

Public Access Computer Statistics

September 2009

EXECUTIVE SUMMARY: ALL OUTLETS

Total Number of Sessions


	September		% of Change	Year to Date		% of Change
	2009	2008		2009	2008	
System Total	67,929	61,802	9.9%	619,115	493,669	25.4%
Contract Member Libraries	33,206	29,837	11.3%	303,045	227,154	33.4%
City Branches	17,361	15,394	12.8%	153,342	126,007	21.7%
Central Library	17,362	16,571	4.8%	162,728	140,508	15.8%

Sessions Per Public Computer	September	
	PAC	Laptops
Contract Member Libraries	88.8	4.5
City Branches	87.7	15.3
Central Library	170.2	0

Year to Date	
PAC	Laptops
810.3	10.5
774.5	61.9
1,595.4	0


Registered Public Access Computer Sessions

Session Counts Per Outlet

	September 2009			September 2008	Change	Year to Date 2009			YTD 2008	Change
	Adult Sessions	Juvenile Sessions	Total Sessions	Total Sessions		Adult Sessions	Juvenile Sessions	Total Sessions	Total Sessions	
Alden (Ewell Free)	247	39	286	177	61.6%	1,370	300	1,670	1,376	21.4%
<i>Amherst</i>										
Audubon	1,995	236	2,231	1,862	19.8%	17,758	2,283	20,041	13,447	49.0%
Clearfield	1,465	166	1,631	1,546	5.5%	14,320	2,103	16,423	12,304	33.5%
Eggertsville-Snyder	851	75	926	703	31.7%	8,634	773	9,407	6,305	49.2%
Williamsville	488	34	522	600	-13.0%	4,856	556	5,412	5,032	7.6%
Angola	572	214	786	670	17.3%	5,517	1,066	6,583	4,905	34.2%
Aurora	902	125	1,027	957	7.3%	8,247	871	9,118	7,615	19.7%
Boston	142	144	286	202	41.6%	1,629	1,315	2,944	2,315	27.2%
<i>Cheektowaga</i>										
Julia Boyer Reinstein	2,298	251	2,549	2,071	23.1%	19,723	2,450	22,173	13,099	69.3%
Reinstein Memorial	1,621	488	2,109	1,963	7.4%	14,608	4,500	19,108	14,750	29.5%
Clarence	1,064	137	1,201	1,139	5.4%	10,854	1,211	12,065	9,165	31.6%
Collins	411	255	666	649	2.6%	3,498	2,370	5,868	5,040	16.4%
Concord	655	268	923	939	-1.7%	5,472	2,548	8,020	6,091	31.7%
Eden	304	176	480	306	56.9%	2,619	1,324	3,943	2,554	54.4%
Elma	390	59	449	462	-2.8%	3,898	567	4,465	3,715	20.2%
Grand Island Memorial	669	83	752	696	8.0%	6,080	842	6,922	5,263	31.5%
<i>Hamburg</i>										
Hamburg	1,334	219	1,553	1,487	4.4%	13,159	3,055	16,214	12,162	33.3%
Lake Shore	385	63	448	592	-24.3%	4,143	671	4,814	4,276	12.6%
Lackawanna	1,270	322	1,592	1,393	14.3%	11,022	3,425	14,447	10,907	32.5%
Lancaster	1,602	386	1,988	1,824	9.0%	14,531	3,791	18,322	11,865	54.4%
Marilla	143	27	170	195	-12.8%	1,258	374	1,632	1,398	16.7%
Newstead	446	119	565	581	-2.8%	4,398	1,309	5,707	4,781	19.4%
North Collins	183	153	336	274	22.6%	1,668	1,491	3,159	2,058	53.5%
Orchard Park	1,806	219	2,025	1,771	14.3%	13,690	2,512	16,202	14,008	15.7%
City of Tonawanda	687	200	887	816	8.7%	6,633	2,165	8,798	5,253	67.5%
<i>Town of Tonawanda</i>										
Kenilworth	793	194	987	901	9.5%	7,416	1,896	9,312	7,404	25.8%
Kenmore	2,904	765	3,669	3,156	16.3%	23,694	6,481	30,175	23,809	26.7%
West Seneca	1,961	201	2,162	1,905	13.5%	18,080	2,021	20,101	16,257	23.6%
<i>Buffalo</i>										
Crane	2,292	234	2,526	2,202	14.7%	21,572	1,704	23,276	19,275	20.8%
Dudley	1,244	279	1,523	1,887	-19.3%	11,425	2,881	14,306	13,536	5.7%
East Clinton	967	227	1,194	1,255	-4.9%	8,355	3,425	11,780	9,101	29.4%
East Delavan	1,643	1,120	2,763	2,376	16.3%	13,119	9,948	23,067	18,485	24.8%
Merriweather	2,629	1,545	4,174	3,566	17.0%	22,620	13,748	36,368	30,635	18.7%
Niagara	1,551	1,074	2,625	2,164	21.3%	13,046	10,737	23,783	17,255	37.8%
North Park	311	78	389	0	N/A	311	78	389	2,676	-85.5%
Riverside	1,205	962	2,167	1,944	11.5%	12,384	7,989	20,373	15,044	35.4%
<i>Central</i>										
B S T	5,641	486	6,127	6,268	-2.2%	53,255	5,197	58,452	51,797	12.8%
Children's	0	525	525	330	59.1%	2	4,866	4,868	2,776	75.4%
GRO	55	0	55	35	57.1%	323	3	326	1,580	-79.4%
HSS	9,884	416	10,300	9,938	3.6%	90,446	4,910	95,356	84,355	13.0%
Teen Room	191	164	355	0	N/A	2,098	1,628	3,726	N/A	N/A
System	55,201	12,728	67,929	61,802	9.9%	495,633	119,756	619,115	493,669	25.4%
Member Libraries	27,588	5,618	33,206	29,837	11.3%	248,775	54,270	303,045	227,154	33.4%
Buffalo Branches	11,842	5,519	17,361	15,394	12.8%	102,832	50,510	153,342	126,007	21.7%
Central Library	15,771	1,591	17,362	16,571	4.8%	144,026	14,976	162,728	140,508	15.8%

Registered Public Access Computer Sessions

Session Counts Per Outlet

 Library	Sessions Per Computer									
	Number of PACs	September 2009		Year to Date		Number of Laptops	September 2009		Year to Date	
		Number of Sessions	Sessions/ PAC	Sessions/ PAC	Sessions / Laptops		Number of Sessions	Sessions / Laptops		
Alden (Ewell Free)	5	286	57.2	334.0		0		0		
<i>Amherst</i>										
Audubon	19	2,231	117.4	1,054.8		0		0		
Clearfield	17	1,631	95.9	966.1		0		0		
Eggertsville-Snyder	9	926	102.9	1,045.2		0		0		
Williamsville	8	522	65.3	676.5		0		0		
Angola	9	786	87.3	731.4		0		0		
Aurora	14	1,027	73.4	651.3		0		0		
Boston	6	286	47.7	490.7		0		0		
<i>Cheektowaga</i>										
Julia Boyer Reinstein	32	2,549	79.7	692.9		0		0		
Reinstein Memorial	23	2,109	91.7	830.8		0		0		
Clarence	19	1,201	63.2	635.0		0		0		
Collins	10	666	66.6	586.8		0		0		
Concord	11	923	83.9	729.1		0		0		
Eden	8	480	60.0	492.9		0		0		
Elma	10	449	44.9	446.5		0		0		
Grand Island Memorial	15	752	50.1	461.5		0		0		
<i>Hamburg</i>										
Hamburg	11	1,553	141.2	1,474.0		0		0		
Lake Shore	7	448	64.0	687.7		0		0		
Lackawanna	16	1,592	99.5	902.9		0		0		
Lancaster	15	1,988	132.5	1,221.5		0		0		
Marilla	6	170	28.3	272.0	2	9	4.5	21	10.5	
Newstead	11	565	51.4	518.8		0		0		
North Collins	10	336	33.6	315.9		0		0		
Orchard Park	21	2,025	96.4	771.5		0		0		
City of Tonawanda	10	887	88.7	879.8		0		0		
<i>Town of Tonawanda</i>						0				
Kenilworth	13	987	75.9	716.3		0		0		
Kenmore	21	3,669	174.7	1,436.9		0		0		
West Seneca	18	2,162	120.1	1,116.7		0		0		
<i>Buffalo</i>										
Crane	21	2,526	120.3	1,108.4	7	170	24.3	635	90.7	
Dudley	22	1,523	69.2	650.3	2	1	0.5	41	20.5	
East Clinton	11	1,194	108.5	1,070.9		0		0		
East Delavan	37	2,763	74.7	623.4	6	59	9.8	252	42.0	
Merriweather	47	4,174	88.8	773.8		0		0		
Niagara	20	2,625	131.3	1,189.2		0		0		
North Park*	24	389	16.2	16.2						
Riverside	16	2,167	135.4	1,273.3		0		0		
<i>Central</i>										
B S T	34	6,127	180.2	1,719.2		0		0		
Children's	8	525	65.6	608.5		0		0		
GRO	3	55	18.3	108.7		0		0		
HSS	45	10,300	228.9	2,119.0		0		0		
Teen Room	12	355	29.6	310.5		0		0		
System	674	67,929	100.8	918.6	17	239	14.1	949	55.8	
Member Libraries	374	33,206	88.8	810.3	2	9	4.5	21	10.5	
Buffalo Branches	198	17,361	87.7	774.5	15	230	15.3	928	61.9	
Central Library	102	17,362	170.2	1,595.4	0	0	0	0	0	

* North Park re-opened September 17, 2009



Public Access Computer Statistics

September Footnotes

2009*

9/17/2009	North Park	Library re-opened in temporary location at 975 Hertel Avenue
9/23/2009	System-wide:	Most libraries closed on 09/23/2009 for Staff Development Day. Elma, Kenmore, Lackawanna, Newstead and Reinstein Memorial Library maintained regular hours; Audubon, Clearfield, Eggertsville, Julia Boyer Reinstein, Lancaster, North Collins and Orchard Park were open in the evening.
4/09-10/09	Aurora	Main Street in Aurora undergoing huge reconstruction. Street in front of library has been closed to traffic, water shut off and programs have been canceled due to street issues. This is expected to continue until October 2009.
	Orchard Park	Open three additional hours per week beginning May 26, 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.

* **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

* 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 replaces use of PAC-Man.
System-Wide	Most libraries closed on 9/10/08 for Staff Development Day
Holding Center	Closed 9/9/08 due to staff illness, 9/18/08 lockdown and 9/22/08 roof leaking.
Collins Library	Construction bridge detour on route 62.
North Park:	The North Park Library has been offering limited services since its closing 4/25/08 due to elevated level of lead detected during routine maintenance. Public Access Computing has been suspended until further notice.

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 (Amherst) 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 are scheduled to resume on September 7, 2008