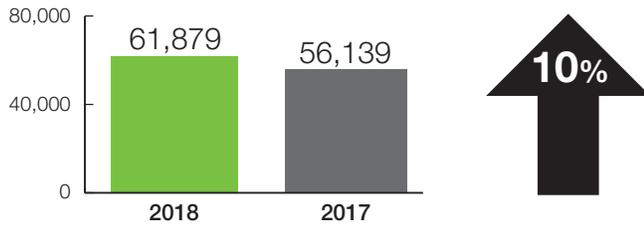


EDMONTON PUBLIC LIBRARY KEY PERFORMANCE INDICATORS

REPORTING JANUARY TO DECEMBER 2018

New Members



Active Cardholders



*Active defined as use of card within the last 12 months.

Average Daily Visits



In Person Visits



*Some gate numbers have been estimated due to gate counter issues.

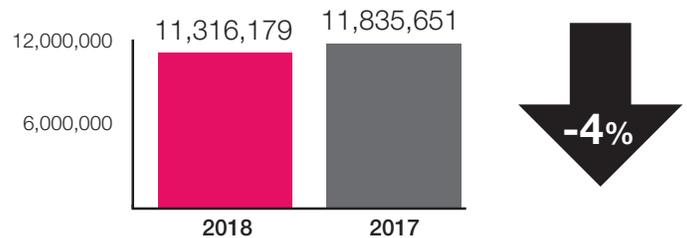
Website Visits



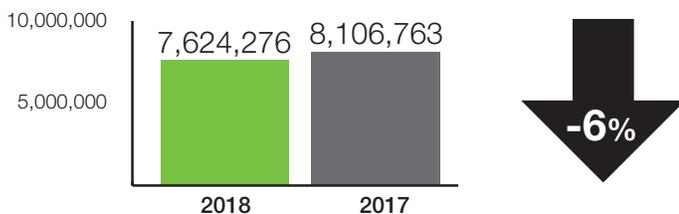
27,112 Average daily visits to epl.ca

*Website visit tracking method has changed in 2018.

Physical & eResource Borrowing

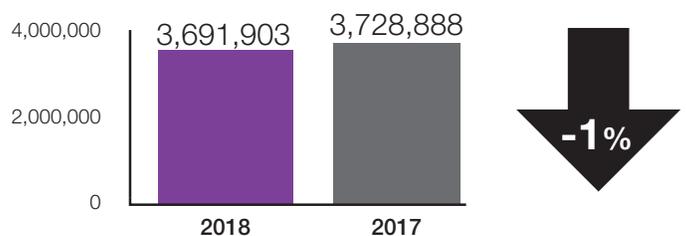


Physical Borrowing



*Audio visual material is down 8% while print material is down 2%.

eResource Borrowing

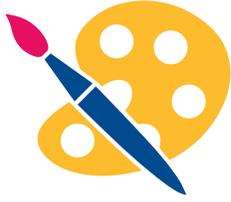


*Freegal and OnePlay subscriptions were cancelled in Dec. 2017 and July 2018. Factoring these out, eResource usage increased by 13%.

EDMONTON PUBLIC LIBRARY KEY PERFORMANCE INDICATORS

REPORTING JANUARY TO DECEMBER 2018

Total Classes & Events



	2018	2017	
TOTAL CLASSES & EVENTS OFFERED	22,031	21,166	4 %
TOTAL ATTENDANCE	507,112	508,628	0 %
AVERAGE ATTENDANCE	23	24	

*Some in-house attendance numbers for 2017 have been estimated.

Classes & Events



*Some in-house attendance numbers for 2017 have been estimated.

LitVans

	2018	2017	CHANGE
CLASSES AND EVENTS	1,307	1,123	16%
ATTENDANCE	24,813	27,145	-9%
AVERAGE ATTENDANCE	19	24	

Forward Thinking Speaker Series

	2018	2017	CHANGE
CLASSES AND EVENTS	6	6	0%
ATTENDANCE	4,034	3,601	12%
AVERAGE ATTENDANCE	672	600	

Makerspace

	2018	2017	% CHANGE
TOURS*	32	25	28%
ATTENDANCE	617	520	19%
CLASSES & EVENTS*	169	252	-33%
ATTENDANCE	1,449	2,119	-32%
SOUND BOOTH SESSIONS**	5,593	4,667	20%
ESPRESSO BOOK PRINT	727	518	40%
VR/AR Bookings***	609	—	—

*No tour data provided for Q1 2017

***VR/AR is a new service as of Q2 2018

**Whitemud Crossing Branch Sound Booth opened April 2017

Computer Sessions

Time used in hours



In Branch Wireless Sessions



EPL App Sessions

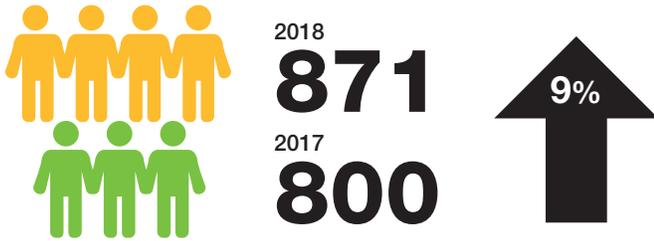


*Use of EPL App to access services through a mobile device.

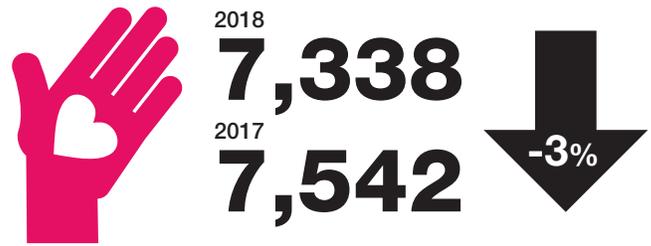
EDMONTON PUBLIC LIBRARY KEY PERFORMANCE INDICATORS

REPORTING JANUARY TO DECEMBER 2018

Community-Led Meetings

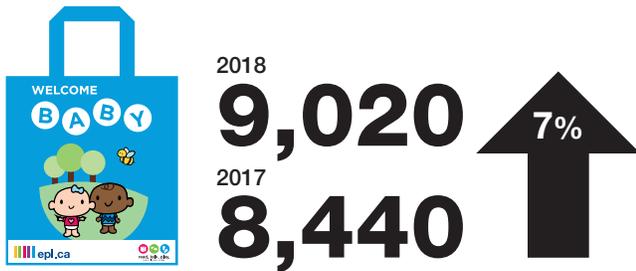


Volunteer Hours

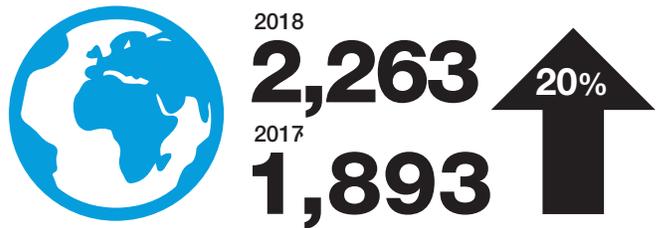


*Dependent on volunteers self reporting hours.

Welcome Baby Bag Deliveries



Settlement Services



*Top 5 countries: Syria, Eritrea, India, China & Iran

**Top branches: Clareview, Mill Woods and Enterprise Square

Outreach Worker Encounters



*Hours of availability were reduced in 2018.

Social Media

	Followers	Reach
FACEBOOK	18,949	459,503
TWITTER	40,714	32,385,746
LINKEDIN	2,727	6,790
SNAPCHAT	280	2,013

Proactive Media Impressions



*Proactive impressions are initiated by EPL through a media advisory, release or pitch. Percentage calculated out of total media impressions.

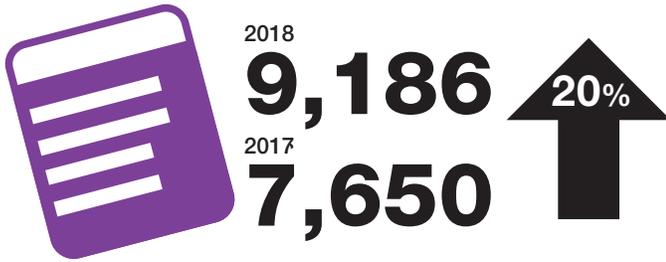
Total Media Impressions



EDMONTON PUBLIC LIBRARY KEY PERFORMANCE INDICATORS

REPORTING JANUARY TO DECEMBER 2018

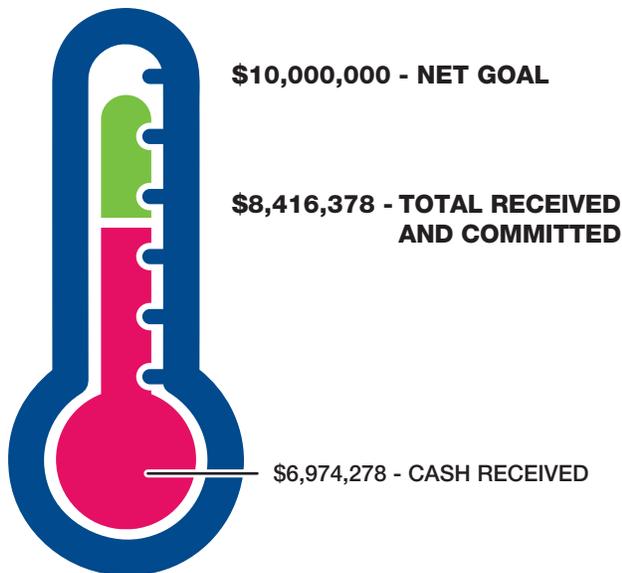
IT Helpdesk Requests



Unplanned Service Outages

	2018	2017	% Change
LIBRARY WIDE OUTAGES	30	9	233%
NOTICEABLE DISRUPTION	30	25	20%
LIMITED CUSTOMER IMPACT	57	92	-38%
TOTAL OUTAGES	117	126	-7%

Milner Community Fundraising



*Does not include contributions from EPL reserves or government funding.