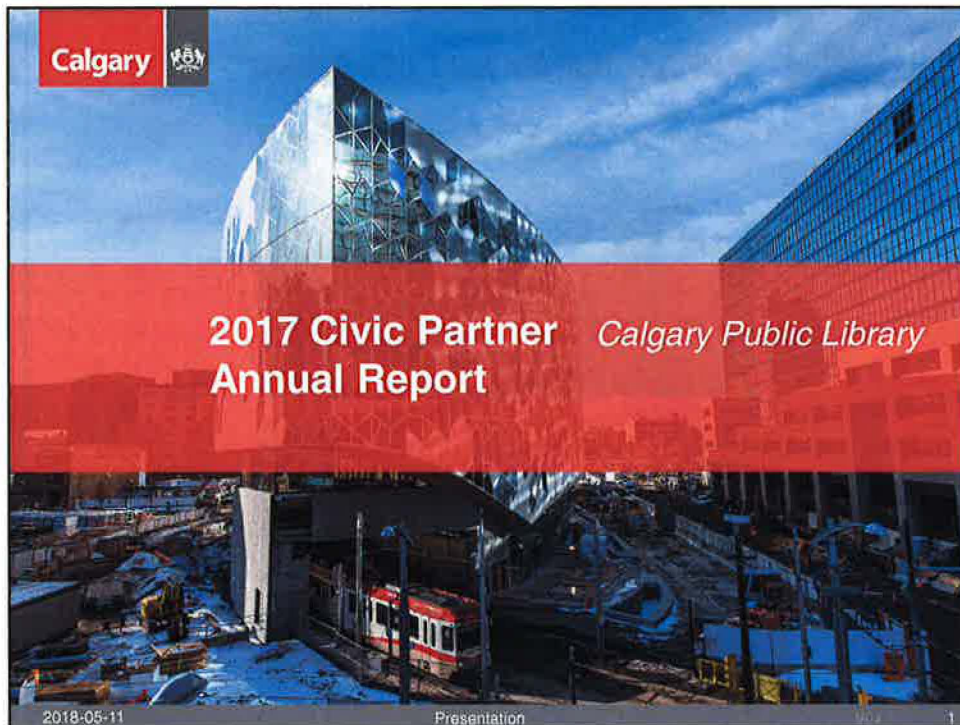


2017 Civic Partner Annual Report
Calgary Public Library
May 14, 2018




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ACCESSIBILITY AND LEARNING




2018-05-11




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QUALITY FACILITIES CREATE COMMUNITY





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4

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Calgary  **PREPARING FOR NEW CENTRAL LIBRARY**



2018-05-11 Presentation 5

Calgary  **2017 PERFORMANCE**



71% of Calgarians use the Library and 83% view it as important to their quality of life.

Citizen Expectations and Perceptions Report – 2018

2018-05-11 Presentation 6

Calgary



2017 PERFORMANCE: EARLY LITERACY



139,000 Program Attendees

94% Overall Program Satisfaction

94.5% Library is an Essential Resource

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2017 BY THE NUMBERS

6,841,884 Visits in 2017

628,236 Active Library Members

14.6 Million Items Checked Out

8 Million Website Sessions

387,472 Program Participants

19,725 Programs Delivered

2018-05-11

Presentation

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RESILIENCE & INNOVATION

1 Million Computer Sessions

1.9 Million Print and Copy Jobs

92,767 Free Online Learning Courses Taken

608, 534 Free WiFi Sessions