

# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2022 vs 2021



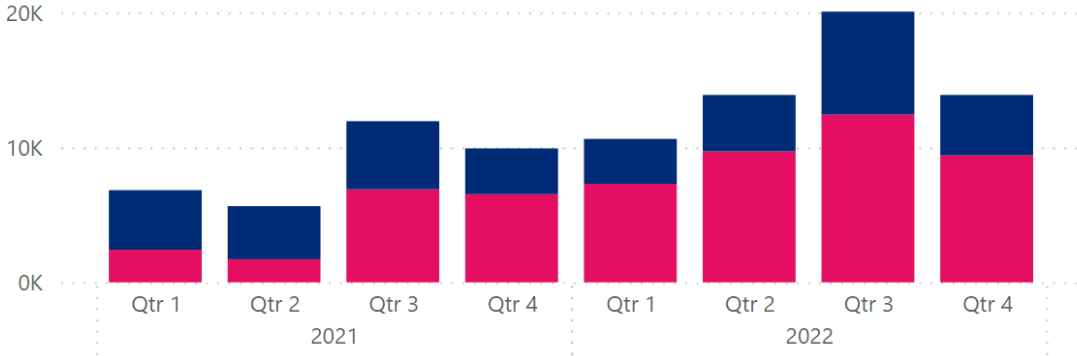
## New Memberships

The number of in-person and online memberships created

YTD Total **59K**  
% Change **70%**

## New Memberships

● In-Branch ● Online



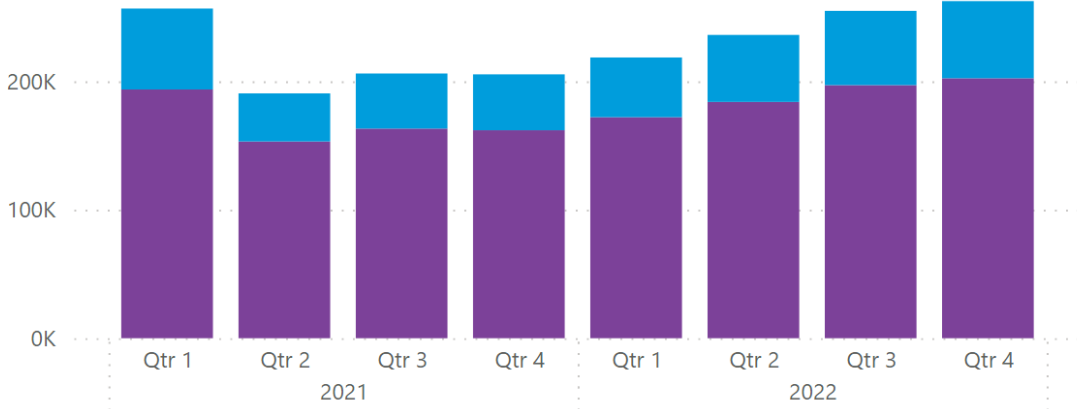
## Active Memberships

The number of active cardholders within the past 12 months (December 31, 2021 to December 31, 2022)

YTD Total **262K**  
% Change **28%**

## Active Memberships

● Adult ● Juvenile

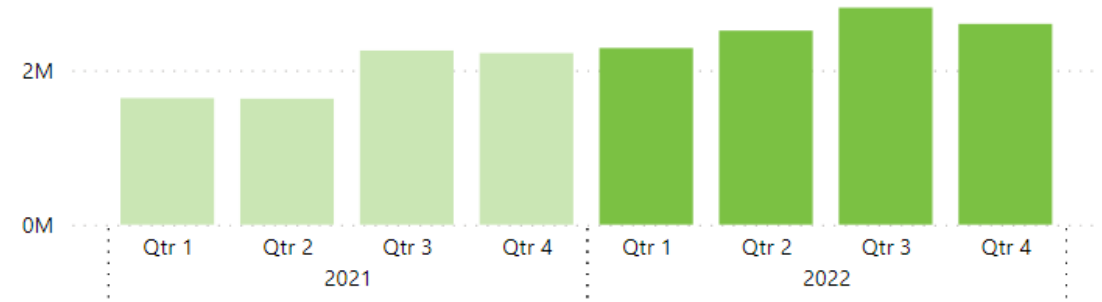


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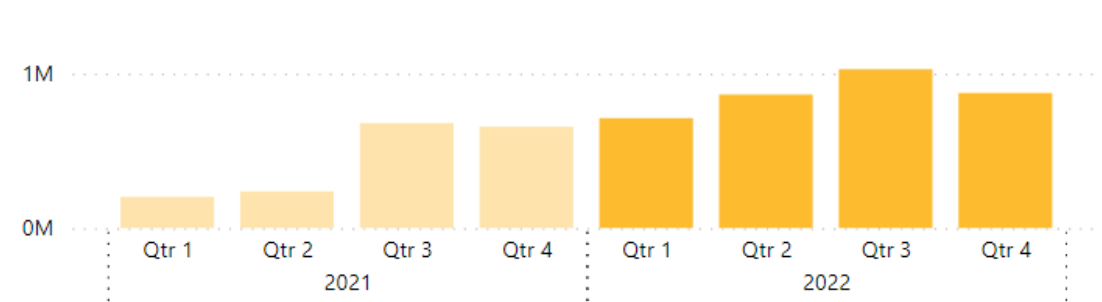
JANUARY TO DECEMBER 2022 vs 2021



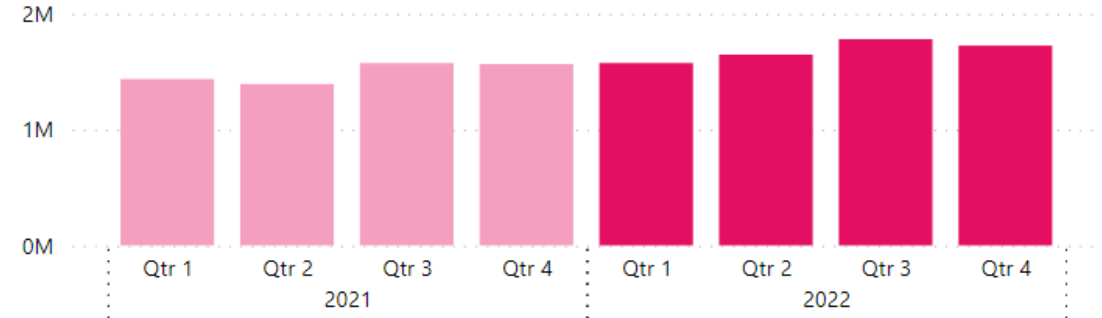
Total Visits



In-Person Visits



Website Visits



## Total Visits

The number of in-person and EPL website visits

YTD Total

10.2M

% Change

32%



## In-Person Visits

The number of in-person visits to EPL's branches

YTD Total

3.5M

% Change

96%



## Website Visits

The number of visits to EPL's website

YTD Total

6.7M

% Change

13%

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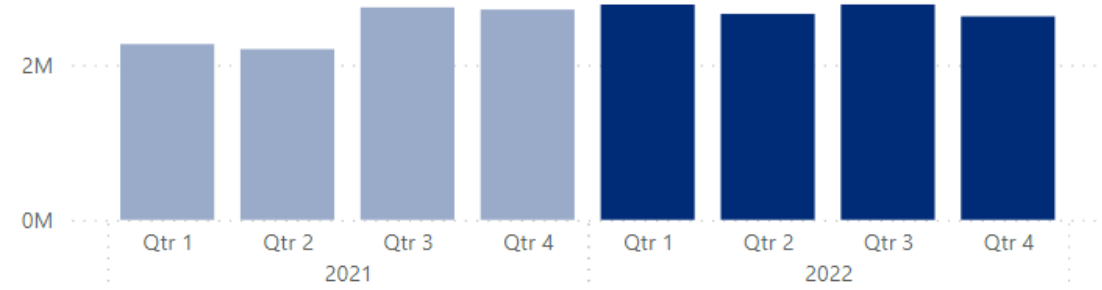


## Total Borrowing

The total of physical circulation and eResource usage

YTD Total **10.8M**  
% Change **9%**

### Total Borrowing

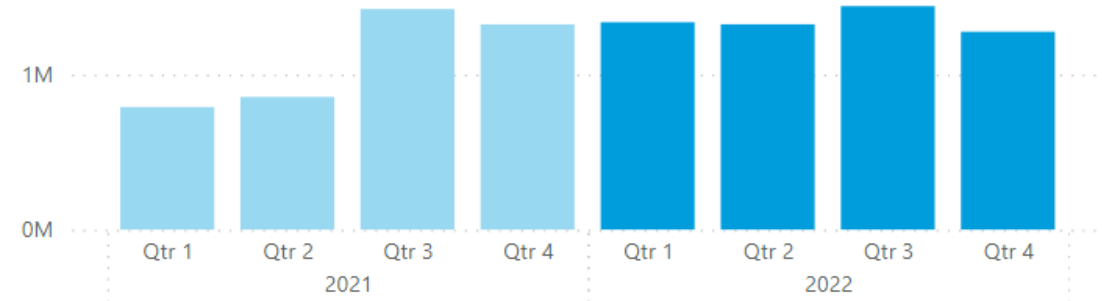


## Physical Circulation

The number of customer checkouts and renewals

YTD Total **5.4M**  
% Change **22%**

### Physical Circulation

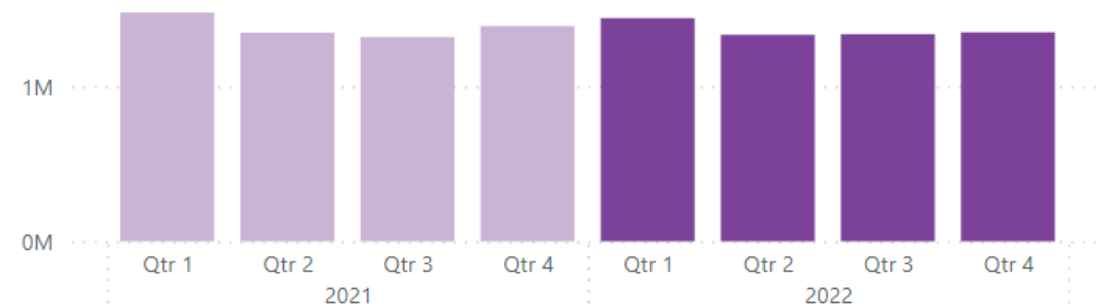


## eResource Usage

The number of checkouts, downloads, plays and views of all types of electronic resources

YTD Total **5.5M**  
% Change **-1%**

### eResource Usage



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## Virtual Customer Service

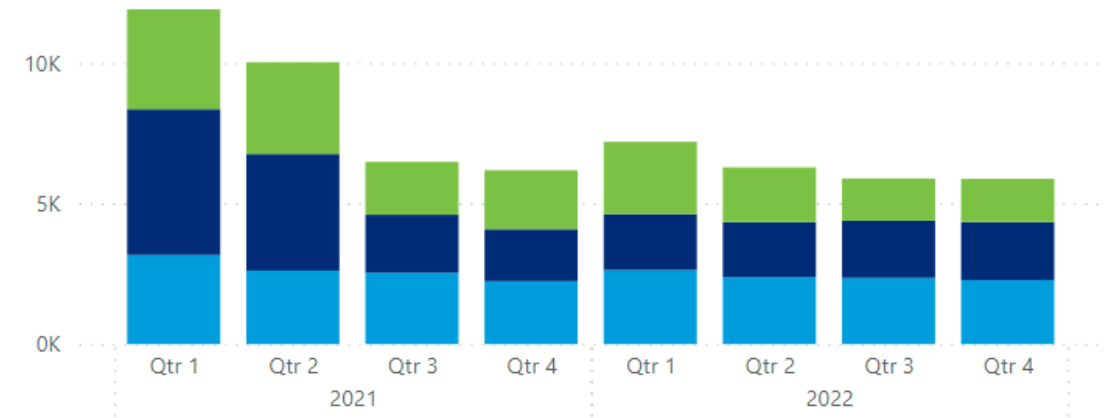
Customer service provided virtually through chat, email and over the phone via the General Inquiries Line

YTD Total \*  
**25K**  
% Change\*  
**-27%**

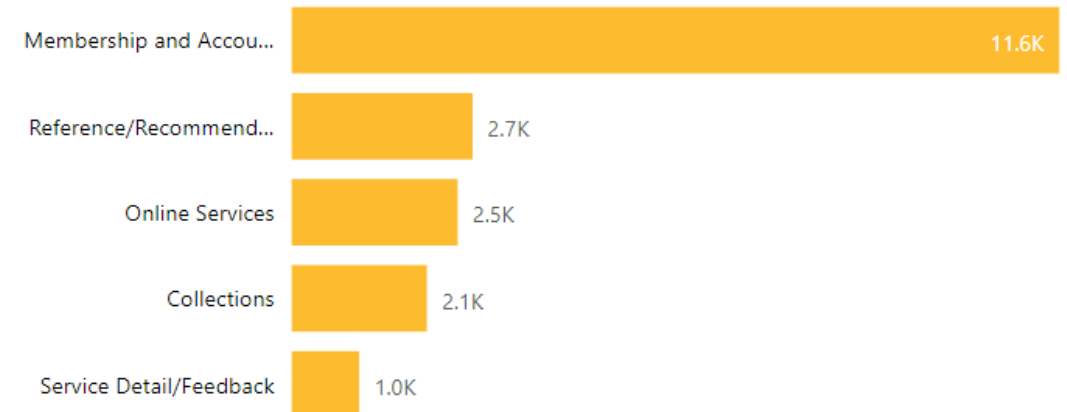


## Number of Customer Interactions

● Chat ● Email ● Phone



## YTD Customer Interactions by Top 5 Categories



\* Phone conversations (General Inquiries Line) were not being tracked prior to Q2 2020

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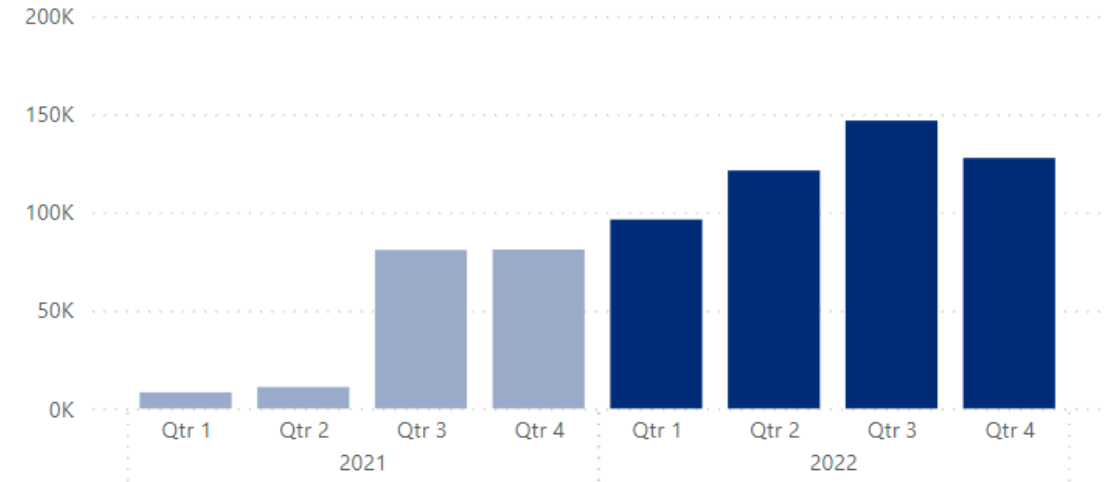


## Computer Usage

The number of computer hours used by EPL's customers

YTD Total  
**492K**  
% Change  
**172%**

## Total Time Used (hours)

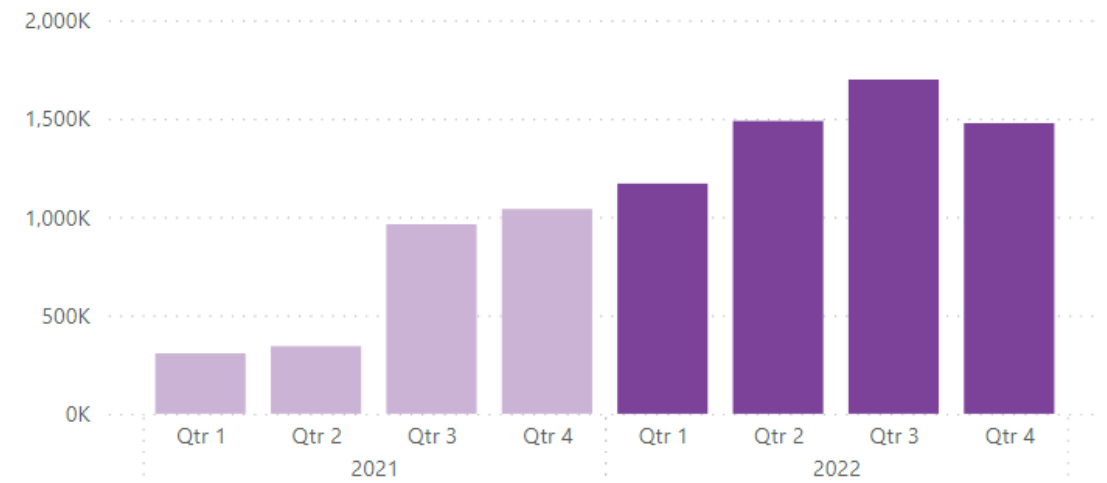


## Wireless Usage Sessions

The number of times customers connected to and used EPL's wireless service

YTD Total  
**5.8M**  
% Change  
**120%**

## Wireless Sessions



# KEY PERFORMANCE INDICATORS

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Year

2021 2022



## Classes & Events Offered

The number of in-person, outreach, online live and online recorded\* classes and events offered

YTD Total  
**12.4K**  
% Change  
**208%**

Q1-Q4	In-Person	Online Live	Online Recorded	Outreach
2021	82	1,864	828	1,245
2022	6,990	1,594	946	2,829



## Classes & Events Attendance and Views

Attendance at in-person and views of online live and online recorded classes and events

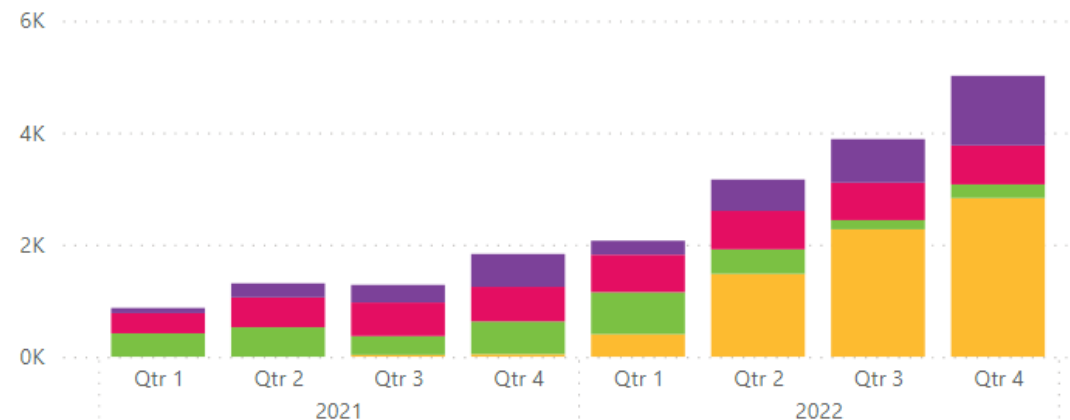
YTD Total  
**495K**  
% Change  
**38%**

Q1-Q4	In-Person	Online Live	Online Recorded	Outreach
2021	974	40,664	279,065	38,916
2022	94,452	44,837	286,990	68,754

\*Online recorded offerings count the unique recorded content that is viewed at least once during the selected period, and cannot be summed across quarters, due to the same content being viewed in separate quarters.

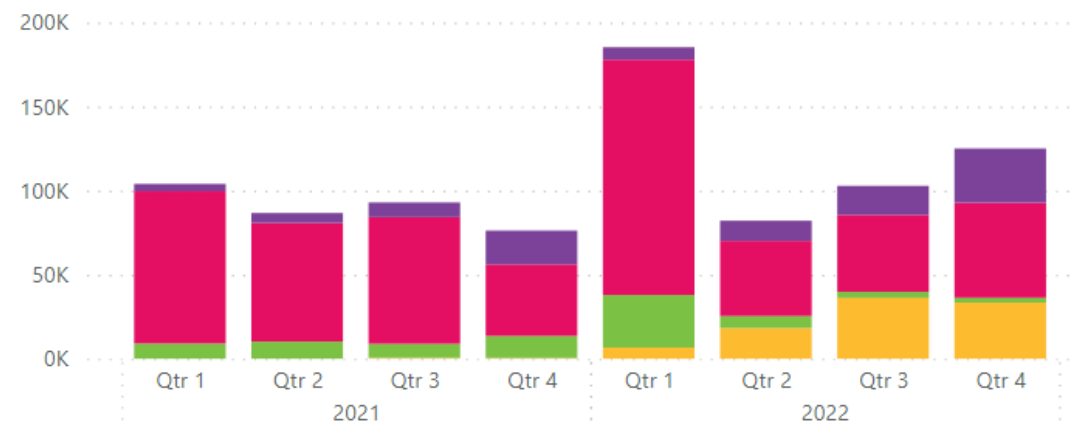
## Total Offerings

In-Person Online Live Online Recorded Outreach



## Total Attendance and Views

In-Person Online Live Online Recorded Outreach



# KEY PERFORMANCE INDICATORS

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Year



## Welcome Baby - Bags Delivered

The number of Welcome Baby bags delivered

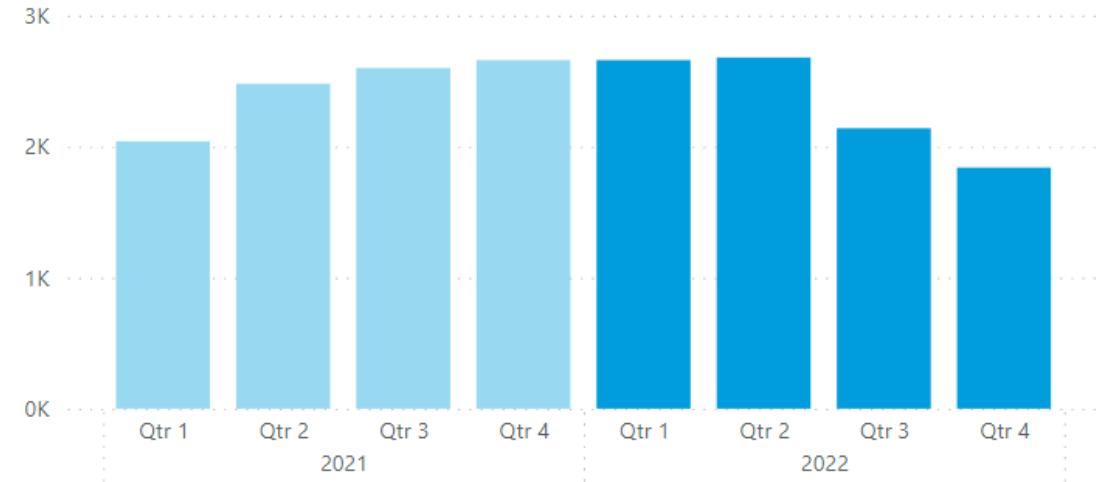
YTD Total

9.3K

% Change

-5%

## Welcome Baby - Bags Delivered



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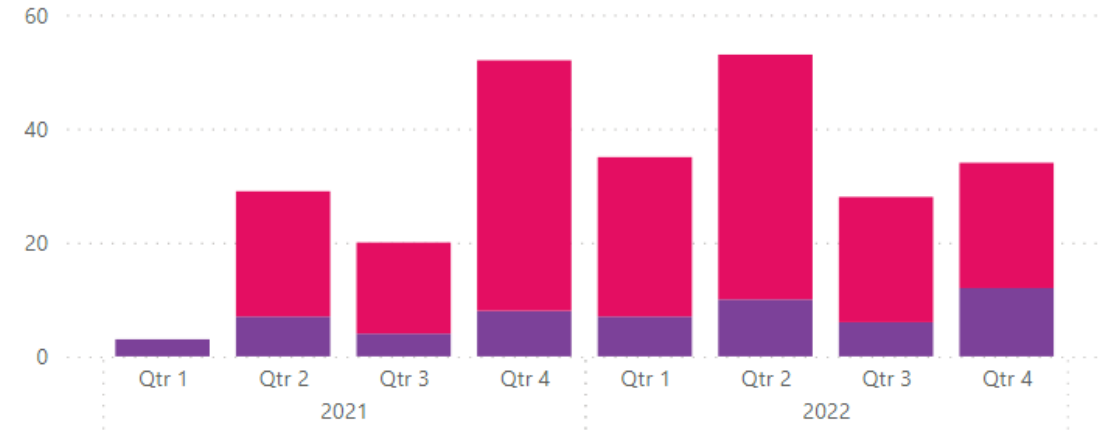
## Staff Learning & Development - Courses Offered

The total number of internal and external staff learning & development courses offered

YTD Total  
**150**  
% Change  
**44%**

## Staff Learning & Development - Courses Offered

External Course Offerings Internal Course Offerings



## Staff Learning & Development - Course Attendees

The total number of attendees at internal and external staff learning & development courses

YTD Total  
**2,021**  
% Change  
**16%**

## Staff Learning & Development - Course Attendees

Total Attendees - External Courses Total Attendees - Internal Courses

