

REPORT TO THE LIBRARY BOARD

DECEMBER 4, 2025

SUBJECT: Q3 2025 Statistics Report

PURPOSE: For Receipt

PREPARED BY: Senior Team and Alex Bradford

PRESENTED BY: Anne O'Sullivan; Manager, Customer Services & Branch Operations

RECOMMENDATION

It is recommended that the Library Board receive the Q3 2025 Statistics Report.

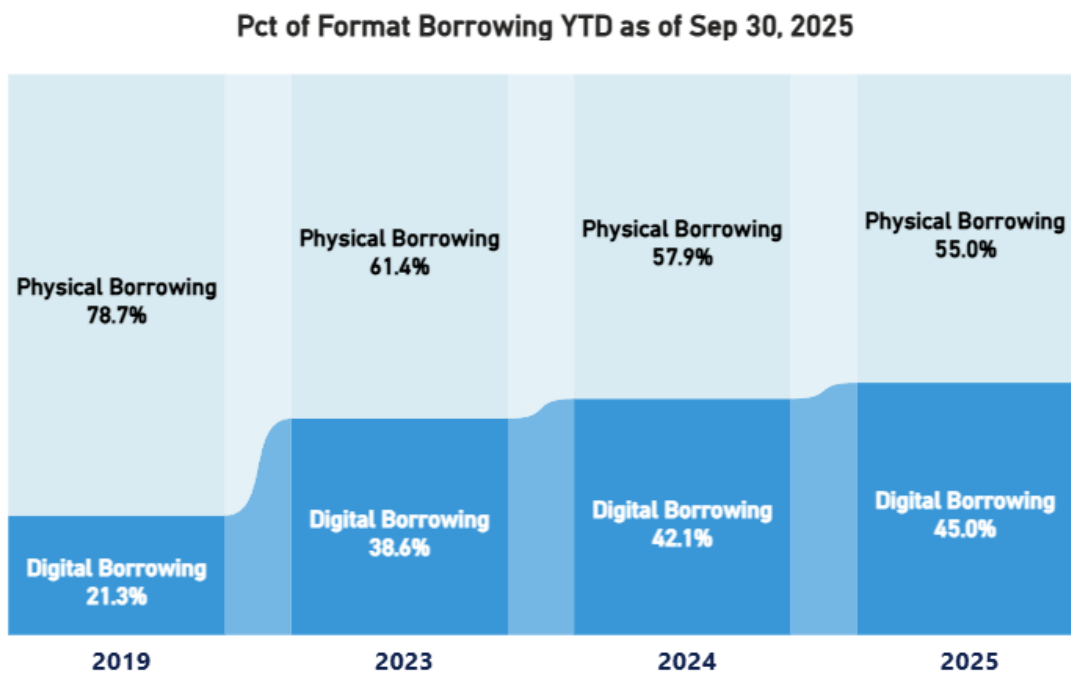
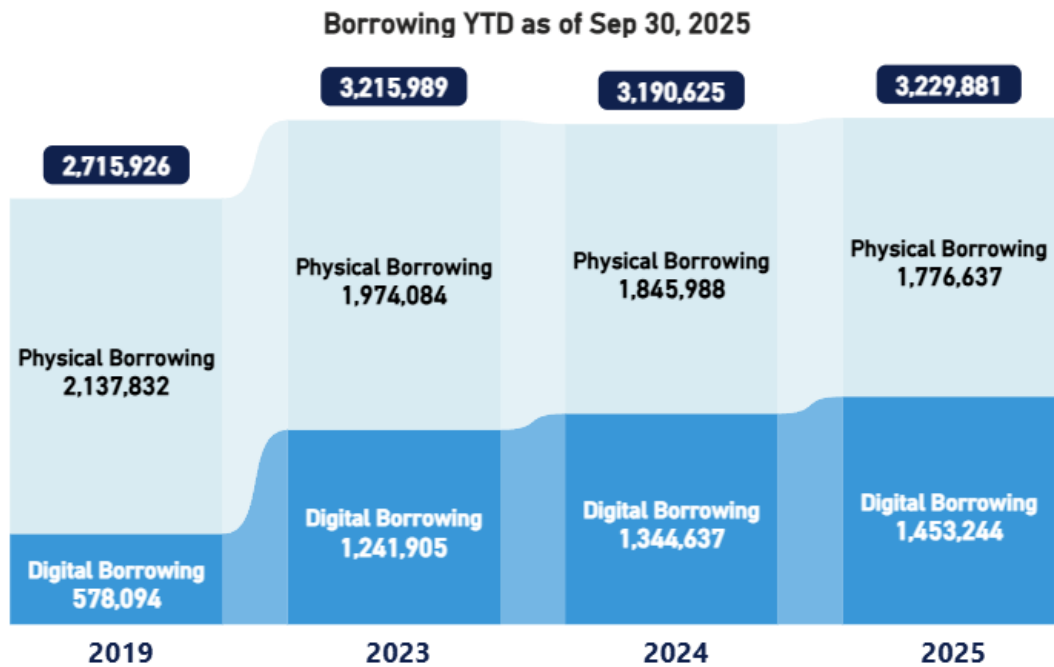
BACKGROUND

Q3 2025 library usage statistics, which provide data up to and including September of 2025 and compare YTD data in 2023 and 2024, are appended.

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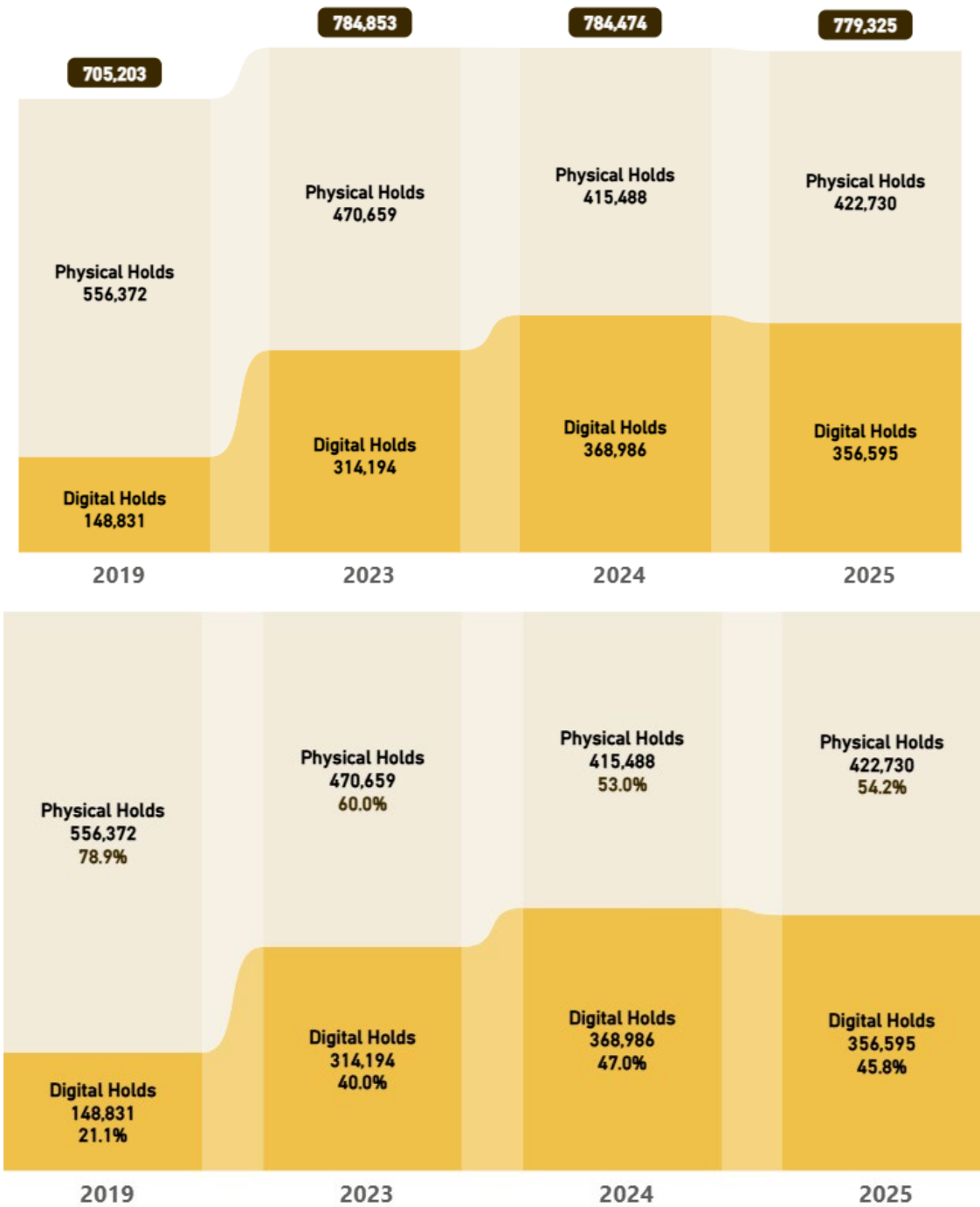
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BORROWING YTD AS OF SEP 30



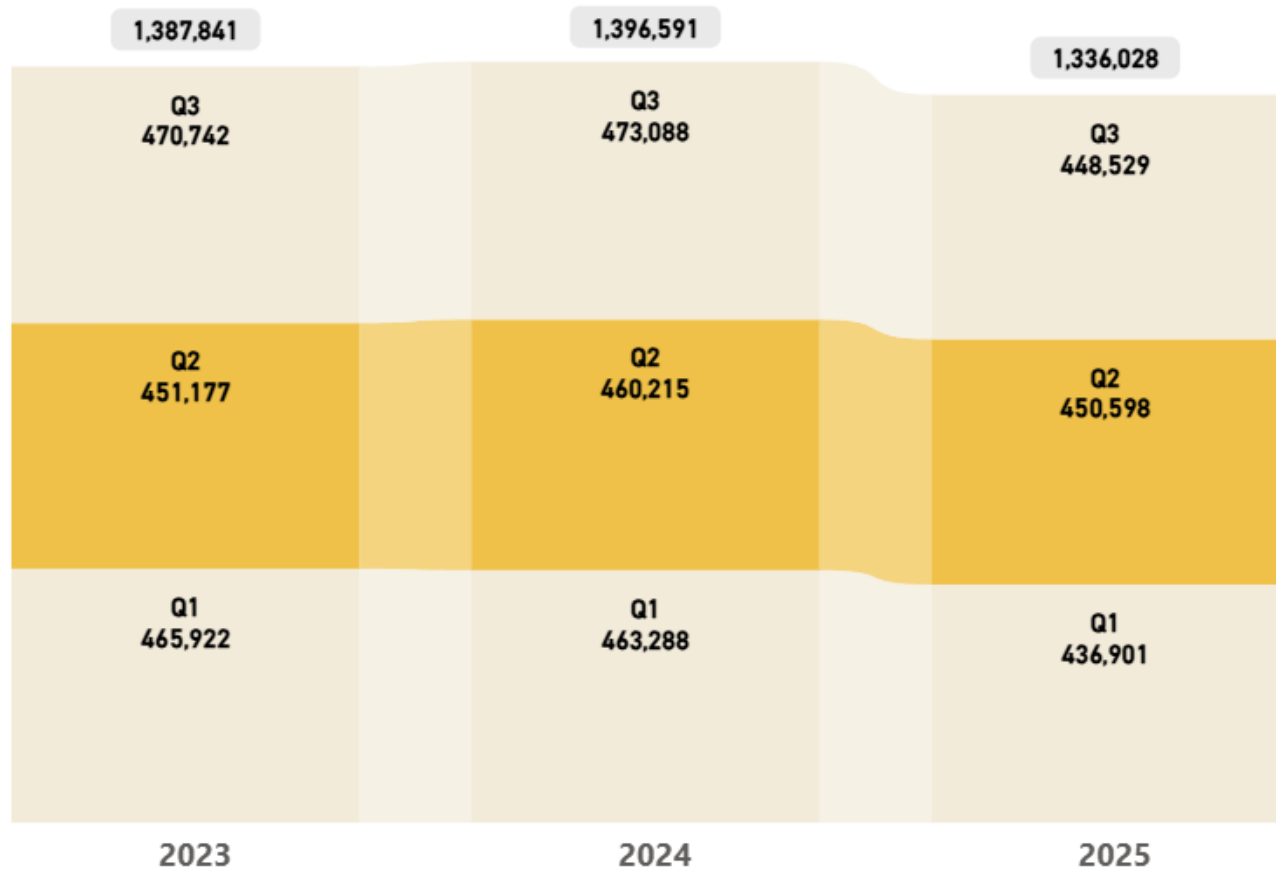
Overall borrowing continues to rise, bolstered by growing interest in our digital collections. I included 2019 to showcase a 19% increase in overall borrowing. While physical borrowing is decreasing, it is still strong, decreasing only 13% in the last six years. Many Londoners still want books.

HOLDS YTD AS OF SEP 30



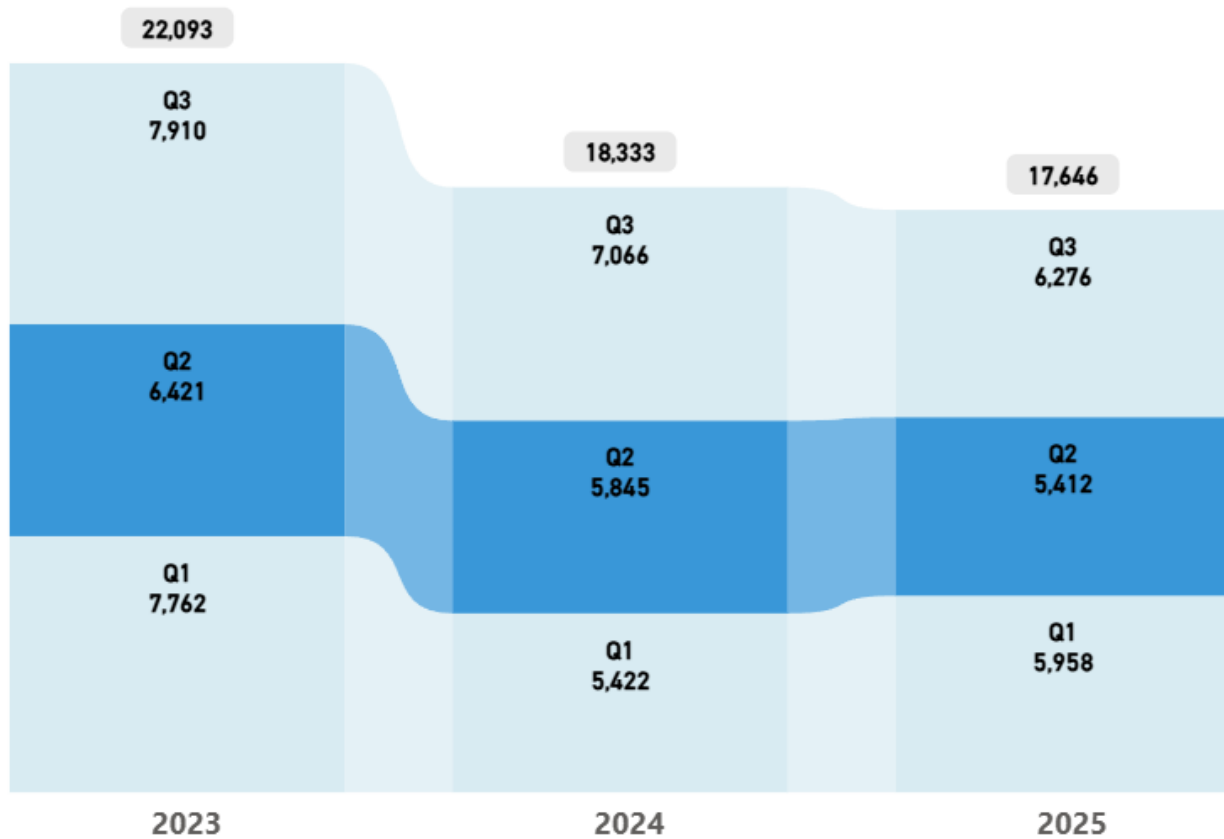
A slight reduction in digital holds placed reflects new holds limits instituted by LPL on Overdrive items to improve purchasing efficiency and availability of in-demand items within the digital collection. Otherwise, the number of holds is almost equal to 2024, and have increased 10.5% since 2019.

IN PERSON VISITS YTD AS OF SEP 30



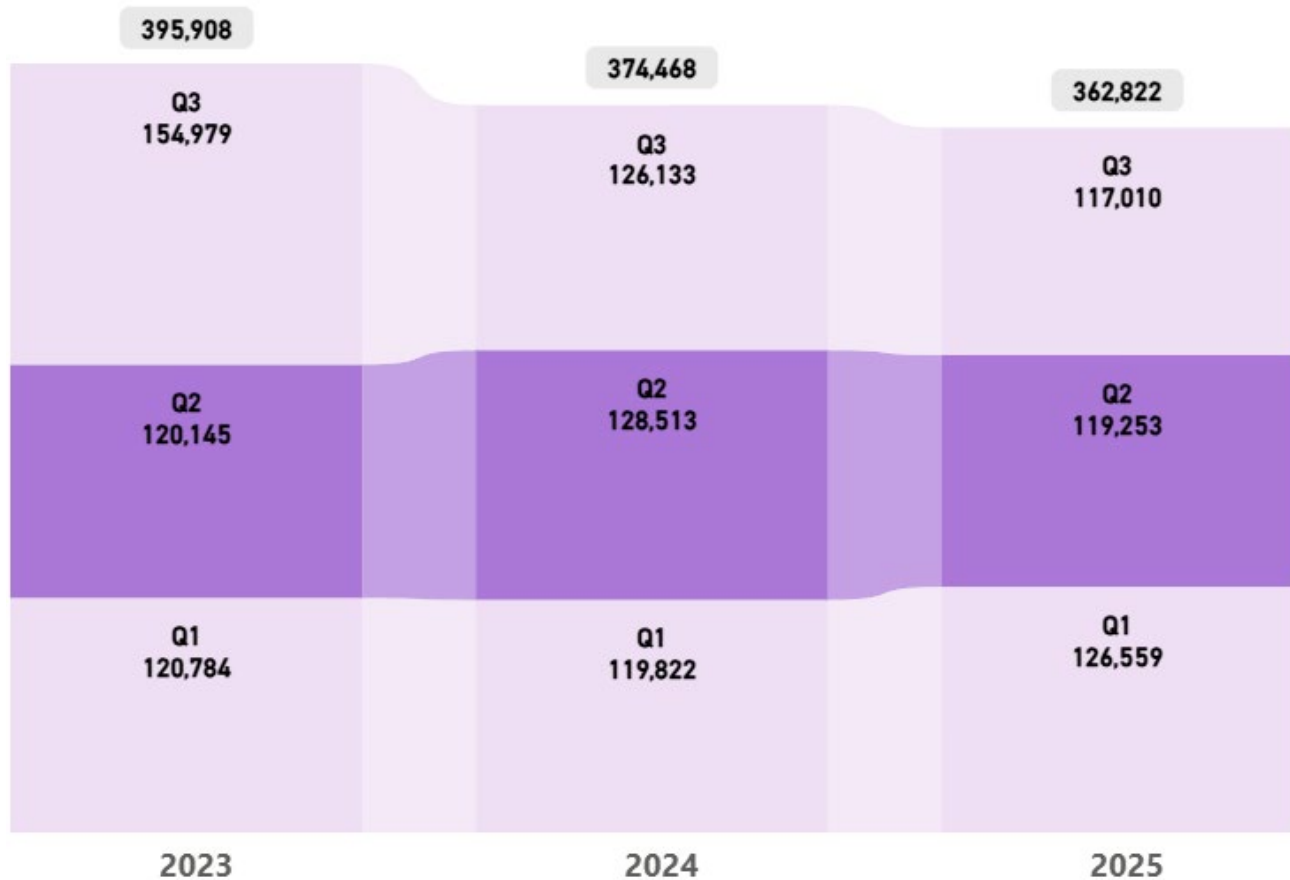
Visits have been steady since 2023. It is worth noting that Sherwood's numbers were limited due to the temp spaces and closure. It is also worth noting that Sherwood stands as a great example of what can be accomplished by transforming our spaces and modernizing our facilities, as we have witnessed an increase in branch attendance of over 30% compared to 2023 since opening in September.

NEW REGISTRATIONS YTD AS OF SEP 30



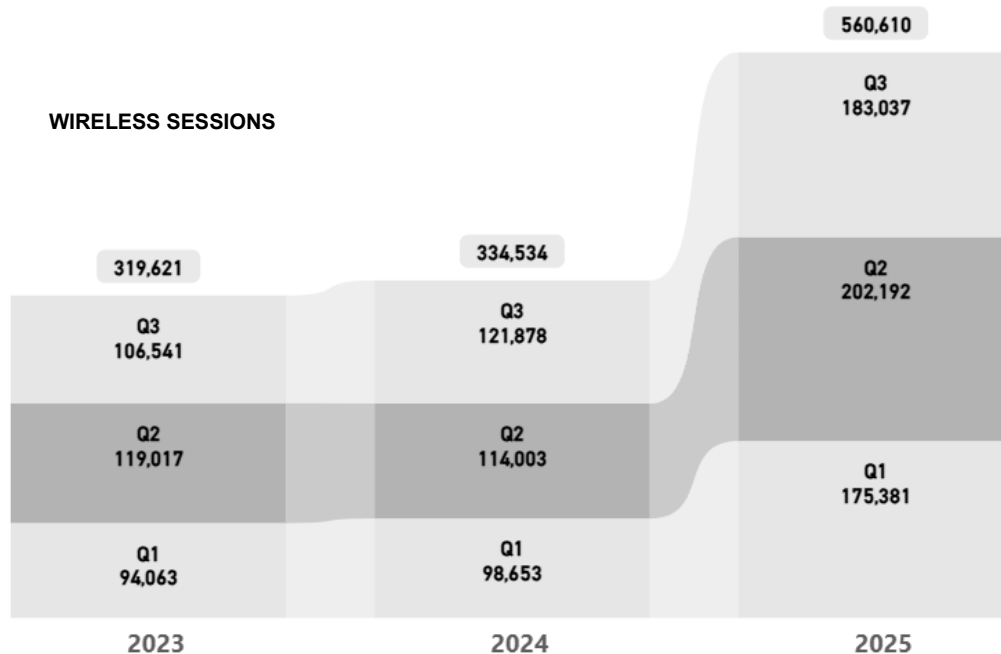
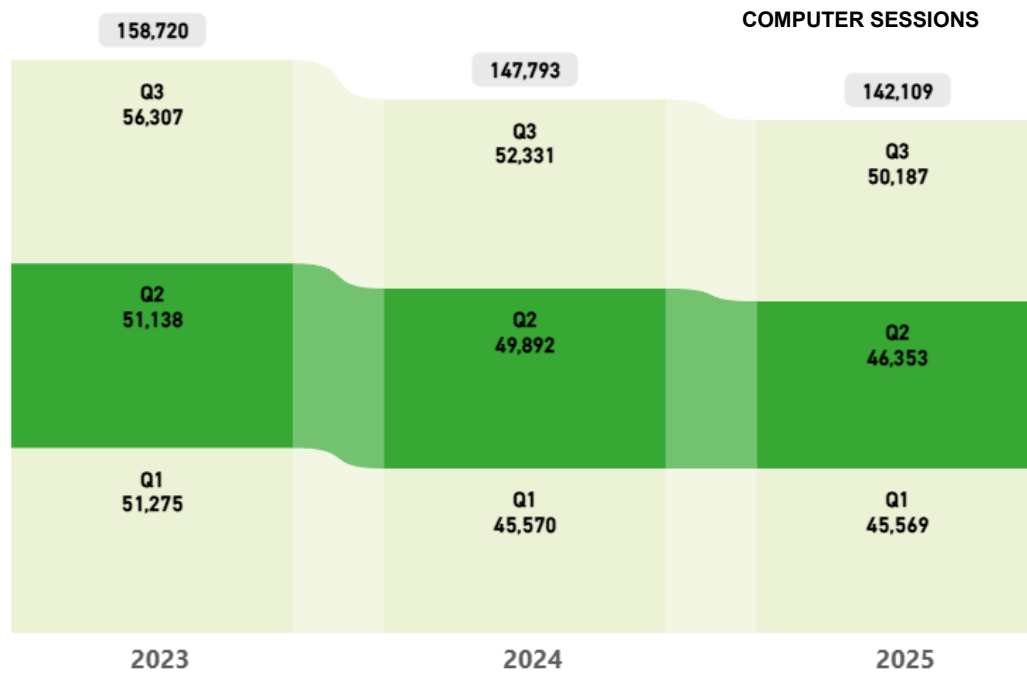
New Registrations continue to compare well to pre-pandemic levels. We had a bump in 2023 coming out of the Pandemic and the numbers have been steady since.

INQUIRIES YTD AS OF SEP 30



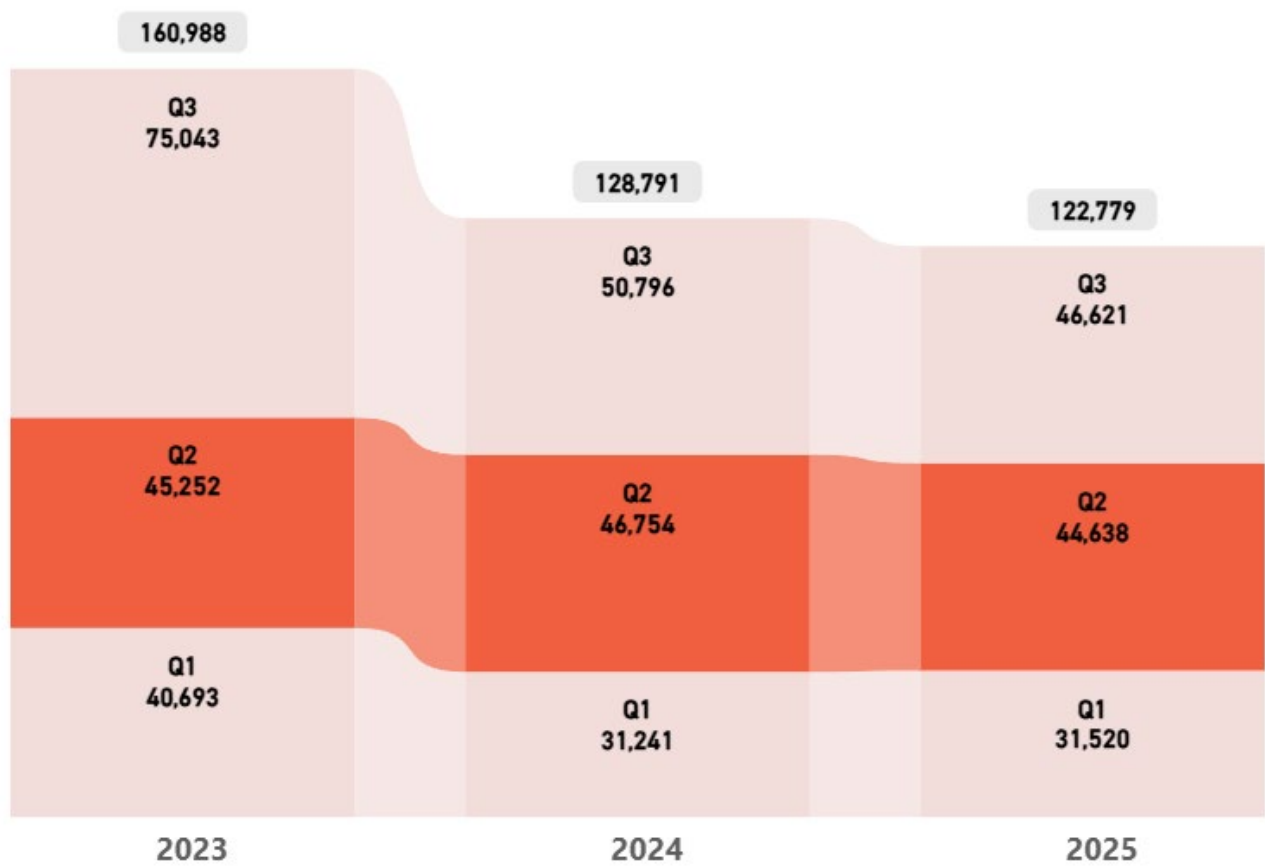
Inquiries by the public have decreased, due significantly to the decrease in reference questions resulting from the availability of information on the internet and the recent explosion in AI technology. However, we're still averaging over 1,300 inquiries system-wide per day from Londoners by those who have more trust in a librarian than the internet or AI, or who don't have ready access to technology and rely upon the Library when they're seeking help in finding pertinent information.

COMPUTER AND WIRELESS USE YTD AS OF SEP 30



Although use of our computers has decreased, mostly due to the proliferation of smart devices and free wireless connections available, it is still an essential service in bridging the digital divide, which continues to be an equity issue. Wireless usage numbers increased significantly in 2025, due to a tabulation adjustment in our monitoring software. Comparing 2026 data to 2025 next year will provide better analysis.

PROGRAMMING ATTENDANCE YTD AS OF SEP 30



Program attendance remained high in Q3 2025, with school-age children participating in the TD Summer Reading Club and educational programs and activities. Appx 500 Londoners attend Library programs per day.