

## STATISTICAL INFORMATION October 2021

| LIBRARY ACTIVITY                                       | Oct-21  | Oct-20  | FYD 2021-22 | FYD 2020-21 | % Change |
|--|---------|---------|-------------|-------------|----------|
| <b>PATRON VISITS</b>                                   | 16,661  | 476     | 66,034      | 1,109       | 5854%    |
| Average Visits Per Hour                                | 75.7    | 13.2    | 82.7        | 9.2         | 795%     |
| Service Hours  | 220     | 36      | 798         | 120         | 565%     |
| <b>DAYS OPEN</b>                                       | 26      | 9       | 103         | 30          | 243%     |
| <b>BORROWERS REGISTERED</b>                            | 538     | 208     | 2,073       | 1,011       | 105%     |
| Resident   | 426     | 199     | 1,629       | 982         | 66%      |
| Nonresident  | 112     | 9       | 444         | 29          | 1431%    |
| % Resident   | 79%     | 96%     | 79%         | 97%         | -19%     |
| Smart Passes Issued                                    | 365     | 239     | 3,978       | 3249        |          |
| <b>TOTAL REGISTERED BORROWERS</b>                      | 131,249 | 145,867 | 131,249     | 145,867     | -10%     |
| Patrons 18 and over                                    | 44,559  | 53,639  | 44,559      | 53,639      | -17%     |
| Patrons under 18                                       | 86,690  | 92,228  | 86,690      | 92,228      | -6%      |
| <b>PHONE CALLS</b> (Admin, Circ, Adult Ref, Passports) | 1,864   | 3,018   | 8,234       | 8,931       | -8%      |
| <b>TOTAL REFERENCE QUESTIONS</b>                       | 871     | 186     | 3,914       | 689         | 468%     |
| ADULT Questions  | 528     | 76      | 2,177       | 284         | 667%     |
| CHILDREN'S Questions                                   | 250     | 86      | 1,176       | 292         | 303%     |
| YOUNG ADULT Questions                                  | 65      | 24      | 331         | 113         | 52%      |
| At HERITAGE ROOM Desk                                  | 28      | 0       | 230         | 0           | 0%       |
| Technology Questions                                   | 395     | 158     | 1,570       | 334         | 370%     |
| Directional Questions                                  | 744     | 218     | 3,183       | 774         | 311%     |
| CIRCULATION  | Oct-21  | Oct-20  | FYD 2021-22 | FYD 2020-21 | % Change |
| <b>TOTAL CIRCULATION</b>                               | 25,013  | 13,181  | 99,299      | 49,371      | 101%     |
| eMedia Checkouts                                       | 2,381   | 2,949   | 9,736       | 11,263      | -14%     |
| Laptop Checkouts                                       | 51      | 0       | 137         | 0           | 24%      |
| <b>TOTAL PHYSICAL CIRCULATION</b>                      | 22,581  | 10,232  | 89,426      | 38,108      | 135%     |
| Adult Books  | 3,297   | 1,782   | 13,394      | 7,048       | 90%      |
| Percentage of Total Circulation                        | 15%     | 17%     | 15%         | 18%         | -4%      |
| Children's Books/A-V                                   | 17,780  | 8,051   | 70,559      | 29,326      | 141%     |
| Percentage of Total Circulation                        | 79%     | 79%     | 79%         | 77%         | 2%       |
| Non-English  | 952     | 233     | 3,493       | 1,048       | 233%     |
| Percentage of Total Circulation                        | 4%      | 2%      | 4%          | 3%          | 1%       |
| Non-Book (AV and library of things)                    | 552     | 166     | 1,980       | 686         | 189%     |
| Percentage of Total Circulation                        | 2%      | 2%      | 2%          | 2%          | 0%       |
| Self Checkout  | 12,522  | 3,844   | 53,925      | 15,892      | 239%     |
| Percent Circulation                                    | 100%    | 38%     | 60%         | 42%         | 19%      |
| PUBLIC COMPUTER USAGE                                  | Oct-21  | Oct-20  | FYD 2021-22 | FYD 2020-21 | % Change |
| Public Computer Usage                                  | 842     | 79      | 3,469       | 145         | 718%     |
| Wi-Fi Usage  | 1,775   | 655     | 6,370       | 2,100       | 203%     |
| Visits to library webpage                              | 14,629  | 15,459  | 67,635      | 60,782      | 11%      |
| Visits to catalog                                      | 3,631   | 4,849   | 16,493      | 21,439      | -23%     |
| LIBRARY PROGRAMS & TOURS                               | Oct-21  | Oct-20  | FYD 2021-22 | FYD 2020-21 | % Change |
| Pre-School   | 6       | 1       | 26          | 13          |          |
| School Age   | 9       | 0       | 36          | 0           |          |
| Teen   | 11      | 0       | 35          | 8           |          |
| Adult  | 21      | 3       | 58          | 8           |          |
| Community  | 10      | 0       | 25          | 45          |          |
| Outreach   | 14      | 4       | 58          | 8           |          |
| <b>TOTAL NUMBER OF PROGRAMS</b>                        | 71      | 8       | 238         | 82          | 190%     |
| Pre-School (0-5 yrs old)                               | 615     | 71      | 1486        | 71          |          |
| School Age   | 108     | 0       | 1218        | 0           |          |
| Teen   | 101     | 0       | 261         | 0           |          |
| Adult  | 276     | 117     | 1205        | 117         |          |
| Community  | 47      | 0       | 420         | 852         |          |
| Outreach   | 1,186   | 1014    | 3221        | 1056        |          |
| <b>TOTAL ATTENDEES</b>                                 | 2,333   | 1,202   | 7,811       | 2,096       | 273%     |

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| <b>COLLECTION SIZE</b>                      | <b>Oct-21</b>      | <b>Oct-20</b>     | <b>FYD 2021-22</b>  | <b>FYD 2020-21</b> | <b>% Change</b> |
|---|--------------------|-------------------|---------------------|--------------------|-----------------|
| Items of Printed materials in collection    | 93,445             | 92,331            | <b>93,445</b>       | <b>92,331</b>      | 1%              |
| Children's items held                       | 48,703             | 48,341            | 48,703              | 48,341             |                 |
| Young Adult items held                      | 4,383              | 4,223             | 4,383               | 4,223              |                 |
| Adult audio items held                      | 2,791              | 2,805             | 2,791               | 2,805              |                 |
| Children's audio items held                 | 846                | 844               | 846                 | 844                |                 |
| Adult DVD items held                        | 3,720              | 3,571             | 3,720               | 3,571              |                 |
| Children's DVD items held                   | 1,074              | 1,021             | 1,074               | 1,021              |                 |
| Items in Library of Things (Laptops, Games) | 184                | 208               | 184                 | 208                |                 |
| Items of digital material in collection     | <b>111,528</b>     | <b>79,864</b>     | <b>111,528</b>      | <b>79,864</b>      | 40%             |
| eBooks held                                 | 81,609             | 79,174            | 81,609              | 79,174             |                 |
| eAudio held                                 | 854                | 690               | 854                 | 690                |                 |
| Streaming Media                             | 25,461             |                   | 101,844             |                    |                 |
| eMagazine                                   | 3,604              |                   | 14,360              |                    |                 |
| Items in Database                           | 211,619            | 208,042           | 211,619             | 208,042            | 2%              |
| Items Missing, Discarded, etc.              | 2,172              | 2,105             | 2,172               | 2,105              |                 |
| <b>Adjusted Collection Size</b>             | <b>209,447</b>     | <b>205,937</b>    | <b>209,447</b>      | <b>205,937</b>     | <b>2%</b>       |
| Adult                                       | 161                | 186               | 576                 | 1,112              |                 |
| Children                                    | 164                | 96                | 391                 | 595                |                 |
| Teen  | 33                 | 0                 | 141                 | 118                |                 |
| <b>TITLES ADDED</b>                         | <b>358</b>         | <b>282</b>        | <b>1,108</b>        | <b>1,825</b>       | <b>-39%</b>     |
| <b>HERITAGE ROOM</b>                        | <b>Oct-21</b>      | <b>Oct-20</b>     | <b>FYD 2021-22</b>  | <b>FYD 2020-21</b> | <b>% Change</b> |
| Heritage Room visits                        | 9                  | 0                 | 31                  | 0                  | <b>0%</b>       |
| Visits / hour                               | <b>0.6</b>         | <b>0.0</b>        | <b>0.7</b>          | <b>0.0</b>         |                 |
| Islandora database size                     | 6,018              | 5,829             | 6,018               | 5,829              |                 |
| Donations                                   | 38                 | 0                 | 726                 | 27                 | 2589%           |
| Items added to Islandora                    | 62                 | 1                 | 196                 | 1                  |                 |
| Visits to Islandora                         | 7,695              | 1,500             | 15,641              | 13,100             |                 |
| Visits to HR Webpages                       | 1,540              | 2,392             | 6,365               | 7,973              | <b>-20%</b>     |
| <b>REVENUE</b>                              | <b>Oct-21</b>      | <b>Oct-20</b>     | <b>FYD 2021-22</b>  | <b>FYD 2020-21</b> | <b>% Change</b> |
| <b>TOTAL REVENUE</b>                        | <b>\$34,635.39</b> | <b>\$129.28</b>   | <b>\$127,392.95</b> | <b>\$446.77</b>    | <b>28414%</b>   |
| Community Rooms                             | \$0.00             | \$0.00            | \$0.00              | \$0.00             | 0%              |
| Number of Community Rooms Events            | \$0.00             | 0                 | 0                   | 0                  | 0%              |
| Passport Service                            |                    |                   |                     |                    |                 |
| Applications                                | 712                | 0                 | 2,562               | 0                  | 503%            |
| Income                                      | \$24,920.00        | \$0.00            | \$89,670.00         | \$0.00             | 17605%          |
| Photos                                      | 601                | 0                 | 2,076               | 0                  | 388%            |
| Photo Income                                | \$7,212.00         | \$0.00            | \$24,912.00         | \$0.00             | 4565%           |
| Notary                                      | \$15.00            | \$45.00           | \$225.00            | \$75.00            | 200%            |
| Proctoring                                  | \$100.00           | \$0.00            | \$300.00            | \$0.00             | 0%              |
| Photo Reproductions                         | \$0.00             | \$0.00            | \$195.00            | \$67.50            |                 |
| Fines Collected                             | \$487.63           | \$61.63           | \$1,577.79          | \$182.64           | 764%            |
| Reimbursed Fees                             | \$578.35           | \$0.00            | \$3,081.53          | \$98.73            | 3021%           |
| Fax Machine                                 | \$23.00            | \$0.00            | \$79.00             | \$0.00             | 9%              |
| Copy Machine                                | \$729.41           | \$22.65           | \$3,572.63          | \$22.90            | 644%            |
| RTA Bus Passes                              | \$570.00           | \$0.00            | \$3,780.00          | \$0.00             | 930%            |
| Gallery Booking Fee                         | \$0.00             | \$0.00            | \$0.00              | \$0.00             | 0%              |
| <b>DONATIONS</b>                            | <b>Oct-21</b>      | <b>Oct-20</b>     | <b>FYD 2021-22</b>  | <b>FYD 2020-21</b> | <b>% Change</b> |
| <b>TOTAL DONATIONS</b>                      | <b>\$63,928.10</b> | <b>\$1,438.16</b> | <b>\$83,922.42</b>  | <b>\$22,294.96</b> | <b>276%</b>     |
| Money Donations Received                    | \$15.10            | \$838.16          | \$12,259.42         | \$15,771.17        | -22%            |
| Grants Received                             | \$63,013.00        | \$0.00            | \$64,813.00         | \$3,998.79         | 1521%           |
| In-Kind Donations (Value of books)          | \$900.00           | \$600.00          | \$6,850.00          | \$2,525.00         | 171%            |
| TOTAL Free books & AV Added                 | 36                 | 24                | 274                 | 101                | <b>171%</b>     |
| <b>VOLUNTEERS</b>                           | <b>Oct-21</b>      | <b>Oct-20</b>     | <b>FYD 2021-22</b>  | <b>FYD 2020-21</b> | <b>% Change</b> |
| <b>TOTAL LIBRARY VOLUNTEERS</b>             | <b>111</b>         | <b>50</b>         | <b>432</b>          | <b>125</b>         | <b>246%</b>     |
| Library                                     | 72                 | 50                | 286                 | 125                | 129%            |
| Friends of CPL                              | 39                 | 0                 | 146                 | 0                  | 29%             |
| <b>TOTAL VOLUNTEER HOURS WORKED</b>         | <b>1,010</b>       | <b>307.0</b>      | <b>3,715.6</b>      | <b>946.0</b>       | <b>293%</b>     |
| Library                                     | 357                | 307.0             | 1,425.2             | 946.0              | 51%             |
| Friends of CPL                              | 653                | 0.0               | 2,290.4             | 0.0                | 460%            |