# Monthly Stats Brief Narrative

Through November 2020, the number of patrons entering our buildings greatly decreased system-wide compared to this same time year-to-date the previous year. Combined physical and digital use of library materials greatly decreased year-to-date compared to 2019. About 5% of our registered cardholders checked out a physical item this past month, while about 2% of registered cardholders checked out a digital item.

District Total Checkouts Over 24 Months
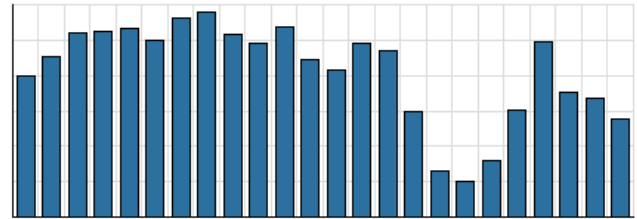
Digital vs. Physical Circulation YTD

68%

32%
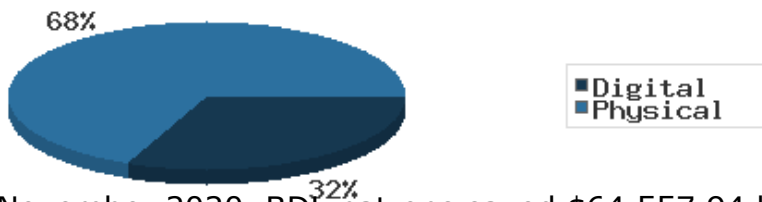
Digital
Physical

Digital usage has comprised about 32% of total materials use year-to-date through November 2020, and digital usage slightly increased from this time in 2019.

In November 2020, BDL patrons saved $64,557.94 by checking out 6,098 physical items from the library. Our programming for all ages and our digital services further increase the library's value to the community, bringing the total estimated value to $97,520.57.

Programs Offered in 2020 YTD

15%   28%

57%

Children's
Young Adult
Adult
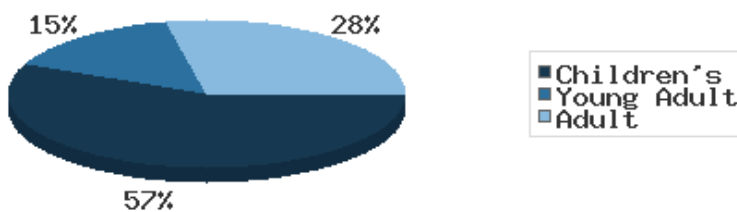
Compared to this time year-to-date 2019, the number of programs BDL offered has greatly decreased. Attendance at programs greatly increased over this same period.

Curbside services resumed on 11/16/20. There were a total of 377 visits to the library for curbside.

See the full statistical report, starting on the next page, for details and more graphs. The most up-to-date stats are always available online and interactive at
https://www.BranchDistrictLibrary.org/stats.

Attendance
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	2018	2017	2016	2015
Attendance	2,628	60,106 (−62%)	169,795 (−12%)	191,866 (−1%)	193,922 (−4%)	200,991 (+3%)	195,735 (+17%)
Hours Open	456.50	7,132.50 (−31%)	11,250.25 (−9%)	12,312.00 (+13%)	10,869.15 (−0%)	10,877.50 (+25%)	8,703.00 (+61%)
Number of Hours Scheduled Open Each Week (Tracking Since 1/2018)	237.00		241.00 (−2%)	245.00	0.00	0.00	0.00

Patrons
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	2018	2017	2016	2015
Population in our Service Area (Tracking Since 2018)	44,935	44,931 (avg) (−0%)	44,926 (avg)	44,926 (avg)	0 (avg)	0 (avg)	0 (avg)
Library Card Holders	22,035	21,304 (avg) (+4%)	20,773 (avg) (+3%)	20,166 (avg) (−21%)	25,685 (avg) (+3%)	24,899 (avg) (+4%)	23,974 (avg) (+5%)
Patrons Who Checked Out a Physical Item	1,123	1,126 (avg) (−48%)	1,890 (avg) (−0%)	1,896 (avg) (+0%)	1,887 (avg) (−7%)	2,030 (avg) (−2%)	2,069 (avg) (−2%)
New Library Card Holders Added	23	1,293 (+123%)	618 (−39%)	1,021 (+21%)	844 (−15%)	989 (−9%)	1,086 (−22%)
In-House Holds Filled for Our Library Card Holders	933	7,755 (−21%)	10,527 (−4%)	10,987 (−6%)	11,650 (+12%)	10,407 (+2%)	10,225 (+7%)
Active Hoopla Users (Began 2016)	293	325 (avg) (+11%)	260 (avg) (−1%)	262 (avg) (+39%)	189 (avg) (+47%)	129 (avg)	0 (avg)
Active OverDrive Users	220	236 (avg) (+11%)	203 (avg) (+3%)	197 (avg) (+26%)	156 (avg) (+16%)	134 (avg) (−7%)	144 (avg) (+7%)

Physical Collection
Tracking Item-Type Breakdown Since 8/2017
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	2018	2017	2016	2015
Physical Books and All other Print Materials in the Catalog	92,053		98,689 (−2%)	100,253 (−0%)	100,293	0	0
Physical Audiobooks in the Catalog	1,927		1,783 (−5%)	1,881 (+2%)	1,852	0	0
Physical Video Materials in the Catalog	11,348		11,460 (+8%)	10,579 (+1%)	10,519	0	0
Physical Music Recordings in the Catalog	178		159 (−53%)	337 (−2%)	345	0	0
TOTAL Physical Items in the Catalog	**105,556**		**112,053 (−1%)**	**113,050 (+0%)**	**113,009 (−11%)**	**126,407 (−4%)**	**131,432 (+1%)**

Digital Collection
Tracking Since 8/2017

November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	2018	2017	2016	2015
Ebooks in All Digital Collections	475,402		370,666 (+21%)	306,595 (+33%)	230,178	0	0
Audiobooks in All Digital Collections	126,391		86,004 (+19%)	71,995 (+36%)	52,833	0	0
Video Materials in All Digital Collections	17,791		16,267 (+14%)	14,229 (-10%)	15,767	0	0
Music Recordings in All Digital Collections	273,294		271,614 (+13%)	239,705 (-14%)	280,259	0	0
Periodicals in All Digital Collections	3,668		0	0	0	0	0
TOTAL of All Digital Collections	896,546		744,551 (+18%)	632,524 (+9%)	579,037	0	0

Total Collection
Tracking Since 8/2017

November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	2018	2017	2016	2015
Combined Physical Items	105,556		112,053 (-1%)	113,050 (+0%)	113,009 (-11%)	126,407 (-4%)	131,432 (+1%)
Combined Digital Collections	896,546		744,551 (+18%)	632,524 (+9%)	579,037	0	0
TOTAL of all Collections	1,002,102		856,604 (+15%)	745,574 (+8%)	692,046 (+447%)	126,407 (-4%)	131,432 (+1%)

Use of Physical Items
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	2018	2017	2016	2015
Checkouts of Cataloged Items	4,110	49,261 (-52%)	110,285 (-3%)	113,128 (-6%)	120,916 (+2%)	118,595 (-3%)	121,841 (-1%)
Renewals of Cataloged Items	797	6,533 (-47%)	13,490 (-1%)	13,607 (-8%)	14,804 (-4%)	15,480 (+0%)	15,434 (-4%)
Items Used in the Library But Not Checked Out	142	6,338 (+64%)	4,166 (+49%)	2,803 (-8%)	3,050 (+126%)	1,351 (+7,011%)	19 (-68%)
Checkouts of Uncataloged Items	54	933 (-69%)	3,294 (-16%)	3,904 (+38%)	2,839 (-38%)	4,578 (+4%)	4,385 (-5%)
Requests from BDL Patrons for Items at Other MeLCat Libraries, Actually Fulfilled	640	4,023 (-56%)	9,873 (+1%)	9,777 (+20%)	8,169 (+15%)	7,112 (+16%)	6,118 (+8%)
Requests from Other MeLCat Libraries for Items at BDL, Actually Fulfilled	355	2,808 (-60%)	7,582 (-23%)	9,810 (+25%)	7,867 (+11%)	7,068 (+46%)	4,855 (-10%)
TOTAL Use of Physical Items	6,098	69,896 (-50%)	148,690 (-3%)	153,029 (-3%)	157,645 (+2%)	154,184 (+1%)	152,652 (-1%)

Use of Digital Resources
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	2018	2017	2016	2015
OverDrive Checkouts	999	12,082 (+22%)	10,822 (+14%)	9,501 (+21%)	7,823 (+4%)	7,502 (+2%)	7,380 (+12%)
Hoopla Checkouts (Began 2016)	1,083	12,596 (+8%)	12,530 (-2%)	12,796 (+20%)	10,669 (+96%)	5,432	0
RB Digital Circulations (Began 2020)	69	909	0	0	0	0	0
All Other Digital Services	61	7,006 (-30%)	10,604 (+11%)	9,572 (-72%)	34,047 (-46%)	62,788 (+38%)	45,565 (+203%)
TOTAL Use of Digital Resources	2,212	32,593 (+3%)	33,956 (+7%)	31,869 (-39%)	52,539 (-31%)	75,722 (+43%)	52,945 (+145%)

Total Item Usage
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	2018	2017	2016	2015
Combined Checkouts of Physical Items	6,098	69,896 (-50%)	148,690 (-3%)	153,029 (-3%)	157,645 (+2%)	154,184 (+1%)	152,652 (-1%)
Combined Use of Digital Resources	2,212	32,593 (+3%)	33,956 (+7%)	31,869 (-39%)	52,539 (-31%)	75,722 (+43%)	52,945 (+145%)
TOTAL Uses of All BDL Items	**8,310**	**102,489 (-40%)**	**182,646 (-1%)**	**184,898 (-12%)**	**210,184 (-9%)**	**229,906 (+12%)**	**205,597 (+16%)**

Cataloging
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	2018	2017	2016	2015
Physical Items Added to the Catalog	750	9,315 (+4%)	9,719 (-12%)	11,056 (+0%)	11,009 (-1%)	11,091 (+29%)	8,582 (+40%)
Physical Items Deleted from the Catalog	228	16,093 (+59%)	10,769 (-2%)	10,941 (-55%)	24,366 (+53%)	15,968 (+84%)	8,668 (+40%)

Reference Questions
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	2018	2017	2016	2015
General Reference Questions in Person	392	4,146 (-49%)	8,748 (+32%)	6,641 (-12%)	7,537 (+20%)	6,285 (+124%)	2,806 (-0%)
Questions via Telephone Calls	669	3,781 (+0%)	4,111 (+6%)	3,866 (-24%)	5,079 (+10%)	4,622 (+60%)	2,885 (+0%)
Reference Questions Delivered Online	17	198 (-25%)	281 (+85%)	152 (-35%)	233 (-23%)	304 (+34%)	227 (+77%)
In-Person Questions on Computer or Internet Use	118	2,750 (-61%)	7,505 (+6%)	7,068 (-3%)	7,285 (+11%)	6,568 (+18%)	5,551 (+36%)
In-Person Questions about Our Online Databases	1	100 (-70%)	349 (-15%)	409 (+13%)	363 (+114%)	170 (+85%)	92 (-24%)
In-Person Tax Form Questions	0	286 (-12%)	326 (-37%)	518 (+5%)	493 (+4%)	473 (-18%)	579 (+3%)
TOTAL of All Reference Questions	**1,197**	**11,261 (-43%)**	**21,320 (+14%)**	**18,654 (-11%)**	**20,990 (+14%)**	**18,422 (+52%)**	**12,140 (+15%)**

Notary Services
Began 9/2017 at Coldwater Only

November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	2018	2017	2016	2015
Patrons Who Used our Free Notary Services	3	46 (-50%)	95 (+44%)	66 (+371%)	14	0	0
Documents Notarized	2	54 (-54%)	124 (+85%)	67 (+253%)	19	0	0

MeLCat
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Requests from BDL Patrons for Items at Other MeLCat Libraries	703	4,421 (-55%)	10,538 (+1%)	10,462 (+20%)	8,699 (+14%)	7,643 (+5%)	7,280 (+9%)
Requests from BDL Patrons for Items at Other MeLCat Libraries, Actually Fulfilled	640	4,023 (-56%)	9,873 (+1%)	9,777 (+20%)	8,169 (+15%)	7,112 (+16%)	6,118 (+8%)
Requests from Other MeLCat Libraries for Items at BDL	434	3,662 (-53%)	8,405 (-18%)	10,296 (+29%)	7,994 (+13%)	7,096 (+18%)	5,989 (-10%)
Requests from Other MeLCat Libraries for Items at BDL, Actually Fulfilled	355	2,808 (-60%)	7,582 (-23%)	9,810 (+25%)	7,867 (+11%)	7,068 (+46%)	4,855 (-10%)

Programs Held
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Juvenile Programs Held	55	485 (-33%)	536 (-27%)	730 (+1%)	720 (+19%)	604 (+5%)	575 (+19%)
Young Adult Programs Held	7	125 (-55%)	264 (-22%)	338 (+41%)	239 (+47%)	163 (+8%)	151 (+20%)
Adult Programs Held	42	238 (+54%)	167 (+23%)	136 (-7%)	146 (-34%)	220 (+40%)	157 (+26%)
Juvenile Summer Reading Events Held	0	0	93 (-18%)	114 (+20%)	95 (+7%)	89 (+6%)	84 (+8%)
Young Adult Summer Reading Events Held	0	0	53 (+8%)	49 (-14%)	57 (+97%)	29 (-66%)	85 (+183%)
Adult Summer Reading Events Held	0	0	17 (+467%)	3	0	3 (-40%)	5 (+25%)
Computer Classes Held	0	1 (-99%)	81 (+305%)	20 (-9%)	22 (+57%)	14 (-36%)	22 (-8%)
TOTAL of All Programs	**104**	**849 (-43%)**	**1,211 (-13%)**	**1,390 (+9%)**	**1,279 (+14%)**	**1,122 (+4%)**	**1,079 (+24%)**

Program Attendance
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Attendees at Juvenile Programs	2,072	24,577 (+85%)	10,939 (-30%)	15,725 (+2%)	15,351 (+48%)	10,371 (+23%)	8,415 (+7%)
Attendees at Young Adult Programs	78	3,072 (+33%)	2,106 (-35%)	3,218 (-15%)	3,806 (+276%)	1,011 (+14%)	884 (+38%)
Attendees at Adult Programs	2,167	16,080 (+596%)	2,627 (+33%)	1,970 (-0%)	1,979 (-3%)	2,048 (-5%)	2,157 (+65%)
Attendees at Juvenile Summer Reading Events	0	0	1,725 (-55%)	3,864 (+24%)	3,116 (-20%)	3,904 (+56%)	2,499 (-21%)
Attendees at Young Adult Summer Reading Events	0	0	251 (-25%)	333 (-50%)	671 (+127%)	295 (+14%)	259 (-16%)
Attendees at Adult Summer Reading Events	0	0	310 (+265%)	85	0	21 (-73%)	77 (-31%)
Attendees at Computer Classes	0	0	26 (+30%)	20 (-5%)	21 (+75%)	12 (-59%)	29 (+4%)
TOTAL of All Program Attendance	**4,317**	**43,729 (+93%)**	**17,984 (-29%)**	**25,215 (+1%)**	**24,944 (+41%)**	**17,662 (+23%)**	**14,320 (+7%)**

Summer Reading Overview
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Juveniles Signed Up for Summer Reading Program	0	91 (-87%)	345 (-54%)	747 (-35%)	1,153 (+19%)	967 (+13%)	859
Young Adults Signed up for Summer Reading Program	0	29 (-78%)	90 (-76%)	378 (-2%)	385 (+241%)	113 (-64%)	311
Adults Signed Up for Summer Reading Program	0	33 (-79%)	159 (-36%)	248 (+112%)	117 (+36%)	86 (+1%)	85
Juveniles who Completed Summer Reading Program	0	91 (-76%)	203 (-22%)	260 (-50%)	518 (+13%)	459 (-10%)	512
Young Adults who Completed Summer Reading Program	0	29 (-63%)	60 (-56%)	135 (-50%)	268 (+332%)	62 (-49%)	122
Adults who Completed Summer Reading Program	0	33 (-72%)	118 (-28%)	165 (+72%)	96 (+60%)	60 (+7%)	56
Juvenile Summer Reading Events Held	0	0	93 (-18%)	114 (+20%)	95 (+7%)	89 (+6%)	84 (+8%)
Young Adult Summer Reading Events Held	0	0	53 (+8%)	49 (-14%)	57 (+97%)	29 (-66%)	85 (+183%)
Adult Summer Reading Events Held	0	0	17 (+467%)	3	0	3 (-40%)	5 (+25%)
Attendees at Juvenile Summer Reading Events	0	0	1,725 (-55%)	3,864 (+24%)	3,116 (-20%)	3,904 (+56%)	2,499 (-21%)
Attendees at Young Adult Summer Reading Events	0	0	251 (-25%)	333 (-50%)	671 (+127%)	295 (+14%)	259 (-16%)
Attendees at Adult Summer Reading Events	0	0	310 (+265%)	85	0	21 (-73%)	77 (-31%)

Summer Reading Program Signups
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Juveniles Signed Up for Summer Reading Program	0	91 (-87%)	345 (-54%)	747 (-35%)	1,153 (+19%)	967 (+13%)	859
Young Adults Signed up for Summer Reading Program	0	29 (-78%)	90 (-76%)	378 (-2%)	385 (+241%)	113 (-64%)	311
Adults Signed Up for Summer Reading Program	0	33 (-79%)	159 (-36%)	248 (+112%)	117 (+36%)	86 (+1%)	85
TOTAL Summer Reading Program Signups	**0**	**153 (-85%)**	**594 (-57%)**	**1,373 (-17%)**	**1,655 (+42%)**	**1,166 (-7%)**	**1,255**

Summer Reading Program Completions
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Juveniles who Completed Summer Reading Program	0	91 (-76%)	203 (-22%)	260 (-50%)	518 (+13%)	459 (-10%)	512
Young Adults who Completed Summer Reading Program	0	29 (-63%)	60 (-56%)	135 (-50%)	268 (+332%)	62 (-49%)	122
Adults who Completed Summer Reading Program	0	33 (-72%)	118 (-28%)	165 (+72%)	96 (+60%)	60 (+7%)	56
TOTAL Summer Reading Program Completions	**0**	**153 (-74%)**	**381 (-32%)**	**560 (-37%)**	**882 (+52%)**	**581 (-16%)**	**690**

Library-Provided Computer Services
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
One-hour sessions on Library Wifi	24,193	261,955 (-40%)	474,750 (+2%)	465,219 (+9%)	425,714 (+4%)	410,437 (+17%)	351,423 (+18%)
Desktop, Laptop, and Tablet Computers Available for Public Use	58		88 (-1%)	89 (+22%)	73	73	73
Sessions on Library-Provided Computers	359	9,394 (-71%)	34,577 (-24%)	45,687 (+3%)	44,181 (+6%)	41,513 (-11%)	46,405 (+6%)
Hours Library-Provided Computers Used (Tracking Since 2018)	195.49	6,031.58 (-74%)	24,280.36 (-2%)	24,701.55	0.00	0.00	0.00
Desktop, Laptop, and Tablet Computers Available for Staff Use	52		52 (+4%)	50 (+22%)	41	41	41

Website Stats
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Monthly Website Sessions	5,695	37,466 (-31%)	58,161 (+28%)	45,594 (-38%)	73,326 (-2%)	75,139 (+3%)	72,706 (+6%)
Monthly Website Page Views	11,036	83,511 (-31%)	129,778 (+9%)	118,634 (-33%)	177,799 (-2%)	182,084 (+7%)	169,630 (+4%)

Faxes, Prints, and Sales
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Fax Pages Received	6	139 (-57%)	350 (-16%)	419 (+61%)	260 (+19%)	219 (+27%)	173 (+3%)
Fax Pages Sent	221	3,603 (-59%)	9,524 (+3%)	9,249 (+138%)	3,879 (+123%)	1,741 (-7%)	1,882 (+39%)
Free Prints for Job Seekers	51	1,051 (-61%)	2,796 (-23%)	3,631 (+16%)	3,128 (+9%)	2,878 (+23%)	2,335 (-23%)
Black and White Patron Prints (Tracking Since 6/2016)	3,006	32,059 (-55%)	75,818 (-6%)	81,016 (+7%)	75,606 (+113%)	35,561	0
Color Patron Prints (Tracking Since 6/2016)	396	4,329 (-57%)	11,299 (-8%)	12,285 (+20%)	10,253 (+154%)	4,036	0
Flash Drives Sold (Tracking Since 6/2016)	1	18 (-50%)	37 (-10%)	41 (-27%)	56 (+4%)	54	0
Earbuds Sold (Tracking Since 6/2016)	7	130 (-70%)	462 (-14%)	538 (+29%)	416 (+151%)	166	0

Notes

1. Includes 25 free student prints at Bronson.
2. Includes 26 free student prints at Coldwater
3. Includes 9 free student prints at Union Twp.

Fines and Fees
Overdue Fines Dropped in 2017

November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Fines and Fees Payments Received	$ 122.84	$ 1,637.01 (-42%)	$ 3,092.62 (+28%)	$ 2,412.73 (-68%)	$ 7,628.31 (-24%)	$ 10,062.96 (-30%)	$ 14,448.76 (-3%)
Outstanding Fines and Fees	$ 53,743.83		55,588.42 (-0%)	55,850.27 (-34%)	84,232.33 (-63%)	228,102.90 (+3%)	221,076.26 (+5%)

Debt Collections
Unique Management Services, Inc.
Tracking Since 2014

November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Fine Payments as a Result of Collection Agency's Efforts	$ 0.00	$ 0.00	$ 268.00 (-94%)	$ 4,183.45 (+1,727%)	$ 229.00 (-76%)	$ 947.13 (+16%)	$ 818.48 (+1%)
Library Materials Returned as a Result of Collection Agency's Efforts	$ 0.00	$ 0.00	$ 0.00	$ 462.00 (-48%)	$ 888.95 (-33%)	$ 1,317.93 (-2%)	$ 1,346.89 (-28%)
What We Paid Collection Agency for Their Services	$ 0.00	$ 0.00	$ 134.10 (-75%)	$ 528.66 (-5%)	$ 558.08 (-45%)	$ 1,022.23 (-3%)	$ 1,051.42 (+40%)

Value to Our Service Area
Visit **https://www.BranchDistrictLibrary.org/value**
to learn how we determine these numbers.

November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Value from Physical Item Checkouts	$ 64,557.94	$ 772,899.33 (-53%)	$ 1,755,554.08 (-7%)	$ 1,888,907.75 (-12%)	$ 2,135,671.28 (+0%)	$ 2,132,387.79 (-2%)	$ 2,167,140.68 (+0%)
Value from Attending Programs (Tracking Since 1/2018)	$ 21,585.00	$ 121,415.00 (+11%)	$ 118,485.00 (-6%)	$ 125,795.00	$ 0.00	$ 0.00	$ 0.00
Value from Fax Service (Tracking Since 1/2018)	$ 227.00	$ 3,714.00 (-61%)	$ 10,205.00 (+6%)	$ 9,668.00	$ 0.00	$ 0.00	$ 0.00
Value from Employment Prints (Tracking Since 1/2018)	$ 7.65	$ 156.75 (-61%)	$ 419.40 (-23%)	$ 544.65	$ 0.00	$ 0.00	$ 0.00
Value from Notary Services (Tracking Since 1/2018)	$ 15.00	$ 225.00 (-51%)	$ 475.00 (+44%)	$ 330.00	$ 0.00	$ 0.00	$ 0.00
Value from Digital Services (Tracking Since 1/2018)	$ 8,848.00	$ 129,244.00 (+2%)	$ 135,824.00 (+7%)	$ 127,476.00	$ 0.00	$ 0.00	$ 0.00
Value from Using Library Computers (Tracking Since 1/2018)	$ 586.47	$ 18,094.74 (-74%)	$ 72,841.08 (-2%)	$ 74,104.66	$ 0.00	$ 0.00	$ 0.00
Value from Using Library Wifi (Tracking Since 1/2018)	$ 1,693.51	$ 18,336.85 (-40%)	$ 33,232.50 (+2%)	$ 32,565.33	$ 0.00	$ 0.00	$ 0.00
TOTAL Value of Free Library Services	**$ 97,520.57**	**$ 1,064,085.67 (-46%)**	**$ 2,127,036.06 (-6%)**	**$ 2,259,391.39 (+6%)**	**$ 2,135,671.28 (+0%)**	**$ 2,132,387.79 (-2%)**	**$ 2,167,140.68 (+0%)**

Materials Expenditures
Tracking since 2018

November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Amount Spent on Books	$ 8,748.78	$ 78,384.49 (+21%)	$ 76,878.30 (-18%)	$ 93,763.50	$ 0.00	$ 0.00	$ 0.00
Amount Spent on Periodicals	$ 1,745.92	$ 2,898.21 (-26%)	$ 5,663.99 (-20%)	$ 7,085.59	$ 0.00	$ 0.00	$ 0.00
Amount Spent on Audiovisual Materials	$ 5,178.24	$ 18,484.14 (+28%)	$ 15,009.96 (-17%)	$ 17,998.47	$ 0.00	$ 0.00	$ 0.00
Amount Spent on Digital Resources	$ 3,490.44	$ 29,760.81 (+28%)	$ 28,412.62 (-35%)	$ 43,798.90	$ 0.00	$ 0.00	$ 0.00
TOTAL Spent on All Library Materials	**$ 19,163.38**	**$ 129,527.65 (+21%)**	**$ 125,964.87 (-23%)**	**$ 162,646.46**	**$ 0.00**	**$ 0.00**	**$ 0.00**

Other Expenditures
Tracking since 2018

November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Total Materials Expenditures	$ 19,163.38	$ 129,527.65 (+21%)	$ 125,964.87 (-23%)	$ 162,646.46	$ 0.00	$ 0.00	$ 0.00
Total Staff Expenditures	$ 69,400.18	$ 876,092.31 (-20%)	$ 1,172,756.92 (-20%)	$ 1,469,560.33	$ 0.00	$ 0.00	$ 0.00
Expenditures in other categories	$ 27,629.56	$ 361,142.89 (+13%)	$ 353,231.25 (-16%)	$ 422,747.74	$ 0.00	$ 0.00	$ 0.00
TOTAL Expenditures in all Categories	**$ 137,832.48**	**$ 1,606,214.93 (-2%)**	**$ 1,797,240.67 (-13%)**	**$ 2,054,954.53**	**$ 0.00**	**$ 0.00**	**$ 0.00**

Staffing
November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Total BDL Staff	36	36 (avg) (-3%)	37 (avg) (-8%)	40 (avg) (+5%)	37 (avg) (+9%)	34 (avg) (+17%)	29 (avg) (-3%)
BDL Staff with MLS Degree	5	5 (avg) (+25%)	5 (avg) (-33%)	6 (avg) (+20%)	5 (avg) (+150%)	3 (avg)	2 (avg)
Worked Full-Time Equivalents	20.59	24.94 (avg) (-4%)	25.78 (avg) (-4%)	26.92 (avg) (+8%)	24.91 (avg) (+41%)	17.90 (avg) (+13%)	15.75 (avg) (-6%)
Hours of Specialized Training for Staff (Tracking Since 1/2019)	17	1,129 (+111%)	534	0	0	0	0
Hours Volunteers Worked at the Library (Tracking Since 1/2019)	0	39 (-96%)	1,065	0	0	0	0

Outreach Services
Began 2018

November 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Number of Patrons Served by Outreach Services	7	31 (-51%)	70 (-8%)	76 (+2,433%)	3	0	0
Number of Items Delivered to Outreach Patrons	31	137 (-33%)	220 (-64%)	606 (+2,231%)	26	0	0

Coldwater Branch Heritage Room

Stats part of Coldwater Branch totals above; shown here for convenience.

November 2020

Heritage Room	BDL YTD	BDL Year End (Year-over-Year Change)				
		2019	2018	2017	2016	2015
Heritage Room Attendance	0	105 (-76%)	484 (-34%)	736 (+12%)	658 (-7%)	705 (+51%)	468 (+50%)
In-Person Reference Questions	0	80 (-79%)	412 (-42%)	708 (+29%)	550 (+664%)	72 (+140%)	30 (-27%)
Reference Telephone Calls	0	60 (-73%)	232 (-16%)	277 (-36%)	433 (+15%)	376 (+83%)	206 (+145%)
Online Reference Questions	0	34 (-44%)	65 (+8%)	60 (-5%)	63 (-24%)	83 (+8%)	77 (+79%)

Coldwater Branch Kids' Place

Stats part of Coldwater Branch totals above; shown here for convenience.
Tracking separately since April 2019.

November 2020

Kids' Place	BDL YTD	BDL Year End (Year-over-Year Change)				
		2019	2018	2017	2016	2015
Kids' Place Attendance	0	2,385 (-74%)	9,710	0	0	0	0
In-Person Reference Questions	24	226 (-59%)	575	0	0	0	0
Reference Telephone Calls	10	117 (-42%)	224	0	0	0	0
Online Reference Questions	0	0	0	0	0	0	0

Coldwater Branch Teen Space

Stats part of Coldwater Branch totals above; shown here for convenience.
Tracking separately since April 2019.

November 2020

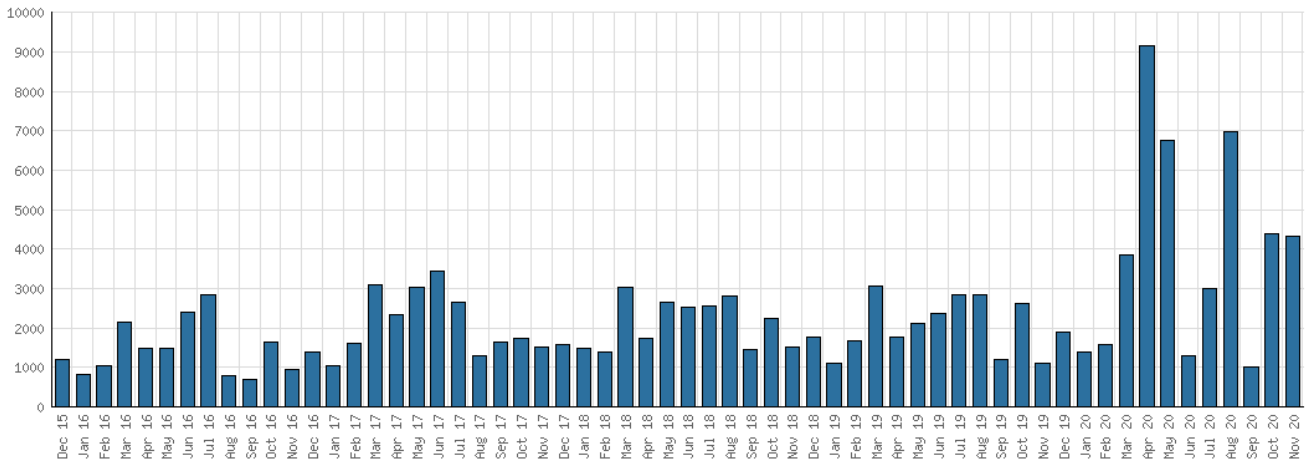| Teen Space	BDL YTD	BDL Year End (Year-over-Year Change)				
		2019	2018	2017	2016	2015
Teen Space Attendance	8	845 (-80%)	4,172	0	0	0	0
In-Person Reference Questions	0	4 (-96%)	93	0	0	0	0
Reference Telephone Calls	0	0	0	0	0	0	0
Online Reference Questions	0	0	0	0	0	0	0

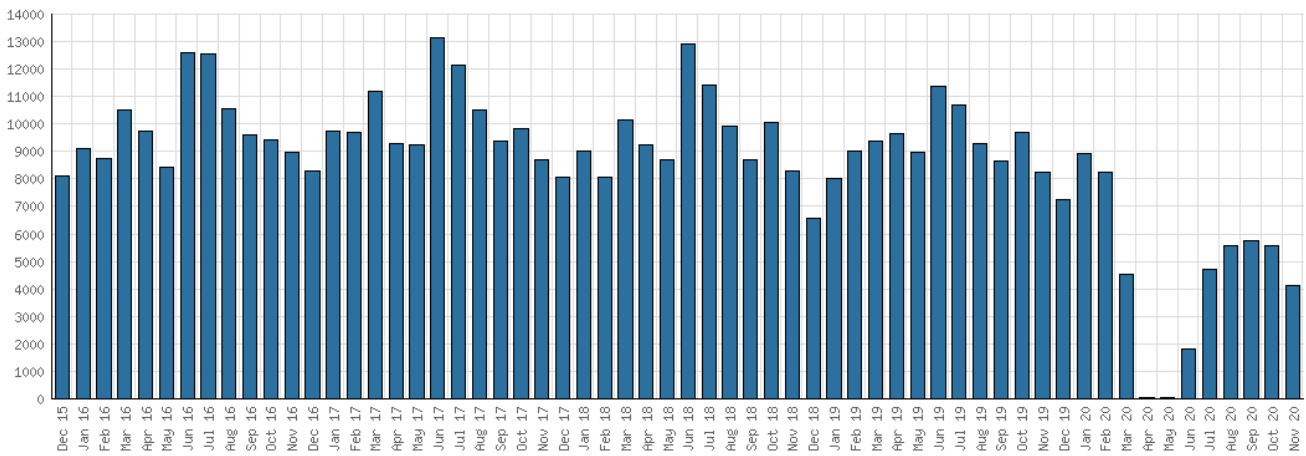# Selected Graphs
5-year Monthly Trends
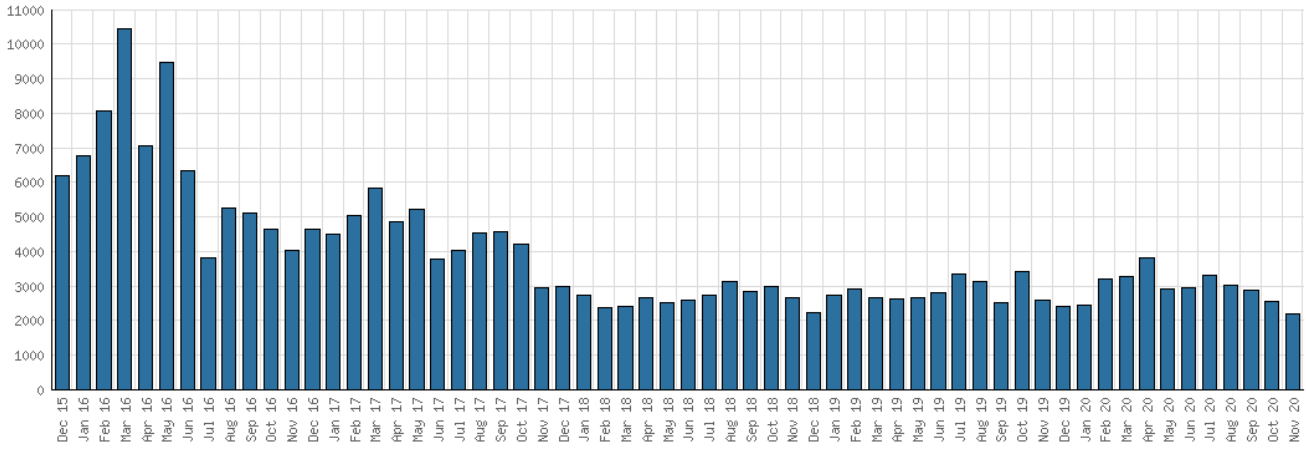
District Attendance
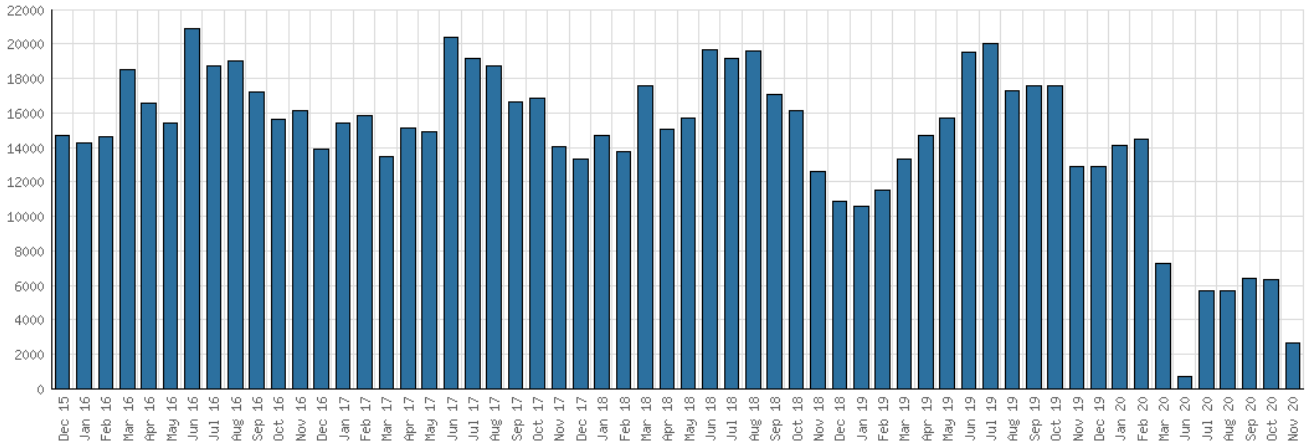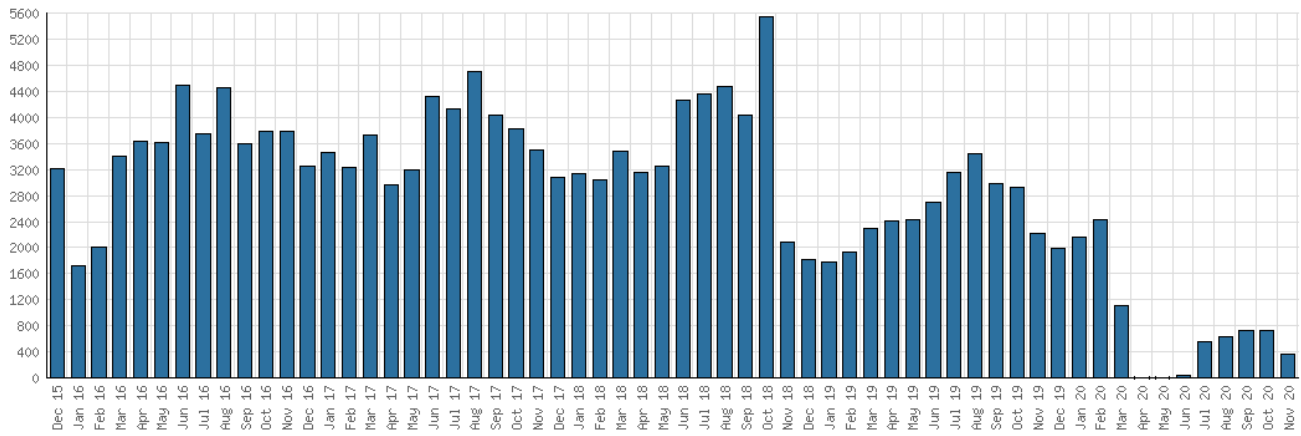

District Program Attendance
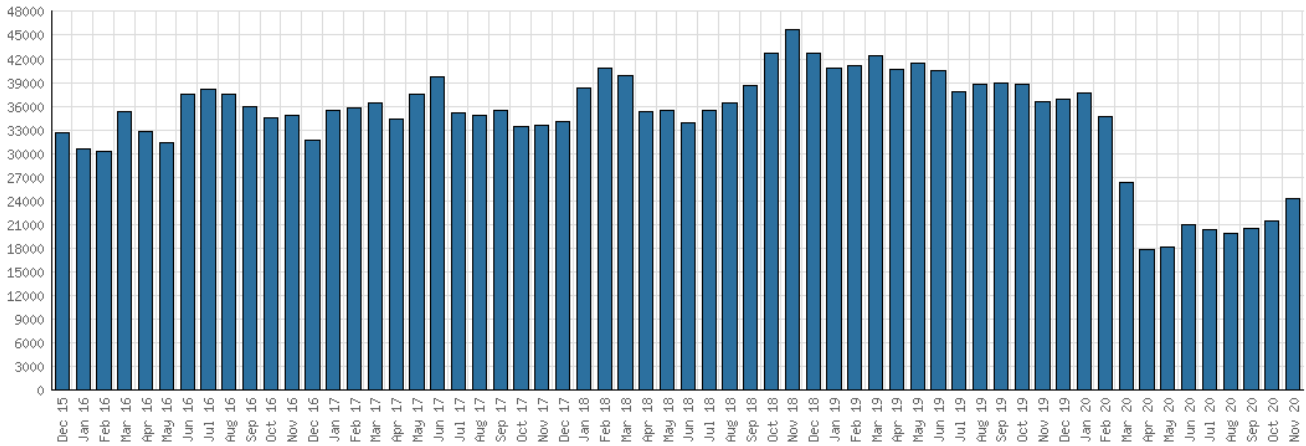

District Physical Checkouts
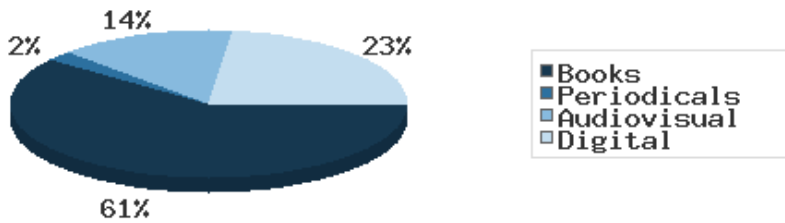
District Digital Usage

District Use of Library-Provided Computers

District One-Hour Sessions on Library Wifi
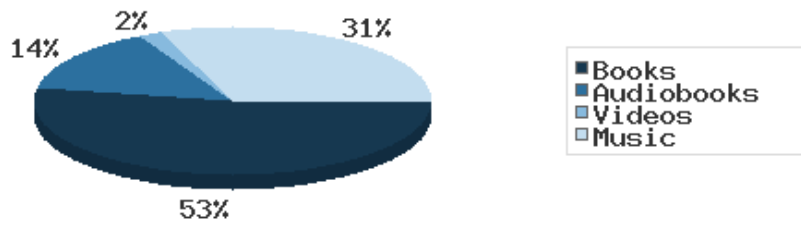

Year-to-Date Materials Expenditures

- Books
- Periodicals
- Audiovisual
- Digital

2% 14% 23% 61%

YTD Expenditures in all Categories

26%

9%

64%

- Materials
- Staff
- Other

Physical Collection

2%

11%

0%

87%

- Print Materials
- Audiobooks
- Videos
- Music

Digital Collection

2%

31%

14%

53%

- Books
- Audiobooks
- Videos
- Music
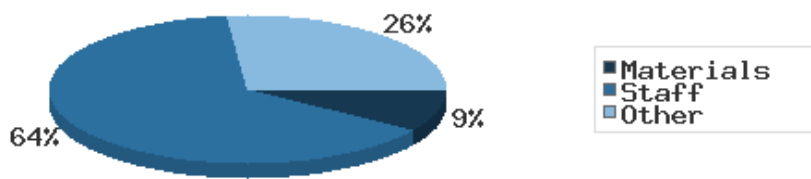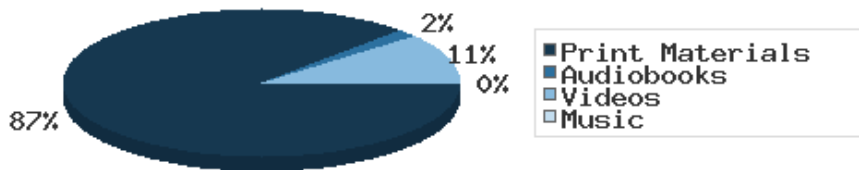
YTD Usage Breakdown of Digital Services

22%

40%

38%

- Overdrive
- Hoopla
- Other Digital