



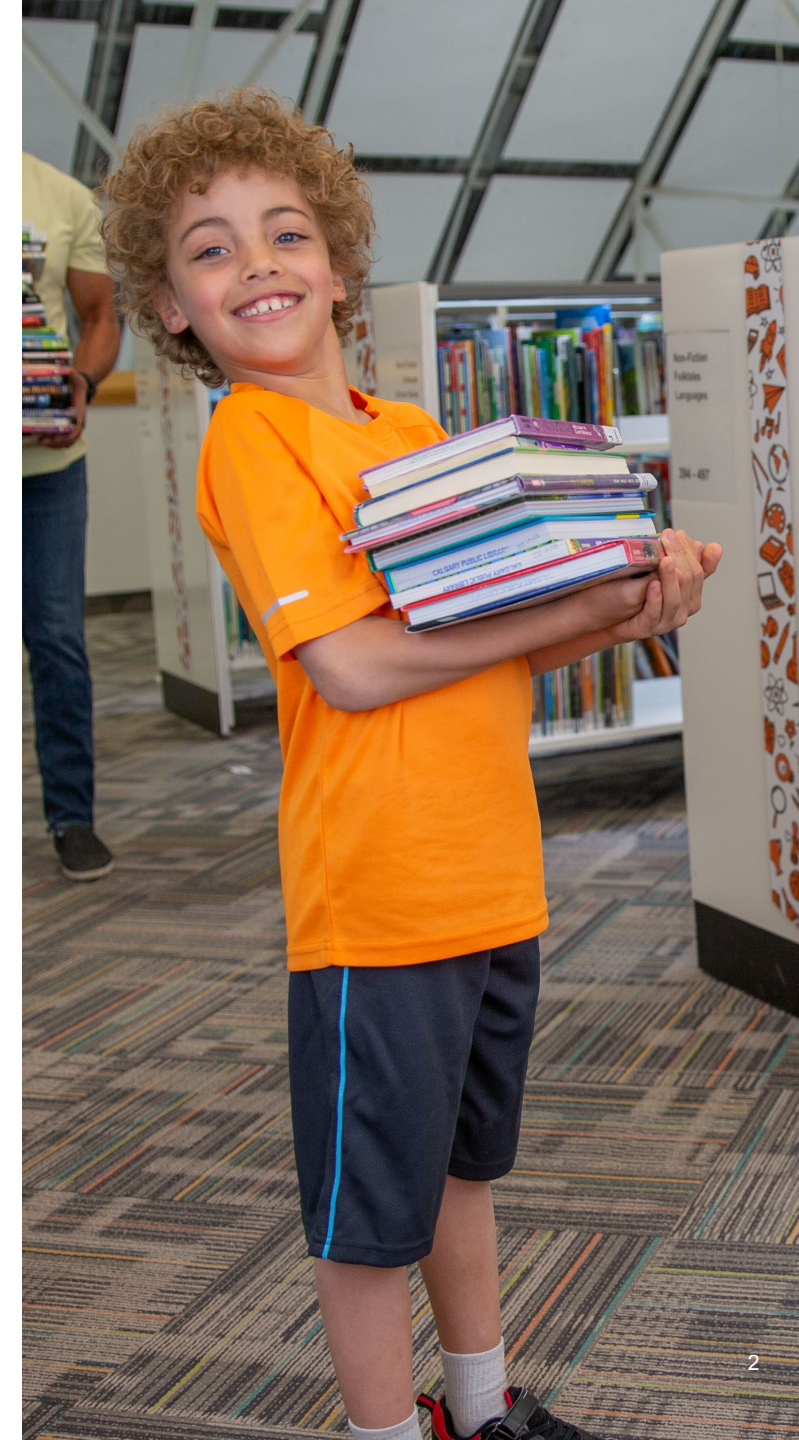
Civic Partner Annual Report: Calgary Public Library

May 3, 2023

2022 Highlights

56% of Calgarians are active Library members

- 750,000 active members
- 16.3 million circulations (4.9 million digital | 11.3 million physical)
- 4.9 million in-person visits and 12.5 million calgarylibrary.ca visits
- 1.4 million Wi-Fi sessions
- 641,000 computer and Chromebook sessions
- 9,861 programs delivered
- 1.8 million print jobs completed
- 107 community meeting rooms booked 43,417 times
- 107,000 online program participants
- 100,900 free online learning courses taken
- 2,661 computers borrowed



2022 Performance Measures

Early Literacy



91,760

Attendance at Children's Programs

Early literacy programs and learning improve school readiness, one of the leading indicators of success later in life.

Exceptional Service



96%

Satisfaction with Library Experience

Continuing high levels of satisfaction indicate that the Library understands and effectively responds to evolving needs and circumstances

Reach



4.9 M

Physical visits to locations

Following years of restriction and disruption, visits climbed back to 64% of pre-pandemic levels.

Calgary Public Library rates #1

- ✓ Registered cardholders as part of the population
- ✓ Annual in-person visits per capita
- ✓ Annual uses per capita



Everyone belongs at the Library





QUESTIONS?