

2023 LIBRARY PERFORMANCE

April 30, 2024



AGENDA

1 2023 Statistics Infographic

2 Infographic Sections

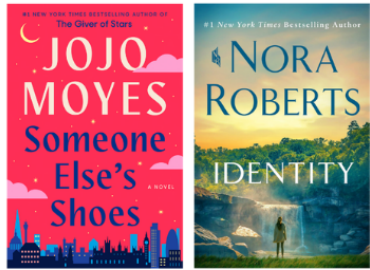
3 Service Goals for 2024

4 Recommendations

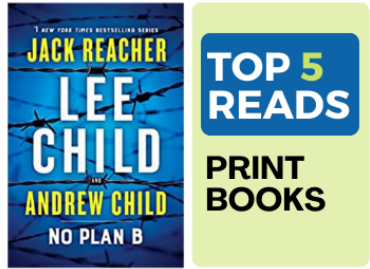


CIRCULATION
 TOTAL CHECKOUTS
300,774
 *PHYSICAL & DIGITAL UP 8% OVER 2022

IN-PERSON SERVICE
 COMPUTER USERS
9,619
 UP 46% OVER 2022
 IN-PERSON VISITS
182,691
 UP 18% OVER 2022
 HOLDS PLACED
26,879
 DOWN 4% OVER 2022
www.elgincounty.ca/library/



USERS
 NEW MEMBERS
2,339
 UP 26% OVER 2022
 TOTAL ACTIVE MEMBERS
13,673
 UP 18% OVER 2022



ONLINE USE
 WIFI SESSIONS
11,320
 UP 23% OVER 2022
 CATALOGUE SESSIONS
43,701
 UP 9% OVER 2022
 HOLDS PLACED
32,065
 UP 6% OVER 2022
 NEW CATALOGUE USERS
13,203
 UP 22% OVER 2022
 LIVE CHAT QUESTIONS
347
 UP 30% OVER 2022
www.facebook.com/ElginCountyLibrary/

PROGRAMS
 PROGRAMS
1,977
 UP 45% OVER 2022
 ATTENDANCE
39,390
 UP 46% OVER 2022
 *IN PERSON & VIRTUAL




DIGITAL CHECKOUTS
 UP 16% OVER 2022

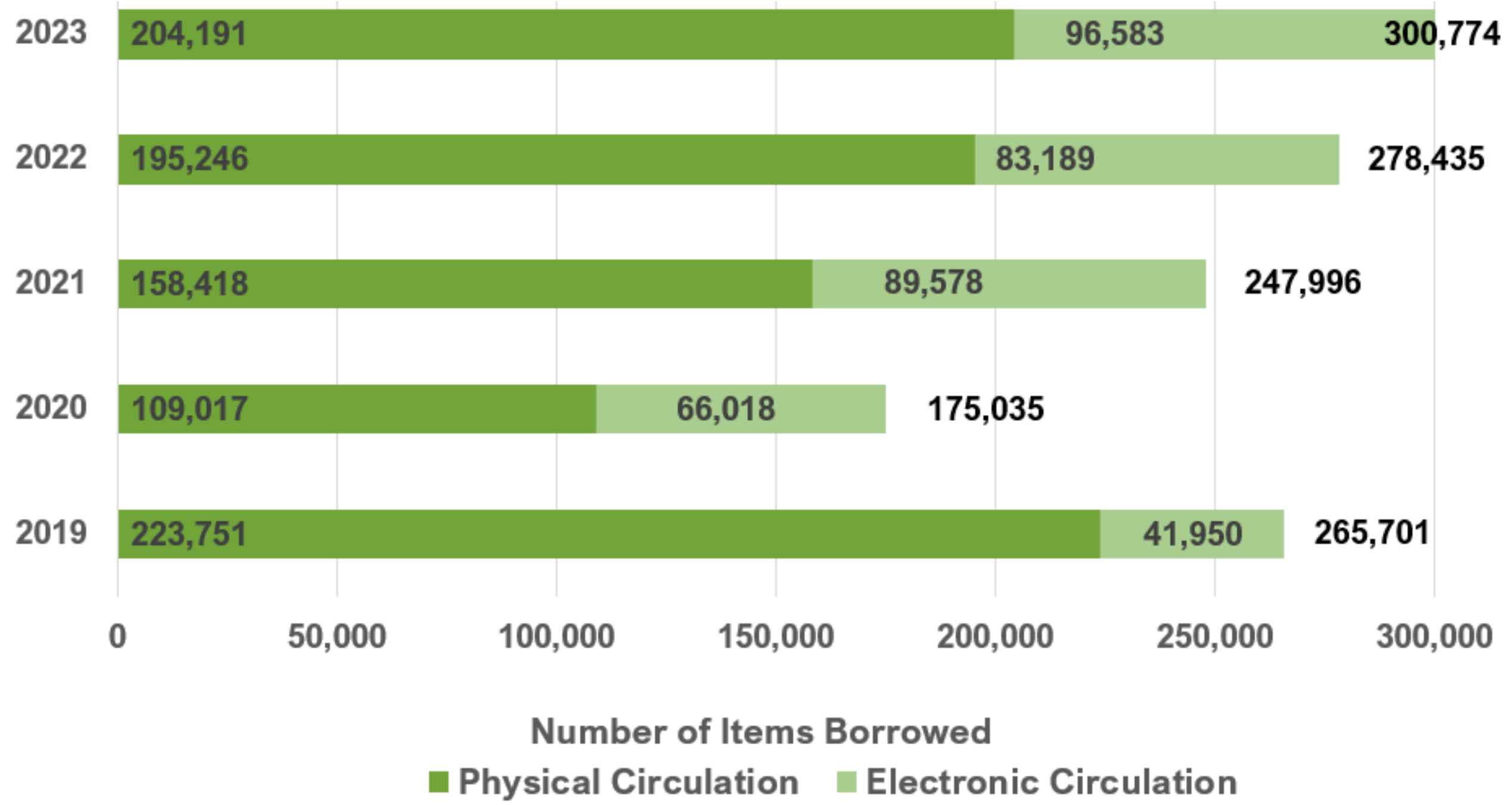
Year	Digital Checkouts
2019	41,950
2020	66,018
2021	89,578
2022	83,189
2023	96,583



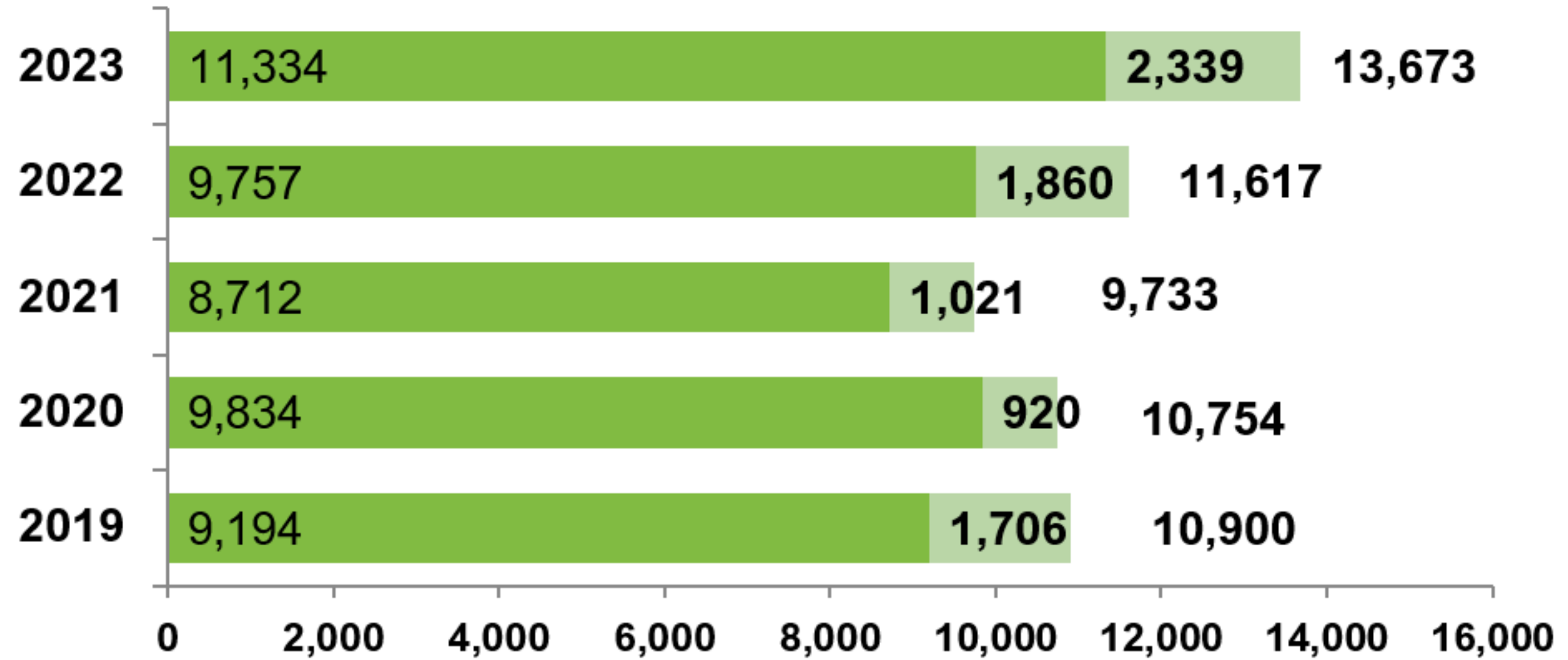
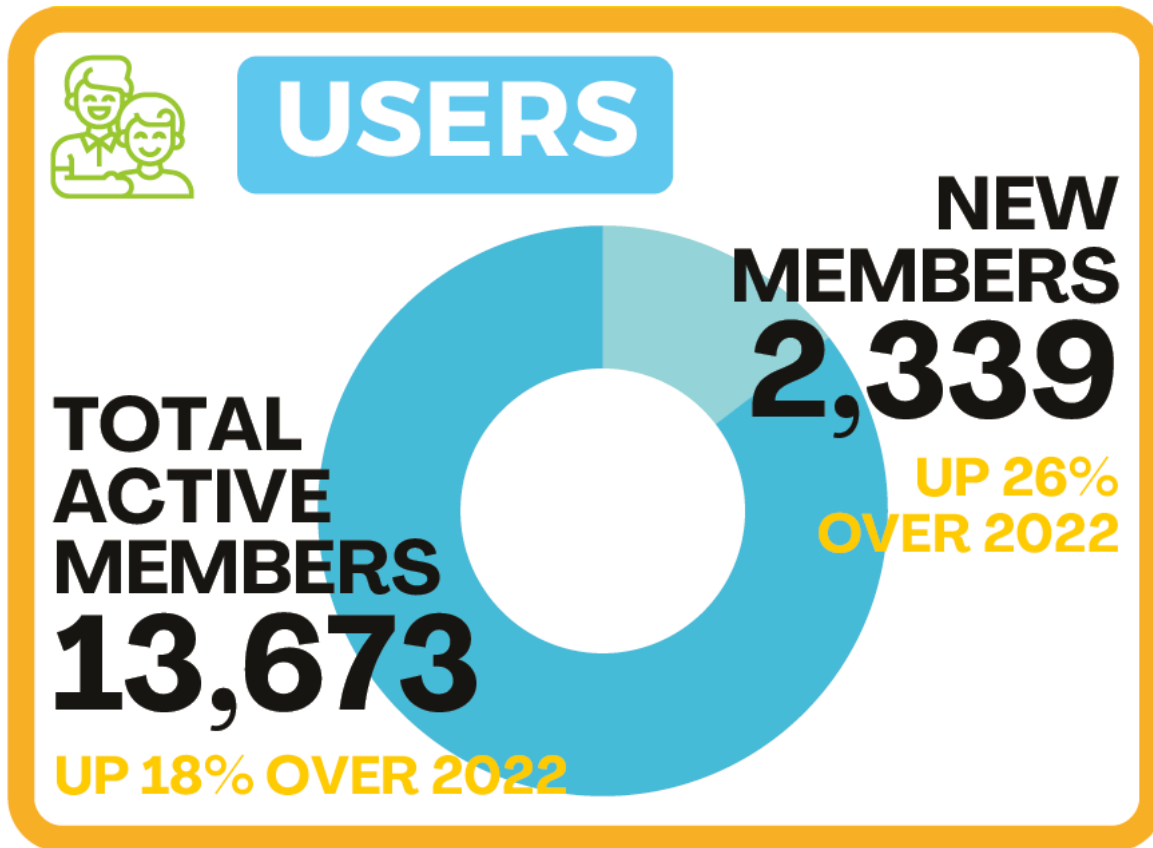
CIRCULATION



 **CIRCULATION**
TOTAL CHECKOUTS
300,774
*PHYSICAL & DIGITAL **UP 8% OVER 2022**



LIBRARY USERS



Number of ECL Members per Year

■ Library Members ■ New Registrations

*Both the increase in Library Members and in New Registrations exceed the 2023 service goals of a 1% and 5% increase in each area (approx. 135 and 25 members each), respectively, demonstrating member retention and attracting new members.

ONLINE USE

ONLINE USE

WIFI SESSIONS
11,320
UP 23% OVER 2022

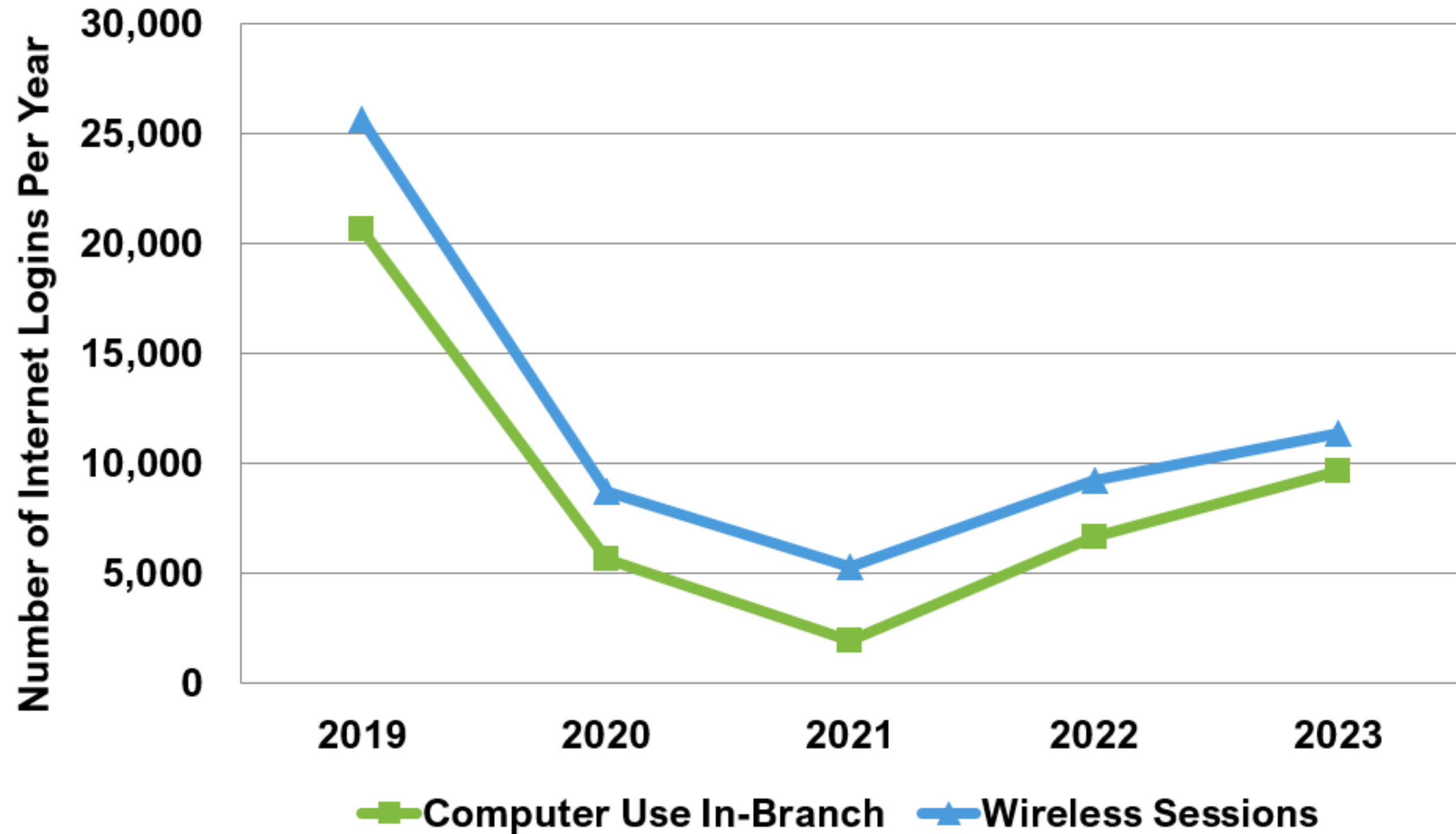
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IN-PERSON SERVICE

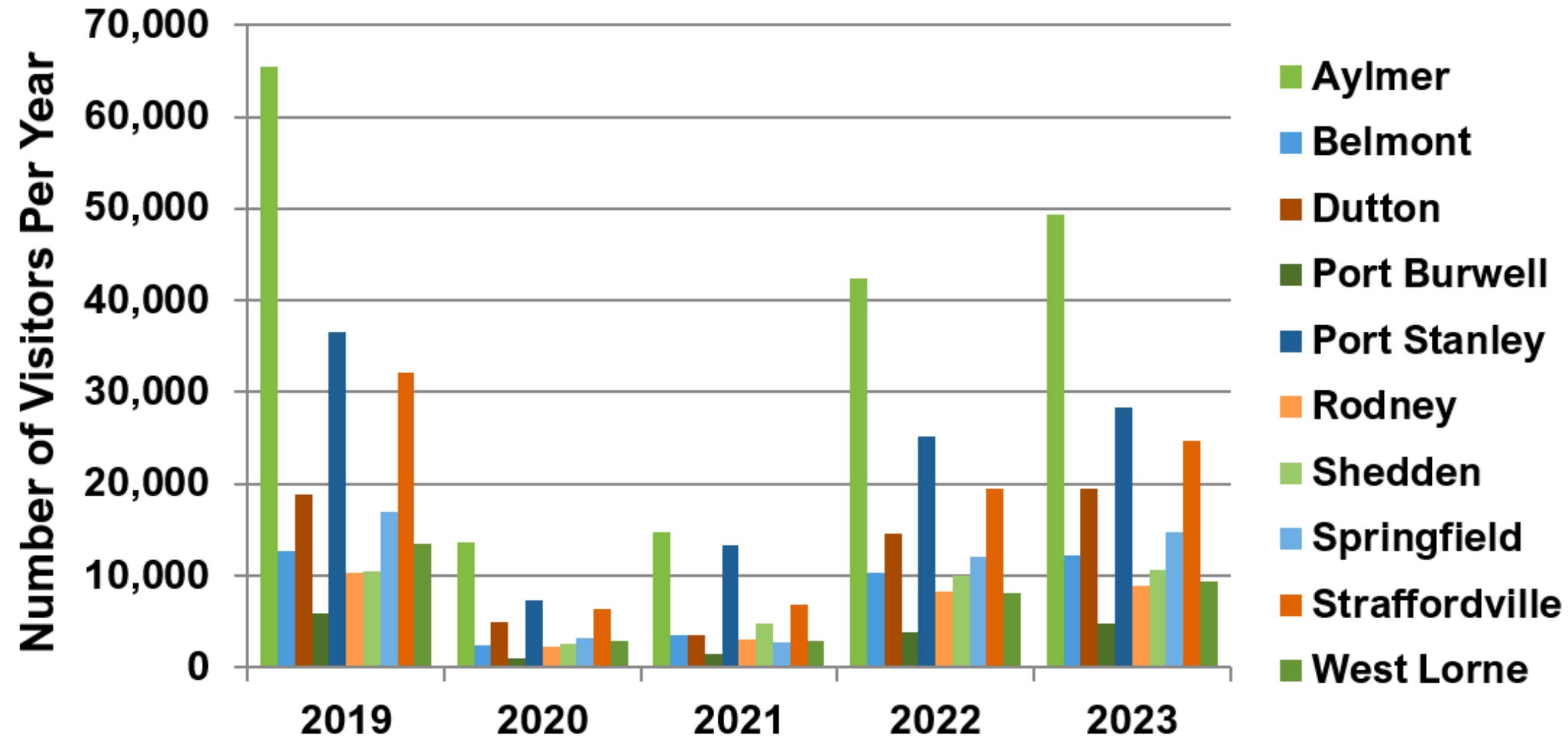
IN-PERSON SERVICE

COMPUTER USERS 
9,619
 UP 46% OVER 2022

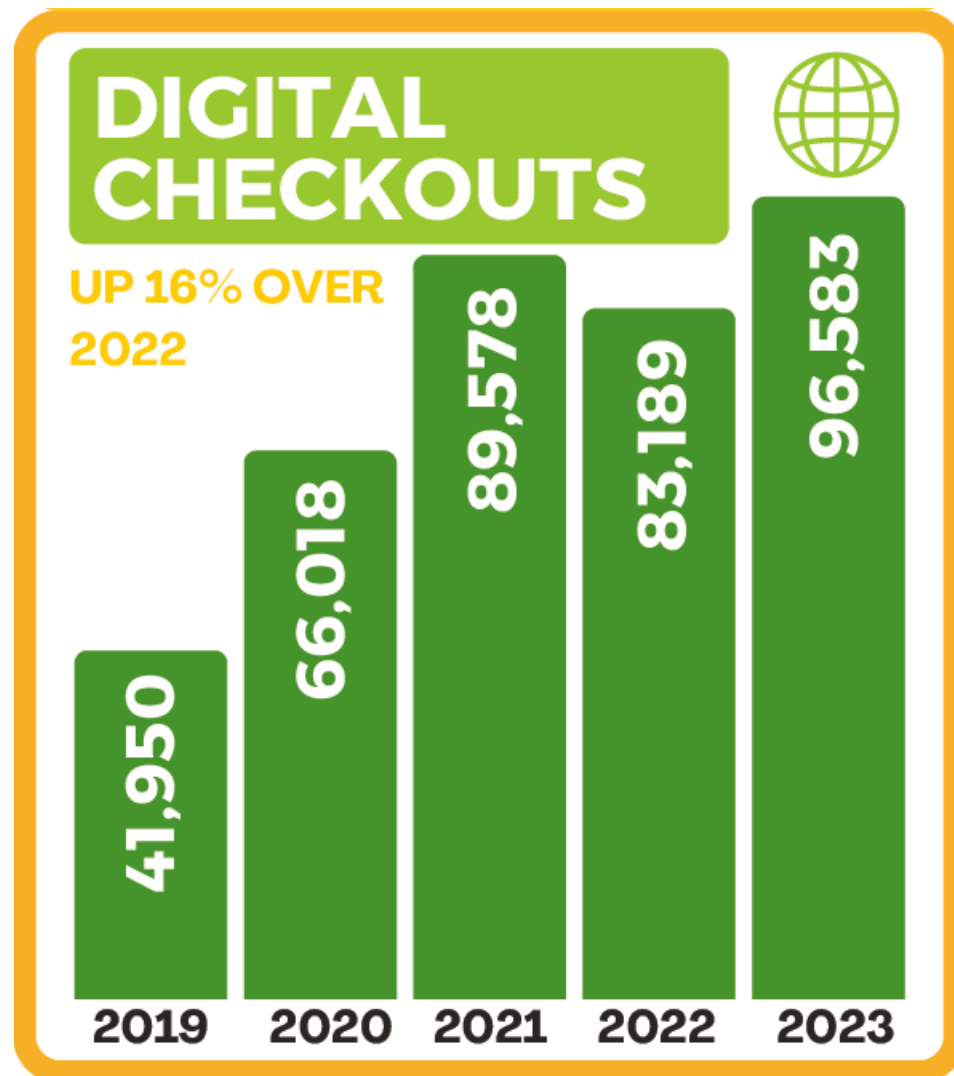
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182,691
 UP 18% OVER 2022

HOLDS PLACED
26,879
 DOWN 4% OVER 2022

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DIGITAL CHECKOUTS



Total: 96,583 Digital Checkouts

- 37,810 e-book checkouts (up 6% over 2022)
- 24,178 e-audiobook checkouts (up 26% over 2022)
- 11,659 e-magazine checkouts (up 58% over 2022)
- 7,714 database sessions (down 47% over 2022)
- 1,526 video checkouts (up 121% over 2022)
- 302 e-music checkouts (down 15% over 2022)

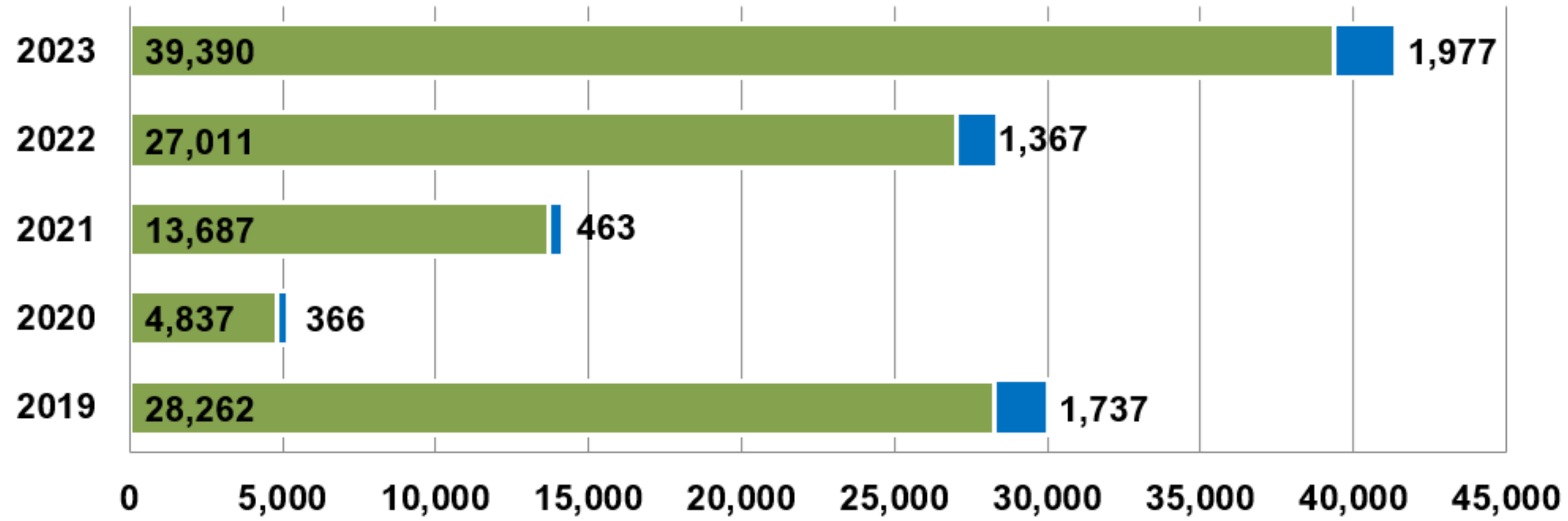

*The increase in Digital Checkouts exceeds the 2023 service goal of a 1% increase in this area (approx. 965 checkouts) overall, and in response to the 2022 network disruption, which had a significant impact on digital performance that year.

PROGRAMS

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1,977
UP 45% OVER 2022

ATTENDANCE
39,390
UP 46% OVER 2022
*IN PERSON & VIRTUAL



Program Attendance Per Year
■ Attendance ■ Number of Programs

2024 SERVICE GOALS

1 Target in-person service and holds placed in branch, and see a 1% increase (approximately 265 holds) in the number of holds placed by staff for customers in library branches and post-pandemic.

2 Target membership and see a 2% increase (approximately 275 users) in our Total Active Library Members, indicating membership growth.

*These goals are based on an analysis of 2022 peer data as provided under the "County libraries and county co-operative" section [located here](#), as well as service needs across the system.

RECOMMENDATIONS

THAT the presentation titled "2023 Library Performance" from the Manager of Library Services dated April 30, 2024 be received and filed; and,

THAT a copy of this presentation be submitted to local municipal partners in the County of Elgin.

Thank you!

