



Buffalo & Erie County Public Library

Public Access Computer Statistics

November 2009

EXECUTIVE SUMMARY: ALL OUTLETS

Total Number of Sessions


	November		% of	Year to Date		% of
	2009	2008	Change	2009	2008	Change
System Total	65,497	57,873	13.2%	758,429	617,193	22.9%
Contract Member Libraries	31,586	27,745	13.8%	369,755	286,162	29.2%
City Branches	16,667	13,773	21.0%	189,254	155,748	21.5%
Central Library	17,244	16,355	5.4%	199,420	175,283	13.8%

Sessions Per Public Computer	November	
	PAC	Laptops
Contract Member Libraries	84.5	11.3
City Branches	84.2	18.7
Central Library	169.1	0

Year to Date	
PAC	Laptops
988.6	12.2
955.8	97.7
1,955.1	0

Registered Public Access Computer Sessions


Session Counts Per Outlet

 Library	November 2009			November 2008	Change	Year to Date 2009			YTD 2008
	Adult Sessions	Juvenile Sessions	Total Sessions	Total Sessions		Adult Sessions	Juvenile Sessions	Total Sessions	Total Sessions
Alden (Ewell Free)	215	47	262	215	21.9%	1,806	411	2,217	1,823
<i>Amherst</i>									
Audubon	1,958	178	2,136	1,922	11.1%	21,856	2,618	24,474	17,358
Clearfield	1,570	194	1,764	1,757	0.4%	17,606	2,470	20,076	15,851
Egbertsville-Snyder	808	82	890	695	28.1%	10,394	966	11,360	7,758
Williamsville	504	50	554	594	-6.7%	5,963	657	6,620	6,254
Angola	501	160	661	537	23.1%	6,608	1,367	7,975	6,116
Aurora	828	95	923	835	10.5%	10,072	1,077	11,149	9,369
Boston	188	106	294	231	27.3%	1,975	1,564	3,539	2,804
<i>Cheektowaga</i>									
Julia Boyer Reinstein	2,048	251	2,299	1,955	17.6%	24,110	2,984	27,094	17,087
Reinstein Memorial	1,611	381	1,992	1,804	10.4%	18,001	5,311	23,312	18,565
Clarence	983	94	1,077	933	15.4%	12,977	1,406	14,383	11,260
Collins	436	192	628	577	8.8%	4,413	2,817	7,230	6,353
Concord	623	214	837	656	27.6%	6,785	3,092	9,877	7,605
Eden	313	187	500	293	70.6%	3,260	1,710	4,970	3,223
Elma	368	65	433	409	5.9%	4,732	686	5,418	4,629
Grand Island Memorial	613	95	708	586	20.8%	7,437	1,012	8,449	6,570
<i>Hamburg</i>									
Hamburg	1,380	267	1,647	1,542	6.8%	16,082	3,606	19,688	15,380
Lake Shore	445	63	508	460	10.4%	5,065	804	5,869	5,327
Lackawanna	1,241	361	1,602	1,332	20.3%	13,687	4,205	17,892	13,697
Lancaster	1,553	305	1,858	1,740	6.8%	17,895	4,410	22,305	15,569
Marilla	149	15	164	194	-15.5%	1,552	410	1,962	1,773
Newstead	464	213	677	583	16.1%	5,289	1,629	6,918	5,949
North Collins	209	189	398	340	17.1%	2,065	1,896	3,961	2,727
Orchard Park	1,539	200	1,739	1,235	40.8%	16,893	2,970	19,863	17,020
City of Tonawanda	788	166	954	767	24.4%	8,246	2,487	10,733	6,818
<i>Town of Tonawanda</i>									
Kenilworth	874	242	1,116	973	14.7%	9,214	2,420	11,634	9,436
Kenmore	2,365	586	2,951	2,688	9.8%	28,633	7,815	36,448	29,540
West Seneca	1,851	163	2,014	1,892	6.4%	21,987	2,352	24,339	20,301
<i>Buffalo</i>									
Crane	1,927	167	2,094	1,958	6.9%	25,828	2,082	27,910	23,568
Dudley	1,390	223	1,613	1,409	14.5%	14,257	3,429	17,686	16,603
East Clinton	806	292	1,098	1,151	-4.6%	10,072	4,034	14,106	11,573
East Delavan	1,469	750	2,219	2,027	9.5%	16,363	11,736	28,099	23,133
Merriweather	2,523	1,456	3,979	3,333	19.4%	27,978	16,811	44,789	37,740
Niagara	1,381	1,046	2,427	2,168	11.9%	15,980	12,843	28,823	21,705
North Park	1,016	411	1,427	0	N/A	2,508	979	3,487	2,676
Riverside	1,103	707	1,810	1,727	4.8%	14,817	9,537	24,354	18,750
<i>Central</i>									
B S T	6,081	535	6,616	6,159	7.4%	66,138	6,253	72,391	64,747
Children's	0	454	454	313	45.0%	2	5,820	5,822	3,373
GRO	36	0	36	28	28.6%	400	3	403	1,645
HSS	9,237	495	9,732	9,293	4.7%	110,323	5,934	116,257	104,235
Teen Room	219	187	406	562	-27.8%	2,553	1,994	4,547	1,283
System	53,613	11,884	65,497	57,873	13.2%	611,822	146,607	758,429	617,193
Member Libraries	26,425	5,161	31,586	27,745	13.8%	304,603	65,152	369,755	286,162
Buffalo Branches	11,615	5,052	16,667	13,773	21.0%	127,803	61,451	189,254	155,748
Central Library	15,573	1,671	17,244	16,355	5.4%	179,416	20,004	199,420	175,283

Change
21.6%
41.0%
26.7%
46.4%
5.9%
30.4%
19.0%
26.2%
58.6%
25.6%
27.7%
13.8%
29.9%
54.2%
17.0%
28.6%
28.0%
10.2%
30.6%
43.3%
10.7%
16.3%
45.3%
16.7%
57.4%
23.3%
23.4%
19.9%
18.4%
6.5%
21.9%
21.5%
18.7%
32.8%
30.3%
29.9%
11.8%
72.6%
-75.5%
11.5%
254.4%
22.9%
29.2%
21.5%
13.8%

Registered Public Access Computer Sessions

Session Counts Per Outlet

 Library	Sessions Per Computer									
	Number of PACs	November 2009		Year to Date		Number of Laptops	November 2009		Year to Date	
		Number of Sessions	Sessions/ PAC	Sessions/ PAC	Number of Sessions		Sessions / Laptops	Number of Sessions	Sessions / Laptops	
Alden (Ewell Free)	5	5	52.4	443.4						
<i>Amherst</i>										
Audubon	19	19	112.4	1,288.1						
Clearfield	17	17	103.8	1,180.9						
Egbertsville-Snyder	9	9	98.9	1,262.2	3	18	6.0	18	6	
Williamsville	8	8	69.3	827.5						
Angola	9	9	73.4	886.1	6	46	7.7	46		
Aurora	14	14	65.9	796.4						
Boston	6	6	49.0	589.8						
<i>Cheektowaga</i>										
Julia Boyer Reinstein	32	32	71.8	846.7	5	22	4.4	22	4	
Reinstein Memorial	23	23	86.6	1,013.6						
Clarence	19	19	56.7	757.0						
Collins	10	10	62.8	723.0						
Concord	11	11	76.1	897.9						
Eden	8	8	62.5	621.3						
Elma	10	10	43.3	541.8						
Grand Island Memorial	15	15	47.2	563.3						
<i>Hamburg</i>										
Hamburg	11	11	149.7	1,789.8	3	115		115	38	
Lake Shore	7	7	72.6	838.4						
Lackawanna	16	16	100.1	1,118.3						
Lancaster	15	15	123.9	1,487.0						
Marilla	6	6	27.3	327.0	2	15	7.5	41	20.5	
Newstead	11	11	61.5	628.9						
North Collins	10	10	39.8	396.1						
Orchard Park	21	21	82.8	945.9						
City of Tonawanda	10	10	95.4	1,073.3	3	20	6.7	20		
<i>Town of Tonawanda</i>										
Kenilworth	13	13	85.8	894.9						
Kenmore	21	21	140.5	1,735.6						
West Seneca	18	18	111.9	1,352.2	6	79	13.2	79	13.2	
<i>Buffalo</i>										
Crane	21	21	99.7	1,329.0	7	183	26.1	990	141.4	
Dudley	22	22	73.3	803.9	2	15	7.5	66	33.0	
East Clinton	11	11	99.8	1,282.4						
East Delavan	37	37	60.0	759.4	6	82	13.7	410	68.3	
Merriweather	47	47	84.7	953.0						
Niagara	20	20	121.4	1,441.2						
North Park*	24	24	59.5	145.3						
Riverside	16	16	113.1	1,522.1						
<i>Central</i>										
B S T	34	34	194.6	2,129.1						
Children's	8	8	56.8	727.8						
GRO	3	3	12.0	134.3						
HSS	45	45	216.3	2,583.5						
Teen Room	12	12	33.8	378.9						
System	674	674	97.2	1,125.3	43	595	13.8	1,807	42.0	
Member Libraries	374	374	84.5	988.6	28	315	11.3	341	12.2	
Buffalo Branches	198	198	84.2	955.8	15	280	18.7	1,466	97.7	
Central Library	102	102	169.1	1,955.1	0	0	0	0	0	

* North Park re-opened September 17, 2009



Public Access Computer Statistics

November Footnotes

2009*

11/3 -11/4

Elma

Bowen Road at Rice Road was closed for repair November 4th through the 30th. Access to the library from the north required a 3 mile detour.

11/15/2009

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. Project was completed on November 15th.

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

North Park

In September Library re-opened in a temporary location at 975 Hertel Avenue

* 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.

The wrong HSS October 2008 year to date figures were used in the October 2009 report and corrected this month.

Laptops

Six additional branches circulating laptops were added in November. Angola, Eggertsville-Snyder, Hamburg, Julia Boyer Reinstein, Tonawanda and West Seneca.

Crane and East Delavan were under-reported by a total of eight sessions. This was correct in November 2009.

2008

System-Wide

108 Computers added throughout the year.

Use of Envisionware PC Reservation System replaced use of PAC-Man.

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 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 began on September 7, 2008

Public Access Computer Statistics November 2009

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.