



# Buffalo & Erie County Public Library

## Public Access Computer Statistics

November 2010

### EXECUTIVE SUMMARY: ALL OUTLETS

Total Number of Sessions


	November		% of	Year to Date		% of
	2010	2009	Change	2010	2009	Change
<b>System Total</b>	<b>70,059</b>	65,497	<b>7.0%</b>	<b>795,305</b>	758,429	<b>4.9%</b>
Contract Member Libraries	33,545	31,586	6.2%	382,935	369,755	3.6%
City Branches	20,071	16,667	20.4%	217,391	189,254	14.9%
Central Library	16,443	17,244	-4.6%	194,979	199,420	-2.2%

Sessions Per Public Computer	November	
	PAC	Laptops
Contract Member Libraries	99.5	13.0
Buffalo Branches	113.4	27.2
Central Library	169.5	0

Year to Date	
PAC	Laptops
1,136.3	133.9
1,228.2	256.4
2,010.1	0

## Registered Public Access Computer Sessions


### Session Counts Per Outlet

 <b>Library</b>	November 2010			November 2009	Change	Year to Date 2010			YTD 2009	Change
	Adult Sessions	Juvenile Sessions	Total Sessions	Total Sessions		Adult Sessions	Juvenile Sessions	Total Sessions	Total Sessions	
Alden (Ewell Free)	177	35	212	262	-19.1%	1,960	299	2,259	2,217	1.9%
<i>Amherst</i>										
Audubon	1,902	236	2,138	2,136	0.1%	23,617	2,857	26,474	24,474	8.2%
Clearfield	1,494	126	1,620	1,764	-8.2%	17,658	1,649	19,307	20,076	-3.8%
Eggertsville-Snyder	625	54	679	890	-23.7%	9,863	896	10,759	11,360	-5.3%
Williamsville	678	63	741	554	33.8%	6,908	616	7,524	6,620	13.7%
Angola	521	93	614	661	-7.1%	6,855	1,287	8,142	7,975	2.1%
Aurora	1,073	79	1,152	923	24.8%	10,977	923	11,900	11,149	6.7%
Boston	137	82	219	294	-25.5%	2,055	1,193	3,248	3,539	-8.2%
<i>Cheektowaga</i>										
Julia Boyer Reinstein	2,576	221	2,797	2,299	21.7%	27,428	2,349	29,777	27,094	9.9%
Reinstein Memorial	2,196	406	2,602	1,992	30.6%	23,472	4,039	27,511	23,312	18.0%
Clarence	1,061	100	1,161	1,077	7.8%	12,478	1,370	13,848	14,383	-3.7%
Collins	436	173	609	628	-3.0%	5,213	2,165	7,378	7,230	2.0%
Concord	487	194	681	837	-18.6%	6,261	2,317	8,578	9,877	-13.2%
Eden	291	162	453	500	-9.4%	3,429	1,428	4,857	4,970	-2.3%
Elma	450	110	560	433	29.3%	5,036	946	5,982	5,418	10.4%
Grand Island Memorial	616	86	702	708	-0.8%	7,152	1,025	8,177	8,449	-3.2%
<i>Hamburg</i>										
Hamburg	1,343	221	1,564	1,647	-5.0%	14,925	3,009	17,934	19,688	-8.9%
Lake Shore	413	39	452	508	-11.0%	4,805	666	5,471	5,869	-6.8%
Lackawanna	1,175	470	1,645	1,602	2.7%	14,236	5,360	19,596	17,892	9.5%
Lancaster	1,682	333	2,015	1,858	8.4%	19,107	2,856	21,963	22,305	-1.5%
Marilla	109	32	141	164	-14.0%	1,500	370	1,870	1,962	-4.7%
Newstead	492	123	615	677	-9.2%	5,011	1,752	6,763	6,918	-2.2%
North Collins	303	200	503	398	26.4%	2,580	2,015	4,595	3,961	16.0%
Orchard Park	1,458	319	1,777	1,739	2.2%	17,799	3,100	20,899	19,863	5.2%
City of Tonawanda	806	300	1,106	954	15.9%	9,686	2,752	12,438	10,733	15.9%
<i>Town of Tonawanda</i>										
Kenilworth	872	324	1,196	1,116	7.2%	9,853	2,944	12,797	11,634	10.0%
Kenmore	2,919	593	3,512	2,951	19.0%	31,121	7,378	38,499	36,448	5.6%
West Seneca	1,875	204	2,079	2,014	3.2%	22,570	1,819	24,389	24,339	0.2%
<i>Buffalo</i>										
Crane	2,226	177	2,403	2,094	14.8%	25,441	2,340	27,781	27,910	-0.5%
Dudley	1,382	340	1,722	1,613	6.8%	16,022	3,744	19,766	17,686	11.8%
East Clinton	929	344	1,273	1,098	15.9%	9,899	3,544	13,443	14,106	-4.7%
East Delavan	2,191	1,115	3,306	2,219	49.0%	22,984	11,049	34,033	28,099	21.1%
Merriweather	3,175	1,648	4,823	3,979	21.2%	31,509	17,064	48,573	44,789	8.4%
Niagara	1,752	912	2,664	2,427	9.8%	17,921	10,021	27,942	28,823	-3.1%
North Park	1,632	325	1,957	1,427	37.1%	19,854	3,679	23,533	3,487	574.9%
Riverside	1,286	637	1,923	1,810	6.2%	15,263	7,057	22,320	24,354	-8.4%
<i>Central</i>										
B S T	5,883	434	6,317	6,616	-4.5%	68,494	4,944	73,438	72,391	1.4%
Children's	0	397	397	454	-12.6%	1	6,342	6,343	5,822	8.9%
GRO	34	0	34	36	-5.6%	366	2	368	403	-8.7%
HSS	8,881	370	9,251	9,732	-4.9%	106,432	4,633	111,065	116,257	-4.5%
Teen Room	291	153	444	406	9.4%	2,213	1,552	3,765	4,547	-17.2%
<b>System</b>	<b>57,829</b>	<b>12,230</b>	<b>70,059</b>	<b>65,497</b>	<b>7.0%</b>	<b>659,954</b>	<b>135,351</b>	<b>795,305</b>	<b>758,429</b>	<b>4.9%</b>
Member Libraries	28,167	5,378	33,545	31,586	6.2%	323,555	59,380	382,935	369,755	3.6%
Buffalo Branches	14,573	5,498	20,071	16,667	20.4%	158,893	58,498	217,391	189,254	14.9%
Central Library	15,089	1,354	16,443	17,244	-4.6%	177,506	17,473	194,979	199,420	-2.2%

\*North Park was closed 1/1/09 - 9/16/09

## Registered Public Access Computer Sessions

Session Counts Per Outlet

 <b>Library</b>	Sessions Per Computer									
	November 2010			Year to Date		November 2010			Year to Date	
	Number of PACs	Number of Sessions	Sessions/ PAC	Sessions/ PAC	Number of Laptops	Number of Sessions	Sessions / Laptops	Number of Sessions	Sessions / Laptops	
Alden (Ewell Free)	4	212	53.0	564.8						
<i>Amherst</i>										
Audubon	22	2,138	97.2	1,203.4	6	112	18.7	662	110.3	
Clearfield	12	1,620	135.0	1,608.9						
Eggertsville-Snyder	9	679	75.4	1,195.4	3	30	10.0	751	250.3	
Williamsville	11	741	67.4	684.0	2	23	11.5	202	101.0	
Angola	7	614	87.7	1,163.1	6	85	14.2	866	144.3	
Aurora	9	1,152	128.0	1,322.2	6	6	1.0	136	22.7	
Boston	6	219	36.5	541.3	4	8	2.0	148	37.0	
<i>Cheektowaga</i>										
Julia Boyer Reinstein	26	2,797	107.6	1,145.3	5	15	3.0	301	60.2	
Reinstein Memorial	23	2,602	113.1	1,196.1						
Clarence	14	1,161	82.9	989.1						
Collins	12	609	50.8	614.8						
Concord	11	681	61.9	779.8						
Eden	7	453	64.7	693.9	2	12	6.0	88	44.0	
Elma	8	560	70.0	747.8						
Grand Island Memorial	11	702	63.8	743.4						
<i>Hamburg</i>										
Hamburg	9	1,564	173.8	1,992.7	3	174	58.0	1979	659.7	
Lake Shore	6	452	75.3	911.8						
Lackawanna	15	1,645	109.7	1,306.4						
Lancaster	15	2,015	134.3	1,464.2						
Marilla	6	141	23.5	311.7	2	17	8.5	185	92.5	
Newstead	11	615	55.9	614.8						
North Collins	8	503	62.9	574.4						
Orchard Park	16	1,777	111.1	1,306.2						
City of Tonawanda	11	1,106	100.5	1,130.7	3	61	20.3	658	219.3	
<i>Town of Tonawanda</i>										
Kenilworth	11	1,196	108.7	1,163.4	6	112	18.7	596	99.3	
Kenmore	21	3,512	167.2	1,833.3						
West Seneca	16	2,079	129.9	1,524.3	9	87	9.7	1060	117.8	
<i>Buffalo</i>										
Crane	19	2,403	126.5	1,462.2	9	268	29.8	2407	267.4	
Dudley	22	1,722	78.3	898.5	2	46	23.0	577	288.5	
East Clinton	10	1,273	127.3	1,344.3						
East Delavan	34	3,306	97.2	1,001.0	6	149	24.8	1375	229.2	
Merriweather	39	4,823	123.7	1,245.5						
Niagara	18	2,664	148.0	1,552.3						
North Park*	21	1,957	93.2	1,120.6						
Riverside	14	1,923	137.4	1,594.3						
<i>Central</i>										
B S T	36	6,317	175.5	2,039.9						
Children's	7	397	56.7	906.1						
GRO	1	34	34.0	368.0						
HSS	41	9,251	225.6	2,708.9						
Teen Room	12	444	37.0	313.8						
<b>System</b>	<b>611</b>	<b>70,059</b>	<b>115</b>	<b>1,301.6</b>	<b>74</b>	<b>1,205</b>	<b>16.3</b>	<b>11,991</b>	<b>162.0</b>	
Member Libraries	<b>337</b>	<b>33,545</b>	<b>99.5</b>	<b>1,136.3</b>	<b>57</b>	<b>742</b>	<b>13.0</b>	<b>7,632</b>	<b>133.9</b>	
Buffalo Branches	<b>177</b>	<b>20,071</b>	<b>113.4</b>	<b>1,228.2</b>	<b>17</b>	<b>463</b>	<b>27.2</b>	<b>4,359</b>	<b>256.4</b>	
Central Library	<b>97</b>	<b>16,443</b>	<b>169.5</b>	<b>2,010.1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

\* North Park re-opened September 17, 2009



# Public Access Computer Statistics

## November Footnotes

### 2010

**System-Wide**

The number of public access computers available at each library is reconciled on a semi-annual basis. The January 2010 count included public access laptops and stationary workstations. Beginning June 2010 public access laptops are counted

**Egbertsville Snyder**

Branch was closed November 8-17 for remodeling

**Elma**

Library and parking lot currently under construction. Parking lot access and building access has been extremely limited beginning in September.

11/22/2010

**West Seneca**

Closed due to power outage

### 2009\*

11/3 -11/4

**Elma**

Bowen Road at Rice Road was closed for repair November 4th through the 30th. Access to the library from the north required a 3 mile detour.

11/15/2009

**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. Project was completed on November 15th.

**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

**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.

The wrong HSS October 2008 year to date figures were used in the October 2009 report and corrected this month.

**Laptops**

Six additional branches circulating laptops were added in November. Angola, Egbertsville-Snyder, Hamburg, Julia Boyer Reinstein, Tonawanda and West Seneca.

Crane and East Delavan were under-reported by a total of eight sessions. This was corrected in November 2009.