

# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2023 vs 2022

Year

2022 2023



## New Memberships

The number of in-person and online memberships created

YTD Total

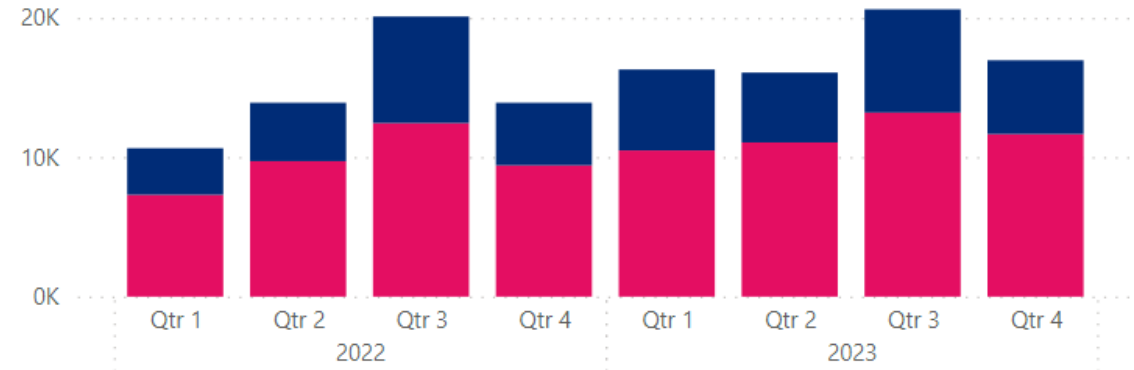
70K

Change

19%

## New Memberships

In-Branch Online



## Active Memberships

The number of active cardholders within the past 12 months (December 31, 2022 to December 31, 2023)

Total

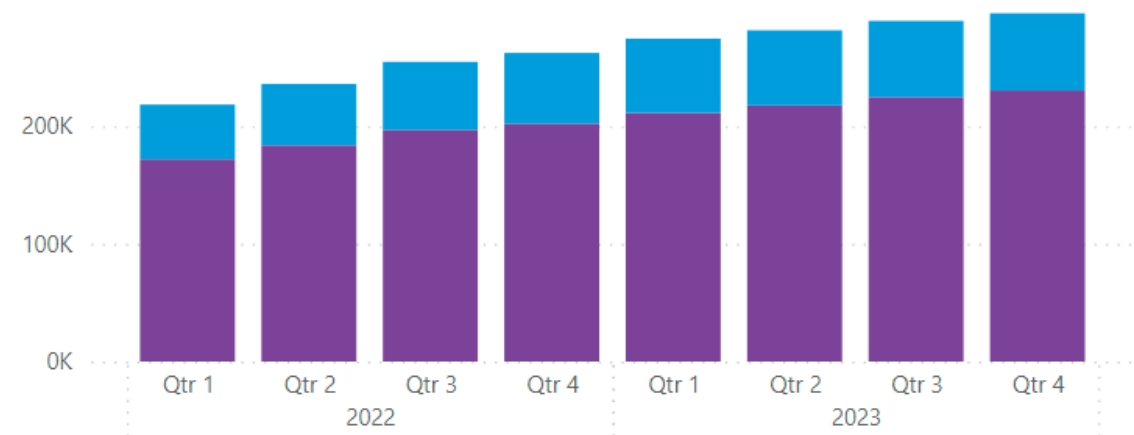
296K

Change

13%

## Active Memberships

Adult Juvenile




# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2023 vs 2022

Year

2022 2023

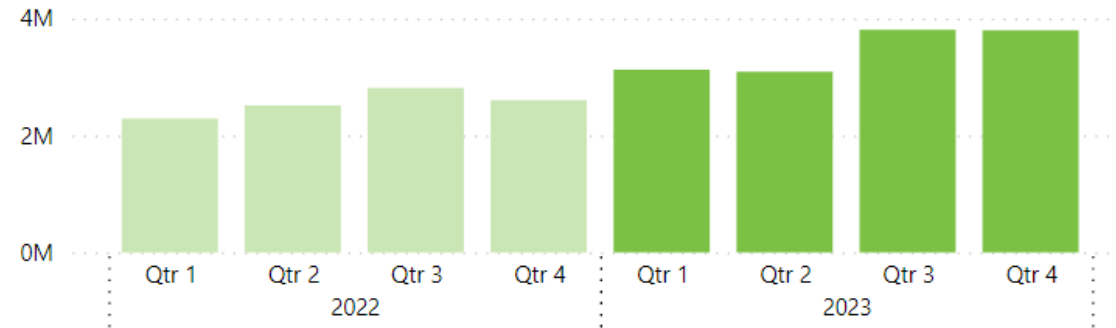



## Total Visits

The number of in-person and EPL website visits

YTD Total  
**13.8M**  
Change  
**35%**

## Total Visits

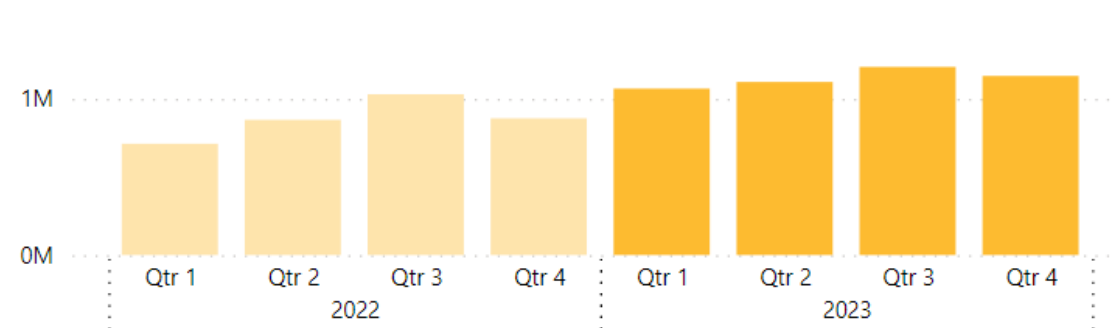


## In-Person Visits

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

YTD Total  
**4.5M**  
Change  
**30%**

## In-Person Visits

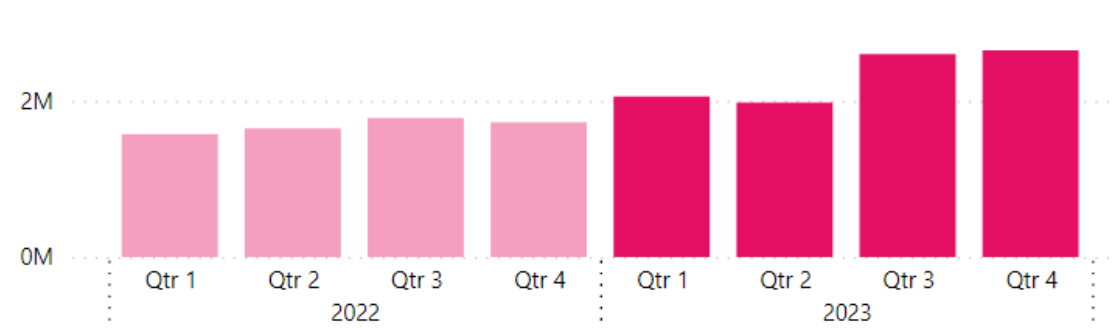


## Website Visits

The number of visits to EPL's website

YTD Total  
**9.3M**  
Change  
**38%**

## Website Visits



# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2022 vs 2023

Year

2022 2023



## Total Borrowing

The total of physical circulation and eResource usage

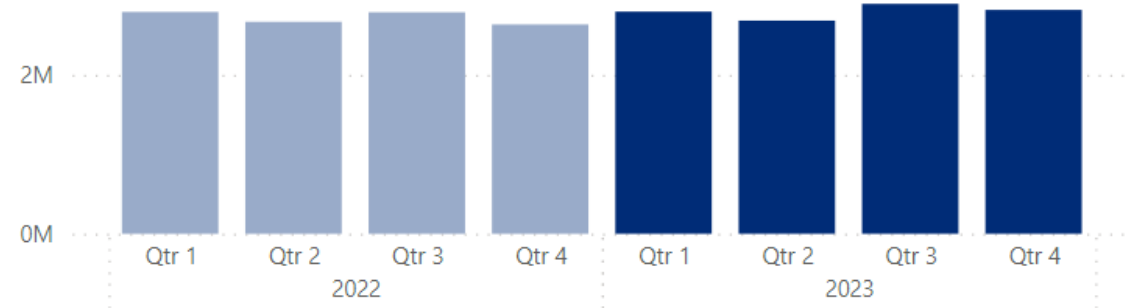
YTD Total

11.2M

Change

2.8%

## Total Borrowing



## Physical Circulation

The number of customer checkouts and renewals

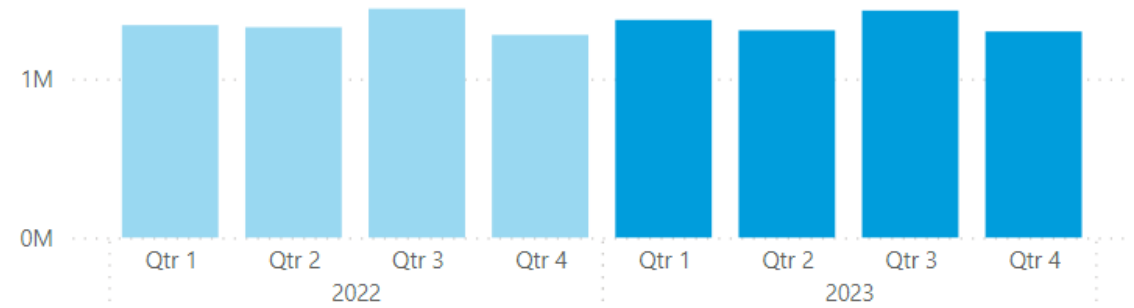
YTD Total

5.4M

Change

0.4%

## Physical Circulation



## eResource Usage

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

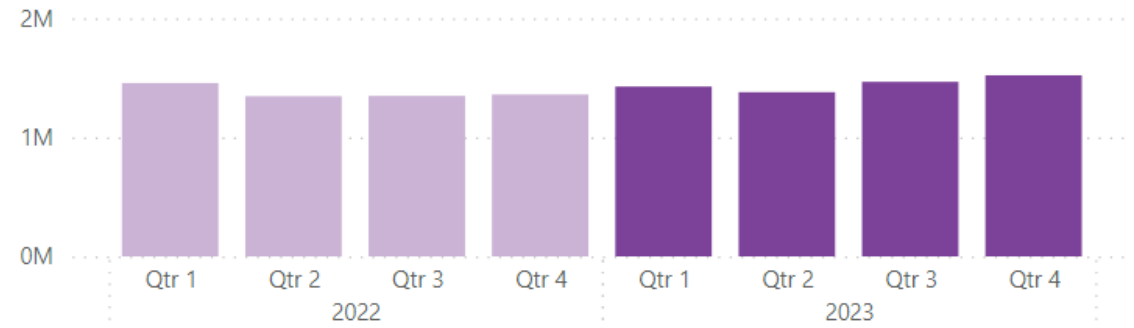
YTD Total

5.8M

Change

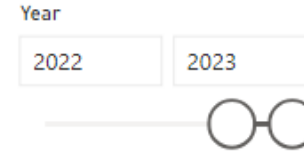
5.2%

## eResource Usage



# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2023 vs. 2022



## Virtual Customer Service

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

YTD Total

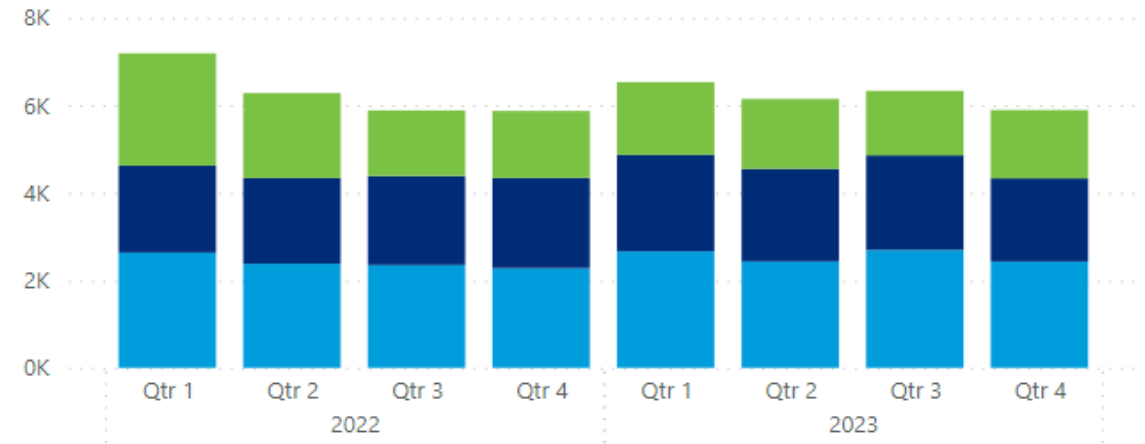
25K

Change

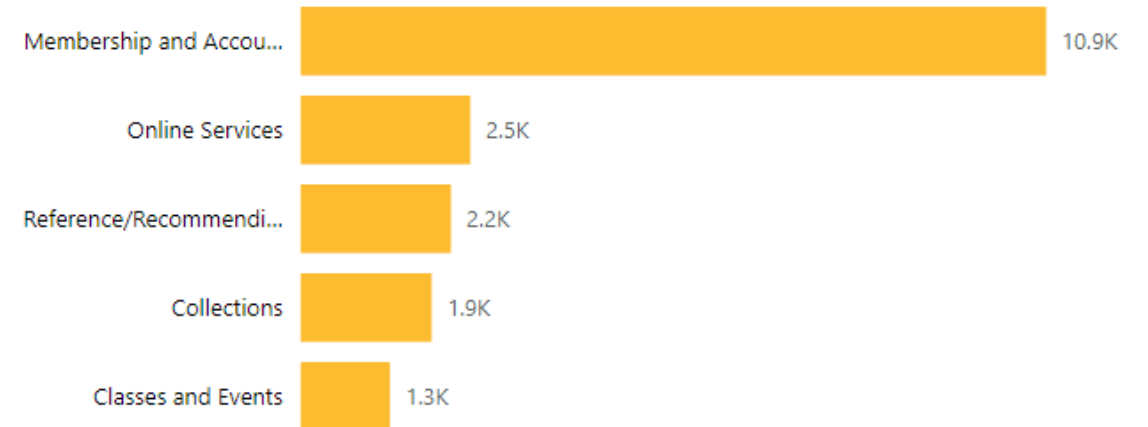
-1%

## Number of Customer Interactions

Chat Email Phone



## YTD Customer Interactions by Top 5 Categories




# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2023 vs 2022

Year

2022 2023




## Computer Usage

The number of computer hours used by EPL's customers

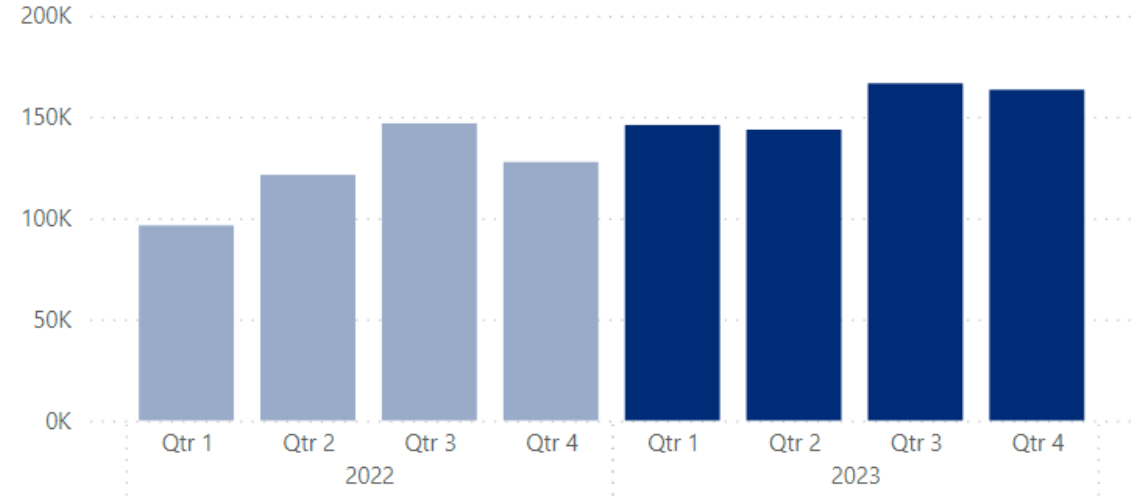
YTD Total

**620K**

Change

**26%**

Total Time Used (hours)



## Wireless Usage Sessions

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

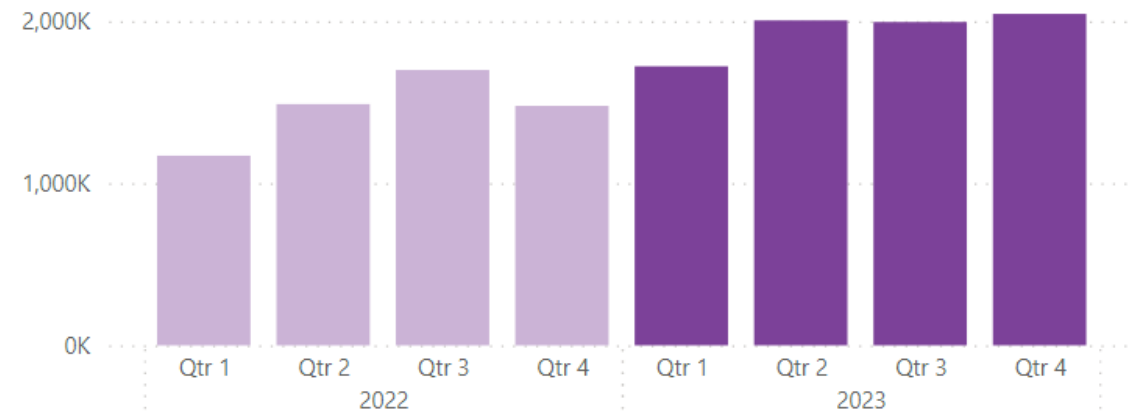
YTD Total

**7.8M**

Change

**33%**

Wireless Sessions



# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2023 vs 2022

Year

2022 2023



## Classes & Events Offered

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

YTD Total

19.5K

Change

58%

Q1-Q4	In-Person	Online Live	Online Recorded	Outreach
2022	6,990	1,594	946	2,829
2023	12,889	742	1028	4,815



## Classes & Events Attendance and Views

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

YTD Total

583K

Change

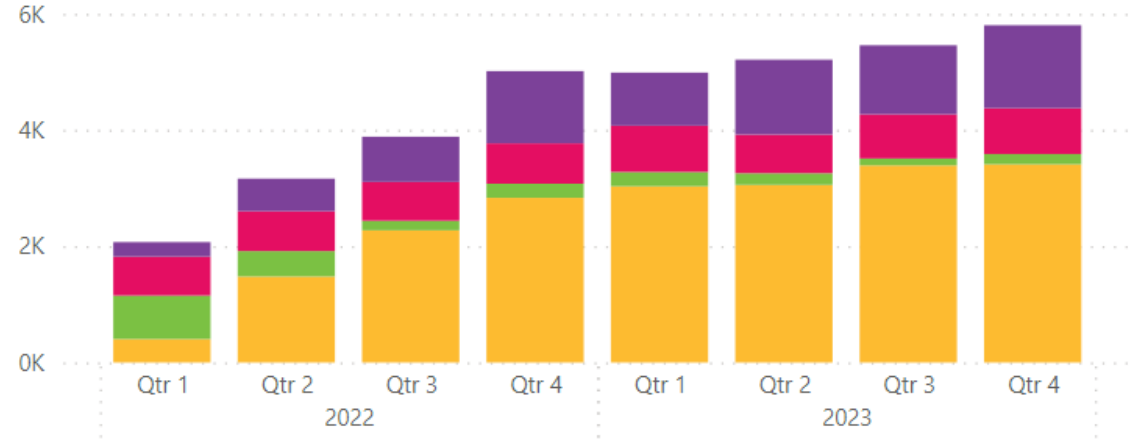
18%

Q1-Q4	In-Person	Online Live	Online Recorded	Outreach
2022	94,452	44,837	286,990	68,754
2023	203,381	10,174	242,641	127,278

\*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.

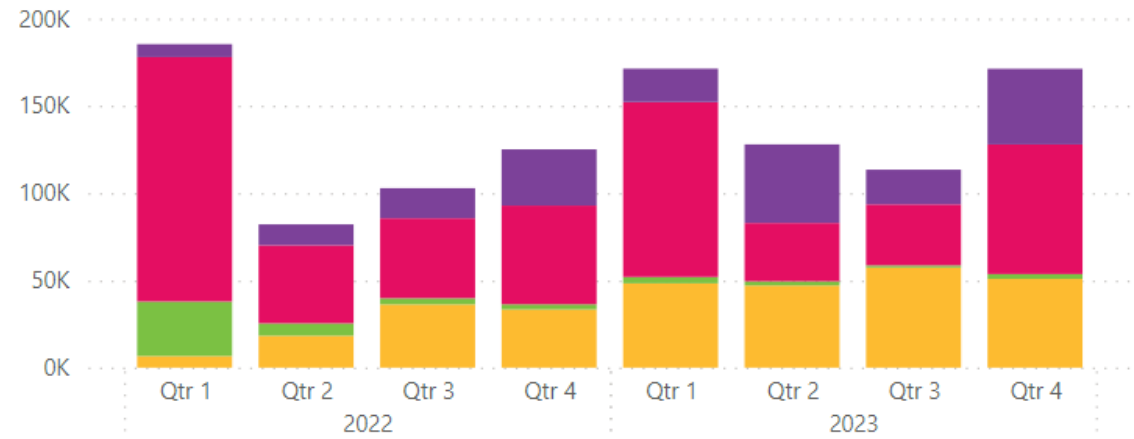
## Total Offerings

In-Person Online Live Online Recorded Outreach



## Total Attendance and Views

In-Person Online Live Online Recorded Outreach



# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2023 vs 2022

Year

2022 2023



## eLearning Sessions

The number of courses used, resources accessed, tutor sessions and views of eLearning databases

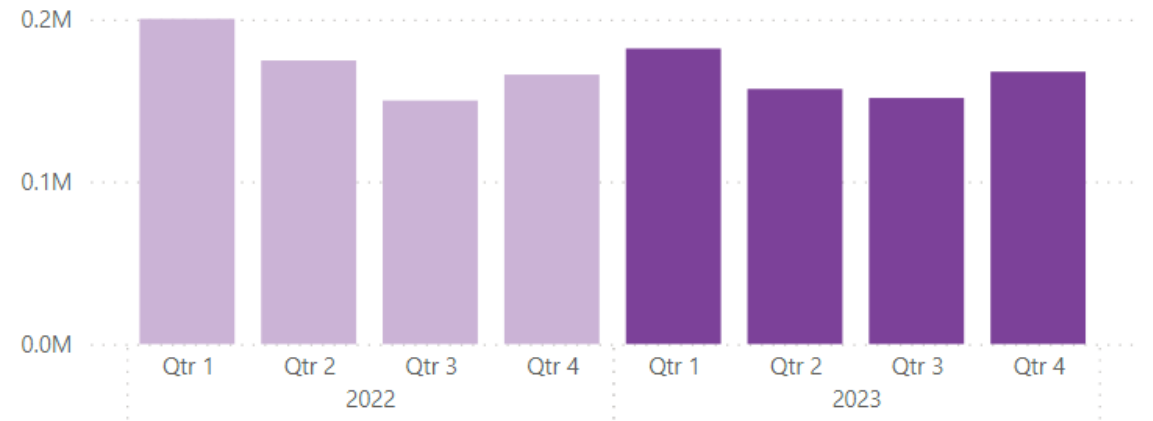
YTD Total

658K

Change

-5%

## eLearning Sessions



## Welcome Baby - Bags Delivered

The number of Welcome Baby bags delivered

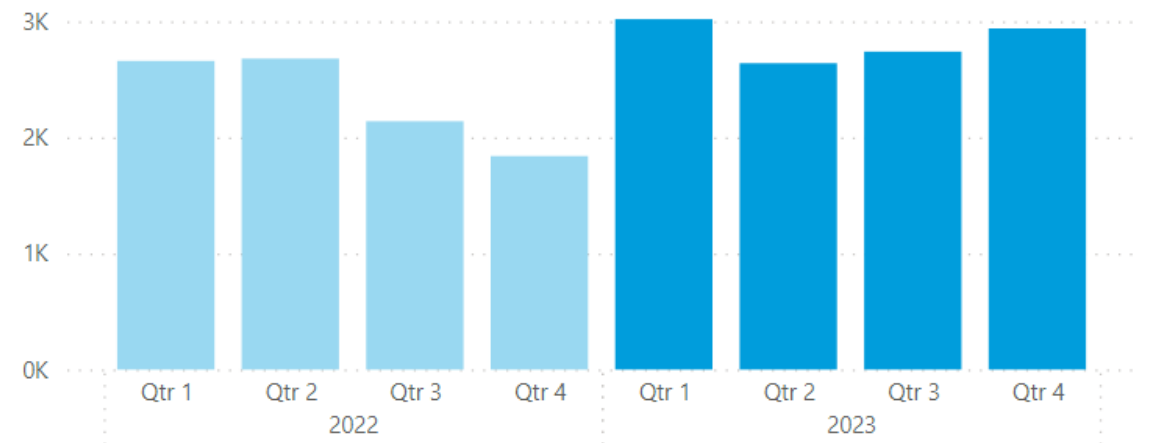
YTD Total

11.3K

Change

22%

## Welcome Baby - Bags Delivered



# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2023 vs 2022

Year

2022 2023



## Staff Learning & Development - Courses Offered

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

YTD Total

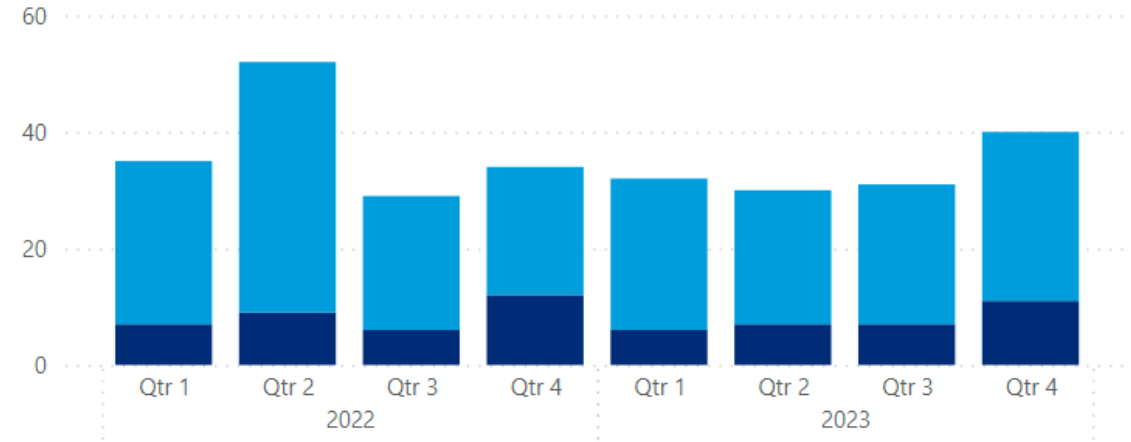
133

Change

-11%

## 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

2,032

Change

0%

## Staff Learning & Development - Course Attendees

Total Attendees - External Courses Total Attendees - Internal Courses

