



CIVIC PARTNER ANNUAL REPORT: CALGARY PUBLIC LIBRARY

May 1, 2024

2023 HIGHLIGHTS

56% of Calgarians are active Library members

- 750,052 active members
- 148,234 new members
- 17 million circulations (5.5 million digital | 11.5 million physical)
- 6.7 million in-person visits
- 2.4 million Wi-Fi sessions
- 794,334 computer and Chromebook sessions
- 14,581 programs delivered
- 2.4 million print jobs completed
- 90 community meeting rooms booked 84,608 times
- Over 114,000 online program participants
- 93,732 free online learning courses taken
- 1,727 computers borrowed



2023 PERFORMANCE MEASURES

EARLY LITERACY



329,390

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



94%

Satisfaction with Library Experience

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

REACH



6.7 MILLION

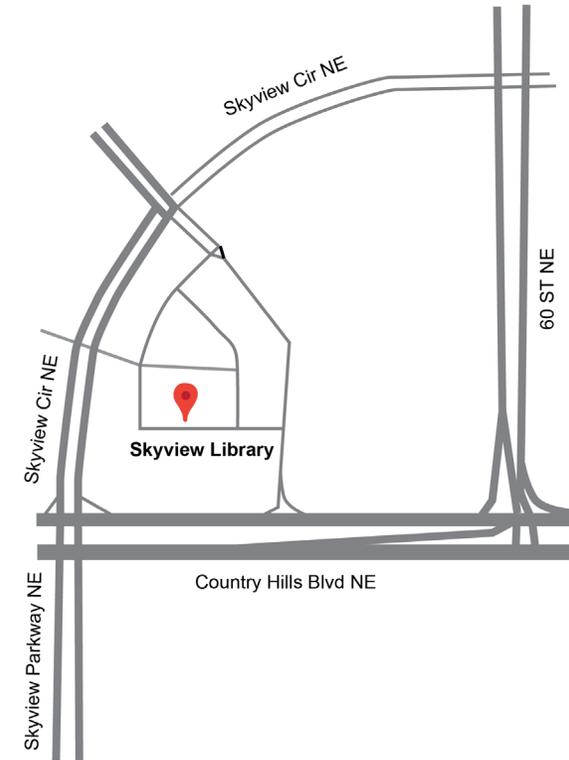
Physical visits to locations

21 locations receive nearly 20,000 in-person visits each day.

BEYOND PERFORMANCE MEASURES: EVERYONE BELONGS AT THE LIBRARY



“Libraries find themselves as the triage centres on our main streets and downtowns.”



PROTOTYPE

BY CALGARY PUBLIC LIBRARY



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QUESTIONS?