



# Buffalo & Erie County Public Library

## Public Access Computer Statistics

August 2009

### EXECUTIVE SUMMARY: ALL OUTLETS

Total Number of Sessions


	August		% of	Year to Date		% of
	2009	2008	Change	2009	2008	Change
<b>System Total</b>	<b>77,056</b>	64,753	<b>19.0%</b>	<b>551,186</b>	<b>431,867</b>	<b>27.6%</b>
Contract Member Libraries	38,392	30,839	24.5%	269,839	197,317	36.8%
City Branches	19,849	17,217	15.3%	135,981	110,613	22.9%
Central Library	18,815	16,697	12.7%	145,366	123,937	17.3%

Sessions Per Public Computer	August	
	PAC	Laptops
Contract Member Libraries	102.7	2.5
City Branches	114.1	21.6
Central Library	184.5	0

Year to Date	
PAC	Laptops
721.5	6.0
781.5	46.5
1,425.2	0


## Registered Public Access Computer Sessions

### Session Counts Per Outlet

 <b>Library</b>	August 2009			August 2008	Change	Year to Date 2009			YTD 2008	Change
	Adult Sessions	Juvenile Sessions	Total Sessions	Total Sessions		Adult Sessions	Juvenile Sessions	Total Sessions	Total Sessions	
Alden (Ewell Free)	230	22	252	169	49.1%	1,123	261	1,384	1,199	15.4%
<i>Amherst</i>										
Audubon	2,231	425	2,656	1,800	47.6%	15,763	2,047	17,810	11,585	53.7%
Clearfield	1,869	248	2,117	1,771	19.5%	12,855	1,937	14,792	10,758	37.5%
Egbertsville-Snyder	1,135	138	1,273	820	55.2%	7,783	698	8,481	5,602	51.4%
Williamsville	514	92	606	603	0.5%	4,368	522	4,890	4,432	10.3%
Angola	631	168	799	705	13.3%	4,945	852	5,797	4,235	36.9%
Aurora	929	145	1,074	906	18.5%	7,345	746	8,091	6,658	21.5%
Boston	231	160	391	300	30.3%	1,487	1,171	2,658	2,113	25.8%
<i>Cheektowaga</i>										
Julia Boyer Reinstein	2,488	259	2,747	1,844	49.0%	17,425	2,199	19,624	11,028	77.9%
Reinstein Memorial	1,620	855	2,475	1,923	28.7%	12,987	4,012	16,999	12,787	32.9%
Clarence	1,333	238	1,571	1,241	26.6%	9,790	1,074	10,864	8,026	35.4%
Collins	428	357	785	751	4.5%	3,087	2,115	5,202	4,391	18.5%
Concord	704	355	1,059	882	20.1%	4,817	2,280	7,097	5,152	37.8%
Eden	358	151	509	434	17.3%	2,315	1,148	3,463	2,248	54.0%
Elma	500	66	566	633	-10.6%	3,508	508	4,016	3,253	23.5%
Grand Island Memorial	642	105	747	717	4.2%	5,411	759	6,170	4,567	35.1%
<i>Hamburg</i>										
Hamburg	1,450	517	1,967	1,542	27.6%	11,825	2,836	14,661	10,675	37.3%
Lake Shore	518	88	606	571	6.1%	3,758	608	4,366	3,684	18.5%
Lackawanna	1,306	470	1,776	1,505	18.0%	9,752	3,103	12,855	9,514	35.1%
Lancaster	1,701	403	2,104	1,839	14.4%	12,929	3,405	16,334	10,041	62.7%
Marilla	142	47	189	212	-10.8%	1,115	347	1,462	1,203	21.5%
Newstead	515	203	718	725	-1.0%	3,952	1,190	5,142	4,200	22.4%
North Collins	176	195	371	297	24.9%	1,485	1,338	2,823	1,784	58.2%
Orchard Park	1,995	323	2,318	1,635	41.8%	11,884	2,293	14,177	12,237	15.9%
City of Tonawanda	829	305	1,134	909	24.8%	5,946	1,965	7,911	4,437	78.3%
<i>Town of Tonawanda</i>										
Kenilworth	941	229	1,170	1,045	12.0%	6,623	1,702	8,325	6,503	28.0%
Kenmore	2,931	867	3,798	2,945	29.0%	20,790	5,716	26,506	20,653	28.3%
West Seneca	2,374	240	2,614	2,115	23.6%	16,119	1,820	17,939	14,352	25.0%
<i>Buffalo</i>										
Crane	2,687	261	2,948	2,428	21.4%	19,280	1,470	20,750	17,073	21.5%
Dudley	1,561	339	1,900	1,850	2.7%	10,181	2,602	12,783	11,649	9.7%
East Clinton	993	317	1,310	1,593	-17.8%	7,388	3,198	10,586	7,846	34.9%
East Delavan	1,801	1,271	3,072	2,636	16.5%	11,476	8,828	20,304	16,109	26.0%
Merriweather	2,782	2,186	4,968	3,959	25.5%	19,991	12,203	32,194	27,069	18.9%
Niagara	1,641	1,504	3,145	2,688	17.0%	11,495	9,663	21,158	15,091	40.2%
North Park	0	0	0	0	N/A	0	0	0	2,676	N/A
Riverside	1,306	1,200	2,506	2,063	21.5%	11,179	7,027	18,206	13,100	39.0%
<i>Central</i>										
B S T	6,002	588	6,590	6,287	4.8%	47,614	4,711	52,325	45,529	14.9%
Children's	1	883	884	470	88.1%	2	4,341	4,343	2,446	77.6%
GRO	61	1	62	42	47.6%	268	3	271	1,545	-82.5%
HSS	10,466	464	10,930	9,898	10.4%	80,562	4,494	85,056	74,417	14.3%
Teen Room	191	158	349	N/A	N/A	1,907	1,464	3,371	N/A	N/A
<b>System</b>	<b>60,213</b>	<b>16,843</b>	<b>77,056</b>	64,753	<b>19.0%</b>	<b>440,623</b>	<b>107,192</b>	<b>551,186</b>	431,867	<b>27.6%</b>
Member Libraries	30,721	7,671	38,392	30,839	24.5%	221,187	48,652	269,839	197,317	36.8%
Buffalo Branches	12,771	7,078	19,849	17,217	15.3%	90,990	44,991	135,981	110,613	22.9%
Central Library	16,721	2,094	18,815	16,697	12.7%	128,446	13,549	145,366	123,937	17.3%

## Registered Public Access Computer Sessions

Session Counts Per Outlet

 <b>Library</b>	Sessions Per Computer									
	Number of PACs	August 2009		Year to Date		Number of Laptops	August 2009		Year to Date	
		Number of Sessions	Sessions/ PAC	Sessions/ PAC	Sessions/ PAC		Number of Sessions	Sessions / Laptops	Number of Sessions	Sessions / Laptops
Alden (Ewell Free)	5	252	50.4	276.8		0		0		
<i>Amherst</i>										
Audubon	19	2,656	139.8	937.4		0		0		
Clearfield	17	2,117	124.5	870.1		0		0		
Eggertsville-Snyder	9	1,273	141.4	942.3		0		0		
Williamsville	8	606	75.8	611.3		0		0		
Angola	9	799	88.8	644.1		0		0		
Aurora	14	1,074	76.7	577.9		0		0		
Boston	6	391	65.2	443.0		0		0		
<i>Cheektowaga</i>										
Julia Boyer Reinstein	32	2,747	85.8	613.3		0		0		
Reinstein Memorial	23	2,475	107.6	739.1		0		0		
Clarence	19	1,571	82.7	571.8		0		0		
Collins	10	785	78.5	520.2		0		0		
Concord	11	1,059	96.3	645.2		0		0		
Eden	8	509	63.6	432.9		0		0		
Elma	10	566	56.6	401.6		0		0		
Grand Island Memorial	15	747	49.8	411.3		0		0		
<i>Hamburg</i>										
Hamburg	11	1,967	178.8	1,332.8		0		0		
Lake Shore	7	606	86.6	623.7		0		0		
Lackawanna	16	1,776	111.0	803.4		0		0		
Lancaster	15	2,104	140.3	1,088.9		0		0		
Marilla	6	189	31.5	243.7	2	5	2.5	12	6.0	
Newstead	11	718	65.3	467.5		0		0		
North Collins	10	371	37.1	282.3		0		0		
Orchard Park	21	2,318	110.4	675.1		0		0		
City of Tonawanda	10	1,134	113.4	791.1		0		0		
<i>Town of Tonawanda</i>										
Kenilworth	13	1,170	90.0	640.4		0		0		
Kenmore	21	3,798	180.9	1,262.2		0		0		
West Seneca	18	2,614	145.2	996.6		0		0		
<i>Buffalo</i>										
Crane	21	2,948	140.4	988.1	7	219	31.3	465	66.4	
Dudley	22	1,900	86.4	581.0	2	10	5.0	40	20.0	
East Clinton	11	1,310	119.1	962.4		0		0		
East Delavan	37	3,072	83.0	548.8	6	95	15.8	193	32.2	
Merriweather	47	4,968	105.7	685.0		0		0		
Niagara	20	3,145	157.3	1,057.9		0		0		
North Park	0	0	0	0		0		0		
Riverside	16	2,506	156.6	1,137.9		0		0		
<i>Central</i>										
B S T	34	6,590	193.8	1,539.0		0		0		
Children's	8	884	110.5	542.9		0		0		
GRO	3	62	20.7	90.3		0		0		
HSS	45	10,930	242.9	1,890.1		0		0		
Teen Room	12	349	29.1	280.9		0		0		
<b>System</b>	<b>650</b>	<b>77,056</b>	<b>118.5</b>	<b>848.0</b>	<b>17</b>	<b>329</b>	<b>19.4</b>	<b>710</b>	<b>41.8</b>	
Member Libraries	374	38,392	102.7	721.5	2	5	2.5	12	6.0	
Buffalo Branches	174	19,849	114.1	781.5	15	324	21.6	698	46.5	
Central Library	102	18,815	184.5	1,425.2	0	0	0	0	0	



## Public Access Computer Statistics

### August Footnotes

#### 2009\*

<p>8/6 - 9/7-09 8/10 - 8/11/09</p>	<b>Concord</b>	Computers covered to avoid roof leaks. Computer #3 not in service. Computers #10 & 11 not in service.
<p>4/09-10/09</p>	<b>Aurora</b>	Main Street in Aurora undergoing huge reconstruction. Street in front of library has been closed to traffic, water shut off and programs have been canceled due to street issues. This is expected to continue until October 2009.
	<b>Orchard Park</b>	Open three additional hours per week beginning May 26, 2009
	<b>System-Wide</b>	A determination was made that all PCs in the public venue will be counted as Internet-able PCs. All PC counts were updated in February 2009.
	<b>* City Branches &amp; Central</b>	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.
	<b>Williamsville</b>	Open 16 fewer hours per month in 2009

\* 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.

#### 2008

<b>System-Wide</b>	108 Computers added throughout the year.  Use of Envisionware PC Reservation System replaces us 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.
<b>North Park Closed 10/4/2008</b>	The North Park Library has been offering limited services since its closing due to elevated level of lead detected during routine maintenance. Public Access Computing has been suspended until further notice.
<b>Collins Library</b>	Construction bridge detour on route 62