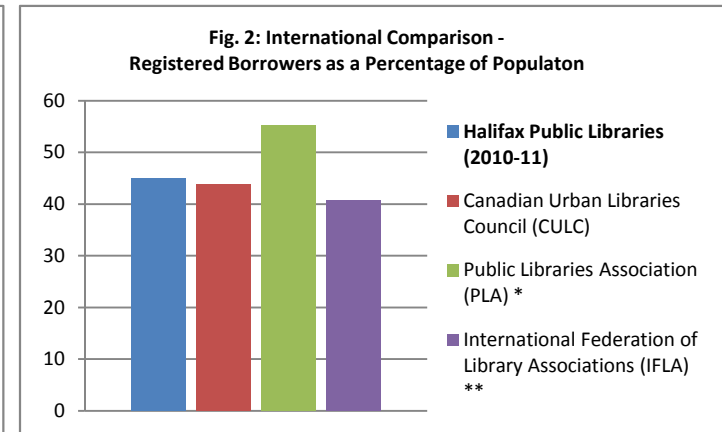
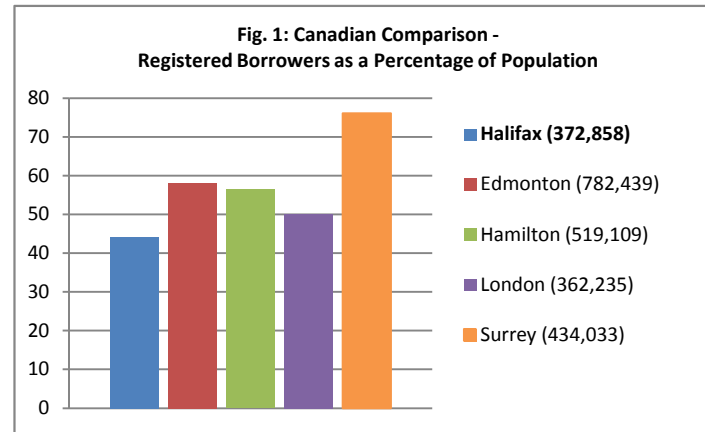
At the same time, for people who are unable to come to the Library - 5,679 deliveries were made of materials chosen by library staff for people who are homebound via the Home Delivery Service and 6,324 packages of materials were mailed via the Books by Mail service to people who live outside the catchment area of a library branch or the Mobile Library.

**In all, 10,804,787 total transactions were carried out by library users in 2010-11; that's an average of 29 transactions per capita!!**

## LIBRARY USE TRENDS

The following analysis identifies trends within the Library system over the last 5 years. As well, where data is available, our Library is benchmarked against 4 Canadian libraries serving comparable sized populations via the Canadian Urban Library Council (CULC) data (Edmonton, Hamilton, London and Surrey). Internationally, comparisons are possible using data collected by the Public Libraries Association\* (PLA) and the International Federation of Library Associations \*\* (IFLA).

### Borrowers



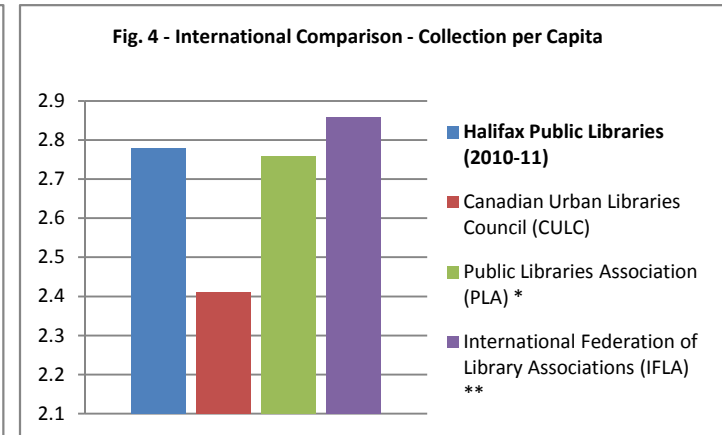
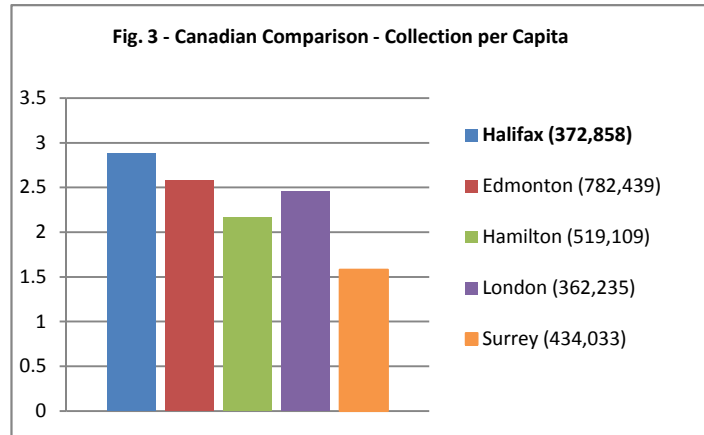
**The total number of active registered borrowers at the Library is 168,111, representing 45% of HRM's population.** This is a 2.17% increase over last year. Active borrowers include those who have borrowed materials, placed an item on hold, booked a computer or connected to the Internet via the wifi service in the last three years. It may but does not necessarily include those who visit the library to read in-house or attend a program. The total number of active borrowers has decreased over the years with this being the first increase in 5 years. **This year, 18,915 people registered for a card,** the highest number of new registrants in the last 4 years. Over the years, the Library's experience has been that the number of people registering for a card increases in the year a library branch is renovated or replaced.

Halifax Public Libraries compares favorably with libraries nationally and internationally with cities serving similar size populations on all factors except percentage of the population registered. In relation to our 4 comparative Canadian libraries, Halifax has the lowest percentage of its population registered at 45% (Fig. 1). However, when compared to the total 39 CULC libraries and libraries represented by PLA and IFLA, Halifax ranks second to the PLA libraries (Fig. 2).

\* US and Canadian cities 250,000 to 499,999 in population

\*\* International reporting cities under 500,000 in population

## Collection

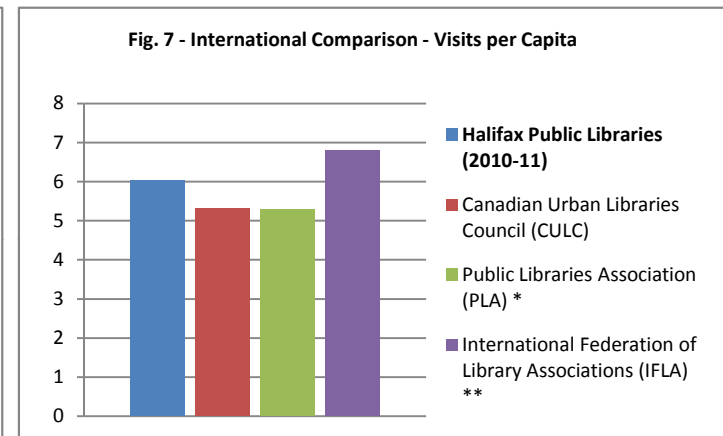
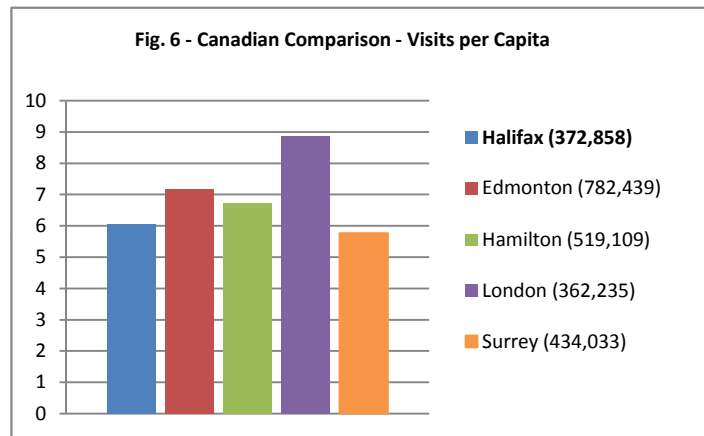
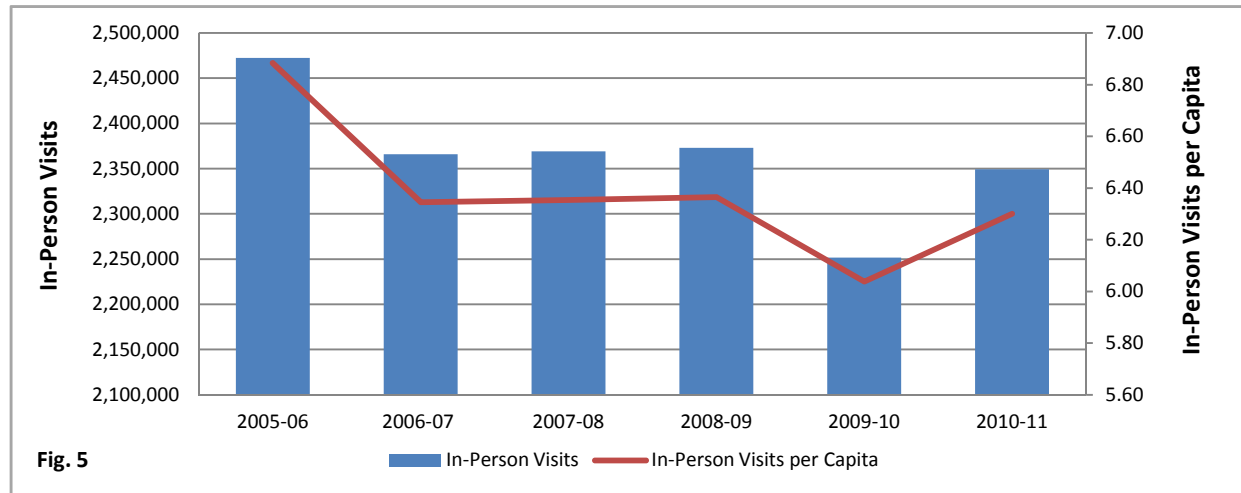


Since 2005-06, **the size of the collection** has continued to decrease, the possible result of a number of activities including weeding of aging materials, purchasing of current and updated materials at higher cost per item, budget constraints and providing access to electronic resources. Over the past years, the composition of the collection remained relatively unchanged with the majority of the collection in print. While the DVD collection grew by 150% over the last 5 years, additions to this collection have decreased in more recent years. In response to the increased demand for electronic resources, access to databases has been greatly enhanced with the Discover catalogue.

In January 2008, the Library introduced its downloadable audiobook collection with 925 titles. Since then, the collection has grown to over 4,300 titles. As well, 6,674 downloadable e-books are available for borrowing. In 2008-09, a downloadable video collection was introduced, but is growing at a much smaller rate. The popularity of these alternative format collections, especially downloadable e-books, is evident in the over 76,000 “checkouts” made during the past year.

With the 2006 census population increase and the slight decrease in the size of the collection, the **Library's materials per capita of 2.78** has fallen to its lowest per capita rate in the last 5 years. Nonetheless, this reflects the national and international trend as the availability of electronic resources and databases is impacting the physical size of the collections. According to the Public Library (PLA) Data Service Statistics Report for 2010, 2.76 is the average holdings per capita of libraries with populations between 250,000 and 499,999. Within the Canadian Urban Libraries Council, the average holdings per capita is 2.41. IFLA reports the average holdings per capita at 2.86. Among our 4 Canadian comparative libraries, Halifax has the highest holdings per capita with Edmonton next at 2.58 and Surrey last at 1.58 (Fig. 3). Benchmarked against the national and international averages, Halifax ranks a close second after IFLA reporting libraries at 2.86 (Fig. 4)

## Visits



**There were 2,349,138 in-person visits this year** which means 64 visits per open hour were made to the Library. In 2006-07, as website use and wireless access increased, in-person visits decreased or increased only slightly until the past year. While external factors such as building renovation/construction, weather and street repairs can impact the number of visits, the opening of the new Woodlawn Library in April 2010 may have been largely responsible for the first substantial percentage increase in 5 years at 4.34% (Fig. 5). Also the increased number of website visits and wireless access may be indicative of changes in the way customers are using the Library.

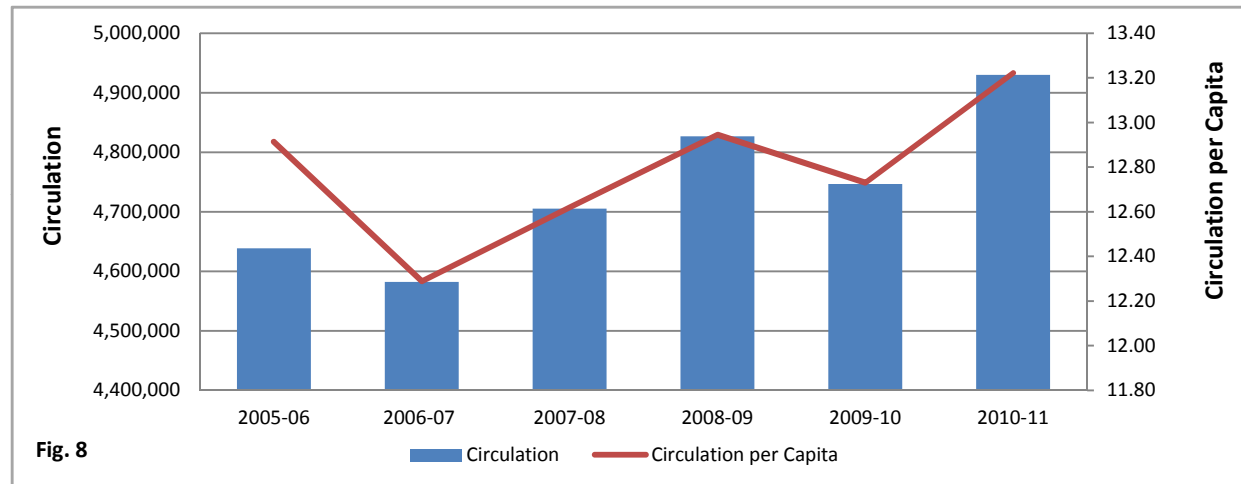
In **visits per capita** of the catchment population, Halifax ranks 4th among its Canadian comparators with London at 8.86, Edmonton at 7.19 and Hamilton at 6.72. Surrey is lowest at 5.77 (Fig. 6). Visits per capita have remained relatively stable numbering 6 visits per capita of HRM's population in each of the last 4 years.

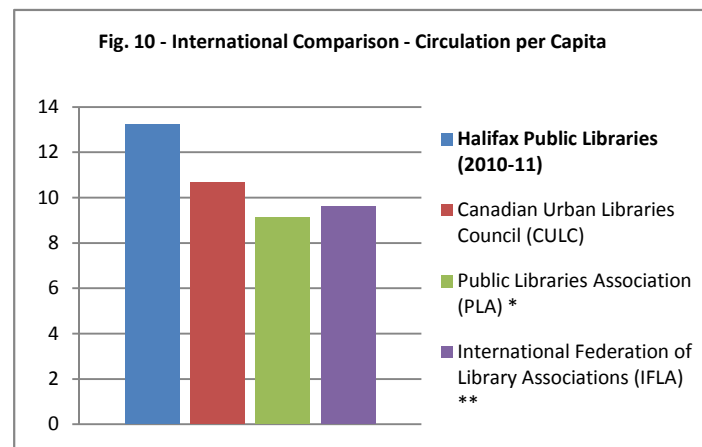
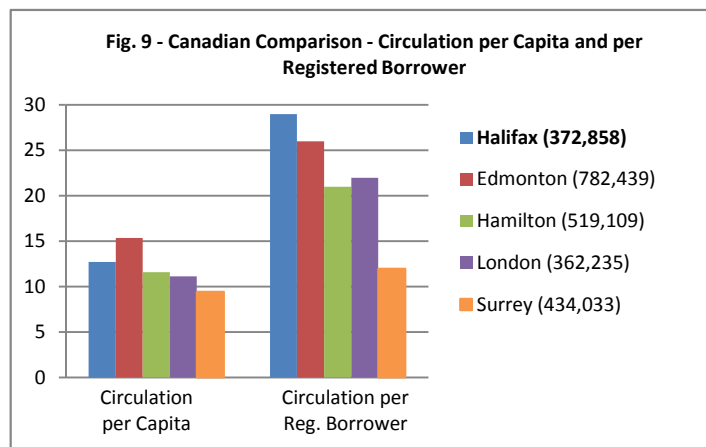
Halifax Public Libraries fares positively on both national and international levels when measured against other library systems servicing comparable populations, again falling closer to the average of the IFLA libraries than the average of those reporting to CULC and PLA. The average visits per capita recorded by CULC libraries is 5.31, by PLA is 5.23 and by IFLA is 6.81. (Fig. 7)

**Visits to the Library via the website** showed an increase of 5.5% over 2009-10 with an overall increase of 30% over the last 5 years, attesting to the continued popularity of this '24x7' library service.

**Catalogue activity** (Patron logins to the catalogue) may be made via a library computer, the website or direct to the catalogue via remote electronic access. A 37% increase has been noted in the last year, possibly attributed to the introduction of Discover, the Library's new catalogue.

## Circulation





**With 4,930,019 items borrowed**, circulation of materials reached its highest level ever. The opening of the new Woodlawn Library contributed to this increase and enhanced the profile of the Library across the region. Circulation has increased overall by 6% since 2005-06. Two slight decreases occurred during the last 5 years (1.22% and 1.66%) and may have been the result of road and building construction impeding access to both the Alderney Gate and Spring Garden Road Public Libraries for a number of months in 2006-07 and renovations to Captain William Spry in 2009-10. (Fig. 8)

**Circulation per capita of HRM** has remained fairly consistent over the last 5 years at 13 items borrowed per person. Of our 4 comparator Canadian libraries, Halifax ranks second to Edmonton at 15.36 (Fig. 9) Nevertheless, Halifax Public Libraries is in the top quarter above average on all national and international comparisons. The average circulation per capita recorded by CULC libraries is 10.67, by PLA is 9.13 and by IFLA is 9.60. (Fig. 10)

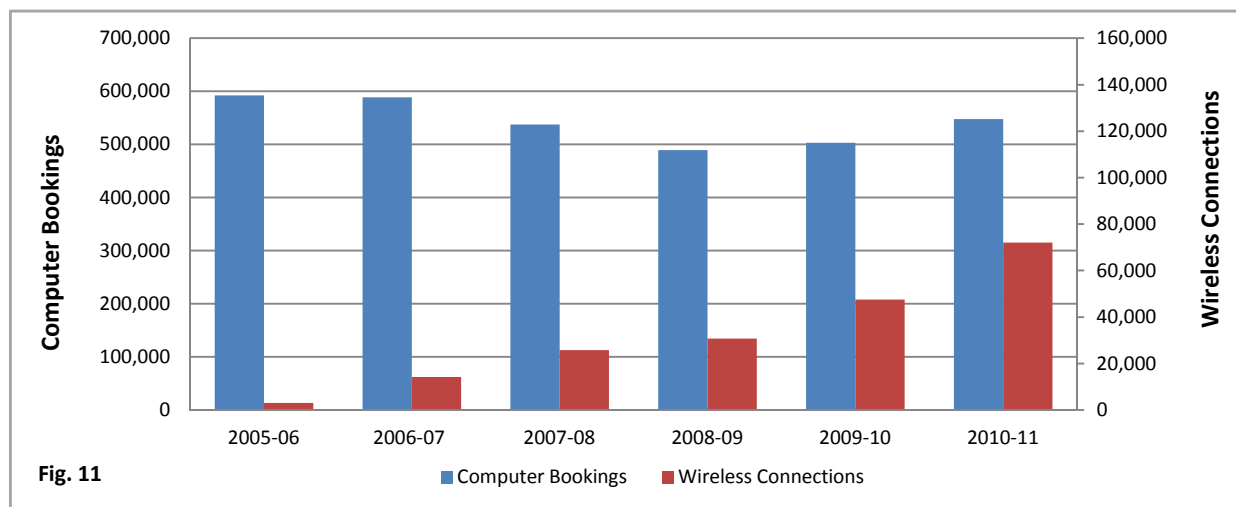
**Circulation per registered borrower** at 29 items has been consistent over the last 3 years and is the highest among our 4 Canadian comparative libraries which range from 12 to 26.

**Circulation per open hour** has increased to 134 items from 127 in 2006-07, showing a 4.76% increase over the last 5 years. This is the highest circulation per open hour in the last 6 years.

**The number of requests** placed across the system increased almost every year of the last 5 years with a slight decrease in 2008-09. An overall increase of 9.76% continues the trend of increased demand on the collection and exemplifies the popularity of this service. An average of 25% of circulation in each of the last 6 years is a result of requests placed by borrowers.

**In-house use of materials**, determined during an annual survey carried out province-wide in October of every year, increased by 3% in the past year for a third consecutive year. While this use is determined by an annual week-long survey rather than an actual count, strict guidelines provide credible data recording this as the highest ever use of in-house materials. Therefore, in addition to 13 items borrowed per capita, another 3 items per capita were used by customers in library outlets.

## Computer Use



The number of **bookings for in-house computers** to access the Internet, electronic databases, educational software and word processing increased by 9% over last year. This use has fluctuated over the last 5 years, but has increased in each of the last 2 years. (Fig. 11) The Woodlawn Library now provides an increased number of computers and the demand has been high since the new branch opened.

At the same time, **wireless access to the Internet** continues to increase as evidenced in the 72,036 connections made by more than 50,000 users in this sixth year of the service. This is a 52% and 45% increase respectively over 2009-10 and continues the trend of a significant increase in use year after year. (Fig. 11)

The combined use of in-house computers and wireless connections is indicative of the high demand for these services.

## Meeting Rooms

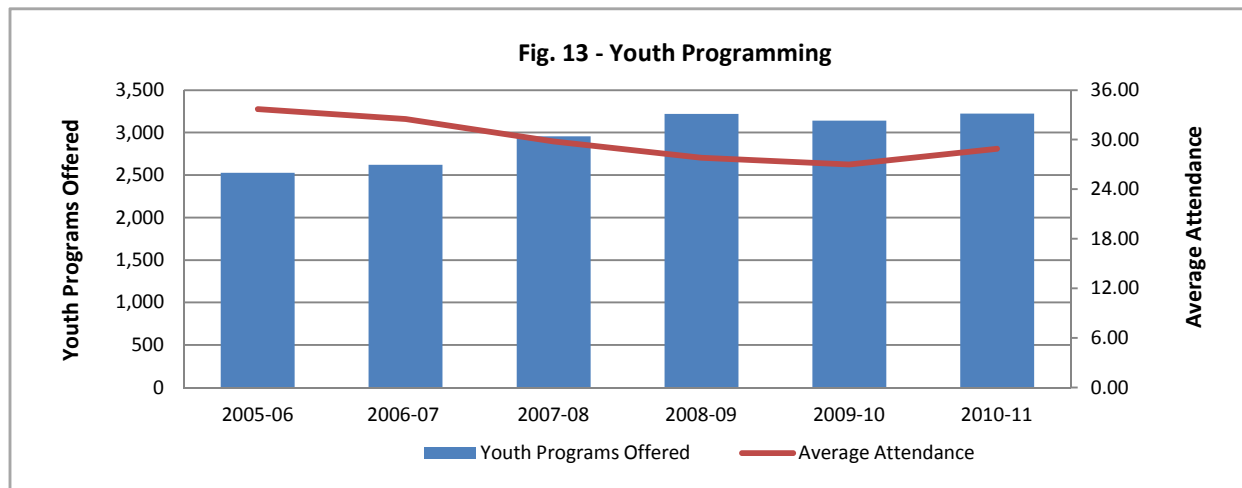
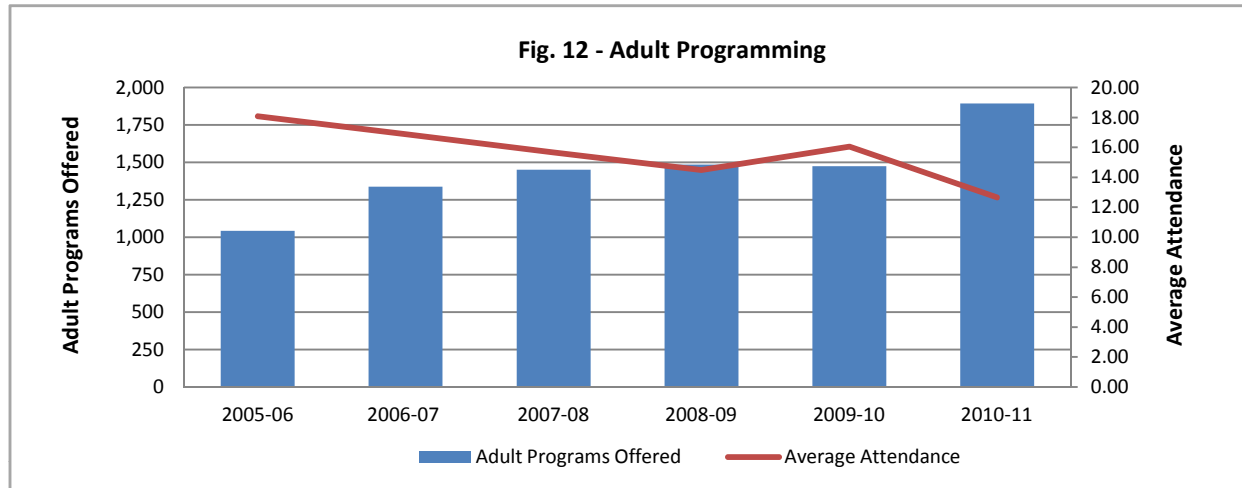
Rooms are available for the public to rent at 10 branches across the region. Usage increased dramatically by 80% this year, largely attributable to the popularity of the study rooms and auditorium now available at the new Woodlawn Library. Meeting rooms continue to be in high demand by the community with some branches reaching booking capacity. The majority of rentals continue to be made by non-profit community groups.

**Information Questions / Activities**

The number of **information activities** carried out increased slightly system-wide by less than 1% last year and the information questions asked at the outlets basically remained the same. Information questions asked via the website decreased by 11.32% over the previous year when a significant increase of 32% had been experienced.

The number of information questions and information related activities has fluctuated over the years; refined tracking mechanisms and the introduction of Roving have had positive impacts but makes trend analysis difficult. At the same time, staff are interacting with borrowers more often using electronic services such as twitter and Facebook.

**Programs**



Programs continue to be an important source of information, education and entertainment for customers as indicated by their increasing popularity.

**The total number of programs offered and program attendance** increased by 11% and 8% respectively in the past year. The Library offered 5,116 programs to 117,073 people. The range of programs offered is from toddlers programs, puppet shows, family drop-in sessions and class visits to information/technology programs, income tax clinics and author readings.

The number of **adult programs** increased by 28%, with a slight increase in total attendance of 1% over the last year; this was an 82% and 27% increase respectively since 2005-06. The average number of attendees per program has decreased to 13 people from a high of 18 in 2005-06. This decrease in average attendance may be attributed to the one-on-one and smaller group programs offered, such as literacy and ELL.

The number of **youth programs** offered increased by 3%. Attendance increased by 11%, and the average attendance per youth program increased from 27 to 29 people. With the exception of 2009-10, the number of youth programs and attendance has increased or stayed the same for the last 5 years, with an overall increase of 27% and 9% respectively.

**Summer Reading Club** participants increased slightly by 1% following a substantial increase of 30% in 2009-10. Approximately 59% of those who initially registered for the program participated; this percentage has fluctuated between 44% and 61% during the last 5 years. The largest number of children ever participated in the program this year, with 3,413 children from across HRM taking part.

An extensive report detailing the various types of programs offered for the various age populations, with a 5 year attendance and trend analysis is provided annually as a separate report for youth and adult program services. A summary appears as an Appendix (Programming Breakdown) at the end of this document.

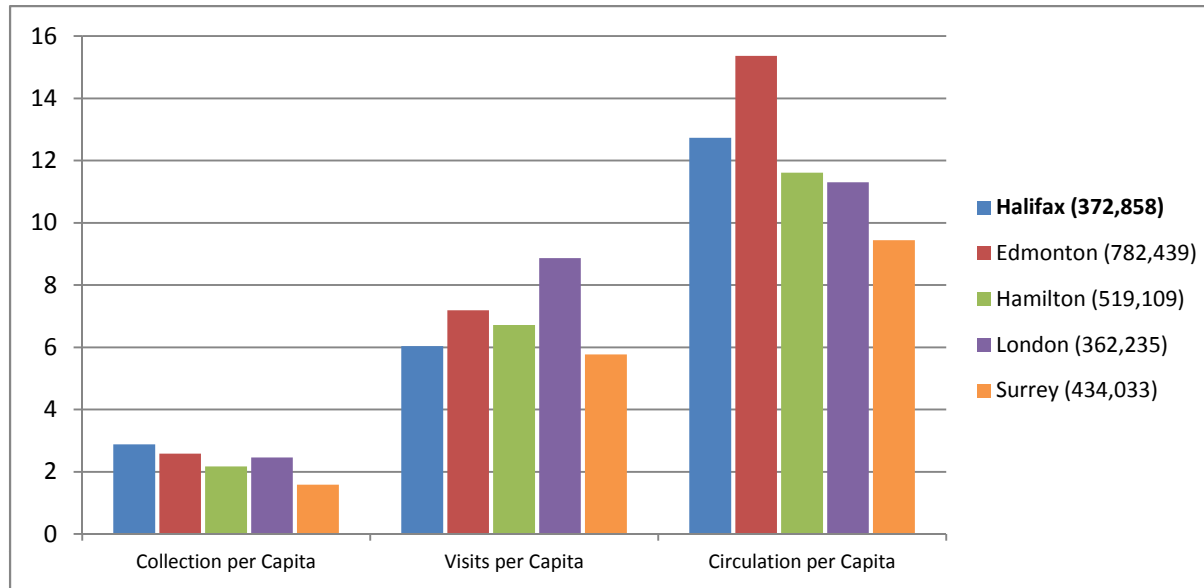
**Total Activities:**

10,804,787 total transactions were carried out by library users in the past year; this is a 3.98% increase with a matching overall increase since 2005-06 of 3.78%. This represents 29 library transactions per capita of HRM residents which is the highest since it was first recorded in 2005-06.

**NATIONAL ANALYSIS**

2009 Canadian Public Library Statistics (Canadian Urban Library Council)

**Per Capita Comparisons**



**NOTES FOR COMPARATIVE PURPOSES (potential impacts on use statistics)**

**2010-11**

Alderney Gate Library was closed from March 7 to 27, 2011 to recarpet its first floor.

Books by Mail Service and Homebound Delivery at Alderney Gate were unavailable from March 7 to 27, 2011 due to the Alderney Gate closure.

Due to weather conditions, all outlets were closed for part of the day on January 9 and 12, as well as, February 2 and 3, 2011.

The Library's new catalogue, Discover, was launched in January 2011.

Repairs to the sidewalk outside the Sheet Harbour Library in September, 2010 made access to the branch difficult.

Due to extreme heat, the Spring Garden Road Library closed early 8 times; JD Shatford Library 3 times, Sheet Harbour Library twice and Captain William Spry Library twice.

All branches were closed all day on September 4, 2010 due to Hurricane Earl.

Woodlawn Library was closed from March 22 to April 23, 2010; opening on April 24, 2010 in its new location.

The Mobile Library cancelled a total of 18 stops over 10 days due to weather/road conditions and mechanical problems.

The Borrow Anywhere Return Anywhere (BARA) service was piloted with other regional public libraries and university libraries across the province.

## **2009-10**

On March 21, 2010, the Woodlawn Library closed its doors at 5 p.m. in preparation for moving to its new location.

Visits to the Woodlawn branch were unavailable for April 1, 2009 - March 21, 2010 due to a broken gate counter.

Spring Garden Road Library closed early 4 times in August 2009 due to extreme heat.

Due to weather conditions, all outlets were closed for part of the day on January 2, 2010 and February 17, 2010.

As of April 2009, the method used to calculate Ask a Librarian statistics was changed. Previously the number of e-mail messages received per month was counted and submitted. Starting in April, the number of questions per e-mail message were counted. That is, if a single message contains two distinct questions, two questions will be recorded in the statistics.

Captain William Spry Library closed from March 22 - May 11, 2009 for renovations.

The Mobile Library cancelled a total of 25 stops over 10 days due to mechanical problems, staff shortages and road/weather conditions.

## **2008-09**

Construction at the Alderney Gate parking garage severely limited parking and access to the building from July to September 2008.

The Captain William Spry Community Centre began renovations in September 2008 which had an impact on branch use; the Library itself closed on March 22, 2009 to begin its own renovations.

Spring Garden Road Library closed twice in July due to extreme heat.

Woodlawn Library closed three times due to lack of heat in the facility.

Due to weather conditions, all outlets were closed November 22 and January 11, as well as, closed for part of the day January 7, 29, February 3 and 19 plus multiple outlet closures for various hours throughout the winter.

Branches with self-checkout stations (Alderney Gate, Cole Harbour, Keshen Goodman, Sackville and Tantallon) had their old 3M Self-Checks replaced by new Sentry Quick-Checks.

**2007-08**

Roving was initiated at a number of branches at various points through the year. Roving involves having staff walk about the library in search of users who need assistance, as opposed to remaining seated at the Information Desk, waiting for customers to approach with their questions.

The Overdrive collection of downloadable audio books was made available to library customers on January 26, 2008.

The website was re-launched in January 2008.

Dartmouth North Library increased open hours from 33 hours per week to 50 hours per week beginning June 18, 2007.

Spring Garden Road Library closed three times in July due to extreme heat; JD Shatford Library closed twice and Sheet Harbour Library closed once.

**2006-07**

Alderney Gate Library had access to the building impeded by street construction from October until December 22, 2006.

Spring Garden Rd Library closed twice during July and August due to extreme temperature conditions and repairs to the building blocked access to the front entrance during September, October and November.

**2005-06**

Keshen Goodman, Sackville, Spring Garden Road Memorial and Tantallon Libraries began offering wireless/wired internet connection (wifi) in November 2005. All other branches began offering the service by February 2006.

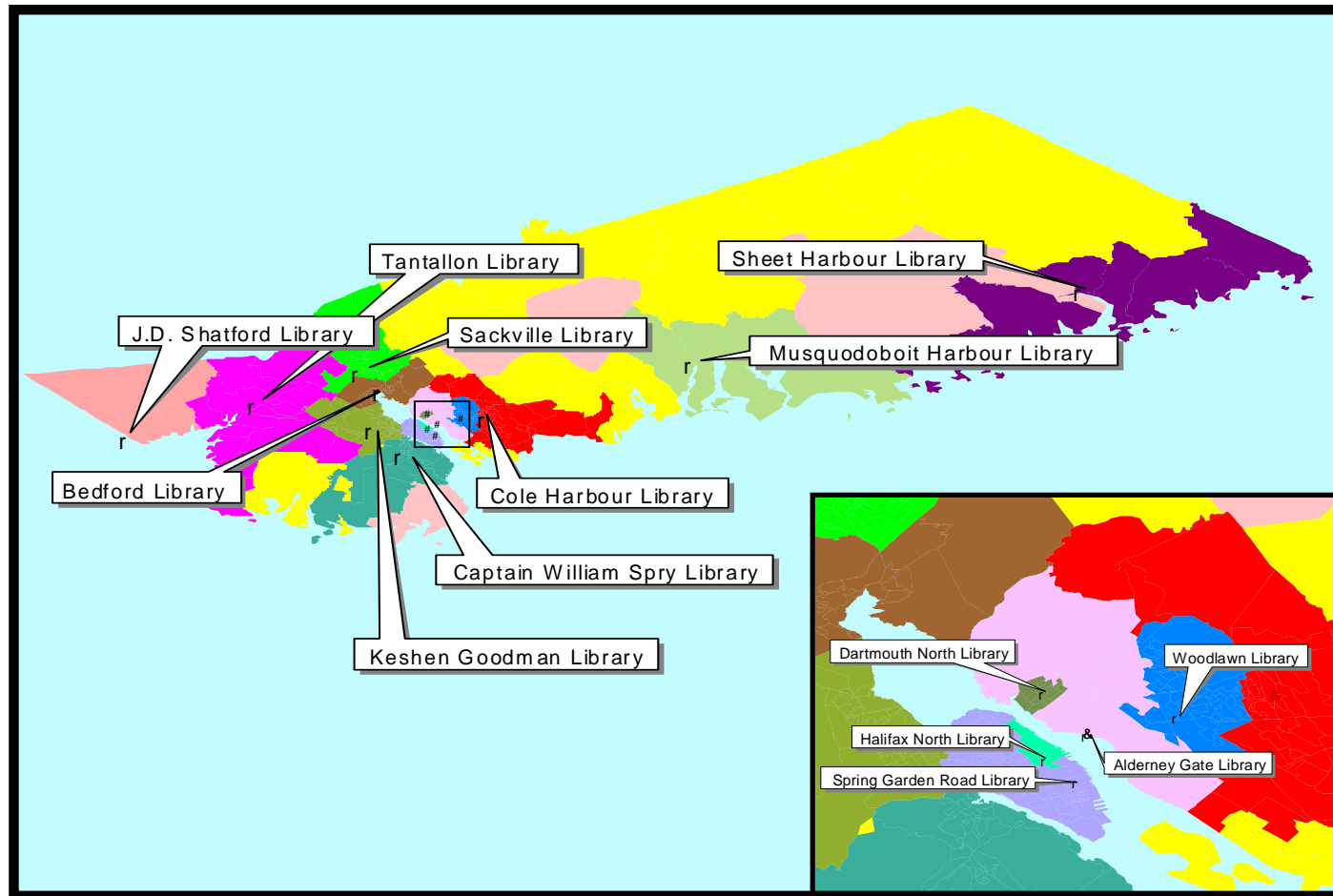
All branches were closed February 1 and 12 due to storms.

Sheet Harbour Library was closed March 24 through April 17 for renovations.

## Catchment Area Description

A population of 372,858 (2006 Census) and growing to approximately 403,000 in 2010-11 live in the urban, suburban and rural communities of the Halifax Regional Municipality. 22.6% of the population is 18 years old and under, while 65.2% is aged 19-64 and 12.5% are 65 years of age or older. Census data will be updated in 2011-12 as Statistics Canada releases information. Geographically, HRM spans across 2,153 square miles (5,600 square kilometres).

In 2010-11, library service was provided to the residents of HRM through a network of 14 branches, a mobile library, Books by Mail Service, Home Delivery Service and a web site.



2005-06 ❖	2006-07 ♦	chg from previous	2007-08 ♦	chg from previous	2008-09 ♦	chg from previous	2009-10 ♦	chg from previous	2010-11 ♦	chg from previous	chg from 2005-06 ★
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<b>POPULATION (by age)</b>												
Total Population	359,183	372,858	3.81%	372,858	0.00%	372,858	0.00%	372,858	0.00%	372,858	0.00%	3.81%
<b>Children's Population (0-14)</b>												
Total Children's population (0-14)	65,985	65,985	0.00%	60,185	-8.79%	60,185	0.00%	60,185	0.00%	60,185	0.00%	-8.79%
<i>% of total population</i>	18.37%	17.70%	-3.67%	16.14%	-8.79%	16.14%	0.00%	16.14%	0.00%	16.14%	0.00%	-12.14%
# of 0-11 year olds	45,360	45,360	0.00%	40,210	-11.35%	40,210	0.00%	40,210	0.00%	40,210	0.00%	-11.35%
# of 12-14 year olds	11,960	11,960	0.00%	11,930	-0.25%	11,930	0.00%	11,930	0.00%	11,930	0.00%	-0.25%
<b>Young Adult Population (15-18)</b>												
Young Adult Population (15-18)	22,905	22,905	0.00%	24,345	6.29%	24,345	0.00%	24,345	0.00%	24,345	0.00%	6.29%
<i>% of total population</i>	6.38%	6.14%	-3.67%	6.53%	6.29%	6.53%	0.00%	6.53%	0.00%	6.53%	0.00%	2.39%
<b>Adult Population (19-64)</b>												
Total Adult population (19-64)	230,690	230,690	0.00%	243,230	5.44%	243,230	0.00%	243,230	0.00%	243,230	0.00%	5.44%
<i>% of total population</i>	64.23%	61.87%	-3.67%	65.23%	5.44%	65.23%	0.00%	65.23%	0.00%	65.23%	0.00%	1.57%
# of 19-34 year olds	77,965	77,965	0.00%	83,991	7.73%	83,991	0.00%	83,991	0.00%	83,991	0.00%	7.73%
# of 35-64 year olds	133,080	133,080	0.00%	144,215	8.37%	144,215	0.00%	144,215	0.00%	144,215	0.00%	8.37%
<b>Senior Population (65+)</b>												
Total Senior population (65+)	39,525	39,525	0.00%	44,925	13.66%	44,925	0.00%	44,925	0.00%	44,925	0.00%	13.66%
<i>% of total population</i>	11.00%	10.60%	-3.67%	12.05%	13.66%	12.05%	0.00%	12.05%	0.00%	12.05%	0.00%	9.49%

❖ Data from 2001 census

♦ Data from 2006 Census

★ 2005-06 or the earliest year available for comparison purposes

## Input Measures

PUBLIC SERVICE FACILITIES		
Alderney Gate Public Library	60 Alderney Drive, Dartmouth, NS B2Y 4P8	32,510 sq ft *
Bedford Public Library	Wardour Centre 15 Dartmouth Road, Bedford NS B4A 3X6	5,949 sq ft
Captain William Spry Public Library	Captain William Spry Community Centre 10 Kidston Road, Halifax, NS B3R 2J7	10,016 sq ft
Cole Harbour Public Library	Cole Harbour Place 51 Forest Hills Parkway, Cole Harbour, NS B2W 6C6	10,008 sq ft
Dartmouth North Public Library	Dartmouth North Community Centre 134 Pinecrest Drive, Dartmouth, NS B3A 2J9	2,152 sq ft
Halifax North Memorial Public Library	2285 Gottingen Street, Halifax, NS B3K 3B6	12,400 sq ft
Keshen Goodman Public Library	330 Lacewood Drive, Halifax, NS B3M 4G2	25,000 sq ft
Musquodoboit Harbour Public Library	Village Plaza 7900 #7 Highway, Musquodoboit Harbour, NS B0J 1L0	3,900 sq ft
Sackville Public Library	636 Sackville Drive, Lower Sackville, NS B4C 2S4	15,100 sq ft
J.D. Shatford Memorial Public Library	10353 St. Margaret's Bay Road (Hwy #3), Hubbards, NS	2,700 sq ft
Sheet Harbour Public Library	Blue Water Business Centre 22756 Hwy #7, Sheet Harbour, NS B0J 3B0	2,964 sq ft
Spring Garden Road Memorial Public Library	5381 Spring Garden Road, Halifax, NS B3J 1E9	38,000 sq ft
Tantallon Public Library	3646 Hammonds Plains Rd., Up. Tantallon, NS B3Z 1H3	12,064 sq ft
Woodlawn Public Library	31 Eisener Boulevard, Dartmouth, NS B2W 0J1	16,656 sq ft
Mobile Library	636 Sackville Drive, Lower Sackville, NS B4C 2S4	240 sq ft
<b>Total</b>		<b>189,659 sq ft</b>

\* The square footage accounts for all public service space.

HOURS OF OPERATION		
	Annual	Weekly*
Alderney Gate Public Library	2,782	58 / 61
Bedford Public Library	2,457	47 / 50
Captain William Spry Public Library	2,441	47 / 50
Cole Harbour Public Library	2,470	47 / 50
Dartmouth North Public Library	2,469	50
Halifax North Memorial Public Library	2,401	47
Keshen Goodman Public Library	2,963	58 / 61

Musquodoboit Harbour Public Library	1,102	22
Sackville Public Library	2,463	47 / 50
J.D. Shatford Memorial Public Library	1,098	22
Sheet Harbour Public Library	1,102	22
Spring Garden Road Memorial Public Library	2,427	47 / 50
Tantallon Public Library	2,462	47 / 50
Woodlawn Public Library	2,790	58 / 61
Mobile Library	1,069	24
Books-by-Mail	1,745	35
Home Delivery Service (Halifax North **)	2,040	-
Youth Outreach	384	-
<b>Total:</b>	<b>36,665</b>	<b>678 / 706</b>

\* 2 numbers are given for weekly hours to account for those branches with Sunday operations between Labour Day and Victoria Day

\*\* Home Delivery Service - Alderney Gate's open hours are included in Alderney Gate Library's open hour:

2005-06	2006-07	chg from previous	2007-08	chg from previous	2008-09	chg from previous	2009-10	chg from previous	2010-11	chg from previous	chg from 2005-06
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STAFFING LEVELS												
Total # of positions	436	436	0.00%	442	1.38%	448	1.36%	448	0.00%	454	1.34%	4.13%
# of Full-time positions	171	171	0.00%	174	1.75%	172	-1.15%	172	0.00%	177	2.91%	3.51%
Full-time hours per week	5,985	5,985	0.00%	6,090	1.75%	6,020	-1.15%	6,020	0.00%	6,195	2.91%	3.51%
# of Part-time positions	265	265	0.00%	268	1.13%	272	1.49%	272	0.00%	277	1.84%	4.53%
Part-Time hours per week	3,507.00	3,528.00	0.60%	3,708.00	5.10%	3,783.93	2.05%	3,783.93	0.00%	3,857.50	1.94%	9.99%
Total hours per week	9,492.00	9,513.00	0.22%	9,798.00	3.00%	9,803.93	0.06%	9,803.93	0.00%	10,052.50	2.54%	5.90%
Total # FTE	271.20	271.80	0.22%	279.90	2.98%	280.11	0.08%	280.11	0.00%	287.47	2.63%	6.00%

COLLECTION												
<b>Total # of Materials</b>	1,209,082	1,084,089	-10.34%	1,094,057	0.92%	1,081,770	-1.12%	1,073,752	-0.74%	1,035,718	-3.54%	-14.34%
Materials per Capita of Catchment Area	3.37	2.91	-13.63%	2.93	0.92%	2.90	-1.12%	2.88	-0.74%	2.78	-3.54%	-17.48%
<b># Non-Fiction Materials *</b>	359,109	332,276	-7.47%	339,328	2.12%	339,501	0.05%	333,224	-1.85%	310,252	-6.89%	-13.61%
<i>% of Total Collection</i>	29.70%	30.65%	3.20%	31.02%	1.19%	31.38%	1.19%	31.03%	-1.12%	29.96%	-3.47%	0.86%
<b># Fiction Materials *</b>	310,381	296,787	-4.38%	301,499	1.59%	305,129	1.20%	311,288	2.02%	306,974	-1.39%	-1.10%
<i>% of Total Collection</i>	25.67%	27.38%	6.65%	27.56%	0.66%	28.21%	2.35%	28.99%	2.78%	29.64%	2.24%	15.46%
<b># Reference Materials *</b>	78,163	77,043	-1.43%	77,004	-0.05%	74,022	-3.87%	68,744	-7.13%	60,434	-12.09%	-22.68%
<i>% of Total Collection</i>	6.46%	7.11%	9.93%	7.04%	-0.96%	6.84%	-2.78%	6.40%	-6.44%	5.83%	-8.86%	-9.74%
<b>Other Material Types</b>												
Paperbacks	206,225	176,817	-14.26%	171,238	-3.16%	162,161	-5.30%	157,184	-3.07%	155,900	-0.82%	-24.40%
Multilingual	8,079	8,020	-0.73%	7,212	-10.07%	6,662	-7.63%	6,452	-3.15%	6,767	4.88%	-16.24%
Magazine / Newspapers (holdings)	69,518	50,857	-26.84%	51,202	0.68%	51,089	-0.22%	51,866	1.52%	54,829	5.71%	-21.13%
Audio (music CDs, cassettes)	58,062	48,639	-16.23%	49,539	1.85%	46,925	-5.28%	43,841	-6.57%	39,804	-9.21%	-31.45%
DVDs	33,398	42,128	26.14%	55,471	31.67%	64,881	16.96%	76,910	18.54%	83,711	8.84%	150.65%
Downloadable audio books **				925		2,257	144.00%	3,567	58.04%	4,331	21.42%	#DIV/0!
Downloadable e-books ***						1,704		3,307	94.07%	6,674	101.81%	#DIV/0!
Downloadable video						181		217	19.89%	224	3.23%	#DIV/0!
Kits	3,501	2,940	-16.02%	2,884	-1.90%	2,666	-7.56%	2,329	-12.64%	1,934	-16.96%	-44.76%
Talking Books	7,890	7,614	-3.50%	5,613	-26.28%	5,477	-2.42%	4,711	-13.99%	4,223	-10.36%	-46.48%
Videos	55,025	39,235	-28.70%	30,816	-21.46%	20,645	-33.01%	14,526	-29.64%	8,479	-41.63%	-84.59%

2005-06	2006-07	chg from previous	2007-08	chg from previous	2008-09	chg from previous	2009-10	chg from previous	2010-11	chg from previous	chg from 2005-06
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<b>Collection Analysis</b>												
<b># Materials in Children's Collection</b>	406,198	364,719	-10.21%	362,665	-0.56%	356,781	-1.62%	345,141	-3.26%	328,688	-4.77%	-19.08%
% of Total Collection	33.60%	33.64%	0.14%	33.15%	-1.47%	32.98%	-0.51%	32.14%	-2.54%	31.74%	-1.27%	-5.54%
Children's Materials per Capita of Catchment Population (Children)	6.16	5.53	-10.21%	6.03	9.02%	5.93	-1.62%	5.73	-3.26%	5.46	-4.77%	-11.28%
<b># Materials in Young Adult Collection</b>	89,866	76,647	-14.71%	76,832	0.24%	75,583	-1.63%	76,756	1.55%	74,570	-2.85%	-17.02%
% of Total Collection	7.43%	7.07%	-4.88%	7.02%	-0.67%	6.99%	-0.51%	7.15%	2.31%	7.20%	0.72%	-3.13%
Young Adult Materials per Capita of Catchment Population (Young Adult)	3.92	3.35	-14.71%	3.16	-5.69%	3.10	-1.63%	3.15	1.55%	3.06	-2.85%	-21.93%
<b># Materials in Adult Collection</b>	713,018	642,723	-9.86%	654,560	1.84%	649,406	-0.79%	651,855	0.38%	632,460	-2.98%	-11.30%
% of Total Collection	58.97%	59.29%	0.53%	59.83%	0.91%	60.03%	0.34%	60.71%	1.13%	61.06%	0.59%	3.55%
Adult Materials per Capita of Catchment Population (Adult)	3.09	2.79	-9.86%	2.69	-3.41%	2.67	-0.79%	2.68	0.38%	2.60	-2.98%	-15.87%

\* Includes French materials as of 2006-07

\*\* Introduced in January 2008

\*\*\* Introduced in April 2008

## Output Measures

2005-06	2006-07	chg from previous	2007-08	chg from previous	2008-09	chg from previous	2009-10	chg from previous	2010-11	chg from previous	chg from 2005-06
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REGISTERED BORROWERS												
<b>Total # of active borrowers with the Library</b>	184,542	177,909	-3.59%	172,982	-2.77%	168,261	-2.73%	164,538	-2.21%	168,111	2.17%	-8.90%
%	51.38%	47.71%	-7.13%	46.39%	-2.77%	45.13%	-2.73%	44.13%	-2.21%	45.09%	2.17%	-12.24%
<b>Child Borrowers (0-14)</b>												
# of catchment area children registered with the Library	40,184	38,500	-4.19%	36,661	-4.78%	34,535	-5.80%	32,447	-6.05%	32,414	-0.10%	-19.34%
<i>% of total children's population</i>	60.90%	58.35%	-4.19%	60.91%	4.40%	57.38%	-5.80%	53.91%	-6.05%	53.86%	-0.10%	-11.56%
<b>Young Adult Borrowers (15-18)</b>												
# of catchment area young adults registered with the Library	11,577	11,025	-4.77%	10,729	-2.68%	10,196	-4.97%	9,634	-5.51%	9,471	-1.69%	-18.19%
<i>% of total young adult population</i>	50.54%	48.13%	-4.77%	44.07%	-8.44%	41.88%	-4.97%	39.57%	-5.51%	38.90%	-1.69%	-23.03%
<b>Adult Borrowers (19+)</b>												
# of catchment area adults registered with the Library	131,749	127,684	-3.09%	124,974	-2.12%	122,944	-1.62%	121,845	-0.89%	125,604	3.09%	-4.66%
<i>% of total adult population</i>	48.76%	47.25%	-3.09%	43.37%	-11.11%	42.67%	-1.62%	42.28%	-0.89%	43.59%	3.09%	-10.60%

NEW REGISTRANTS												
<b>Total # of new registrants</b>	22,276	19,731	-11.42%	18,007	-8.74%	17,399	-3.38%	17,570	0.98%	18,915	7.66%	-15.09%
# of new registrants at outlets	20,782	18,375	-11.58%	16,684	-9.20%	16,480	-1.22%	16,480	0.00%	17,644	7.06%	-15.10%
# of new registrants via website	1,494	1,356	-9.24%	1,323	-2.43%	919	-30.54%	1,090	18.61%	1,271	16.61%	-14.93%
<b>Child Registrants (0-14)</b>												
# of new children registrants	5,619	4,789	-14.77%	4,270	-10.84%	5,664	32.65%	3,997	-29.43%	4,970	24.34%	-11.55%

	2005-06	2006-07	chg from previous	2007-08	chg from previous	2008-09	chg from previous	2009-10	chg from previous	2010-11	chg from previous	chg from 2005-06
% of total new registrants which are children	25.22%	24.27%	-3.78%	23.71%	-2.30%	32.55%	37.28%	22.75%	-30.12%	26.28%	15.50%	4.17%
<b>Young Adult Registrants (15-18)</b>												
# of new young adult registrants	991	828	-16.45%	868	4.83%	1,170	34.79%	758	-35.21%	787	3.83%	-20.59%
% of total new registrants which are young adults	4.45%	4.20%	-5.67%	4.82%	14.87%	6.72%	39.50%	4.31%	-35.84%	4.16%	-3.56%	-6.47%
<b>Adult Registrants (19+)</b>												
# of new adult registrants	14,645	13,054	-10.86%	12,535	-3.98%	16,985	35.50%	12,559	-26.06%	12,882	2.57%	-12.04%
% of total new registrants which are adults	65.74%	66.16%	0.63%	69.61%	5.22%	97.62%	40.24%	71.48%	-26.78%	68.10%	-4.72%	3.59%

<b>CIRCULATION</b>												
<b>Total circulation</b>	4,638,572	4,582,175	-1.22%	4,705,175	2.68%	4,826,701	2.58%	4,746,449	-1.66%	4,930,019	3.87%	6.28%
<b>Circulation per capita of catchment population</b>	12.91	12.29	-4.84%	12.62	2.68%	12.95	2.58%	12.73	-1.66%	13.22	3.87%	2.39%
<b>Circulation per registered borrower</b>	25.14	25.76	2.47%	27.20	5.61%	28.69	5.46%	28.85	0.56%	29.33	1.66%	16.67%
<b>Children's Collection Circulation</b>												
Children's collection circulation	1,403,620	1,321,394	-5.86%	1,298,580	-1.73%	1,288,614	-0.77%	1,234,345	-4.21%	1,288,541	4.39%	-8.20%
Children's collection circulation per capita of children's population	21.27	20.03	-5.86%	21.58	7.74%	21.41	-0.77%	20.51	-4.21%	21.41	4.39%	0.65%
% of total circulation	30.26%	28.84%	-4.70%	27.60%	-4.30%	26.70%	-3.27%	26.01%	-2.59%	26.14%	0.50%	-13.63%
<b>Young Adult Collection Circulation</b>												
Young adult collection circulation	244,548	244,649	0.04%	233,370	-4.61%	224,443	-3.83%	229,637	2.31%	225,804	-1.67%	-7.66%
Young adult collection circulation per capita of young adult population	10.68	10.68	0.04%	9.59	-10.25%	9.22	-3.83%	9.43	2.31%	9.28	-1.67%	-13.13%
% of total circulation	5.27%	5.34%	1.27%	4.96%	-7.10%	4.65%	-6.25%	4.84%	4.04%	4.58%	-5.33%	-13.12%
<b>Adult Collection Circulation</b>												
Adult collection circulation	3,070,013	3,092,451	0.73%	3,177,003	2.73%	3,294,908	3.71%	3,226,910	-2.06%	3,322,053	2.95%	8.21%

	2005-06	2006-07	chg from previous	2007-08	chg from previous	2008-09	chg from previous	2009-10	chg from previous	2010-11	chg from previous	chg from 2005-06
Adult collection circulation per capita of adult population	11.36	11.44	0.73%	11.03	-3.66%	11.43	3.71%	11.20	-2.06%	11.53	2.95%	1.47%
<i>% of total circulation</i>	66.18%	67.49%	1.97%	67.52%	0.05%	68.26%	1.10%	67.99%	-0.41%	67.38%	-0.88%	1.81%
<b>Collection Turnover</b>												
Total Collection (size)	1,209,082	1,084,089	-10.34%	1,094,057	0.92%	1,081,770	-1.12%	1,073,752	-0.74%	1,035,718	-3.54%	-14.34%
<i>Turnover rate (circulation per total collection)</i>	3.84	4.23	10.17%	4.30	1.75%	4.46	3.75%	4.42	-0.93%	4.76	7.68%	24.07%
<b>Requests Placed</b>												
Total # of requests placed	1,132,886	1,160,706	2.46%	1,178,820	1.56%	1,171,441	-0.63%	1,230,518	5.04%	1,243,423	1.05%	9.76%
<i>% of total circulation</i>	24.42%	25.33%	3.72%	25.05%	-1.09%	24.27%	-3.13%	25.93%	6.82%	25.22%	-2.71%	3.27%
<b>Circulation per Open Hour</b>												
Total hours open	36,140	36,186	0.13%	36,591	1.12%	36,419	-0.47%	36,406	-0.04%	36,664	0.71%	1.45%
<i>Circulation per open hour</i>	128.35	126.63	-1.34%	128.59	1.55%	132.53	3.07%	130.38	-1.63%	134.46	3.14%	4.76%
<b>Circulation per Square Foot</b>												
Total square footage	177,003	177,003	0.00%	177,003	0.00%	177,003	0.00%	177,003	0.00%	189,659	7.15%	7.15%
<i>Circulation per square foot</i>	26.21	25.89	-1.22%	26.58	2.68%	27.27	2.58%	26.82	-1.66%	25.99	-3.06%	-0.81%
<b>In-House use</b>												
In-house use (annual October survey)	1,094,548	1,162,824	6.24%	1,083,992	-6.78%	1,116,960	3.04%	1,154,400	3.35%	1,190,384	3.12%	8.76%
<i>In-house use per capita</i>	3.05	3.12	2.34%	2.91	-6.78%	3.00	3.04%	3.10	3.35%	3.19	3.12%	4.77%
<b>Inter-Library Circulation</b>												
Items loaned to other library systems	6,132	6,276	2.35%	5,875	-6.39%	5,583	-4.97%	5,958	6.72%	5,351	-10.19%	-12.74%
Items borrowed from other library systems	3,039	2,844	-6.42%	2,866	0.77%	2,884	0.63%	3,547	22.99%	3,226	-9.05%	6.15%

<b>COMPUTER USE</b>												
<b>Total public use computer (PUC) bookings</b>	592,173	588,825	-0.57%	537,744	-8.68%	489,236	-9.02%	503,022	2.82%	547,792	8.90%	-7.49%
PUC bookings per capita of catchment population	1.65	1.58	-4.21%	1.44	-8.68%	1.31	-9.02%	1.35	2.82%	1.47	8.90%	-10.89%
PUC hours of use *	-	-	-	-	-	229,160		231,504	1.02%	239,290	3.36%	4.42%
Total wireless connections **	3,009	14,228	372.85%	25,716	80.74%	30,673	19.28%	47,487	54.82%	72,036	51.70%	2294.02%

	2005-06	2006-07	chg from previous	2007-08	chg from previous	2008-09	chg from previous	2009-10	chg from previous	2010-11	chg from previous	chg from 2005-06
Wireless connections per capita of catchment population	0.01	0.04	355.51%	0.07	80.74%	0.08	19.28%	0.13	54.82%	0.19	51.70%	2206.21%
Total number of wireless users	2,232	10,941	390.19%	18,327	67.51%	23,518	28.32%	34,596	47.10%	50,367	45.59%	2156.59%

\* Public use computer 'hours of use' reporting starting April 2009.

\*\* Service began in a limited number of branches in October 2005; introduced system-wide in January 2006.

INFORMATION ACTIVITIES												
<b>Total # of information activities *</b>	348,033	317,084	-8.89%	311,317	-1.82%	317,153	1.87%	329,199	3.80%	331,862	0.81%	-4.65%
# of information activities per capita of catchment area population	0.97	0.85	-12.23%	0.83	-1.82%	0.85	1.87%	0.88	3.80%	0.89	0.81%	-8.14%
# of information activities per open hour	9.63	8.76	-9.01%	8.51	-2.91%	8.71	2.36%	9.04	3.84%	9.05	0.10%	-6.01%
Total # of information questions	236,157	219,555	-7.03%	215,867	-1.68%	221,217	2.48%	223,217	0.90%	223,445	0.10%	-5.38%
# of information questions at outlets	232,354	216,219	-6.94%	213,366	-1.32%	218,551	2.43%	219,692	0.52%	220,316	0.28%	-5.18%
# of information questions via website	3,803	3,336	-12.28%	2,501	-25.03%	2,666	6.60%	3,525	32.22%	3,129	-11.23%	-17.72%
Total # of staff-mediated holds	76,647	65,413	-14.66%	65,057	-0.54%	68,809	5.77%	77,588	12.76%	80,256	3.44%	4.71%

\* Includes questions, staff mediated holds, retrievals and shelf checks

MEETING ROOMS												
Total # of meeting room bookings	3,330	2,993	-10.12%	2,701	-9.76%	2,511	-7.03%	2,307	-8.12%	4,145	79.67%	24.47%
Information Technology Learning Centre Bookings	375	397	5.87%	272	-31.49%	246	-9.56%	207	-15.85%	221	6.76%	-41.07%

	2005-06	2006-07	chg from previous	2007-08	chg from previous	2008-09	chg from previous	2009-10	chg from previous	2010-11	chg from previous	chg from 2005-06
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PROGRAMS *												
<b>Total # of Programs</b>	3,570	3,958	10.87%	4,407	11.34%	4,706	6.78%	4,614	-1.95%	5,116	10.88%	43.31%
<b>Total attendance at programs</b>	104,020	107,742	3.58%	110,723	2.77%	111,018	0.27%	108,464	-2.30%	117,073	7.94%	12.55%
Average attendance per program	29.14	27.22	-6.58%	25.12	-7.70%	23.59	-6.10%	23.51	-0.35%	22.88	-2.65%	-21.46%
Adult Programs												
Total # of adult programs	1,042	1,337	28.31%	1,451	8.53%	1,485	2.34%	1,474	-0.74%	1,894	28.49%	81.77%
Total attendance at adult programs	18,847	22,577	19.79%	22,720	0.63%	21,504	-5.35%	23,662	10.04%	23,954	1.23%	27.10%
Average attendance per adult program	18.09	16.89	-6.64%	15.66	-7.27%	14.48	-7.52%	16.05	10.86%	12.65	-21.21%	-30.08%
Youth Programs												
Total # of youth programs	2,528	2,621	3.68%	2,956	12.78%	3,221	8.96%	3,140	-2.51%	3,222	2.61%	27.45%
Total attendance at youth programs	85,173	85,165	-0.01%	88,003	3.33%	89,514	1.72%	84,802	-5.26%	93,119	9.81%	9.33%
Average attendance per youth program	33.69	32.49	-3.56%	29.77	-8.38%	27.79	-6.65%	27.01	-2.82%	28.90	7.01%	-14.22%
<b>Total # Summer Reading Club registrants</b>	6116	4425	-27.65%	5622	27.05%	4396	-21.81%	5508	25.30%	5,807	5.43%	-5.05%
<b>Total # Summer Reading Club participants</b>	3316	1931	-41.77%	3386	75.35%	2598	-23.27%	3367	29.60%	3,413	1.37%	2.93%
Summer Reading Club participants as a percentage of registrants	54.22%	43.64%	-19.51%	60.23%	38.02%	59.10%	-1.87%	61.13%	3.44%	58.77%	-3.85%	8.40%

\* See Appendix for detailed programming breakdown.

VISITS												
Total # of <b>in-person</b> branch and mobile library visits	2,472,379	2,365,903	-4.31%	2,369,249	0.14%	2,372,967	0.16%	2,251,504	-5.12%	2,349,138	4.34%	-4.98%
# visits per catchment area population	6.88	6.35	-7.82%	6.35	0.14%	6.36	0.16%	6.04	-5.12%	6.30	4.34%	-8.47%
# visits per open hour	68.41	65.38	-4.43%	64.75	-0.97%	65.16	0.63%	61.84	-5.08%	64.07	3.60%	-6.34%
Total # of visits to the Library website	1,041,460	1,080,273	3.73%	1,179,040	9.14%	1,202,072	1.95%	1,283,877	6.81%	1,355,316	5.56%	30.14%

	2005-06	2006-07	chg from previous	2007-08	chg from previous	2008-09	chg from previous	2009-10	chg from previous	2010-11	chg from previous	chg from 2005-06
Total # of visits to the Library via Teleaccess	32,116	32,607	1.53%	30,138	-7.57%	29,816	-1.07%	21,311	-28.52%	18,471	-13.33%	-42.49%
Total # of patron logins to the catalogue *	-	-	-	1,305,695		1,280,329	-1.94%	1,255,133	-1.97%	1,294,407	3.13%	-0.86%

\* Catalogue visits began tracking in April 2007. Visits to the catalogue may have been made via the website or direct to the catalogue via remote electronic access.

TOTAL BRANCH ACTIVITIES / TRANSACTIONS												
Total # of Branch Transactions	10,411,226	10,322,211	-0.85%	10,343,444	0.21%	10,456,059	1.09%	10,390,920	-0.62%	10,804,787	3.98%	3.78%
# of transactions per capita of catchment area population	28.99	27.68	-4.49%	27.74	0.21%	28.04	1.09%	27.87	-0.62%	28.98	3.98%	-0.03%
New Registrants	22,276	19,731	-11.42%	18,007	-8.74%	17,399	-3.38%	17,570	0.98%	18,915	7.66%	-15.09%
Circulation	4,638,572	4,582,175	-1.22%	4,705,175	2.68%	4,826,701	2.58%	4,746,449	-1.66%	4,930,019	3.87%	6.28%
Requests Placed *	1,209,533	1,226,119	1.37%	1,243,877	1.45%	1,240,250	-0.29%	1,308,106	5.47%	1,323,679	1.19%	9.44%
In-House Materials Use	1,094,548	1,162,824	6.24%	1,083,992	-6.78%	1,116,960	3.04%	1,154,400	3.35%	1,190,384	3.12%	8.76%
Information Activities *	271,386	251,671	-7.26%	246,260	-2.15%	248,344	0.85%	251,611	1.32%	251,606	0.00%	-7.29%
Meeting Room Bookings	3,330	2,993	-10.12%	2,701	-9.76%	2,511	-7.03%	2,307	-8.12%	4,145	79.67%	24.47%
Public Use Computer Bookings	592,173	588,825	-0.57%	537,744	-8.68%	489,236	-9.02%	503,022	2.82%	547,792	8.90%	-7.49%
Wireless Connections	3,009	14,228	372.85%	25,716	80.74%	30,673	19.28%	47,487	54.82%	72,036	51.70%	2294.02%
Program Attendance	104,020	107,742	3.58%	110,723	2.77%	111,018	0.27%	108,464	-2.30%	117,073	7.94%	12.55%
Visits	2,472,379	2,365,903	-4.31%	2,369,249	0.14%	2,372,967	0.16%	2,251,504	-5.12%	2,349,138	4.34%	-4.98%

\* for the purposes of calculating Total Activities / Transactions, Information Activities includes questions, shelf-checks and retrievals; staff mediated holds are included with Requests Placed

## Appendix: Programming Breakdown

2005-06	2006-07	chg from previous	2007-08	chg from previous	2008-09	chg from previous	2009-10	chg from previous	2010-11	chg from previous	chg from 2005-06 *
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LITERACY PROGRAMS												
<b>Adult Literacy</b>	505	484	-4.16%	501	3.51%	499	-0.40%	474	-5.01%	418	-11.81%	-17.23%
Attendance	4,617	4,246	-8.04%	3,695	-12.98%	3,485	-5.68%	4,020	15.35%	3,686	-8.31%	-20.16%
<b>Adult English language Learning</b>	461	559	21.26%	538	-3.76%	618	14.87%	595	-3.72%	597	0.34%	29.50%
Attendance	5,622	7,781	38.40%	8,242	5.92%	9,921	20.37%	9,952	0.31%	8,509	-14.50%	51.35%
<b>Teen English language Learning</b>	-	-	-	-	-	-	-	32		11	-65.63%	-65.63%
Attendance	-	-	-	-	-	-	-	541		198	-63.40%	-63.40%
<b>Youth Paws to Read</b>	-	-	-	-	-	174		151	-13.22%	127	-15.89%	-27.01%
Attendance	-	-	-	-	-	479		341	-28.81%	385	12.90%	-19.62%
<b>Youth Leading Readers</b>	7	17	142.86%	39	129.41%	100	156.41%	158	58.00%	143	-9.49%	1942.86%
Attendance	163	251	53.99%	716	185.26%	1,634	128.21%	2,567	57.10%	2,445	-4.75%	1400.00%
<b>Youth Reading Support</b>	275	274	-0.36%	285	4.01%	240	-15.79%	306	27.50%	243	-20.59%	-11.64%
Attendance	2,996	3,162	5.54%	2,976	-5.88%	2,932	-1.48%	2,580	-12.01%	1,985	-23.06%	-33.74%
<b>Other / Community Networks</b>	69	202	192.75%	193	-4.46%	177	-8.29%	165	-6.78%	124	-24.85%	79.71%

ADULT PROGRAMS												
<b>Author Readings</b>	21	34	61.90%	33	-2.94%	40	21.21%	42	5.00%	44	4.76%	109.52%
Attendance	602	889	47.67%	735	-17.32%	982	33.61%	1,520	54.79%	1,298	-14.61%	115.61%
<b>Book Club</b>	67	66	-1.49%	64	-3.03%	79	23.44%	89	12.66%	109	22.47%	62.69%
Attendance	674	664	-1.48%	690	3.92%	755	9.42%	845	11.92%	971	14.91%	44.07%
<b>HRM Co-Sponsored</b>	12	2	-83.33%	1	-50.00%	0	-100.00%	1		15	1400.00%	25.00%
Attendance	281	46	-83.63%	41	-10.87%	0	-100.00%	45		186	313.33%	-33.81%
<b>Income Tax Clinic</b>	58	58	0.00%	51	-12.07%	64	25.49%	67	4.69%	66	-1.49%	13.79%
Attendance	3,244	3,763	16.00%	2,648	-29.63%	3,807	43.77%	4,040	6.12%	3,821	-5.42%	17.79%
<b>Information / Cultural Programs</b>	131	260	98.47%	296	13.85%	301	1.69%	414	37.54%	462	11.59%	252.67%
Attendance	3,982	7,749	94.60%	6,990	-9.79%	6,490	-7.15%	8,729	34.50%	8,936	2.37%	124.41%
<b>Information Technology</b>	264	445	68.56%	504	13.26%	443	-12.10%	371	-16.25%	636	71.43%	140.91%
Attendance	1,213	1,446	19.21%	1,785	23.44%	1,566	-12.27%	1,372	-12.39%	1,676	22.16%	38.17%

	2005-06	2006-07	chg from previous	2007-08	chg from previous	2008-09	chg from previous	2009-10	chg from previous	2010-11	chg from previous	chg from 2005-06 *
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<b>Movies and Films</b>	-	-	-	-	-	-	-	-	-	9		
Attendance	-	-	-	-	-	-	-	-	-	178		
<b>Promotional Visits</b>	-	-	-	155		8	-94.84%	4	-50.00%	7	75.00%	-95.48%
<b>Small Business / Reference</b>	82	58	-29.27%	72	24.14%	60	-16.67%	63	5.00%	89	41.27%	8.54%
Attendance	83	63	-24.10%	79	25.40%	61	-22.78%	69	13.11%	95	37.68%	14.46%
<b>Tours</b>	34	34	0.00%	25	-26.47%	48	92.00%	62	29.17%	55	-11.29%	61.76%
Attendance	370	553	49.46%	338	-38.88%	512	51.48%	713	39.26%	633	-11.22%	71.08%
<b>University Courses</b>	102	74	-27.45%	83	12.16%	132	59.04%	120	-9.09%	110	-8.33%	7.84%
Attendance	2,882	3,230	12.07%	4,565	41.33%	4,012	-12.11%	3,854	-3.94%	3,714	-3.63%	28.87%
<b>Other Programs</b>	271	304	12.18%	330	8.55%	318	-3.64%	245	-22.96%	299	22.04%	10.33%
Attendance	5,516	4,214	-23.60%	4,961	17.73%	3,319	-33.10%	2,475	-25.43%	2,446	-1.17%	-55.66%

PRE-SCHOOL PROGRAMS (0-5)												
<b>Babies</b>	294	315	7.14%	304	-3.49%	328	7.89%	342	4.27%	313	-8.48%	6.46%
Attendance	7,511	7,939	5.70%	7,522	-5.25%	7,996	6.30%	8,113	1.46%	8,621	6.26%	14.78%
<b>Day care visits</b>	38	30	-21.05%	42	40.00%	61	45.24%	27	-55.74%	29	7.41%	-23.68%
Attendance	856	1,004	17.29%	1,073	6.87%	1,595	48.65%	939	-41.13%	872	-7.14%	1.87%
<b>Family Drop-ins</b>	347	315	-9.22%	302	-4.13%	269	-10.93%	269	0.00%	310	15.24%	-10.66%
Attendance	15,254	12,681	-16.87%	12,761	0.63%	12,836	0.59%	12,098	-5.75%	14,131	16.80%	-7.36%
<b>March Break</b>	32	18	-43.75%	15	-16.67%	12	-20.00%	10	-16.67%	13	30.00%	-59.38%
Attendance	1,376	1,092	-20.64%	1,059	-3.02%	907	-14.35%	437	-51.82%	838	91.76%	-39.10%
<b>Off-site Programs</b>	-	-	-	-	-	-	-	49		139	183.67%	183.67%
<b>Promotional Visits</b>	-	-	-	-	-	0		5		1	-80.00%	
<b>Puppet Shows</b>	192	188	-2.08%	184	-2.13%	185	0.54%	214	15.68%	205	-4.21%	6.77%
Attendance	8,824	9,788	10.92%	9,209	-5.92%	8,823	-4.19%	10,605	20.20%	9,945	-6.22%	12.70%
<b>Special Events / Launches</b>	-	-	-	-	-	26		11	-57.69%	4	-63.64%	-84.62%
Attendance	-	-	-	-	-	1,641		609	-62.89%	170	-72.09%	-89.64%
<b>Storytimes</b>	402	380	-5.47%	339	-10.79%	326	-3.83%	277	-15.03%	237	-14.44%	-41.04%
Attendance	7,278	7,766	6.71%	6,697	-13.77%	6,076	-9.27%	5,162	-15.04%	4,148	-19.64%	-43.01%
<b>Summer Break</b>	73	77	5.48%	94	22.08%	90	-4.26%	57	-36.67%	57	0.00%	-21.92%
Attendance	2,922	3,403	16.46%	3,960	16.37%	3,462	-12.58%	2,063	-40.41%	2,264	9.74%	-22.52%
<b>Toddlers</b>	199	188	-5.53%	226	20.21%	201	-11.06%	164	-18.41%	185	12.80%	-7.04%
Attendance	5,131	4,918	-4.15%	6,409	30.32%	6,208	-3.14%	4,877	-21.44%	5,225	7.14%	1.83%
<b>Other</b>	177	217	22.60%	211	-2.76%	246	16.59%	277	12.60%	249	-10.11%	40.68%
Attendance	10,047	9,704	-3.41%	9,947	2.50%	9,654	-2.95%	10,464	8.39%	10,879	3.97%	8.28%

2005-06	2006-07	chg from previous	2007-08	chg from previous	2008-09	chg from previous	2009-10	chg from previous	2010-11	chg from previous	chg from 2005-06 *
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### SCHOOL AGE PROGRAMS (5-12)

<b>After School / Weekend</b>	112	103	-8.04%	111	7.77%	143	28.83%	262	83.22%	257	-1.91%	129.46%
Attendance	1,391	992	-28.68%	1,240	25.00%	1,889	52.34%	3,408	80.41%	3,438	0.88%	147.16%
<b>Author Readings</b>	21	18	-14.29%	12	-33.33%	13	8.33%	5	-61.54%	10	100.00%	-52.38%
Attendance	960	1,044	8.75%	675	-35.34%	649	-3.85%	262	-59.63%	569	117.18%	-40.73%
<b>Class orientations</b>	88	83	-5.68%	93	12.05%	56	-39.78%	56	0.00%	46	-17.86%	-47.73%
Attendance	2,801	3,409	21.71%	3,213	-5.75%	2,010	-37.44%	1,782	-11.34%	1,982	11.22%	-29.24%
<b>Group Visits</b>	51	56	9.80%	58	3.57%	24	-58.62%	24	0.00%	14	-41.67%	-72.55%
Attendance	1,028	864	-15.95%	808	-6.48%	278	-65.59%	496	78.42%	365	-26.41%	-64.49%
<b>March Break</b>	56	68	21.43%	52	-23.53%	41	-21.15%	47	14.63%	71	51.06%	26.79%
Attendance	3,193	3,477	8.89%	3,313	-4.72%	3,355	1.27%	2,200	-34.43%	3,608	64.00%	13.00%
<b>Off-site Programs</b>	-	-	-	-	-	-	-	7		9	28.57%	28.57%
<b>Promotional Visits</b>	830	1,024	23.37%	826	-19.34%	702	-15.01%	725	3.28%	1,003	38.34%	20.84%
<b>Puppet Shows</b>	72	55	-23.61%	31	-43.64%	29	-6.45%	17	-41.38%	27	58.82%	-62.50%
Attendance	3,440	2,019	-41.31%	1,334	-33.93%	1,023	-23.31%	566	-44.67%	1,209	113.60%	-64.85%
<b>Schoolltime Information</b>	27	16	-40.74%	26	62.50%	16	-38.46%	9	-43.75%	7	-22.22%	-74.07%
Attendance	1,301	760	-41.58%	1,228	61.58%	813	-33.79%	312	-61.62%	311	-0.32%	-76.10%
<b>Special Events / Launches</b>	67	69	2.99%	50	-27.54%	23	-54.00%	15	-34.78%	15	0.00%	-77.61%
Attendance	4,780	4,577	-4.25%	3,051	-33.34%	1,230	-59.69%	1,107	-10.00%	1,003	-9.39%	-79.02%
<b>Summer Break</b>	126	131	3.97%	125	-4.58%	107	-14.40%	124	15.89%	139	12.10%	10.32%
Attendance	4,303	4,920	14.34%	3,948	-19.76%	2,991	-24.24%	4,593	53.56%	4,694	2.20%	9.09%
<b>Other</b>	154	280	81.82%	618	120.71%	219	-64.56%	152	-30.59%	193	26.97%	25.32%
Attendance	2,777	4,552	63.92%	8,519	87.15%	3,032	-64.41%	2,462	-18.80%	3,525	43.18%	26.94%

### TEEN PROGRAMS (12-18)

<b>Author Readings</b>	-	-	-	-	-	1		0		1		0.00%
Attendance	-	-	-	-	-	19		0		13		-31.58%
<b>Class Orientation</b>	-	-	-	-	-	9		7	-22.22%	10	42.86%	11.11%
Attendance	-	-	-	-	-	298		229	-23.15%	412	79.91%	38.26%
<b>Drop-in</b>	-	-	-	-	-	125		141	12.80%	188	33.33%	50.40%
Attendance	-	-	-	-	-	1,545		2,008	29.97%	2,555	27.24%	65.37%
<b>Film/Book/Media Discussion</b>	-	-	-	-	-	-		34		21	-38.24%	-38.24%
Attendance	-	-	-	-	-	-		266		175	-34.21%	-34.21%
<b>Group Visits</b>	-	-	-	-	-	4		4	0.00%	3	-25.00%	-25.00%
Attendance	-	-	-	-	-	53		34	-35.85%	41	20.59%	-22.64%

	2005-06	2006-07	chg from previous	2007-08	chg from previous	2008-09	chg from previous	2009-10	chg from previous	2010-11	chg from previous	chg from 2005-06 *
<b>Information / Arts</b>	-	-	-	-	-	66		48	-27.27%	87	81.25%	31.82%
Attendance	-	-	-	-	-	635		587	-7.56%	1,776	202.56%	179.69%
<b>IT / Media</b>	-	-	-	-	-	13		10	-23.08%	5	-50.00%	-61.54%
Attendance	-	-	-	-	-	137		85	-37.96%	67	-21.18%	-51.09%
<b>March Break</b>	-	-	-	-	-	8		14	75.00%	16	14.29%	100.00%
Attendance	-	-	-	-	-	104		125	20.19%	211	68.80%	102.88%
<b>Off-site Programs</b>	-	-	-	-	-	-	-	5		15	200.00%	200.00%
<b>Open Mic / Performance</b>	-	-	-	-	-	-	-	8		4	-50.00%	-50.00%
Attendance	-	-	-	-	-	-	-	317		206	-35.02%	-35.02%
<b>Promotional Visits</b>	-	-	-	-	-	18		52	188.89%	22	-57.69%	22.22%
<b>Schoolltime Information</b>	-	-	-	-	-	0		3		0	-100.00%	
Attendance	-	-	-	-	-	0		30		0	-100.00%	
<b>Special Events</b>	-	-	-	-	-	4		2	-50.00%	3	50.00%	-25.00%
Attendance	-	-	-	-	-	243		110	-54.73%	91	-17.27%	-62.55%
<b>Summer Break</b>	-	-	-	-	-	8		15	87.50%	12	-20.00%	50.00%
Attendance	-	-	-	-	-	141		141	0.00%	133	-5.67%	-5.67%
<b>Other</b>	-	-	-	-	-	192		52	-72.92%	85	63.46%	-55.73%
Attendance	-	-	-	-	-	2,604		488	-81.26%	692	41.80%	-73.43%

OTHER YOUTH PROGRAMS (all ages)												
<b>Family Program</b>	-	-	-	-	-	30		32	6.67%	55	71.88%	83.33%
Attendance	-	-	-	-	-	2,106		1,734	-17.66%	2,693	55.31%	27.87%
<b>Other</b>	83	92	-10.84%	73	-20.65%	114	56.16%	71	-37.72%	31	-56.34%	-62.65%
Attendance	1,672	963	42.40%	1,671	73.52%	3,273	95.87%	2,674	-18.30%	953	-64.36%	-43.00%

\* or from earliest data available