

# REPORT

## Oakville Public Library Board

**Meeting Date: July 28, 2022**

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**FROM:** Oakville Public Library

**DATE:** July 19, 2022

**SUBJECT: Performance and Measures Report Q2 2022 – July 28, 2022**

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### **RECOMMENDATION:**

That that Performance and Measures Report Q2 2022 be received for information.

### **KEY FACTS:**

The following are key points for consideration with respect to this report:

- This report highlights Oakville Public Library's (OPL) Q2 2022 Performance Measures.
- The information is separated into the following categories:
  - Overview
  - Circulation
  - Interlibrary Loans
  - Cardholders
  - Programs and Events
  - Digital Presence
  - Halton Information Providers (HIP)

### **BACKGROUND:**

This report highlights OPL's Performance Measures for Q2 of 2022. Comparison with 2021 is challenging due to the impact of the COVID-19 pandemic. All branches have been open with full hours as of January 30, 2022 and in-person programs resumed in March 2022.

Where appropriate, the report also outlines comparisons to 2019, the last full year OPL operated with full services and hours.

**COMMENTS:**

The way in which Bibliocommons App sessions are made available changed in 2022. Due to new privacy regulations, not all data is available as only users who agree to have their data shared are counted. This data accounts for approximately 25% of users. As such, in Q1 2022 we have reported the number by multiplying the data available by 4.

As of Q2 2022, we found out that the Google Play Console for Android devices can only provide the number of active users, while the Apple app store indicates the number of individual sessions and the number of active users. All the analytics are limited to users who have opted-in to share their data. As such, this report no longer includes Bibliocommons app sessions as that information is not reported consistently across platforms.

**APPENDICES:**

Appendix A – Performance and Measures Report Q2 2022

Prepared and submitted by:  
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