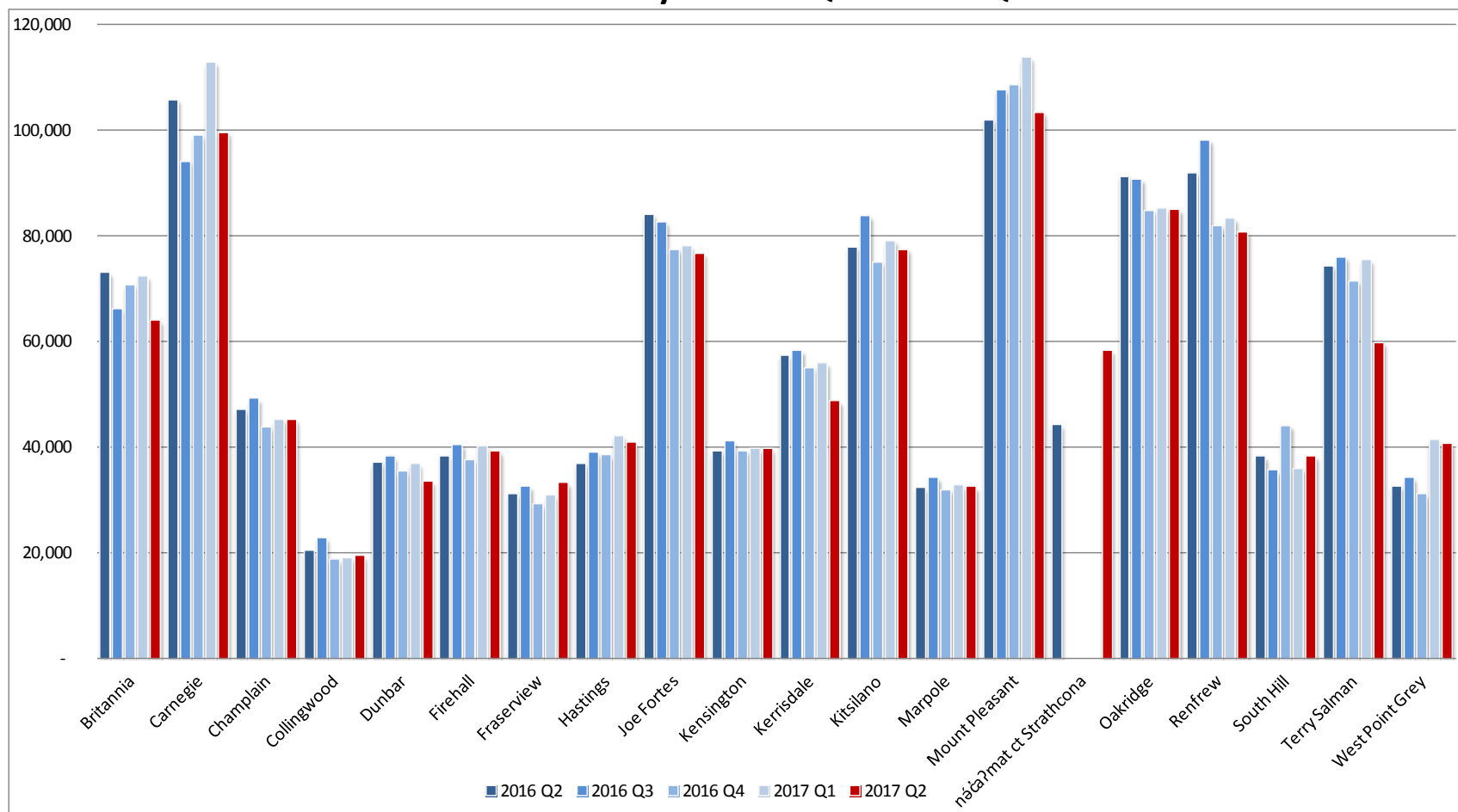


In-Person Visitors by Branch: Q2 2016 to Q2 2017¹



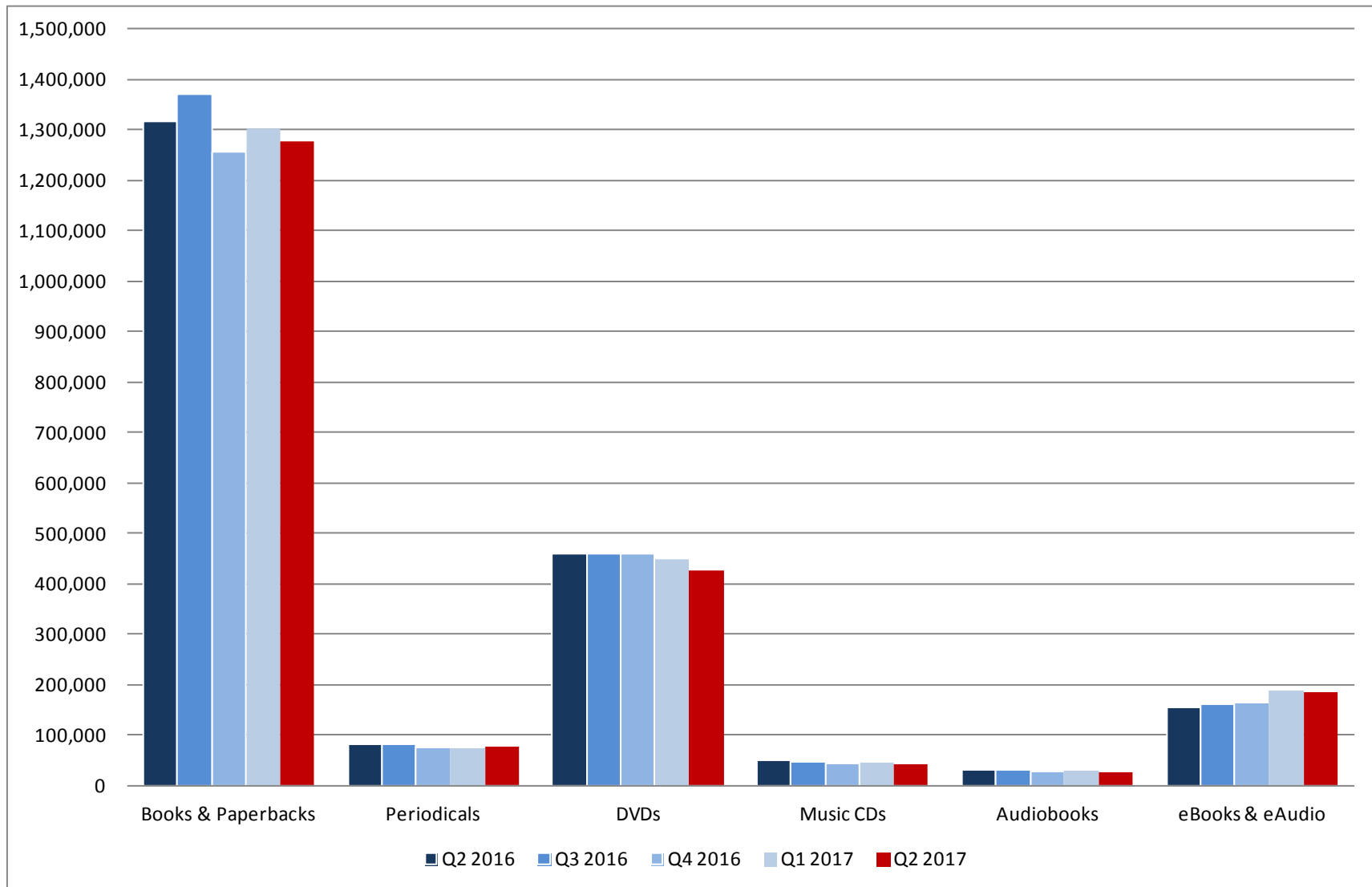
In-Person Visitors at Central Library

2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2
486,869	513,367	475,594	490,709	480,945

System-wide in-person visits were 2.7% lower in Q2 2017 compared to Q2 2016, with decreases of 1.2% at Central Library and 3.4% at branches. Number of visits at Central was likely affected by construction on Levels 8 and 9. Most branches had traffic within 10% of 2016 levels. Exceptions include a decrease of 19.5% at Terry Salmon due to temporary closure of the pool and ice rink, a drop of 15.0% at Kerrisdale potentially related to the removal of nearby apartment buildings for new construction, and a decline of 12.2% at Renfrew as the pool was closed in June. A small decrease of 6.0% at Carnegie may be linked to the opening of NCS Strathcona. An increase of 24.5% was seen at West Point Grey with repair of the gate counter.

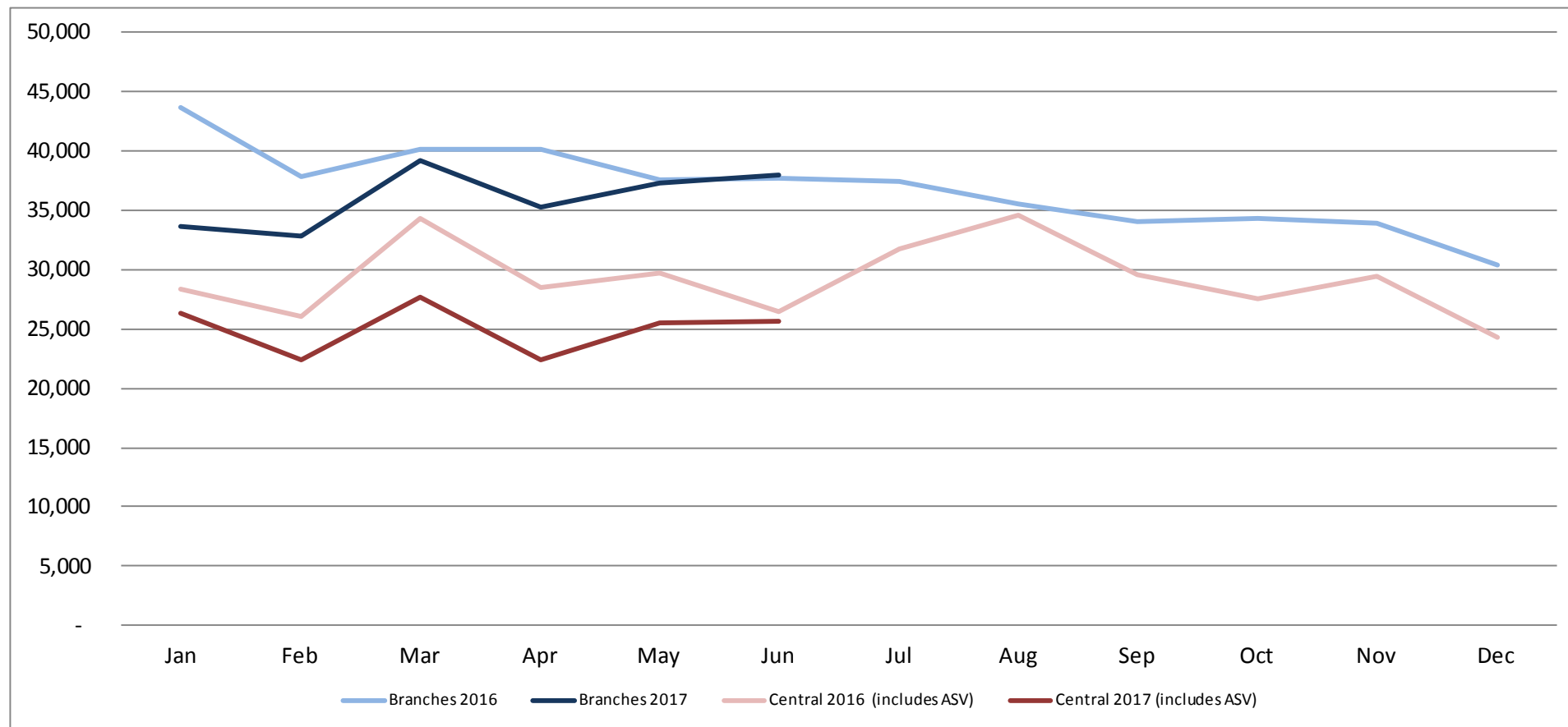
¹ Strathcona Branch closed on June 30, 2016 and re-opened as NCS Strathcona Branch on April 19, 2017.

Circulation by Format: Q2 2016 to Q2 2017



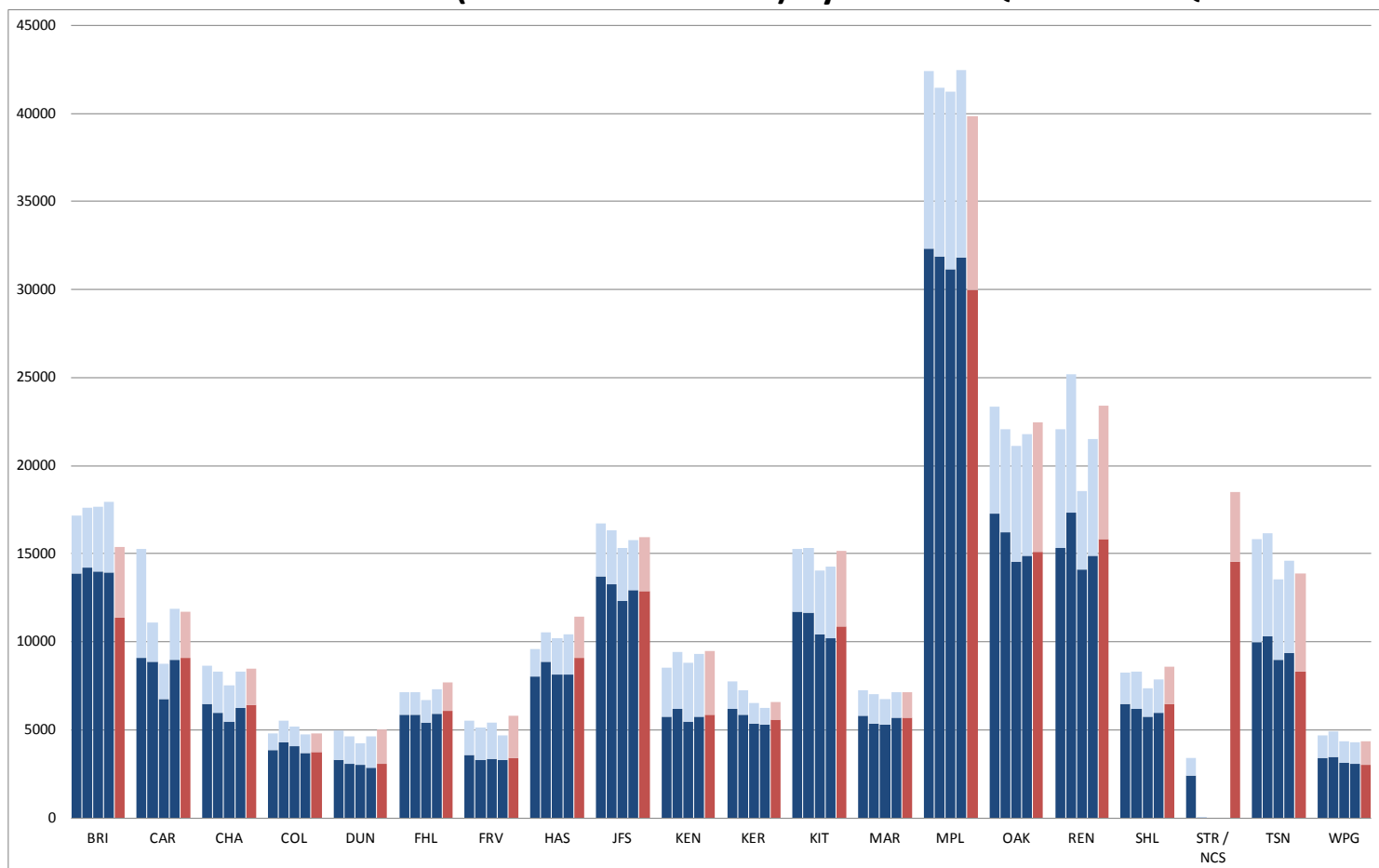
Use of library materials, including physical and digital items, remained relatively stable between Q2 2016 and Q2 2017. Use of downloadable eBook and eAudio continued to increase strongly at a rate of 19.7% and other digital use grew by 22.3% in the quarter. However, in keeping with the longer-term growth in patron preference for digital formats, use of physical items declined by 3.3% in branches and 9.0% at Central. The decrease in physical circulation was experienced across all formats at a similar pace to previous quarter: books declined by 3.0%, periodicals by 8.2% and audio-visual (including DVDs, music CDs and audiobooks on CD) by 8.5%.

Research Questions at Branches & Central Library: 2016-2017



In this quarter, reference questions decreased by 7.9% system-wide from Q2 2016, with questions asked at branches decreasing 4.3% and at Central Library decreasing 12.9%. Similar to number of visits, the decline in number of questions at Central was likely affected by the construction on levels 8 and 9. The overall decline in reference questions is driven by the increasing prevalence of online resources and search engines, and to the lower levels of in-person visitors at branches and Central Library.

Internet Sessions (wired and wireless) by Branch: Q2 2016 to Q2 2017



Sessions at Central Library

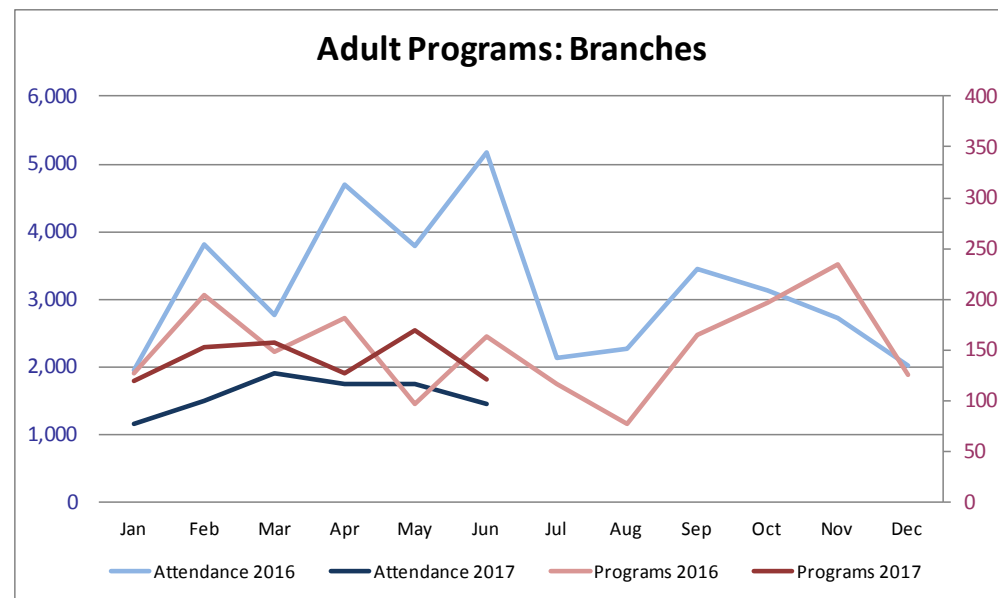
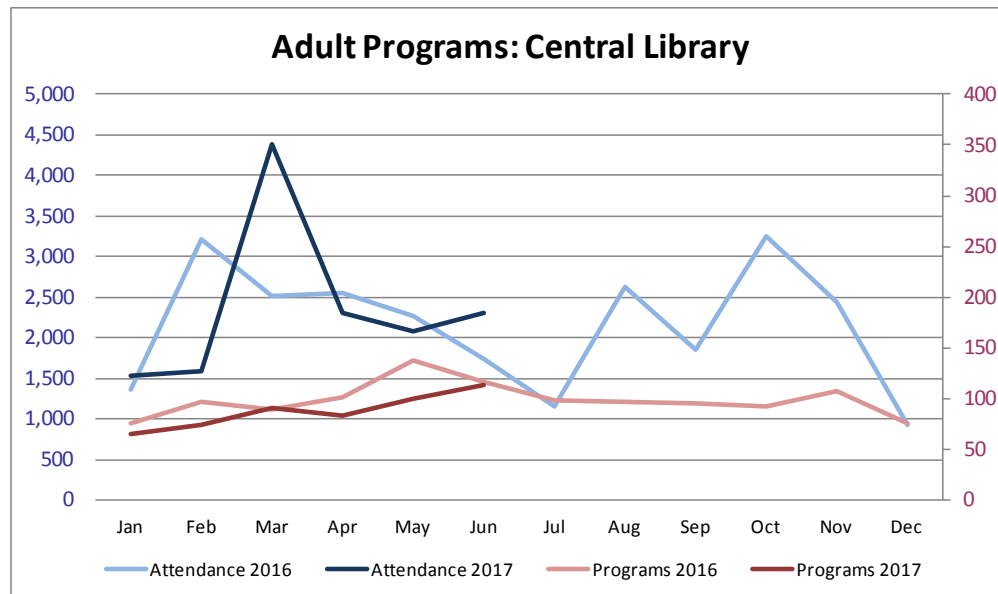
	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2	% change Q1
Computer	122,406	120,827	121,998	135,688	119,726	-2.19%
WiFi	138,786	146,625	134,661	129,073	134,698	-2.95%

From Q2 2016 to Q2 2017, wired internet sessions declined by 1.2% system-wide, with branch use down slightly by 0.6% and Central dropping by 2.2%. Minutes used increased in the same timeframe by 3.8%. At most branches, sessions varied within 10% of 2016 levels. Exceptions include: Britannia (-18.1%) where a new wifi service was introduced to the complex, Terry Salmon (-16.4%) with its temporary closure of the pool and ice rink, and Oakridge (-12.4%) where a flood affected the number of computers available for use. WiFi use decreased slightly by 0.5% system-wide, with an increase of 7.5% in branches and a decrease of 3.0% at Central. Carnegie's significant drop (-58%) is likely related to the opening of NCS, and Kerrisdale's decline (-37%) to the removal of nearby apartments. On the other hand, WiFi use at Hastings branch grew by 50%, due to improved reliability of our wifi service and an increase in teen programming, which resulted in a 57% increase in teen program attendance.

Note: dual Y axis. Attendance on left in blue and number of programs on right in red at 10:1 ratio

In this quarter, the number of adult programs declined by 11.1%, and adult program attendance dropped by 42.8% when compared to Q2 2016. This is due to a change in program statistics recording procedures. Prior to this quarter, staff would record attendance at large community events as part of regular programming; the new method better measures programming led by VPL staff.

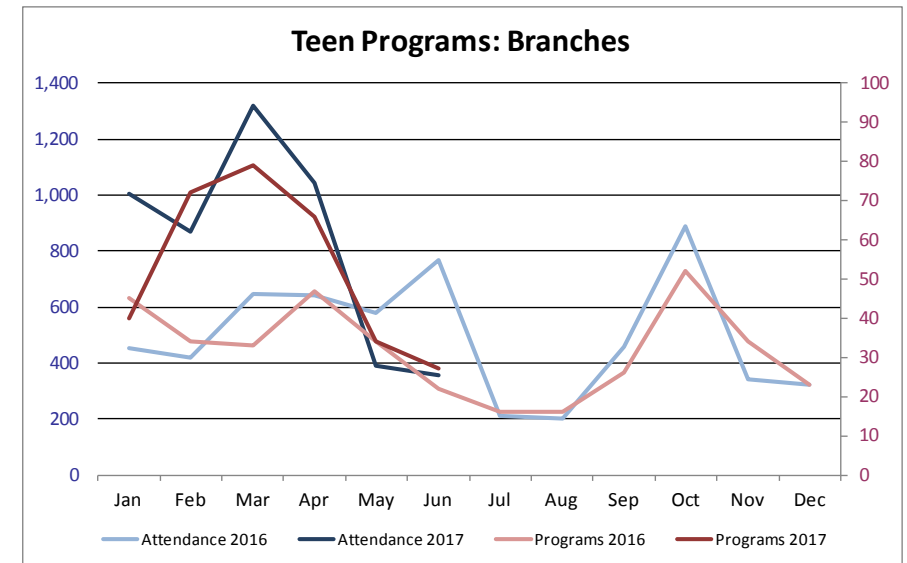
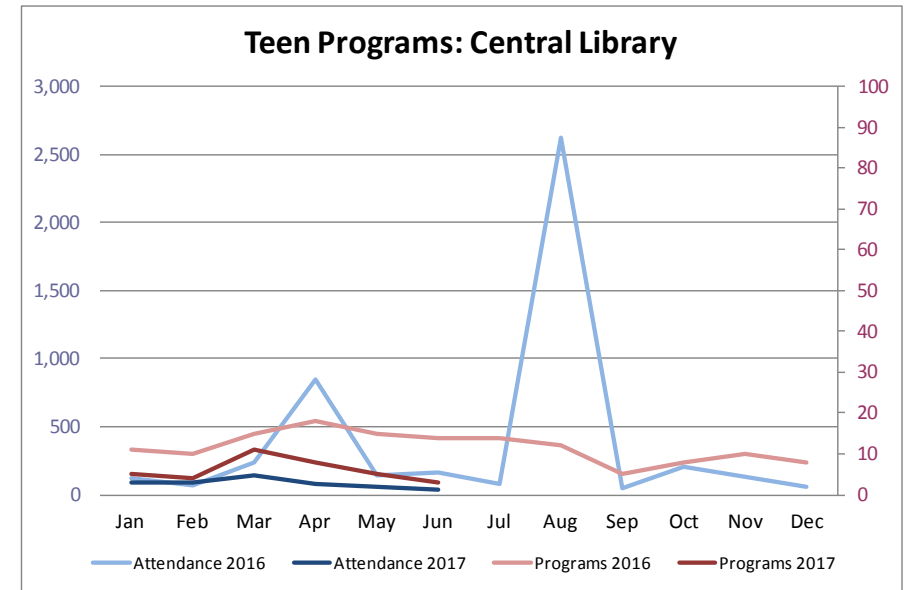
At Central, increased efforts were made to complete the Digital Literacy Review in Q2 2017, leading to fewer adult digital literacy programs offered in the quarter with staff hard at work finalizing new lesson plans. With the review complete, we expect the number of programs to recover and program attendance to show positive increase going forward.



Quarterly Metrics: Q2 2017

Note: dual Y axis. Attendance on left and program on right at 10:1 ratio.

The number of teen programs fell by 4.7% and teen program attendance declined by 37.7% from Q2 2016 to Q2 2017. Similar to adult programs, these decreases are largely explained by the change to program statistics recording procedures implemented in Q1 2017.



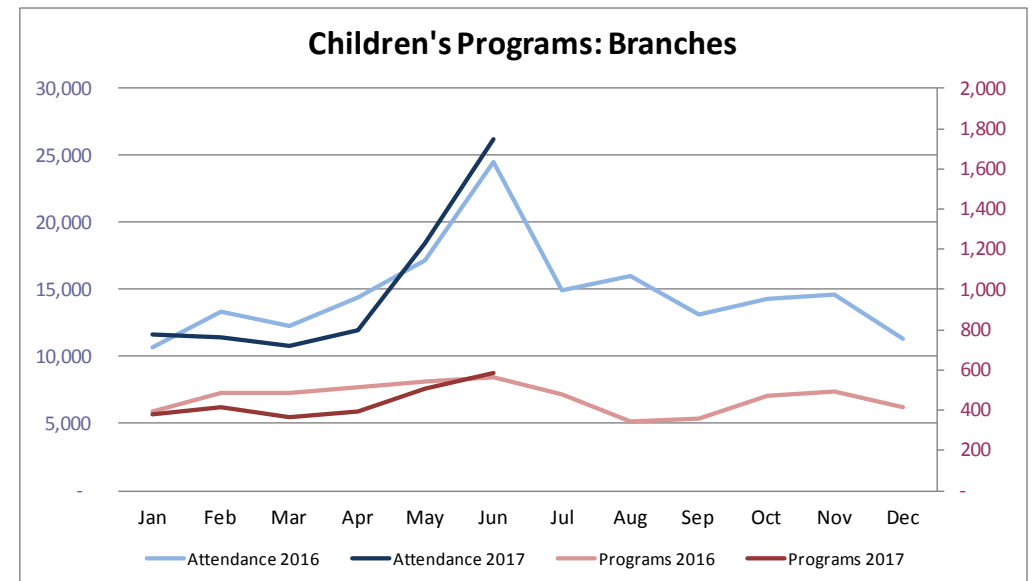
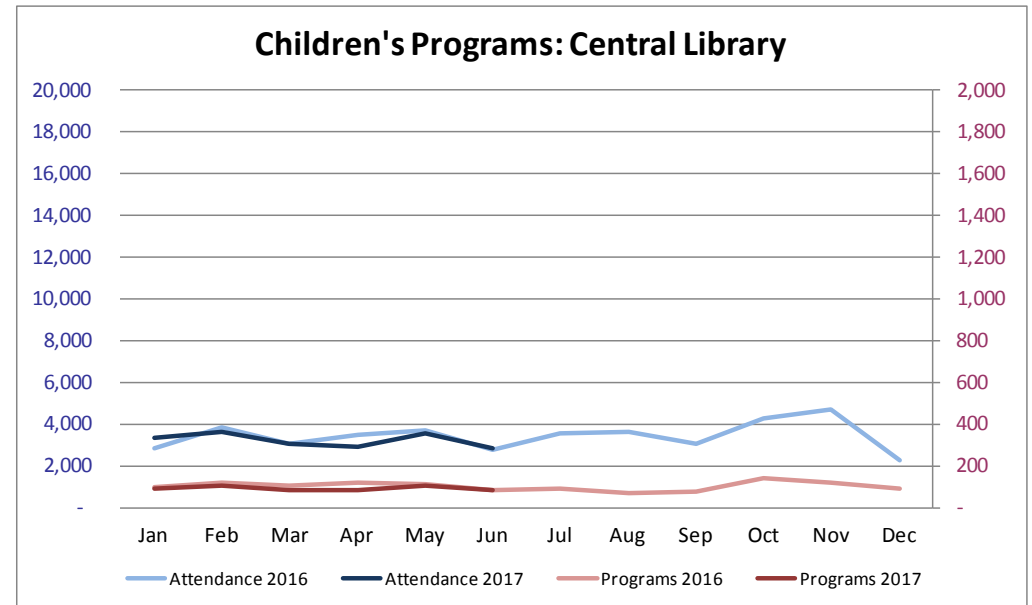


Quarterly Metrics: Q2 2017

Note: dual Y axis. Attendance on left and program on right at 10:1 ratio.

The number of children's programs at branches and the Central Library has remained steady from Q2 2016 to Q2 2017. Staff will continue to review programs and make adjustments to reflect the needs and interests of the community.

Attendance at children's programs at branches and the Central Library has also remained steady from Q2 2016 to Q2 2017. Many children's programs are at capacity.





	Q2 2016	Q2 2017	% Change	YTD 2016	YTD 2017	% Change
In-person visitors	1,644,013	1,599,360	-2.72%	3,300,074	3,212,182	-2.66%
Branches	1,157,144	1,118,415	-3.35%	2,330,525	2,240,528	-3.86%
Central Library	486,869	480,945	-1.22%	969,549	971,654	0.22%
Digital Visits (web + app)*	1,700,577	1,601,683	-5.82%	3,504,180	3,465,489	-1.10%
Collection Use (physical + digital)	2,335,763	2,330,181	-0.24%	4,747,049	4,714,151	-0.69%
Branches - Physical	1,504,322	1,454,828	-3.29%	3,078,805	2,879,079	-6.49%
Central Library - Physical	438,610	399,026	-9.02%	899,242	874,638	-2.74%
eBook/eAudio Circulation	156,222	186,940	19.66%	315,161	375,287	19.08%
Other Digital Use	236,609	289,387	22.31%	453,841	585,147	28.93%
Research questions	199,897	184,060	-7.92%	410,244	366,081	-10.77%
Branches	115,377	110,439	-4.28%	237,066	216,029	-8.87%
Central Library	84,520	73,621	-12.90%	173,178	150,052	-13.35%
Internet Sessions (wired)	306,649	302,917	-1.22%	620,044	611,993	-1.30%
Branches	184,243	183,191	-0.57%	361,253	356,579	-1.29%
Central Library	122,406	119,726	-2.19%	258,791	255,414	-1.30%
Minutes Used	18,647,626	19,358,676	3.81%	37,077,405	37,892,211	2.20%
# of Programs	2,884	2,600	-9.85%	5,455	4,896	-10.25%
Branches	2,170	2,022	-6.82%	4,125	3,796	-7.98%
Central Library	714	578	-19.05%	1,330	1,100	-17.29%
Program Attendance	89,546	79,605	-11.10%	153,175	139,012	-9.25%
Branches	71,773	63,418	-11.64%	118,155	105,065	-11.08%
Central Library	17,773	16,187	-8.92%	35,020	33,947	-3.06%

**VPL Locations – Key Information**

Location	Square Footage	Staff (FTE)	Public Computers	Hours Open / Week
Central	349,830	147.83	247	67.0
Accessible Services	2,914	6.01	2	36.5
Britannia	8,997	10.75	16	64.0
Carnegie	1,930	6.18	3	84.0
Champlain	8,350	11.01	12	50.0
Collingwood	5,200	6.30	9	45.0
Dunbar	6,402	8.11	8	46.0
Firehall	6,629	7.60	8	48.0
Fraserview	8,076	7.08	6	50.0
Hastings	8,845	10.12	14	50.0
Joe Fortes	4,714	10.41	10	60.0
Kensington	7,275	8.31	12	50.0
Kerrisdale	5,700	9.27	9	50.0
Kitsilano	9,503	12.73	13	64.0
Marpole	3,570	7.35	9	48.0
Mount Pleasant	12,000	17.85	33	78.0
náçá?mat ct Strathcona	11,000	13.34	21	78.0
Oakridge	13,028	13.61	19	64.0
Renfrew	16,000	14.06	30	64.0
South Hill	5,040	8.56	10	48.0
Terry Salman	7,589	14.02	13	78.0
West Point Grey	5,100	7.67	7	48.0