



## Total Circulation All Physical Sources and All Digital Sources

November 2016

	District Monthly Total	YTD November	2015	2014
<b>November 2016 Total Circulation</b>	16,871	221,150	205,578	176,444
<i>November 2015 Total Circulation</i>	17,824	189,142		
<i>Year-Over-Year Change</i>	-5%	+17%	+17%	
		<p>Digital circulations make up 36% of the total YTD in November 2016.</p> <p>On average this year to date, 229 (0.92%) of our patrons are using OverDrive and Hoopla. There is likely some overlap with users of these two services, so the actual number of unique users is probably lower.</p> <p>We don't have patron numbers available for our other premium digital services.</p>	<p>In 2015 digital was 26% of the total circulation, with 144 (0.60%) patrons on average using OverDrive.</p> <p>We don't have patron numbers available for our other premium digital services.</p>	<p>In 2014 digital was 12% of the total circulation, with 120 (0.52%) patrons on average using OverDrive.</p> <p>We don't have patron numbers available for our other premium digital services.</p>

## Attendance

November 2016

	Alganssee	Bronson	Coldwater	Quincy	Sherwood	Union Twp.	District Monthly Total	YTD November	2015	2014
<b>November 2016 Attendance</b>	374	2,504	6,366	751	786	1,952	12,733	183,730	195,735	167,414
<i>November 2015 Comparison</i>	322	2,727	8,550	618	694	1,626	14,537	181,013		
<i>Year-Over-Year Change</i>	+16%	-8%	-26%	+22%	+13%	+20%	-12%	+2%	+17%	
<b>November 2016 Hours Open</b>	105	135	163	139	111	142	795	10,053	8,935	5,528
<i>November 2015 Comparison</i>	92	115	219	114	61	115	715	8,344		
<i>Year-Over-Year Change</i>	+14%	+17%	-26%	+23%	+82%	+25%	+11%	+20%	+62%	

## Patrons

November 2016

	Alganssee	Bronson	Coldwater	Quincy	Sherwood	Union Twp.	District Monthly Total	YTD November	2015	2014
<b>November 2016 Patron Count</b>	364	3,221	15,792	2,796	474	2,203	24,850		23,974	22,879
<i>November 2015 Comparison</i>	355	3,106	15,170	2,716	445	2,138	23,930			
<i>Year-Over-Year Change</i>	+3%	+4%	+4%	+3%	+7%	+3%	+4%		+5%	
<b>November 2016 Active Patrons</b>	46	371	1,264	234	71	221	2,207		2,069	2,109
<i>November 2015 Comparison</i>	46	372	1,182	219	63	198	2,080			
<i>Year-Over-Year Change</i>		-0%	+7%	+7%	+13%	+12%	+6%		-2%	
<b>November 2016 New Patrons Added</b>	0	8	27	4	1	8	48	1,057	1,086	1,390
<i>November 2015 Comparison</i>	1	8	45	3	7	7	71	1,037		
<i>Year-Over-Year Change</i>			-40%	+33%	-86%	+14%	-32%	+2%	-22%	
<b>November 2016 In-House Holds Filled for Our Patrons</b>	32	123	512	123	47	112	949	9,409	10,225	9,546
<i>November 2015 Comparison</i>	27	129	414	98	45	97	810	9,429		
<i>Year-Over-Year Change</i>	+19%	-5%	+24%	+26%	+4%	+15%	+17%	-0%	+7%	

## Collection

November 2016

	Alganssee	Bronson	Coldwater	Quincy	Sherwood	Union Twp.	District Monthly Total	YTD November	2015	2014
<b>November 2016 Items in the Catalog</b>	5,920	18,120	63,733	18,855	7,396	12,701	126,725		131,432	130,210
<i>November 2015 Comparison</i>	5,871	18,468	68,293	19,039	7,099	12,470	131,240			
<i>Year-Over-Year Change</i>	+1%	-2%	-7%	-1%	+4%	+2%	-3%		+1%	
<b>November 2016 Items Added to the Catalog</b>	106	217	368	142	51	186	1,070	10,524	8,582	6,134
<i>November 2015 Comparison</i>	29	450	252	62	38	90	921	7,706		
<i>Year-Over-Year Change</i>	+266%	-52%	+46%	+129%	+34%	+107%	+16%	+37%	+40%	
<b>November 2016 Items Deleted from the Catalog</b>	1	38	1,197	709	3	99	2,047	15,136	8,668	6,186
<i>November 2015 Comparison</i>	0	48	84	39	0	1	172	7,939		
<i>Year-Over-Year Change</i>		-21%	+1,325%	+1,718%		+9,800%	+1,090%	+91%	+40%	

## Circulation of Physical Items

November 2016

	Alganssee	Bronson	Coldwater	Quincy	Sherwood	Union Twp.	District Monthly Total	YTD November	2015	2014
<b>November 2016 Checkouts in Evergreen</b>	181	1,467	4,936	1,130	388	882	8,984	110,286	121,841	123,074
<i>November 2015 Comparison</i>	205	1,270	4,793	1,001	437	842	8,548	113,728		
<i>Year-Over-Year Change</i>	-12%	+16%	+3%	+13%	-11%	+5%	+5%	-3%	-1%	
<b>November 2016 Renewals in Evergreen</b>	45	171	789	145	121	153	1,424	13,931	15,434	16,044
<i>November 2015 Comparison</i>	39	165	638	116	85	99	1,142	14,135		
<i>Year-Over-Year Change</i>	+15%	+4%	+24%	+25%	+42%	+55%	+25%	-1%	-4%	
<b>November 2016 Items from other MeLCat Libraries Checked out to OUR Patrons, per branch (self-reported, totals not part of District, YTD, or yearly numbers)</b>	16	106	191	33	22	33	401	5,103	4,662	4,231
<i>November 2015 Comparison</i>	10	61	193	17	23	20	324	4,559		
<i>Year-Over-Year Change</i>	+60%	+74%	-1%	+94%	-4%	+65%	+24%	+12%	+10%	
<b>November 2016 Items Sent to Other Libraries MeLCat, per branch (self-reported, totals not part of District, YTD, or yearly numbers)</b>	36	65	0	77	44	50	272	3,712	3,394	3,548
<i>November 2015 Comparison</i>	36	78	0	109	36	54	313	3,153		
<i>Year-Over-Year Change</i>		-17%		-29%	+22%	-7%	-13%	+18%	-4%	
<b>November 2016 Requests from BDL Patrons for Items at Other MeLCat Libraries (totals not part of YTD or yearly numbers)</b>							554	7,176	7,280	6,708
<i>November 2015 Comparison</i>							549	6,914		
<i>Year-Over-Year Change</i>							+1%	+4%	+9%	
<b>November 2016 Requests from BDL Patrons for Items at Other MeLCat Libraries, Actually Fulfilled</b>							532	6,669	6,118	5,677
<i>November 2015 Comparison</i>							437	5,973		
<i>Year-Over-Year Change</i>							+22%	+12%	+8%	
<b>November 2016 Requests from Other MeLCat Libraries for Items at BDL (totals not part of YTD or yearly numbers)</b>							438	6,686	5,989	6,619
<i>November 2015 Comparison</i>							547	5,614		
<i>Year-Over-Year Change</i>							-20%	+19%	-10%	
<b>November 2016 Requests from Other MeLCat Libraries for Items at BDL, Actually Fulfilled</b>							450	6,637	4,855	5,400
<i>November 2015 Comparison</i>							447	4,575		
<i>Year-Over-Year Change</i>							+1%	+45%	-10%	
<b>November 2016 Checkouts of Uncataloged Items</b>	87	97	37	0	3	31	255	4,355	4,385	4,601
<i>November 2015 Comparison</i>	57	387	97	0	0	50	591	3,988		
<i>Year-Over-Year Change</i>	+53%	-75%	-62%			-38%	-57%	+9%	-5%	
<b>November 2016 TOTAL Circulation of Physical Items</b>	365	1,906	5,953	1,385	578	1,149	11,645	141,878		
<i>November 2015 TOTAL Comparison</i>	347	1,961	5,721	1,243	581	1,065	12,898	162,639	152,633	154,796
<i>TOTAL Year-Over-Year Change</i>	+5%	-3%	+4%	+11%	-1%	+8%	-10%	-13%	-1%	

## Reference Questions

November 2016

	Algansee	Bronson	Coldwater	Quincy	Sherwood	Union Twp.	District Monthly Total	YTD November	2015	2014
<b>November 2016 General Reference Questions in Person</b>	0	12	146	25	40	175	398	5,608	2,806	2,809
<i>November 2015 Comparison</i>	0	11	151	50	9	10	231	2,554		
<i>Year-Over-Year Change</i>		+9%	-3%	-50%	+344%	+1,650%	+72%	+120%	-0%	
<b>November 2016 Questions via Telephone Calls</b>	0	23	164	20	12	133	352	4,151	2,885	2,872
<i>November 2015 Comparison</i>	0	5	210	2	0	11	228	2,651		
<i>Year-Over-Year Change</i>		+360%	-22%	+900%		+1,109%	+54%	+57%	+0%	
<b>November 2016 Reference Questions Delivered Online</b>	0	0	6	4	0	10	20	289	227	128
<i>November 2015 Comparison</i>	0	0	7	0	0	9	16	218		
<i>Year-Over-Year Change</i>			-14%			+11%	+25%	+33%	+77%	
<b>November 2016 In-Person Questions on Computer or Internet Use</b>	0	16	242	22	0	121	401	5,943	5,551	4,225
<i>November 2015 Comparison</i>	0	19	382	17	0	15	433	5,115		
<i>Year-Over-Year Change</i>		-16%	-37%	+29%		+707%	-7%	+16%	+31%	
<b>November 2016 In-Person Questions about Our Online Databases</b>	0	1	6	0	0	0	7	145	92	121
<i>November 2015 Comparison</i>	0	3	2	0	0	0	5	83		
<i>Year-Over-Year Change</i>		-67%	+200%				+40%	+75%	-24%	
<b>November 2016 In-Person Tax Form Questions</b>	0	0	0	0	0	0	0	472	579	560
<i>November 2015 Comparison</i>	0	0	0	0	0	0	0	578		
<i>Year-Over-Year Change</i>								-18%	+3%	
<b>November 2016 TOTAL Reference Questions</b>	<b>0</b>	<b>52</b>	<b>564</b>	<b>71</b>	<b>52</b>	<b>439</b>	<b>1,178</b>	<b>16,608</b>		
<i>November 2015 TOTAL Comparison</i>	0	38	752	69	9	45	913	11,199	12,140	10,715
<i>TOTAL Year-Over-Year Change</i>		+37%	-25%	+3%	+478%	+876%	+29%	+48%	+13%	

## Programs Held

November 2016

	Alganssee	Bronson	Coldwater	Quincy	Sherwood	Union Twp.	District Monthly Total	YTD November	2015	2014
<b>November 2016 Juvenile Programs Held</b>	4	2	34	3	3	11	57	542	575	482
<i>November 2015 Comparison</i>	5	4	26	2	0	10	47	538		
<i>Year-Over-Year Change</i>	-20%	-50%	+31%	+50%		+10%	+21%	+1%	+19%	
<b>November 2016 Young Adult Programs Held</b>	4	2	9	0	1	0	16	142	151	126
<i>November 2015 Comparison</i>	2	1	7	1	3	1	15	138		
<i>Year-Over-Year Change</i>	+100%	+100%	+29%		-67%		+7%	+3%	+20%	
<b>November 2016 Adult Programs Held</b>	4	2	8	0	1	0	15	200	157	125
<i>November 2015 Comparison</i>	3	8	3	0	2	0	16	135		
<i>Year-Over-Year Change</i>	+33%	-75%	+167%		-50%		-6%	+48%	+26%	
<b>November 2016 Juvenile Summer Reading Events Held</b>	0	0	0	0	0	0	0	89	84	78
<i>November 2015 Comparison</i>	0	0	0	0	0	0	0	84		
<i>Year-Over-Year Change</i>								+6%	+8%	
<b>November 2016 Young Adult Summer Reading Events Held</b>	0	0	0	0	0	0	0	29	85	30
<i>November 2015 Comparison</i>	0	0	0	0	1	0	1	85		
<i>Year-Over-Year Change</i>								-66%	+183%	
<b>November 2016 Adult Summer Reading Events Held</b>	0	0	0	0	0	0	0	3	5	4
<i>November 2015 Comparison</i>	0	0	0	0	0	0	0	5		
<i>Year-Over-Year Change</i>								-40%	+25%	
<b>November 2016 Computer Classes Held</b>	0	0	0	0	0	0	0	13	22	24
<i>November 2015 Comparison</i>	0	0	0	0	0	0	0	20		
<i>Year-Over-Year Change</i>								-35%	-8%	
<b>November 2016 TOTAL Programs Held</b>	12	6	51	3	5	11	88	1,018		
<i>November 2015 TOTAL Comparison</i>	10	13	36	3	6	11	79	1,005	1,079	869
<i>TOTAL Year-Over-Year Change</i>	+20%	-54%	+42%	0%	-11%	0%	+11%	+1%	+24%	

# Program Attendance

November 2016

	Alganssee	Bronson	Coldwater	Quincy	Sherwood	Union Twp.	District Monthly Total	YTD November	2015	2014
<b>November 2016 Attendees at Juvenile Programs</b>	11	44	481	24	10	195	765	9,249	8,415	7,857
<i>November 2015 Comparison</i>	14	71	355	16	0	62	518	7,650		
<i>Year-Over-Year Change</i>	-21%	-38%	+35%	+50%		+215%	+48%	+21%	+7%	
<b>November 2016 Attendees at Young Adult Programs</b>	14	13	41	0	5	0	73	890	884	641
<i>November 2015 Comparison</i>	4	21	35	5	27	72	164	807		
<i>Year-Over-Year Change</i>	+250%	-38%	+17%		-81%		-55%	+10%	+38%	
<b>November 2016 Attendees at Adult Programs</b>	10	30	45	0	18	0	103	1,915	2,157	1,310
<i>November 2015 Comparison</i>	12	106	27	0	18	0	163	1,815		
<i>Year-Over-Year Change</i>	-17%	-72%	+67%				-37%	+6%	+65%	
<b>November 2016 Attendees at Juvenile Summer Reading Events</b>	0	0	0	0	0	0	0	3,904	2,499	3,159
<i>November 2015 Comparison</i>	0	0	0	0	0	0	0	2,499		
<i>Year-Over-Year Change</i>								+56%	-21%	
<b>November 2016 Attendees at Young Adult Summer Reading Events</b>	0	0	0	0	0	0	0	295	259	307
<i>November 2015 Comparison</i>	0	0	0	0	4	0	4	259		
<i>Year-Over-Year Change</i>								+14%	-16%	
<b>November 2016 Attendees at Adult Summer Reading Events</b>	0	0	0	0	0	0	0	21	77	111
<i>November 2015 Comparison</i>	0	0	0	0	0	0	0	77		
<i>Year-Over-Year Change</i>								-73%	-31%	
<b>November 2016 Attendees at Computer Classes</b>	0	0	0	0	0	0	0	11	29	28
<i>November 2015 Comparison</i>	0	0	0	0	0	0	0	26		
<i>Year-Over-Year Change</i>								-58%	+4%	
<b>November 2016 TOTAL Program Attendance</b>	<b>35</b>	<b>87</b>	<b>567</b>	<b>24</b>	<b>33</b>	<b>195</b>	<b>941</b>	<b>16,285</b>		
<i>November 2015 TOTAL Comparison</i>	30	198	417	21	49	134	849	13,133	14,320	13,413
<i>TOTAL Year-Over-Year Change</i>	+11%	-56%	+36%	+14%	-33%	+46%	+11%	+24%	+7%	

## Summer Reading Program Signups

November 2016

	Alganssee	Bronson	Coldwater	Quincy	Sherwood	Union Twp.	District Monthly Total	YTD November	2015	2014
<b>November 2016 Juveniles Signed Up for Summer Reading Program</b>	0	0	0	0	0	0	0	967	859	0
<i>November 2015 Comparison</i>	0	0	0	0	0	0	0	859		
<i>Year-Over-Year Change</i>								+13%		
<b>November 2016 Young Adults Signed up for Summer Reading Program</b>	0	0	0	0	0	0	0	113	311	0
<i>November 2015 Comparison</i>	0	0	0	0	0	0	0	311		
<i>Year-Over-Year Change</i>								-64%		
<b>November 2016 Adults Signed Up for Summer Reading Program</b>	0	0	0	0	12	0	12	86	85	0
<i>November 2015 Comparison</i>	0	0	0	0	0	0	0	85		
<i>Year-Over-Year Change</i>								+1%		
<b>November 2016 TOTAL Summer Reading Program Signups</b>	0	0	0	0	12	0	12	1,166		
<i>November 2015 TOTAL Comparison</i>	0	0	0	0	0	0	0	1,255	1,255	0
<i>TOTAL Year-Over-Year Change</i>								-1%		

## Summer Reading Program Completions

November 2016

	Alganssee	Bronson	Coldwater	Quincy	Sherwood	Union Twp.	District Monthly Total	YTD November	2015	2014
<b>November 2016 Juveniles who Completed Summer Reading Program</b>	0	0	0	0	0	0	0	459	512	0
<i>November 2015 Comparison</i>	0	0	0	0	0	0	0	512		
<i>Year-Over-Year Change</i>								-10%		
<b>November 2016 Young Adults who Completed Summer Reading Program</b>	0	0	0	0	0	0	0	62	122	0
<i>November 2015 Comparison</i>	0	0	0	0	0	0	0	122		
<i>Year-Over-Year Change</i>								-49%		
<b>November 2016 Adults who Completed Summer Reading Program</b>	0	0	0	0	0	0	0	60	56	0
<i>November 2015 Comparison</i>	0	0	0	0	0	0	0	56		
<i>Year-Over-Year Change</i>								+7%		
<b>November 2016 TOTAL Summer Reading Program Completions</b>	0	0	0	0	0	0	0	581		
<i>November 2015 TOTAL Comparison</i>	0	0	0	0	0	0	0	690	690	0
<i>TOTAL Year-Over-Year Change</i>								-16%		

## Library-Provided Computer Services

November 2016

	Alganssee	Bronson	Coldwater	Quincy	Sherwood	Union Twp.	District Monthly Total	YTD November	2015	2014
<b>November 2016 Use of Library-Provided Computers</b>	101	666	2,547	121	101	251	3,787	38,263	46,405	43,756
<i>November 2015 Comparison</i>	104	561	2,079	134	75	360	3,313	43,184		
<i>Year-Over-Year Change</i>	-3%	+19%	+23%	-10%	+35%	-30%	+14%	-11%	+6%	
<b>November 2016 One-hour sessions on Library Wifi</b>	406	4,936	23,690	1,318	1,778	2,735	34,863	378,815	351,423	298,098
<i>November 2015 Comparison</i>	155	5,905	16,276	1,324	1,270	2,227	27,157	318,725		
<i>Year-Over-Year Change</i>	+162%	-16%	+46%	-0%	+40%	+23%	+28%	+19%	+18%	

## Website Stats

November 2016

	Alganssee	Bronson	Coldwater	Quincy	Sherwood	Union Twp.	District Monthly Total	YTD November	2015	2014
<b>November 2016 Monthly Website Sessions</b>							5,796	69,936	72,706	68,773
<i>November 2015 Comparison</i>							6,400	66,306		
<i>Year-Over-Year Change</i>							-9%	+5%	+6%	
<b>November 2016 Monthly Website Views</b>							14,277	170,066	169,630	163,277
<i>November 2015 Comparison</i>							14,782	154,848		
<i>Year-Over-Year Change</i>							-3%	+10%	+4%	



## Premium Online Services

November 2016

	Alganssee	Bronson	Coldwater	Quincy	Sherwood	Union Twp.	District Monthly Total	YTD November	2015	2014
<b>November 2016 Active OverDrive Users</b>							136	1,588	1,731	1,443
<i>November 2015 Comparison</i>							139	1,587		
<i>Year-Over-Year Change</i>							-2%	+0%	+20%	
<b>November 2016 OverDrive Circulations</b>							630	6,913	7,380	6,615
<i>November 2015 Comparison</i>							574	6,713		
<i>Year-Over-Year Change</i>							+10%	+3%	+12%	
<b>November 2016 Active Hoopla Users</b>							126	934	0	0
<i>November 2015 Comparison</i>							0	0		
<i>Year-Over-Year Change</i>										
<b>November 2016 Hoopla Circulations</b>							776	4,702	0	0
<i>November 2015 Comparison</i>							0	0		
<i>Year-Over-Year Change</i>										
<b>November 2016 NewsBank Searches</b>							195	2,247	0	0
<i>November 2015 Comparison</i>							0	0		
<i>Year-Over-Year Change</i>										
<b>November 2016 TumbleBooks Uses</b>							54	22,214	24,673	1,096
<i>November 2015 Comparison</i>							4,598	20,892		
<i>Year-Over-Year Change</i>							-99%	+6%	+2,151%	
<b>November 2016 Mango Languages Uses</b>							132	449	617	1,180
<i>November 2015 Comparison</i>							26	602		
<i>Year-Over-Year Change</i>							+408%	-25%	-48%	
<b>November 2016 Ancestry Searches</b>							2,155	33,401	20,275	12,755
<i>November 2015 Comparison</i>							1,461	18,536		
<i>Year-Over-Year Change</i>							+48%	+80%	+59%	
<b>November 2016 Activities Completed on ABCMouse</b>							1,175	7,851	0	0
<i>November 2015 Comparison</i>							0	0		
<i>Year-Over-Year Change</i>										
<b>November 2016 Books Read on ABCMouse</b>							109	829	0	0
<i>November 2015 Comparison</i>							0	0		
<i>Year-Over-Year Change</i>										

## Faxes and Prints

November 2016

	Alganssee	Bronson	Coldwater	Quincy	Sherwood	Union Twp.	District Monthly Total	YTD November	2015	2014
<b>November 2016 Number of fax pages received</b>	0	3	4	1	0	12	20	158	173	168
<i>November 2015 Comparison</i>	0	4	0	6	0	13	23	165		
<i>Year-Over-Year Change</i>		-25%		-83%		-8%	-13%	-4%	+3%	
<b>November 2016 Number of fax pages sent</b>	6	40	81	18	14	67	226	1,489	1,882	1,353
<i>November 2015 Comparison</i>	3	31	0	26	0	47	107	1,773		
<i>Year-Over-Year Change</i>	+100%	+29%		-31%		+43%	+111%	-16%	+39%	
<b>November 2016 Free Prints for Job Seekers</b>	5	15	42	25	6	31	124	2,713	2,335	3,024
<i>November 2015 Comparison</i>	0	31	60	10	0	22	123	2,180		
<i>Year-Over-Year Change</i>		-52%	-30%	+150%		+41%	+1%	+24%	-23%	

## Fines

November 2016

	Alganssee	Bronson	Coldwater	Quincy	Sherwood	Union Twp.	District Monthly Total	YTD November	2015	2014
<b>November 2016 Fine Payments Received</b>	\$ 0.00	\$ 98.54	\$ 439.00	\$ 57.75	\$ 38.74	\$ 53.40	\$ 687.43	\$ 9,363.96	\$ 14,448.76	\$ 14,827.36
<i>November 2015 Comparison</i>	\$ 0.00	\$ 191.67	\$ 553.00	\$ 128.30	\$ 25.01	\$ 57.25	\$ 955.23	\$ 13,559.69		
<i>Year-Over-Year Change</i>		-49%	-21%	-55%	+52%	-7%	-28%	-31%	-3%	
<b>November 2016 Outstanding Fines</b>	\$ 1,205.32	\$ 33,643.19	\$ 153,681.51	\$ 20,195.08	\$ 4,308.34	\$ 13,834.62	\$ 226,868.06		\$ 221,076.26	\$ 209,842.19
<i>November 2015 Comparison</i>	\$ 1,128.17	\$ 33,500.66	\$ 148,445.90	\$ 19,730.57	\$ 4,212.23	\$ 13,077.92	\$ 220,095.45			
<i>Year-Over-Year Change</i>	+7%	+0%	+4%	+2%	+2%	+6%	+3%		+5%	

## Collections (Unique Management Services, Inc.)

November 2016

	Alganssee	Bronson	Coldwater	Quincy	Sherwood	Union Twp.	District Monthly Total	YTD November	2015	2014
<b>November 2016 Fine Payments as a Result of Collection Agency's Efforts</b>							\$ 15.00	\$ 485.14	\$ 818.48	\$ 809.51
<i>November 2015 Comparison</i>							\$ 0.00	\$ 705.60		
<i>Year-Over-Year Change</i>								-31%	+1%	
<b>November 2016 Library Materials Returned as a Result of Collection Agency's Efforts</b>							\$ 0.00	\$ 1,317.93	\$ 1,346.89	\$ 1,864.69
<i>November 2015 Comparison</i>							\$ 62.00	\$ 1,292.89		
<i>Year-Over-Year Change</i>								+2%	-28%	
<b>November 2016 What We Paid Collection Agency for Their Services</b>							\$ 11.50	\$ 837.43	\$ 1,051.42	\$ 753.88
<i>November 2015 Comparison</i>							\$ 0.00	\$ 939.52		
<i>Year-Over-Year Change</i>								-11%	+40%	

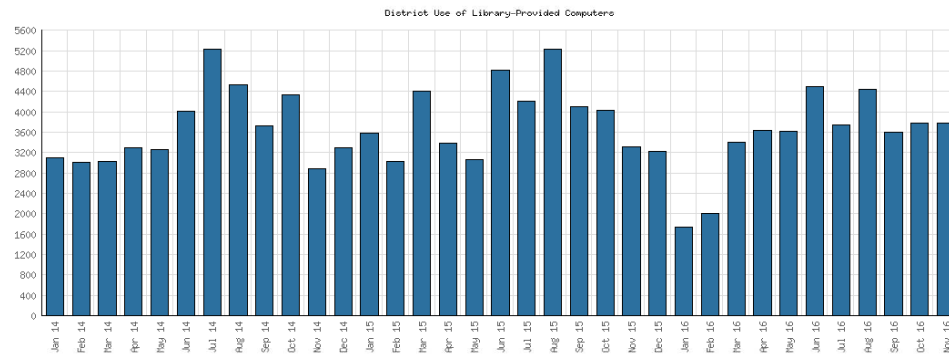
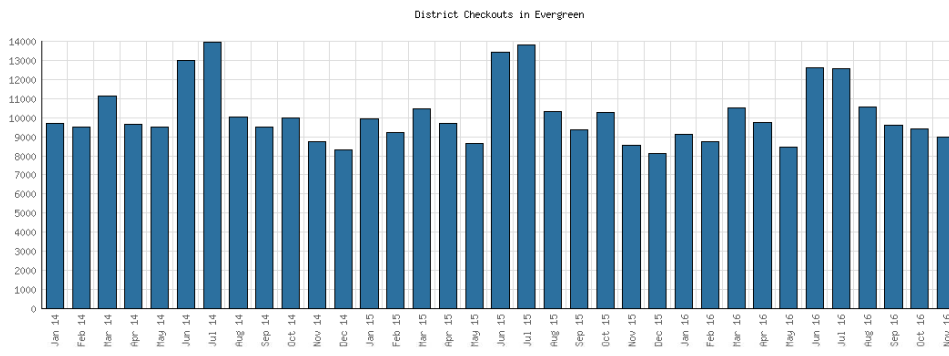
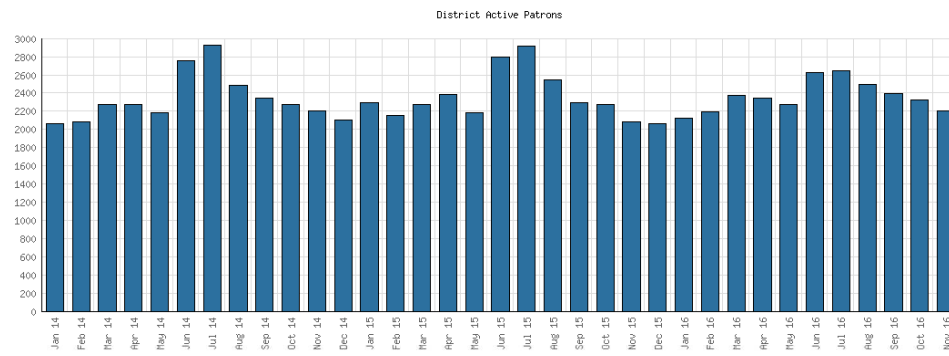
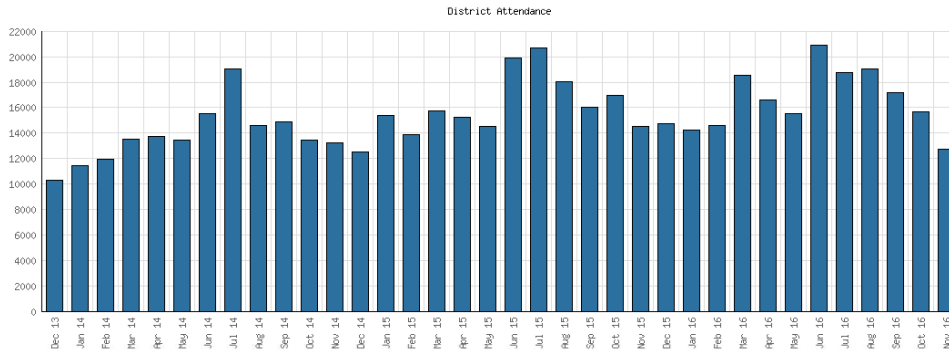
## Coldwater Branch Holbrook Heritage Room

November 2016

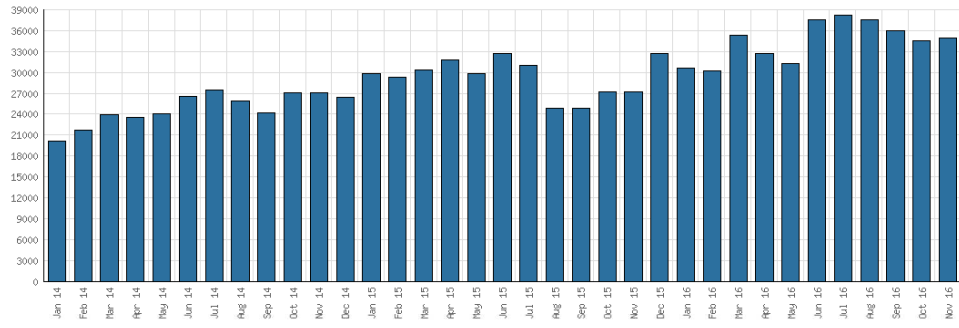
(Numbers below are already part of the Coldwater Branch figures, just broken out here for convenience.)

	This Month	YTD November	2015	2014
<b>November 2016 Heritage Room Attendance</b>	32	639	468	312
<i>November 2015 Comparison</i>	40	440		
<i>Year-Over-Year Change</i>	-20%	+45%	+50%	
<b>November 2016 Heritage Room Reference Questions via Telephone</b>	22	332	206	84
<i>November 2015 Comparison</i>	16	184		
<i>Year-Over-Year Change</i>	+38%	+80%	+145%	
<b>November 2016 Heritage Room Reference Questions Online</b>	6	77	77	43
<i>November 2015 Comparison</i>	7	71		
<i>Year-Over-Year Change</i>	-14%	+8%	+9%	

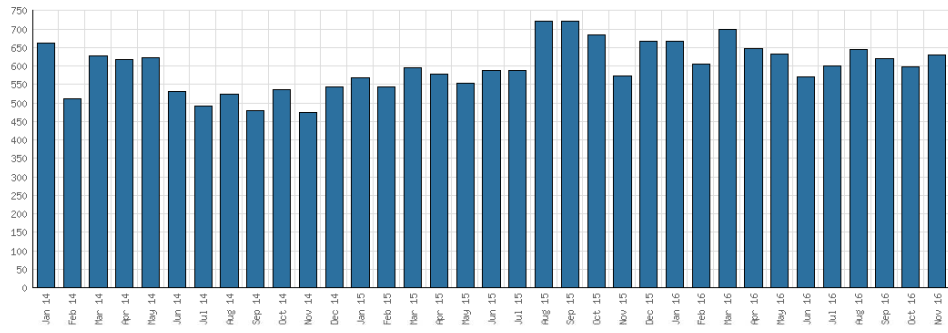
## Selected Graphs



District One-Hour Sessions on Library Wifi



District OverDrive Circulations



District Hoopla Circulations

