

# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2024 vs 2023

Year

2023

2024



## New Memberships

The number of in-person and online memberships created

YTD Total

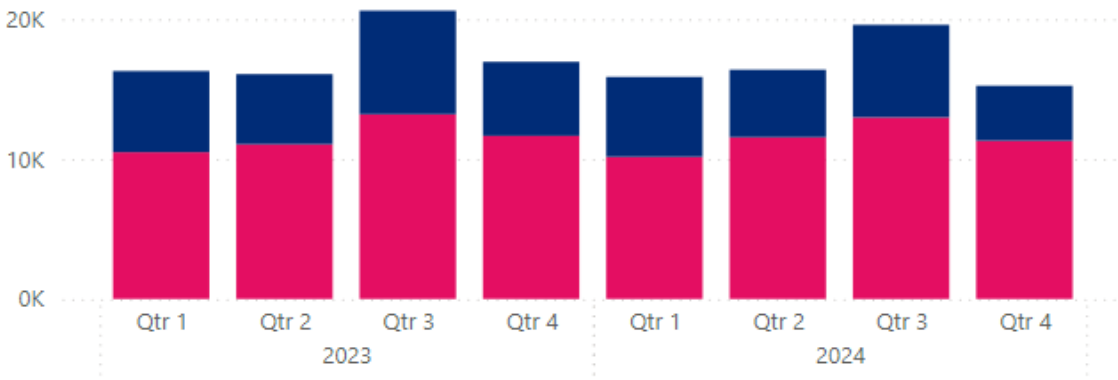
67K

Change

-4%

## New Memberships

In-Branch Online



## Active Memberships

The number of active cardholders within the past 12 months (December 31, 2023 to December 31, 2024)

Total

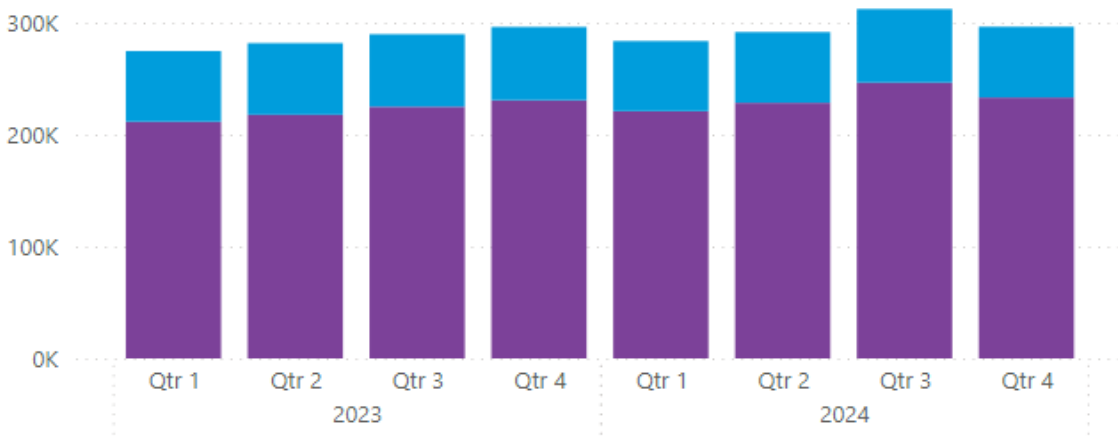
296K

Change

0%

## Active Memberships

Adult Juvenile





# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2024 vs. 2023



## Virtual Customer Service

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

YTD Total

24K

Change

- 5%

Year

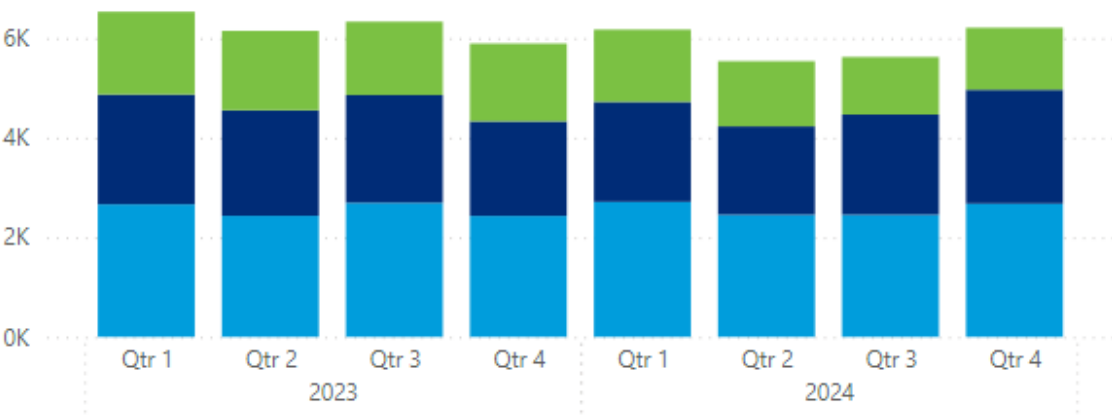
2023

2024

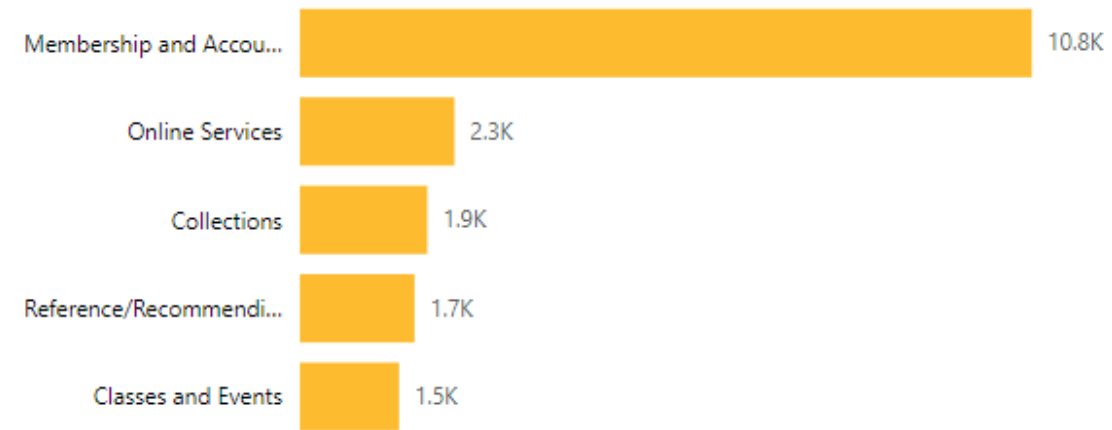


## Number of Customer Interactions

● Chat ● Email ● Phone



## YTD Customer Interactions by Top 5 Categories





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2023

2024



## In-Person Visits

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

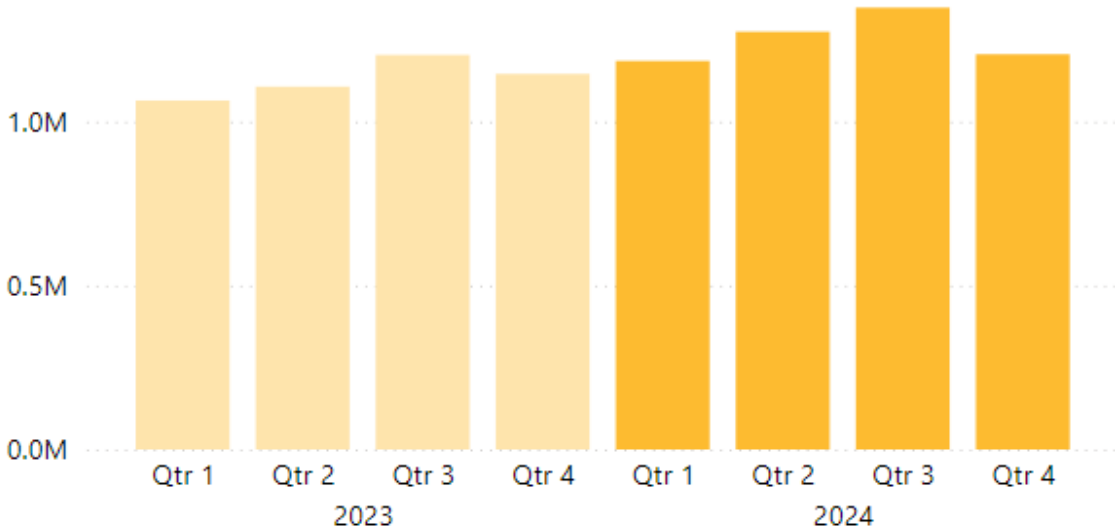
YTD Total

5.0M

Change

10.9%

In-Person Visits





# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2024 vs 2023



## Total Borrowing

The total of physical circulation and eResource usage

YTD Total	% Change
11.6M	4.1%



## Physical Circulation

The number of customer checkouts and renewals

YTD Total	% Change
5.4M	-0.5%



## eResource Usage

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

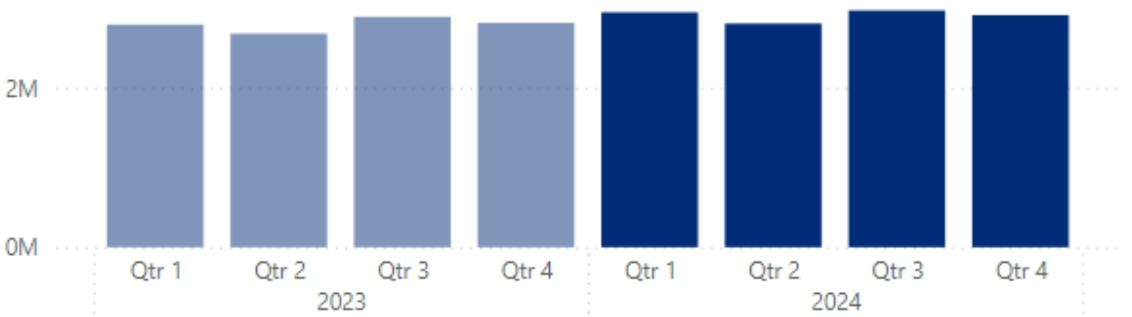
YTD Total	% Change
6.3M	8.4%

Year

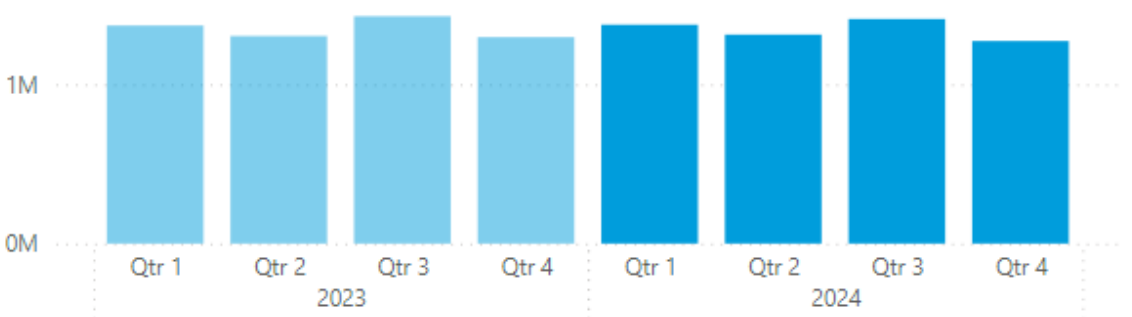
2023

2024

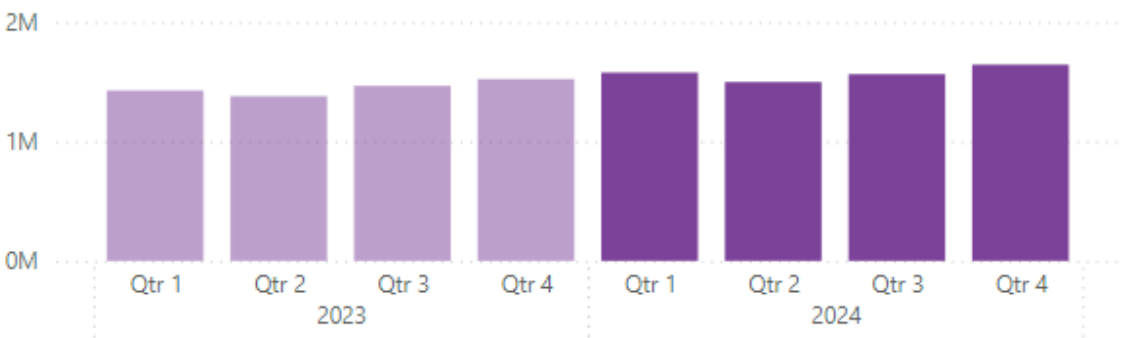
## Total Borrowing



## Physical Circulation



## eResource Usage





# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2024 vs 2023

Year

20232024



## Website Visits

The number of visits to EPL's website

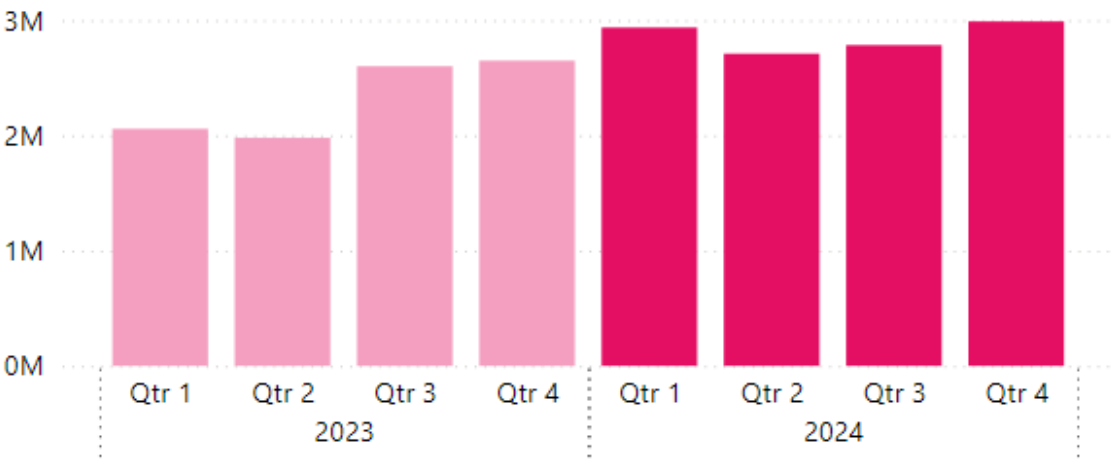
YTD Total

11.4M

Change

23%

Website Visits





# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2024 vs 2023

Year

20232024



## Computer Usage

The number of computer hours used by EPL's customers

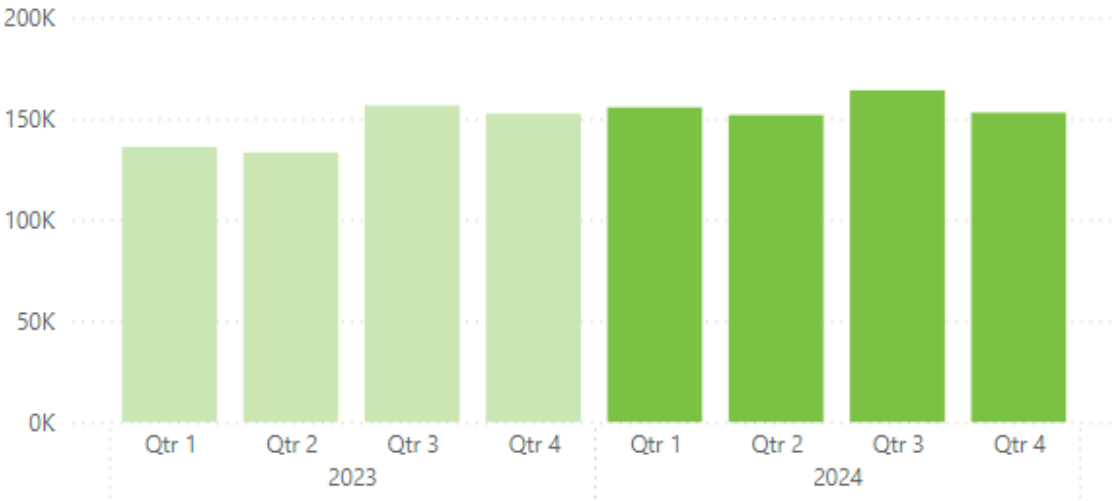
YTD Total

624K

Change

8%

Total Time Used (hours)



## Wireless Usage Sessions

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

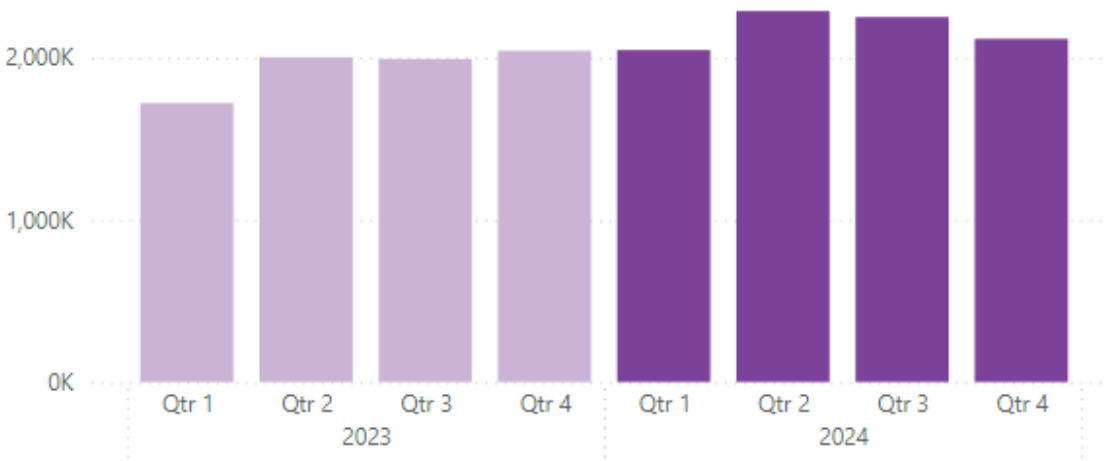
YTD Total

8.7M

Change

12%

Wireless Sessions





# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2024 vs 2023



## Classes & Events Offered

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

YTD Total

21K

Change

8%

Q1_Q4	In-Person	Online Live	Online Recorded	Outreach
2023	12,904	742	1,026	4,815
2024	14,592	531	1,014	4,868



## Classes & Events Attendance and Views

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

YTD Total

613K

Change

5%

Q1_Q4	In-Person	Online Live	Online Recorded	Outreach
2023	203,974	10,388	242,324	127,278
2024	227,344	7,077	241,861	136,484

\*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.

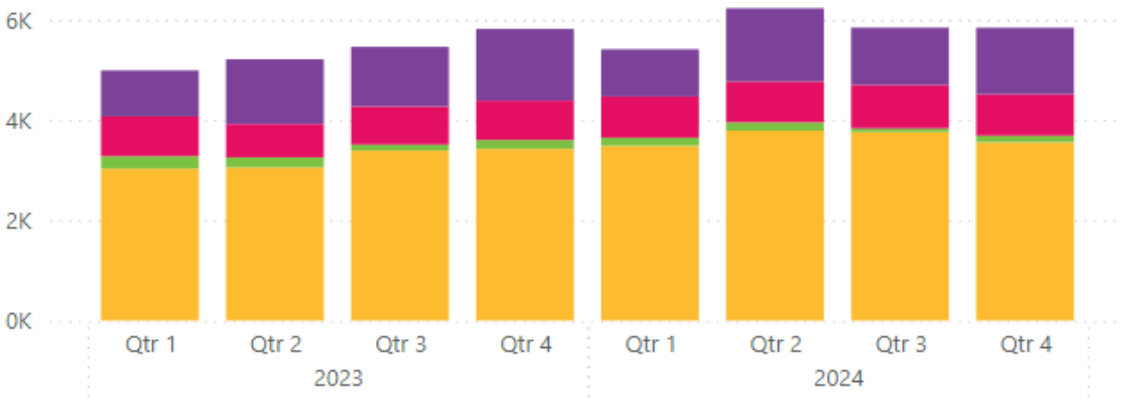
Year

2023

2024

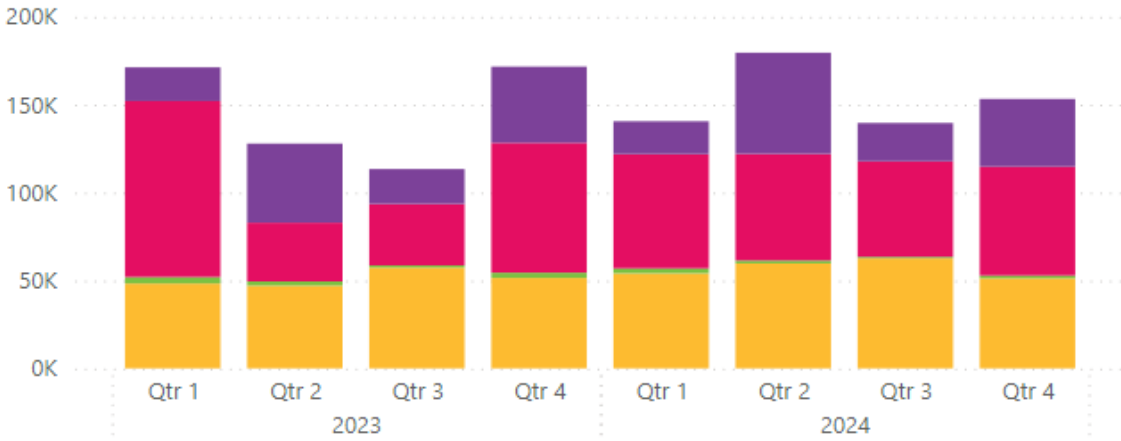
## Total Offerings

In-Person Online Live Online Recorded Outreach



## Total Attendance and Views

In-Person Online Live Online Recorded Outreach





# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2024 vs 2023



## Welcome Baby - Bags Delivered

The number of Welcome Baby bags delivered

YTD Total	% Change
11.4K	1%

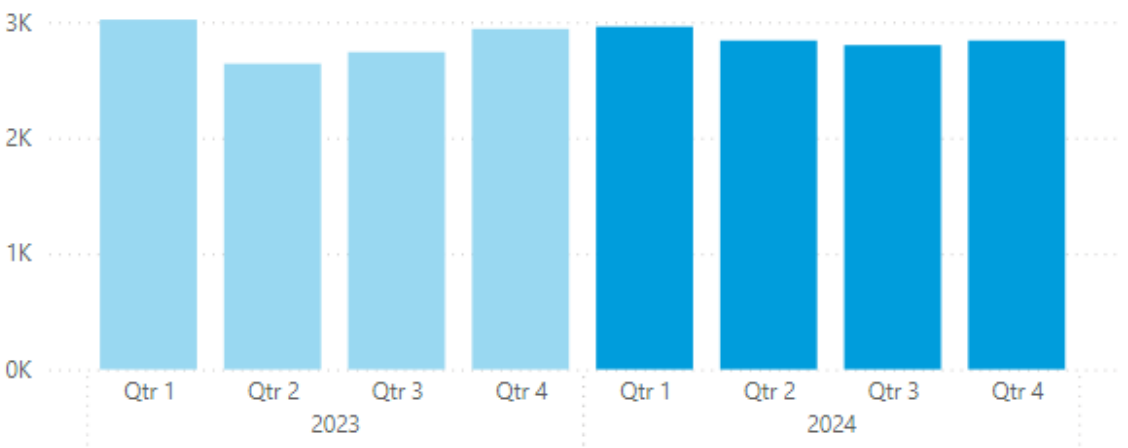
Year

2023

2024



## Welcome Baby - Bags Delivered





# KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2024 vs 2023

Year

2023

2024



## Staff Learning & Development - Courses Offered

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

YTD Total

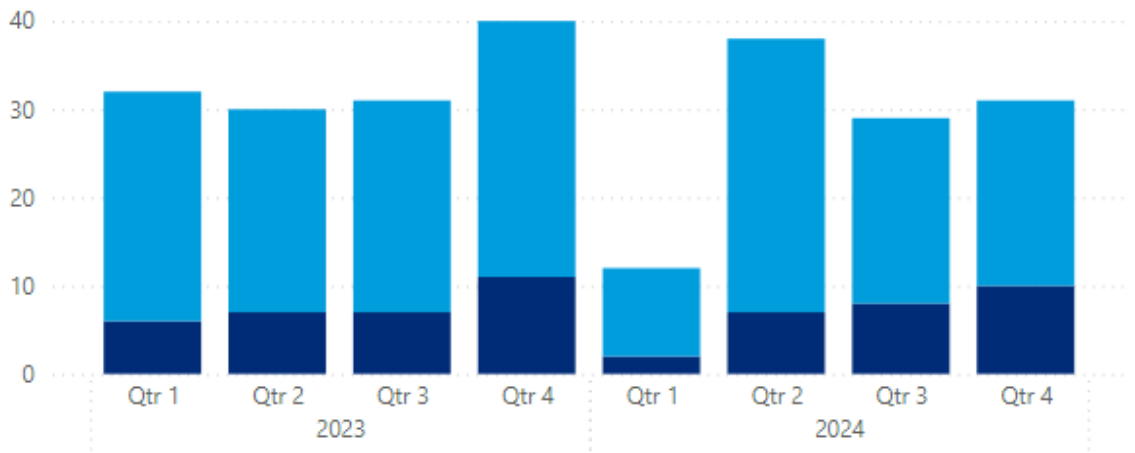
110

Change

-17%

## 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

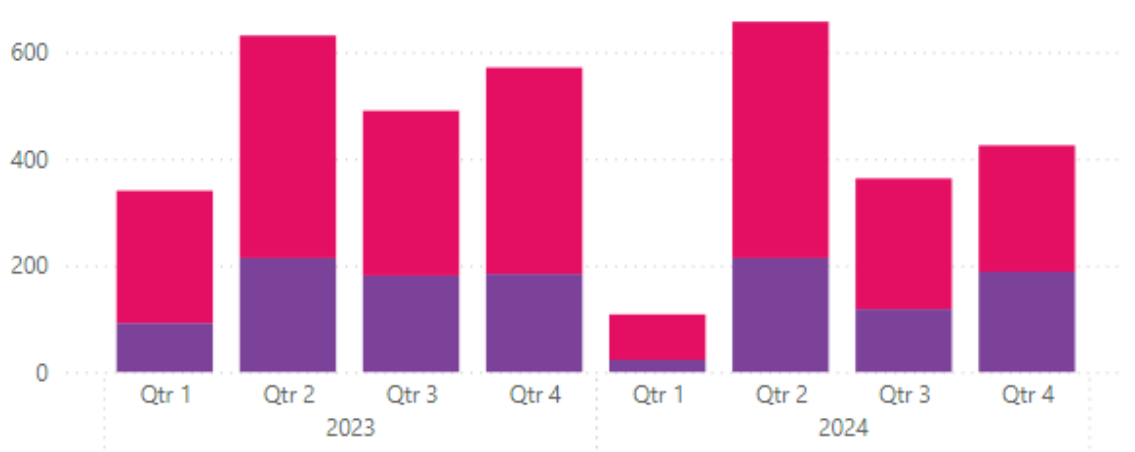
1,553

Change

-24%

## Staff Learning & Development - Course Attendees

Total Attendees - External Courses Total Attendees - Internal Courses





KEY PERFORMANCE INDICATORS

JANUARY TO DECEMBER 2024 vs 2023



**Human Resource - Employee Turnover**  
Percentage of employees who resigned or retired

2023 YTD Turnover	2024 YTD Turnover
10.7%	10.2%

Year

2023

2024

Employee Turnover

