

Key Performance Measures



| Measure | 2022 | 2023 | 2024 Estimate | 2025 Plan |
|---|-----------|-----------|---------------|-----------|
| Number of active cardholders | 155,986 | 180,330 | 203,503 | 224,647 |
| Per capita collection spending ¹ | \$4.28 | \$5.90 | \$5.90 | \$5.14 |
| Digital collection usage ² | 3,095,308 | 3,475,992 | 3,656,778 | 3,837,564 |
| Physical collection usage ² | 3,824,503 | 4,151,523 | 4,342,998 | 4,512,975 |
| In-person visits | 2,087,442 | 2,971,924 | 3,516,662 | 3,700,080 |
| Total program attendees | 81,665 | 121,083 | 124,164 | 128,265 |

¹ 2022-2024 numbers reflect changes in collections budgets to accommodate the closure and reopening of Hazel McCallion Central Library

² 2022-2023 numbers reflect service level disruptions due to the redevelopment of Hazel McCallion Central Library and the closure of Port Credit Library for refurbishment