



2010 IFLA Ranking Report

Library Name in English	Electronic requests as a % of total information requests
1,000,000 and over	
1 Brisbane City Council Library Services (AU)	2.86%
2 Shanghai Library (CN)	2.83%
3 New York Public Library (US)	1.47%
4 Brooklyn Public Library (US)	0.70%
5 Toronto Public Library (CA)	0.69%
6 Queens Borough Public Library (US)	0.19%
7 Free Library Of Philadelphia (US)	0.00%
8 Harris County Public Library (US)	0.00%
9 Montréal Public Library (CA)	0.00%
10 Los Angeles Public Library (US)	0.00%
11 Las Vegas-Clark County Library District (US)	0.00%
12 Hong Kong Public Libraries (CN)	0.00%
13 Singapore, The National Library Board of (SG)	0.00%
14 Bucharest, Metropolitan Library of (RO)	0.00%
15 Metropolitan Ervin Szabó Library (HU)	0.00%
16 Berlin Public Library (DE)	0.00%
Average	0.55%
Selected Total	8.73%
Median	0.00%

Library Name in English	Electronic requests as a % of total information requests
999,999 - 750,000	
1 Charlotte Mecklenburg Library (US)	49.29%
2 Columbus Metropolitan Library (US)	2.26%
3 Edmonton Public Library (CA)	2.20%
4 Ottawa Public Library (CA)	0.92%
5 Zagreb City Libraries (HR)	0.36%
6 Memphis Public Library & Info Center (US)	0.13%
7 San Francisco Public Library (US)	0%
8 San Jose Public Library (US)	0%
9 Jacksonville Public Library (US)	0%
10 Indianapolis-Marion County Public Library (US)	0%
11 Amsterdam Public Library (NL)	0%
Average	5.02%
Selected Total	55.17%
Median	0.13%



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Library Name in English	Electronic requests as a % of total information requests
749,999 - 500,000	
1 Gold Coast City Council Library Services (AU)	4.62%
2 Vancouver Public Library (CA)	2.32%
3 Boston Public Library (US)	1.10%
4 Milwaukee Public Library (US)	0.50%
5 Dresden Public Libraries (DE)	0.11%
6 Hannover Public Library (DE)	0.10%
7 Seattle Public Library (US)	0%
8 Riga Central Library (LV)	0%
9 Vilnius City Library (LT)	0%
10 Düsseldorf Public Libraries (DE)	0%
11 Bremen Public Library (DE)	0%
12 Oslo Public Library (NO)	0%
13 Copenhagen Public Libraries (DK)	0%
14 Dublin City Libraries (IE)	0%
Average	0.62%
Selected Total	8.74%
Median	0%

Library Name in English	Electronic requests as a % of total information requests
under 500,000	
1 Tallinn Central Library (EE)	2.87%
2 Halifax Public Libraries (CA)	1.40%
3 Cleveland Public Library (US)	0%
4 Toledo-Lucas County Public Library (US)	0%
5 Yarra Plenty Regional Library Service (AU)	0%
6 Utrecht Public Library (NL)	0%
7 Manchester City Council Libraries (GB)	0%
Average	0.61%
Selected Total	4.27%
Median	0%

Electronic requests as a % of total information requests

Summary values for all population groupings

Average	1.60%
Median	0.00%
Lower Quartile - 25%	0.00%
Upper Quartile - 75%	0.70%
Variance - 25% above average	2.00%
Variance - 25% below average	1.20%