



Buffalo & Erie County Public Library

Public Access Computer Statistics

December 2009

EXECUTIVE SUMMARY: ALL OUTLETS

Total Number of Sessions


	December		% of	Year to Date		% of
	2009	2008	Change	2009	2008	Change
	System Total	63,904		58,119	10.0%	
Contract Member Libraries	28,503	25,951	9.8%	398,258	312,113	27.6%
City Branches	17,360	14,725	17.9%	206,614	170,473	21.2%
Central Library	18,041	17,443	3.4%	217,461	192,726	12.8%

Sessions Per Public Computer	December	
	PAC	Laptops
Contract Member Libraries	66.8	9.5
Buffalo Branches	80.4	15.8
Central Library	159.7	0

Year to Date	
PAC	Laptops
932.7	19.4
956.5	113.8
1,924.4	0

Registered Public Access Computer Sessions


Session Counts Per Outlet

 Library	December 2009			December 2008	Change	Year to Date 2009			YTD 2008
	Adult Sessions	Juvenile Sessions	Total Sessions	Total Sessions		Adult Sessions	Juvenile Sessions	Total Sessions	Total Sessions
Alden (Ewell Free)	184	19	203	181	12.2%	1,990	430	2,420	2,004
<i>Amherst</i>				0					
Audubon	1,795	135	1,930	1,684	14.6%	23,651	2,753	26,404	19,042
Clearfield	1,358	94	1,452	1,431	1.5%	18,964	2,564	21,528	17,282
Egbertsville-Snyder	770	119	889	831	7.0%	11,164	1,085	12,249	8,589
Williamsville	482	42	524	528	-0.8%	6,445	699	7,144	6,782
Angola	448	69	517	611	-15.4%	7,056	1,436	8,492	6,727
Aurora	649	48	697	867	-19.6%	10,721	1,125	11,846	10,236
Boston	136	107	243	271	-10.3%	2,111	1,671	3,782	3,075
<i>Cheektowaga</i>									
Julia Boyer Reinstein	1,791	215	2,006	1,824	10.0%	25,901	3,199	29,100	18,911
Reinstein Memorial	1,693	331	2,024	1,584	27.8%	19,694	5,642	25,336	20,149
Clarence	1,062	71	1,133	1,059	7.0%	14,039	1,477	15,516	12,319
Collins	366	185	551	612	-10.0%	4,779	3,002	7,781	6,965
Concord	534	181	715	667	7.2%	7,319	3,273	10,592	8,272
Eden	250	119	369	326	13.2%	3,510	1,829	5,339	3,549
Elma	316	43	359	413	-13.1%	5,048	729	5,777	5,042
Grand Island Memorial	550	79	629	623	1.0%	7,987	1,091	9,078	7,193
<i>Hamburg</i>									
Hamburg	1,199	202	1,401	1,462	-4.2%	17,281	3,808	21,089	16,842
Lake Shore	353	48	401	441	-9.1%	5,418	852	6,270	5,768
Lackawanna	1,255	396	1,651	1,342	23.0%	14,942	4,601	19,543	15,039
Lancaster	1,477	221	1,698	1,561	8.8%	19,372	4,631	24,003	17,130
Marilla	134	26	160	197	-18.8%	1,686	436	2,122	1,970
Newstead	325	149	474	587	-19.3%	5,614	1,778	7,392	6,536
North Collins	190	166	356	296	20.3%	2,255	2,062	4,317	3,023
Orchard Park	1,485	155	1,640	527	211.2%	18,378	3,125	21,503	17,547
City of Tonawanda	732	180	912	764	19.4%	8,978	2,667	11,645	7,582
<i>Town of Tonawanda</i>				0					
Kenilworth	777	228	1,005	917	9.6%	9,991	2,648	12,639	10,353
Kenmore	2,349	483	2,832	2,468	14.7%	30,982	8,298	39,280	32,008
West Seneca	1,641	91	1,732	1,877	-7.7%	23,628	2,443	26,071	22,178
<i>Buffalo</i>									
Crane	2,234	167	2,401	2,054	16.9%	28,062	2,249	30,311	25,622
Dudley	1,259	221	1,480	1,323	11.9%	15,516	3,650	19,166	17,926
East Clinton	814	294	1,108	1,244	-10.9%	10,886	4,328	15,214	12,817
East Delavan	1,698	843	2,541	2,189	16.1%	18,061	12,579	30,640	25,322
Merriweather	2,422	1,445	3,867	3,185	21.4%	30,400	18,256	48,656	40,925
Niagara	1,446	1,157	2,603	2,599	0.2%	17,426	14,000	31,426	24,304
North Park	1,119	335	1,454	0	#DIV/0!	3,627	1,314	4,941	2,676
Riverside	1,179	727	1,906	2,131	-10.6%	15,996	10,264	26,260	20,881
<i>Central</i>									
B S T	6,367	532	6,899	6,527	5.7%	72,505	6,785	79,290	71,274
Children's	0	430	430	375	14.7%	2	6,250	6,252	3,748
GRO	20	0	20	25	-20.0%	420	3	423	1,670
HSS	9,819	466	10,285	9,870	4.2%	120,142	6,400	126,542	114,105
Teen Room	240	167	407	646	-37.0%	2,793	2,161	4,954	1,929
System	52,918	10,986	63,904	58,119	10.0%	664,740	157,593	822,333	675,312
Member Libraries	24,301	4,202	28,503	25,951	9.8%	328,904	69,354	398,258	312,113
Buffalo Branches	12,171	5,189	17,360	14,725	17.9%	139,974	66,640	206,614	170,473
Central Library	16,446	1,595	18,041	17,443	3.4%	195,862	21,599	217,461	192,726

Change
20.8%
38.7%
24.6%
42.6%
5.3%
26.2%
15.7%
23.0%
53.9%
25.7%
26.0%
11.7%
28.0%
50.4%
14.6%
26.2%
25.2%
8.7%
29.9%
40.1%
7.7%
13.1%
42.8%
22.5%
53.6%
22.1%
22.7%
17.6%
18.3%
6.9%
18.7%
21.0%
18.9%
29.3%
84.6%
25.8%
11.2%
66.8%
-74.7%
10.9%
156.8%
21.8%
27.6%
21.2%
12.8%

Registered Public Access Computer Sessions

Session Counts Per Outlet

 Library	Sessions Per Computer									
	Number of PACs	December 2009		Year to Date		Number of Laptops	December 2009		Year to Date	
		Number of Sessions	Sessions/ PAC	Sessions/ PAC	Number of Sessions		Sessions / Laptops	Number of Sessions	Sessions / Laptops	
Alden (Ewell Free)	5	203	40.6	484.0						
<i>Amherst</i>										
Audubon	31	1,930	62.3	851.7	6	9	1.5	9	1.5	
Clearfield	14	1,452	103.7	1,537.7						
Egbertsville-Snyder	9	889	98.8	1,361.0	3	18	6.0	39	13	
Williamsville	13	524	40.3	549.5	2	6		6		
Angola	14	517	36.9	606.6	6	54	1.7	105	17.5	
Aurora	12	697	58.1	987.2						
Boston	10	243	24.3	378.2						
<i>Cheektowaga</i>										
Julia Boyer Reinstein	38	2,006	52.8	765.8	5	22	4.4	44	9	
Reinstein Memorial	23	2,024	88.0	1,101.6						
Clarence	16	1,133	70.8	969.8						
Collins	13	551	42.4	598.5						
Concord	12	715	59.6	882.7						
Eden	8	369	46.1	667.4						
Elma	10	359	35.9	577.7						
Grand Island Memorial	15	629	41.9	605.2						
<i>Hamburg</i>										
Hamburg	14	1,401	100.1	1,506.4	3	152	41	270	90	
Lake Shore	7	401	57.3	895.7						
Lackawanna	16	1,651	103.2	1,221.4						
Lancaster	15	1,698	113.2	1,600.2						
Marilla	8	160	20.0	265.3	2	12	6.0	54	27.0	
Newstead	11	474	43.1	672.0						
North Collins	10	356	35.6	431.7						
Orchard Park	19	1,640	86.3	1,131.7						
City of Tonawanda	16	912	57.0	727.8	3	15	5.0	36	12.0	
<i>Town of Tonawanda</i>										
Kenilworth	19	1,005	52.9	665.2						
Kenmore	25	2,832	113.3	1,571.2						
West Seneca	24	1,732	72.2	1,086.3	6	54	9.0	137	22.8	
<i>Buffalo</i>										
Crane	31	2,401	77.5	977.8	7	175	25.0	1,179	168.4	
Dudley	24	1,480	61.7	798.6	2	19	9.5	78	39.0	
East Clinton	11	1,108	100.7	1,383.1						
East Delavan	44	2,541	57.8	696.4	6	43	7.2	450	75.0	
Merriweather	47	3,867	82.3	1,035.2						
Niagara	20	2,603	130.2	1,571.3						
North Park*	23	1,454	63.2	214.8						
Riverside	16	1,906	119.1	1,641.3						
<i>Central</i>										
B S T	42	6,899	164.3	1,887.9						
Children's	8	430	53.8	781.5						
GRO	2	20	10.0	211.5						
HSS	49	10,285	209.9	2,582.5						
Teen Room	12	407	33.9	412.8						
System	756	63,904	84.5	1,087.7	51	579	11.4	2,407	47.2	
Member Libraries	427	28,503	66.8	932.7	36	342	9.5	700	19.4	
Buffalo Branches	216	17,360	80.4	956.5	15	237	15.8	1,707	113.8	
Central Library	113	18,041	159.7	1,924.4	0	0	0	0	0	

* North Park re-opened September 17, 2009



Public Access Computer Statistics

December Footnotes

2009*

Weather Related

12/10/2009

Alden	Closed
Aurora	Closed 1 1/2 hours early
Concord	Opened 2 hours late
Dudley	Closed 3 hours early
JBR	Closed 4 hours early
Lancaster	Closed due to power outage
Marilla	Closed 2 hours early
Reinstein	Closed 4 hours early
West Seneca	Closed 4 hours early

12/11/2009

Concord	Closed
Elma	Closed 1 hour early, no heat in building
Hamburg	Closed 4 hours early
Lakeshore	Closed

e-Branch eBook circulation began December 2009

System-Wide A determination was made that all PCs in the public venue will be counted as Internet-able PCs.
All PC counts were updated in February 2009.

Computer Counts All PC counts were updated in December 2009.

* **City Branches & Central** A formula error impacting February 2007 and February 2008 year to date totals was found in February 2009. This error understated results for both years (actual activity was higher than previously reported). Incorrect year to date figures for Buffalo Branches and the Central Library were subsequently carried into 2008 calculations and comparison data. Spreadsheets have been retrospectively corrected as of April 2009.

Williamsville Open 16 fewer hours per month in 2009

North Park In September Library re-opened in a temporary location at 975 Hertel Avenue

* Youth Resource Center computers were added to all locations during Fall 2001. These computers do not require registration before use and are not tracked in these statistics. Therefore, juvenile computer use statistics are underreported.

2008

System-Wide

108 Computers added throughout the year.

Use of Envisionware PC Reservation System replaced use of PAC-Man.

The 2008 B&ECPL operating budget funds Sunday hours at the Central, Merriweather, Audubon, Hamburg, Kenmore, Lancaster, North Collins and Orchard Park libraries.

*Sunday hours at the Clearfield Library are provided as a result of volunteer fund-raising efforts.

**The Town of Cheektowaga funds Sunday hours at the J.B.R. and Reinstein libraries

***The Hamburg, Kenmore and Lancaster libraries began Sunday hours on February 24, 2008
Sunday service hours began on September 7, 2008

Central	Closed 12/12/2008 due to winter storm.
Holding Center	Closed 12/19/2008 for repair of ceiling tiles.
Home/Infirmary	Closed 12/26/2008 due to staff illness.
Merriweather Branch	Closed 12/21/2008 due to winter storm.
Alden Free	Closed 12/22/2008 due to winter storm.
Audubon Branch	Closed early 12/19/2008 and all day 12/21/2008 due to winter storm.
Clearfield Branch	Closed early 12/19/2008 due to winter storm.
Eggert-Snyder	Closed early 12/19/2008 due to winter storm.
Williamsville	Closed early 12/19/2008 due to winter storm.
JBR	Closed early 12/19/2008 and all day 12/21/2008 and 12/22/2008 due to winter storm.
Reinstein	Closed 12/21/2008 and 12/22/2008 due to winter storm.
Collins	June 2008 – Present, Construction Bridge detour on route 62.
Concord Public	Closed 12/22/2008 due to winter storm.
Elma Public	Closed 6 hours early 12/19/2008 due to winter storm.
Grand Island Memorial	Closed early 12/19/2008 due to winter storm.
Hamburg Public	Closed 12/21/2008 and 12/22/2008 due to winter storm.
Lakeshore	Closed 12/19/2008 and 12/22/2008 due to winter storm.
North Collins	Closed at noon 12/18/2008 due to winter storm.
Orchard Park	Closed 12/8 – 12/22/2008 due to Energy Efficient Project. Closed on 12/24 & 12/25 for the Holiday.
Tonawanda City	Closed early 12/19/2008 due to winter storm.
Kenilworth Branch	Closed all day 12/19/2008 due to winter storm.
Kenmore Branch	Closed early 12/19/2008 due to winter storm.