



Buffalo & Erie County Public Library

Public Access Computer Statistics

November 2008


EXECUTIVE SUMMARY: ALL OUTLETS

	November		% of	Year to Date		% of
	2008	2007	Change	2008	2007	Change
System Total	57,873	38,276	51.2%	617,193	401,534	53.7%
Contract Libraries	27,745	17,477	58.8%	286,162	208,623	37.2%
City Branches	13,773	8,904	54.7%	155,748	94,360	65.1%
Central Library	16,355	11,895	37.5%	175,283	98,551	77.9%


Sessions / Public Access Computers

	November	Year to Date
System Total	87.4	932.3
Contract Libraries	74.8	771.3
City Branches	76.9	870.1
Central Library	146.0	1,565.0

Registered Public Access Computer Sessions

 Library	November 2008			November 2007	Change	Year to Date 2008			YTD 2007	Change
	Adult Sessions	Juvenile Sessions	Total Sessions	Total Sessions		Adult Sessions	Juvenile Sessions	Total Sessions	Total Sessions	
Alden (Ewell Free)	169	46	215	127	69.3%	1,493	330	1,823	1,615	12.9%
<i>Amherst</i>										
Audubon	1,706	216	1,922	1,314	46.3%	14,696	2,662	17,358	16,566	4.8%
Clearfield	1,485	272	1,757	969	81.3%	13,932	1,919	15,851	10,804	46.7%
Egbertsville-Snyder	613	82	695	383	81.5%	7,004	754	7,758	6,184	25.5%
Williamsville	539	55	594	497	19.5%	5,739	515	6,254	5,629	11.1%
Angola	412	125	537	380	41.3%	5,086	1,030	6,116	4,244	44.1%
Aurora	734	101	835	521	60.3%	8,188	1,181	9,369	5,786	61.9%
Boston	135	96	231	233	-0.9%	1,440	1,364	2,804	1,879	49.2%
<i>Cheektowaga</i>										
Julia Boyer Reinstein	1,704	251	1,955	1,246	56.9%	14,889	2,198	17,087	15,108	13.1%
Reinstein Memorial	1,415	389	1,804	1,003	79.9%	14,811	3,754	18,565	11,973	55.1%
Clarence	838	95	933	762	22.4%	9,373	1,887	11,260	8,663	30.0%
Collins	325	252	577	438	31.7%	3,835	2,518	6,353	5,030	26.3%
Concord	420	236	656	553	18.6%	5,345	2,260	7,605	6,679	13.9%
Eden	190	103	293	168	74.4%	2,325	898	3,223	1,834	75.7%
Elma	361	48	409	240	70.4%	3,886	743	4,629	2,677	72.9%
Grand Island Memorial	498	88	586	292	100.7%	5,607	963	6,570	3,913	67.9%
<i>Hamburg</i>										
Hamburg	1,300	242	1,542	904	70.6%	12,613	2,767	15,380	12,388	24.2%
Lake Shore	401	59	460	259	77.6%	4,562	765	5,327	3,312	60.8%
Lackawanna	1,032	300	1,332	718	85.5%	10,210	3,487	13,697	8,206	66.9%
Lancaster	1,479	261	1,740	1,007	72.8%	13,527	2,042	15,569	11,006	41.5%
Marilla	160	34	194	166	16.9%	1,377	396	1,773	1,742	1.8%
Newstead	445	138	583	439	32.8%	4,487	1,462	5,949	4,966	19.8%
North Collins	196	144	340	199	70.9%	1,518	1,209	2,727	2,507	8.8%
Orchard Park	1,075	160	1,235	1,023	20.7%	14,599	2,421	17,020	13,342	27.6%
City of Tonawanda	588	179	767	417	83.9%	5,397	1,421	6,818	5,392	26.4%
<i>Town of Tonawanda</i>										
Kenilworth	703	270	973	498	95.4%	7,339	2,097	9,436	5,319	77.4%
Kenmore	2,142	546	2,688	1,552	73.2%	24,208	5,332	29,540	18,241	61.9%
West Seneca	1,724	168	1,892	1,169	61.8%	18,206	2,095	20,301	13,618	49.1%
<i>Buffalo</i>										
Crane	1,860	98	1,958	1,434	36.5%	21,745	1,823	23,568	16,774	40.5%
Dudley	1,048	361	1,409	1,436	-1.9%	11,716	4,887	16,603	11,682	42.1%
East Clinton	626	525	1,151	345	233.6%	6,178	5,395	11,573	3,628	219.0%
East Delavan	1,112	915	2,027	879	130.6%	11,783	11,350	23,133	10,404	122.3%
Merriweather	2,181	1,152	3,333	1,713	94.6%	24,396	13,344	37,740	20,294	86.0%
Niagara	1,266	902	2,168	1,235	75.5%	12,126	9,579	21,705	12,329	76.0%
North Park	0	0	0	516	N/A	2,238	438	2,676	6,039	-55.7%
Riverside	1,044	683	1,727	1,346	28.3%	10,952	7,798	18,750	13,210	41.9%
<i>Central</i>										
B S T	5,522	637	6,159	3,587	71.7%	57,724	7,023	64,747	24,137	168.2%
Children's	0	313	313	225	39.1%	1	3,372	3,373	2,669	26.4%
GRO	28	0	28	666	-95.8%	1,479	166	1,645	4,105	-59.9%
HSS	8,689	604	9,293	7,417	25.3%	98,191	6,044	104,235	67,640	54.1%
Teen Room	249	313	562		N/A	638	645	1,283	N/A	N/A
System Total	46,414	11,459	57,873	38,276	51.2%	494,859	122,334	617,193	401,534	53.7%
Contract Library Total	22,789	4,956	27,745	17,477	58.8%	235,692	50,470	286,162	208,623	37.2%
City Branch Total	9,137	4,636	13,773	8,904	54.7%	101,134	54,614	155,748	94,360	65.1%
Central Library	14,488	1,867	16,355	11,895	37.5%	158,033	17,250	175,283	98,551	77.9%

Registered Public Access Computer Sessions

 Library	Number of PACs	November 2008	Year to Date 2008
		Sessions/PAC	Sessions/PAC
Alden (Ewell Free)	5	43.0	364.6
<i>Amherst</i>			
Audubon	19	101.2	913.6
Clearfield	17	103.4	932.4
Egbertsville-Snyder	9	77.2	862.0
Williamsville	10	59.4	625.4
Angola	7	76.7	873.7
Aurora	14	59.6	669.2
Boston	6	38.5	467.3
<i>Cheektowaga</i>			
Julia Boyer Reinstein	32	61.1	534.0
Reinstein Memorial	23	78.4	807.2
Clarence	19	49.1	592.6
Collins	10	57.7	635.3
Concord	12	54.7	633.8
Eden	8	36.6	402.9
Elma	10	40.9	462.9
Grand Island Memorial	15	39.1	438.0
<i>Hamburg</i>			
Hamburg	11	140.2	1,398.2
Lake Shore	7	65.7	761.0
Lackawanna	15	88.8	913.1
Lancaster	17	102.4	915.8
Marilla	6	32.3	295.5
Newstead	11	53.0	540.8
North Collins	10	34.0	272.7
Orchard Park	21	58.8	810.5
City of Tonawanda	9	85.2	757.6
<i>Town of Tonawanda</i>			
Kenilworth	12	81.1	786.3
Kenmore	21	128.0	1,406.7
West Seneca	15	126.1	1,353.4
<i>Buffalo</i>			
Crane	22	89.0	1,071.3
Dudley	18	78.3	922.4
East Clinton	11	104.6	1,052.1
East Delavan	35	57.9	660.9
Merriweather	45	74.1	838.7
Niagara	19	114.1	1,142.4
North Park	13	0.0	205.8
Riverside	16	107.9	1,171.9
<i>Central</i>			
B S T	43	143.2	1,505.7
Children's	8	39.1	421.6
GRO	3	9.3	548.3
HSS	46	202.0	2,266.0
Teen Room	12	46.8	106.9
System Total	662	87.4	932.3
Contract Library Total	371	74.8	771.3
City Branch Total	179	76.9	870.1
Central Library	112	146.0	1,565.0



Public Access Computer Statistics

November 2008 Footnotes

2008*

- * **City Branches & Central** A formula error impacting February 2007 and February 2008 year to date totals was found in February 2009. This error understated results for both years (actual activity was higher than previously reported). Incorrect year to date figures for Buffalo Branches and the Central Library were subsequently carried into 2008 calculations and comparison data. Spreadsheets have been retrospectively corrected as of April 2009.

The 2008 B&ECPL operating budget funds Sunday hours at the Central, Merriweather, Audubon, Hamburg, Kenmore, Lancaster, North Collins and Orchard Park libraries.

*Sunday hours at the Clearfield (Amherst) Library are provided as a result of volunteer fund-raising efforts.

**The Town of Cheektowaga funds Sunday hours at the J.B.R. and Reinstein libraries

***The Hamburg, Kenmore and Lancaster libraries began Sunday hours on February 24, 2008
Sunday service hours are scheduled to resume on September 7, 2008

Central Library * Teen Room statistics were added beginning October 1, 2008.

The Teen Room is provided for 13 to 19 year olds and designed for computer access, study, arts and gaming. Teen programs will also be held in the room, space permitting. Due to budget limitations, the room is open from 3:00 - 5:45 PM, Monday-Friday.

Collins Library Construction bridge detour on route 62.

North Park: The North Park Library had been offering limited services since its closing 4/25/08 due to elevated level of lead detected during routine maintenance. Lookie Bookie service ended at the close of business on 10/4/2008
Public Access Computing has been suspended until further notice.

System-Wide In 2008 use of Envisionware PC Reservation System replaced use of PAC-Man. Public Access Computer Statistics Reports from Envisionware show an increase in the number of computer sessions because multiple sessions by the same user on the same day are counted individually while in PAC-Man, they were counted as one session. Envisionware reporting is more accurate.

Youth Resource Center computers were added to all locations during Fall 2001. These computers do not require registration before use and are not tracked in these statistics. Therefore, juvenile computer use statistics are underreported.

2007

System-Wide As of January 1, 2007, patrons are no longer required to be in good standing (per B&ECPL Circulation Policy) in order to use the Internet. In addition, the \$1 fee for short-term Internet privileges is discontinued. The combination of these factors has resulted in increased overall public computer usage.