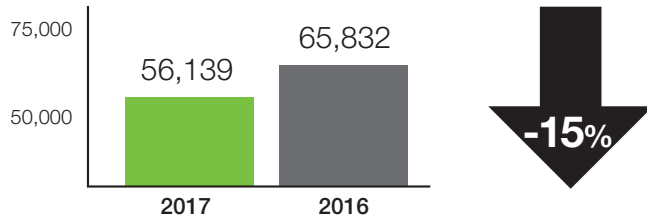


EDMONTON PUBLIC LIBRARY KEY PERFORMANCE INDICATORS

REPORTING JANUARY TO DECEMBER 2017

NOTE: Milner Library closure and move to smaller Enterprise Square temporary location resulted in overall decline in usage-based KPIs and reduction in volunteer opportunities.

New Members



*W/O Milner & Enterprise Square: -10% change

Active Members



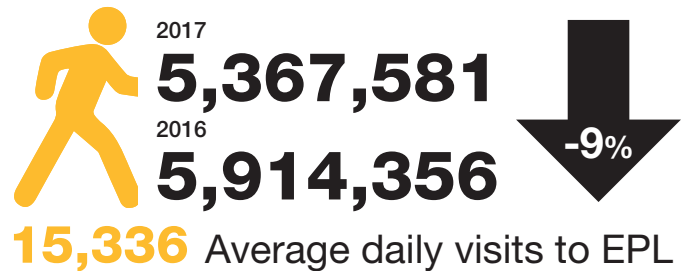
*Active defined as use of card within the last 12 months.

*W/O Milner & Enterprise Square: +2% change

Households Who Use EPL

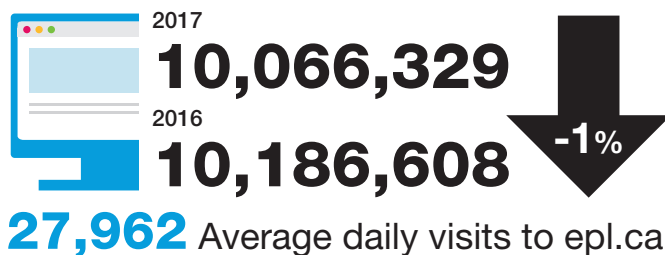


In Person Visits

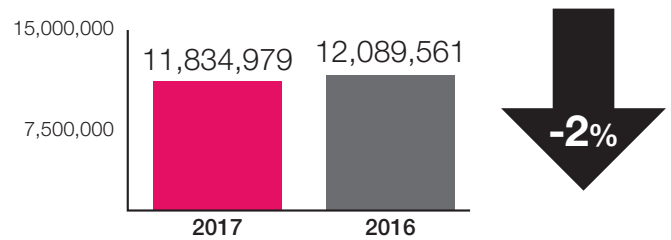


*W/O Milner & Enterprise Square: -1% change

Website Visits

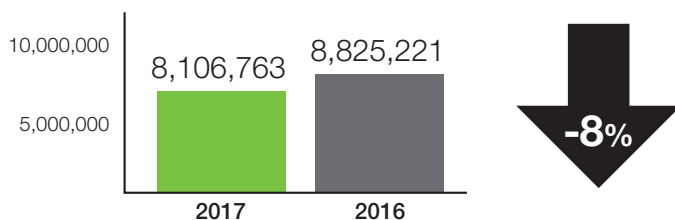


Physical & eResource Borrowing



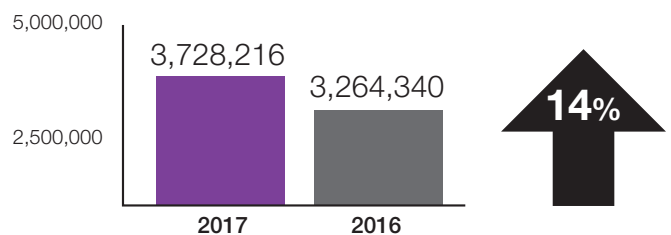
*W/O Milner & Enterprise Square: 0% change

Physical Borrowing



*W/O Milner & Enterprise Square: -6% change

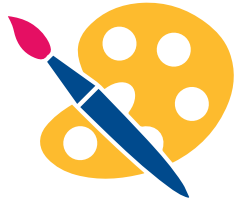
eResource Borrowing



EDMONTON PUBLIC LIBRARY KEY PERFORMANCE INDICATORS

REPORTING JANUARY TO DECEMBER 2017

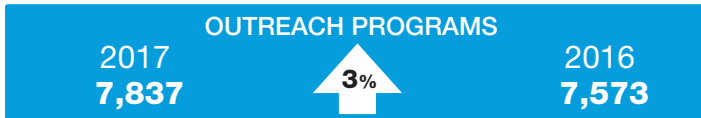
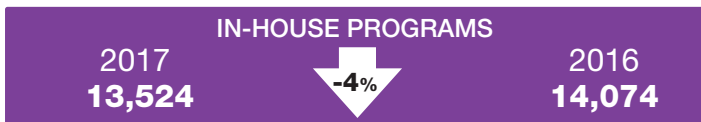
Total Programming



	2017	2016	
TOTAL PROGRAMS OFFERED	21,361	21,647	-1 %
TOTAL ATTENDANCE	506,246	492,229	3 %
AVERAGE PROGRAM ATTENDANCE	24	23	

*Some in-house attendance numbers for 2017 have been estimated.
 *W/O Milner & Enterprise Square: Total programs up 1%, total attendance up 6%

Programs



*Some in-house attendance numbers for 2017 have been estimated.

LitVans

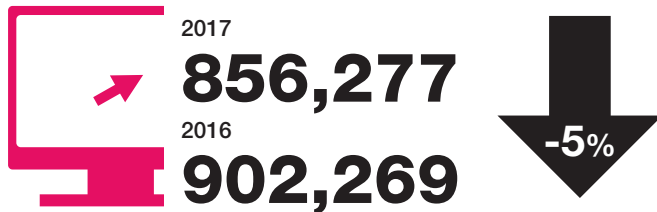
	2017	2016	
PROGRAMS	1,149	796	44%
ATTENDANCE	27,123	22,755	19%
AVERAGE PROGRAM ATTENDANCE	26	31	

Forward Thinking Speaker Series

	2017	2016
EVENTS	6	7
ATTENDANCE	3,601	2,751
AVERAGE PROGRAM ATTENDANCE	600	393

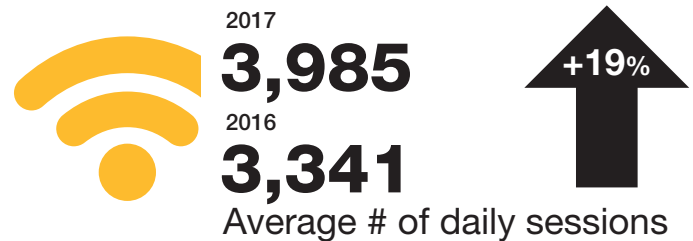
Computer Sessions

Time used in hours



*W/O Milner & Enterprise Square: +0% change

In Branch Wireless Sessions

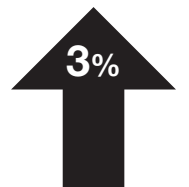


EPL App Sessions

2017
1,640,747



2016
1,599,347

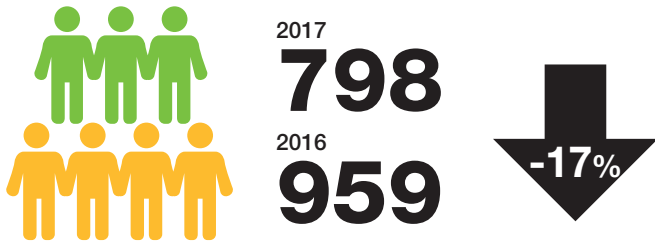


*Use of EPL App to access services through a mobile device.

EDMONTON PUBLIC LIBRARY KEY PERFORMANCE INDICATORS

REPORTING JANUARY TO DECEMBER 2017

Community-Led Meetings



*W/O Milner & Enterprise Square: -3% change

Volunteer Hours



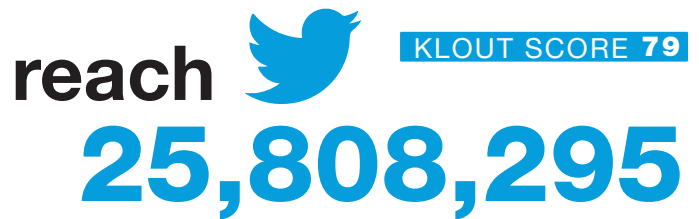
*W/O Milner & Enterprise Square: -4% change

Facebook



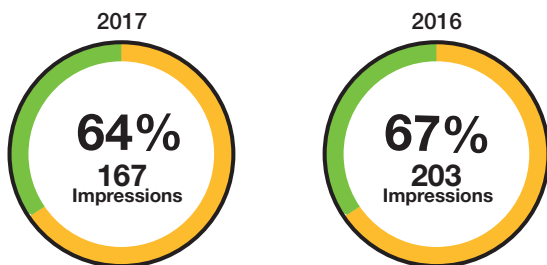
AS OF DEC. 31, 2017

Twitter



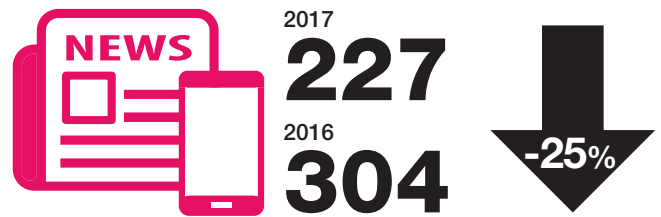
AS OF DEC. 31, 2017

Proactive Media Impressions

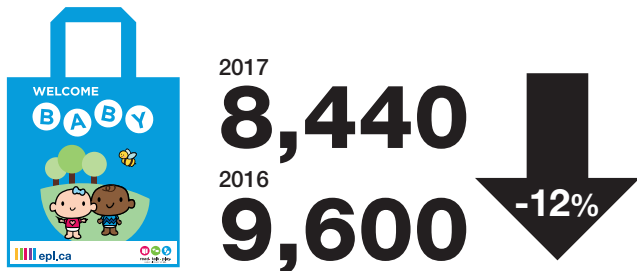


*Proactive impressions are initiated by EPL through a media advisory, release or pitch. Percentage calculated out of total media impressions.

Total Media Impressions

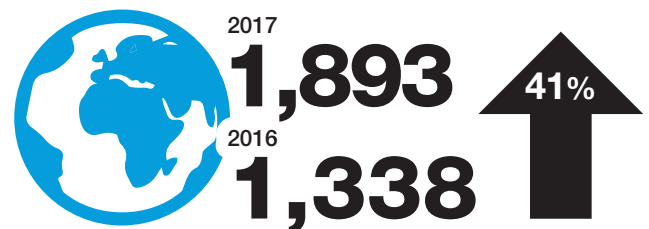


Welcome Baby Bag Deliveries



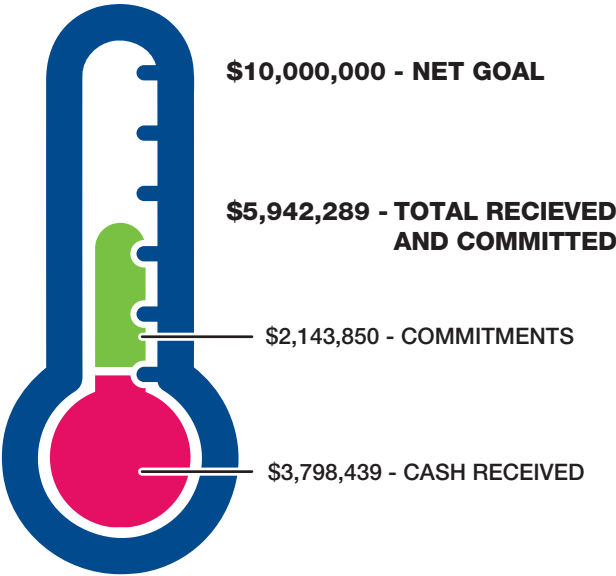
*Impacted by staff changes at AHS - Mitigation strategies in progress.

Settlement Services



*Top 5 countries of origin are Syria, Philippines, Somalia, India, Congo.

Milner Community Fundraising



*Does not include contributions from EPL reserves or government funding.
