



Buffalo & Erie County Public Library

Public Access Computer Statistics

July 2009

EXECUTIVE SUMMARY: ALL OUTLETS

Total Number of Sessions


| | July | | % of | Year to Date | | % of |
|---------------------------|---------------|--------|--------------|----------------|----------------|--------------|
| | 2009 | 2008 | Change | 2009 | 2008 | Change |
| System Total | 74,681 | 64,239 | 16.3% | 474,130 | 367,114 | 29.2% |
| Contract Member Libraries | 37,325 | 30,681 | 21.7% | 231,447 | 166,478 | 39.0% |
| City Branches | 18,872 | 17,234 | 9.5% | 116,132 | 93,396 | 24.3% |
| Central Library | 18,484 | 16,324 | 13.2% | 126,551 | 107,240 | 18.0% |

| Sessions Per Public Computer | July | |
|------------------------------|-------|---------|
| | PAC | Laptops |
| Contract Member Libraries | 99.8 | 3.0 |
| City Branches | 108.5 | 15.1 |
| Central Library | 181.2 | 0 |


| Year to Date | |
|--------------|---------|
| PAC | Laptops |
| 618.8 | 3.5 |
| 667.4 | 24.9 |
| 1,240.7 | 0 |

Registered Public Access Computer Sessions

Session Counts Per Outlet

|  | July 2009 | | | July 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) | 173 | 44 | 217 | 172 | 26.2% | 893 | 239 | 1,132 | 1,030 | 9.9% |
| <i>Amherst</i> | | | | | | | | | | |
| Audubon | 2,025 | 384 | 2,409 | 1,620 | 48.7% | 13,532 | 1,622 | 15,154 | 9,785 | 54.9% |
| Clearfield | 1,722 | 269 | 1,991 | 1,776 | 12.1% | 10,986 | 1,689 | 12,675 | 8,987 | 41.0% |
| Eggertsville-Snyder | 1,052 | 93 | 1,145 | 875 | 30.9% | 6,648 | 560 | 7,208 | 4,782 | 50.7% |
| Williamsville | 505 | 80 | 585 | 553 | 5.8% | 3,854 | 430 | 4,284 | 3,829 | 11.9% |
| Angola | 770 | 113 | 883 | 614 | 43.8% | 4,314 | 684 | 4,998 | 3,530 | 41.6% |
| Aurora | 939 | 98 | 1,037 | 964 | 7.6% | 6,416 | 601 | 7,017 | 5,752 | 22.0% |
| Boston | 243 | 137 | 380 | 323 | 17.6% | 1,256 | 1,011 | 2,267 | 1,813 | 25.0% |
| <i>Cheektowaga</i> | | | | | | | | | | |
| Julia Boyer Reinstein | 2,217 | 239 | 2,456 | 1,650 | 48.8% | 14,937 | 1,940 | 16,877 | 9,184 | 83.8% |
| Reinstein Memorial | 1,816 | 553 | 2,369 | 2,084 | 13.7% | 11,367 | 3,157 | 14,524 | 10,864 | 33.7% |
| Clarence | 1,369 | 204 | 1,573 | 1,319 | 19.3% | 8,457 | 836 | 9,293 | 6,785 | 37.0% |
| Collins | 427 | 278 | 705 | 711 | -0.8% | 2,659 | 1,758 | 4,417 | 3,640 | 21.3% |
| Concord | 691 | 363 | 1,054 | 856 | 23.1% | 4,113 | 1,925 | 6,038 | 4,270 | 41.4% |
| Eden | 312 | 121 | 433 | 363 | 19.3% | 1,957 | 997 | 2,954 | 1,814 | 62.8% |
| Elma | 500 | 78 | 578 | 544 | 6.3% | 3,008 | 442 | 3,450 | 2,620 | 31.7% |
| Grand Island Memorial | 720 | 110 | 830 | 735 | 12.9% | 4,769 | 654 | 5,423 | 3,850 | 40.9% |
| <i>Hamburg</i> | | | | | | | | | | |
| Hamburg | 1,619 | 425 | 2,044 | 1,663 | 22.9% | 10,375 | 2,319 | 12,694 | 9,133 | 39.0% |
| Lake Shore | 514 | 68 | 582 | 655 | -11.1% | 3,240 | 520 | 3,760 | 3,113 | 20.8% |
| Lackawanna | 1,349 | 460 | 1,809 | 1,485 | 21.8% | 8,446 | 2,633 | 11,079 | 8,009 | 38.3% |
| Lancaster | 1,726 | 552 | 2,278 | 1,738 | 31.1% | 11,228 | 3,002 | 14,230 | 8,202 | 73.5% |
| Marilla | 143 | 58 | 201 | 206 | -2.4% | 973 | 300 | 1,273 | 991 | 28.5% |
| Newstead | 558 | 194 | 752 | 699 | 7.6% | 3,437 | 987 | 4,424 | 3,475 | 27.3% |
| North Collins | 179 | 186 | 365 | 276 | 32.2% | 1,309 | 1,143 | 2,452 | 1,487 | 64.9% |
| Orchard Park | 1,724 | 396 | 2,120 | 1,732 | 22.4% | 9,889 | 1,970 | 11,859 | 10,602 | 11.9% |
| City of Tonawanda | 813 | 337 | 1,150 | 885 | 29.9% | 5,117 | 1,660 | 6,777 | 3,528 | 92.1% |
| <i>Town of Tonawanda</i> | | | | | | | | | | |
| Kenilworth | 934 | 250 | 1,184 | 938 | 26.2% | 5,682 | 1,473 | 7,155 | 5,458 | 31.1% |
| Kenmore | 2,837 | 760 | 3,597 | 3,204 | 12.3% | 17,859 | 4,849 | 22,708 | 17,708 | 28.2% |
| West Seneca | 2,217 | 381 | 2,598 | 2,041 | 27.3% | 13,745 | 1,580 | 15,325 | 12,237 | 25.2% |
| <i>Buffalo</i> | | | | | | | | | | |
| Crane | 2,441 | 201 | 2,642 | 2,743 | -3.7% | 16,593 | 1,209 | 17,802 | 14,645 | 21.6% |
| Dudley | 1,389 | 415 | 1,804 | 1,592 | 13.3% | 8,620 | 2,263 | 10,883 | 9,799 | 11.1% |
| East Clinton | 877 | 466 | 1,343 | 1,457 | -7.8% | 6,395 | 2,881 | 9,276 | 6,253 | 48.3% |
| East Delavan | 1,783 | 1,354 | 3,137 | 2,961 | 5.9% | 9,675 | 7,557 | 17,232 | 13,473 | 27.9% |
| Merriweather | 2,479 | 2,328 | 4,807 | 4,123 | 16.6% | 17,209 | 10,017 | 27,226 | 23,110 | 17.8% |
| Niagara | 1,480 | 1,254 | 2,734 | 2,445 | 11.8% | 9,854 | 8,159 | 18,013 | 12,403 | 45.2% |
| North Park | 0 | 0 | 0 | 0 | N/A | 0 | 0 | 0 | 2,676 | N/A |
| Riverside | 1,533 | 872 | 2,405 | 1,913 | 25.7% | 9,873 | 5,827 | 15,700 | 11,037 | 42.2% |
| <i>Central</i> | | | | | | | | | | |
| B S T | 5,892 | 674 | 6,566 | 6,083 | 7.9% | 41,612 | 4,123 | 45,735 | 39,242 | 16.5% |
| Children's | 0 | 925 | 925 | 511 | 81.0% | 1 | 3,458 | 3,459 | 1,976 | 75.1% |
| GRO | 42 | 1 | 43 | 23 | 87.0% | 207 | 2 | 209 | 1,503 | -86.1% |
| HSS | 9,994 | 549 | 10,543 | 9,707 | 8.6% | 70,096 | 4,030 | 74,126 | 64,519 | 14.9% |
| Teen Room | 211 | 196 | 407 | N/A | N/A | 1,716 | 1,306 | 3,022 | | N/A |
| System | 58,215 | 16,466 | 74,681 | 64,239 | 16.3% | 382,317 | 91,813 | 474,130 | 367,114 | 29.2% |
| Member Libraries | 30,094 | 7,231 | 37,325 | 30,681 | 21.7% | 190,466 | 40,981 | 231,447 | 166,478 | 39.0% |
| Buffalo Branches | 11,982 | 6,890 | 18,872 | 17,234 | 9.5% | 78,219 | 37,913 | 116,132 | 93,396 | 24.3% |
| Central Library | 16,139 | 2,345 | 18,484 | 16,324 | 13.2% | 113,632 | 12,919 | 126,551 | 107,240 | 18.0% |

Registered Public Access Computer Sessions
Session Counts Per Outlet

|  Library | Sessions Per Computer | | | | | | | | | |
|---|-----------------------|--------------------|---------------|---------------|--------------------|-------------------|--------------------|--------------------|--------------------|--------------------|
| | Number of PACs | July 2009 | | Year to Date | | Number of Laptops | July 2009 | | Year to Date | |
| | | Number of Sessions | Sessions/ PAC | Sessions/ PAC | Sessions / Laptops | | Number of Sessions | Sessions / Laptops | Number of Sessions | Sessions / Laptops |
| Alden (Ewell Free) | 5 | 217 | 43.4 | 226.4 | | 0 | | 0 | | |
| <i>Amherst</i> | | | | | | | | | | |
| Audubon | 19 | 2409 | 126.8 | 797.6 | | 0 | | 0 | | |
| Clearfield | 17 | 1991 | 117.1 | 745.6 | | 0 | | 0 | | |
| Egbertsville-Snyder | 9 | 1145 | 127.2 | 800.9 | | 0 | | 0 | | |
| Williamsville | 8 | 585 | 73.1 | 535.5 | | 0 | | 0 | | |
| Angola | 9 | 883 | 98.1 | 555.3 | | 0 | | 0 | | |
| Aurora | 14 | 1037 | 74.1 | 501.2 | | 0 | | 0 | | |
| Boston | 6 | 380 | 63.3 | 377.8 | | 0 | | 0 | | |
| <i>Cheektowaga</i> | | | | | | | | | | |
| Julia Boyer Reinstein | 32 | 2456 | 76.8 | 527.4 | | 0 | | 0 | | |
| Reinstein Memorial | 23 | 2369 | 103.0 | 631.5 | | 0 | | 0 | | |
| Clarence | 19 | 1573 | 82.8 | 489.1 | | 0 | | 0 | | |
| Collins | 10 | 705 | 70.5 | 441.7 | | 0 | | 0 | | |
| Concord | 11 | 1054 | 95.8 | 548.9 | | 0 | | 0 | | |
| Eden | 8 | 433 | 54.1 | 369.3 | | 0 | | 0 | | |
| Elma | 10 | 578 | 57.8 | 345.0 | | 0 | | 0 | | |
| Grand Island Memorial | 15 | 830 | 55.3 | 361.5 | | 0 | | 0 | | |
| <i>Hamburg</i> | | | | | | | | | | |
| Hamburg | 11 | 2044 | 185.8 | 1,154.0 | | 0 | | 0 | | |
| Lake Shore | 7 | 582 | 83.1 | 537.1 | | 0 | | 0 | | |
| Lackawanna | 16 | 1809 | 113.1 | 692.4 | | 0 | | 0 | | |
| Lancaster | 15 | 2278 | 151.9 | 948.7 | | 0 | | 0 | | |
| Marilla | 6 | 201 | 33.5 | 212.2 | 2 | 6 | 3.0 | 7 | 0.5 | |
| Newstead | 11 | 752 | 68.4 | 402.2 | | 0 | | 0 | | |
| North Collins | 10 | 365 | 36.5 | 245.2 | | 0 | | 0 | | |
| Orchard Park | 21 | 2120 | 101.0 | 564.7 | | 0 | | 0 | | |
| City of Tonawanda | 10 | 1150 | 115.0 | 677.7 | | 0 | | 0 | | |
| <i>Town of Tonawanda</i> | | | | | | | | | | |
| Kenilworth | 13 | 1184 | 91.1 | 550.4 | | 0 | | 0 | | |
| Kenmore | 21 | 3597 | 171.3 | 1,081.3 | | 0 | | 0 | | |
| West Seneca | 18 | 2598 | 144.3 | 851.4 | | 0 | | 0 | | |
| <i>Buffalo</i> | | | | | | | | | | |
| Crane | 21 | 2642 | 125.8 | 847.7 | 7 | 142 | 20.3 | 246 | 0.1 | |
| Dudley | 22 | 1804 | 82.0 | 494.7 | 2 | 10 | 5.0 | 30 | 0.5 | |
| East Clinton | 11 | 1343 | 122.1 | 843.3 | | 0 | | 0 | | |
| East Delavan | 37 | 3137 | 84.8 | 465.7 | 6 | 74 | 12.3 | 98 | 0.2 | |
| Merriweather | 47 | 4807 | 102.3 | 579.3 | | 0 | | 0 | | |
| Niagara | 20 | 2734 | 136.7 | 900.7 | | 0 | | 0 | | |
| North Park | 0 | 0 | 0 | 0 | | 0 | | 0 | | |
| Riverside | 16 | 2405 | 150.3 | 981.3 | | 0 | | 0 | | |
| <i>Central</i> | | | | | | | | | | |
| B S T | 34 | 6566 | 193.1 | 1,345.1 | | 0 | | 0 | | |
| Children's | 8 | 925 | 115.6 | 432.4 | | 0 | | 0 | | |
| GRO | 3 | 43 | 14.3 | 69.7 | | 0 | | 0 | | |
| HSS | 45 | 10543 | 234.3 | 1,647.2 | | 0 | | 0 | | |
| Teen Room | 12 | 407 | 33.9 | 251.8 | | 0 | | 0 | | |
| System | 650 | 74,681 | 114.9 | 729.4 | 17 | 232 | 13.6 | 381 | 22.4 | |
| Member Libraries | 374 | 37,325 | 99.8 | 618.8 | 2 | 6 | 3.0 | 7 | 3.5 | |
| Buffalo Branches | 174 | 18,872 | 108.5 | 667.4 | 15 | 226 | 15.1 | 374 | 24.9 | |
| Central Library | 102 | 18,484 | 181.2 | 1,240.7 | 0 | 0 | 0 | 0 | 0 | |



Public Access Computer Statistics

July Footnotes

2009*

4/09-10/09

Aurora

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.

Orchard Park

Open three additional hours per week beginning May 26, 2009

System-Wide

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.

*** 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.

Williamsville

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

System-Wide

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.

**North Park
Closed 10/4/2008**

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.

Collins Library

Construction bridge detour on route 62