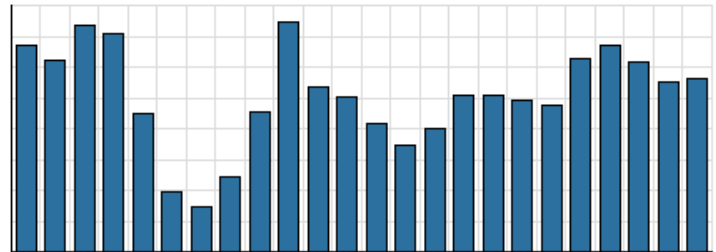


**Monthly Stats Brief Narrative**

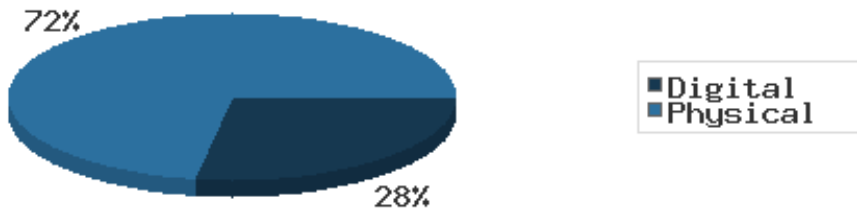
Through October 2021, the number of patrons entering our buildings slightly increased system-wide compared to this same time year-to-date the previous year. Combined physical and digital use of library materials increased year-to-date compared to 2020. About 7% of our registered cardholders checked out a physical item this past month, while about 2% of registered cardholders checked out a digital item.

**District Total Checkouts Over 24 Months**



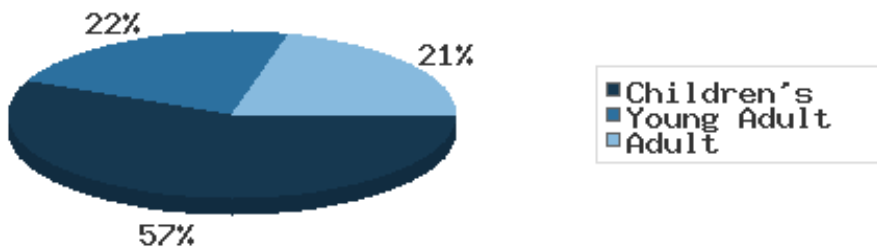
Digital usage has comprised about 28% of total materials use year-to-date through October 2021, and digital usage stayed about the same from this time in 2020.

**Digital vs. Physical Circulation YTD**



In October 2021, BDL patrons saved \$94,917.14 by checking out 8,524 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 \$117,983.65.

**Programs Offered in 2021 YTD**



Compared to this time year-to-date 2020, the number of programs BDL offered has greatly increased. Attendance at programs greatly decreased over this same period.

There were a total of 8 visits between the Bronson, Coldwater, or Quincy branches for curbside service.

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

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
<b>Attendance</b>	7,096	58,687 (+2%)	63,336 (-66%)	183,677 (-4%)	191,866 (-1%)	193,922 (-4%)	200,991 (+3%)
<b>Hours Open</b>	882.00	8,626.00 (+29%)	7,132.50 (-37%)	11,250.25 (-9%)	12,387.00 (+14%)	10,869.15 (-0%)	10,877.50 (+25%)
<b>Number of Hours Scheduled Open Each Week (Tracking Since 1/2018)</b>	239.00		237.00 (-2%)	241.00 (-2%)	245.00	0.00	0.00

## Patrons

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
<b>Population in our Service Area (Tracking Since 2018)</b>	44,959	45,003 (avg) (+0%)	44,931 (avg) (-0%)	45,093 (avg) (-0%)	45,113 (avg)	0 (avg)	0 (avg)
<b>Library Card Holders</b>	22,644	22,251 (avg) (+5%)	21,365 (avg) (+4%)	20,493 (avg) (-4%)	21,350 (avg) (-16%)	25,346 (avg) (+3%)	24,554 (avg) (+4%)
<b>Patrons Who Checked Out a Physical Item</b>	1,476	1,337 (avg) (+19%)	1,102 (avg) (-48%)	2,136 (avg) (-2%)	2,180 (avg) (-5%)	2,305 (avg) (-1%)	2,336 (avg) (-1%)
<b>New Library Card Holders Added</b>	64	507 (-60%)	1,304 (+111%)	618 (-39%)	1,021 (+21%)	844 (-15%)	989 (-9%)
<b>In-House Holds Filled for Our Library Card Holders</b>	835	9,040 (+33%)	9,467 (-10%)	10,527 (-4%)	10,987 (-6%)	11,650 (+12%)	10,407 (+2%)
<b>Active Hoopla Users</b>	287	293 (avg) (-11%)	322 (avg) (+11%)	290 (avg) (+14%)	255 (avg) (+50%)	170 (avg) (+92%)	89 (avg)
<b>Active OverDrive Users</b>	227	223 (avg) (-6%)	234 (avg) (+10%)	213 (avg) (+18%)	180 (avg) (+27%)	143 (avg) (-1%)	144 (avg) (-1%)

## Physical Collection

Tracking Item-Type Breakdown Since 8/2017

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
<b>Physical Books and All other Print Materials in the Catalog</b>	91,147		91,278 (-8%)	98,689 (-2%)	100,253 (-0%)	100,293	0
<b>Physical Audiobooks in the Catalog</b>	1,864		1,949 (+9%)	1,783 (-5%)	1,881 (+2%)	1,852	0
<b>Physical Video Materials in the Catalog</b>	11,635		11,352 (-1%)	11,460 (+8%)	10,579 (+1%)	10,519	0
<b>Physical Music Recordings in the Catalog</b>	42		178 (+12%)	159 (-53%)	337 (-2%)	345	0
<b>TOTAL Physical Items in the Catalog</b>	<b>104,688</b>		<b>105,257 (-6%)</b>	<b>112,053 (-1%)</b>	<b>113,050 (+0%)</b>	<b>113,009 (-11%)</b>	<b>126,407 (-4%)</b>

## Digital Collection

Tracking Since 8/2017

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Ebooks in All Digital Collections	632,094		480,691 (+30%)	370,666 (+21%)	306,595 (+33%)	230,178	0
Audiobooks in All Digital Collections	158,398		128,892 (+50%)	86,004 (+19%)	71,995 (+36%)	52,833	0
Video Materials in All Digital Collections	22,037		17,791 (+9%)	16,267 (+14%)	14,229 (-10%)	15,767	0
Music Recordings in All Digital Collections	19,058		273,294 (+1%)	271,614 (+13%)	239,705 (-14%)	280,259	0
Periodicals in All Digital Collections	3,880		3,668	0	0	0	0
<b>TOTAL of All Digital Collections</b>	<b>835,467</b>		<b>904,336 (+21%)</b>	<b>744,551 (+18%)</b>	<b>632,524 (+9%)</b>	<b>579,037</b>	<b>0</b>

## Total Collection

Tracking Since 8/2017

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Combined Physical Items	104,688		105,257 (-6%)	112,053 (-1%)	113,050 (+0%)	113,009 (-11%)	126,407 (-4%)
Combined Digital Collections	835,467		904,336 (+21%)	744,551 (+18%)	632,524 (+9%)	579,037	0
<b>TOTAL of all Collections</b>	<b>936,275</b>		<b>1,009,593 (+18%)</b>	<b>856,604 (+15%)</b>	<b>745,574 (+8%)</b>	<b>692,046 (+447%)</b>	<b>126,407 (-4%)</b>

## Use of Physical Items

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Checkouts of Cataloged Items	6,354	56,979 (+26%)	52,227 (-53%)	110,285 (-3%)	113,128 (-6%)	120,916 (+2%)	118,595 (-3%)
Renewals of Cataloged Items	742	7,019 (+22%)	7,181 (-47%)	13,490 (-1%)	13,607 (-8%)	14,804 (-4%)	15,480 (+0%)
Items Used in the Library But Not Checked Out	180	2,129 (-66%)	6,404 (+54%)	4,166 (+49%)	2,803 (-8%)	3,050 (+126%)	1,351 (+7,011%)
Checkouts of Uncataloged Items	198	1,238 (+41%)	1,001 (-70%)	3,294 (-16%)	3,904 (+38%)	2,839 (-38%)	4,578 (+4%)
Requests from BDL Patrons for Items at Other MeLCat Libraries, Actually Fulfilled	534	5,959 (+76%)	4,599 (-53%)	9,873 (+1%)	9,777 (+20%)	8,169 (+15%)	7,112 (+16%)
Requests from Other MeLCat Libraries for Items at BDL, Actually Fulfilled	516	4,694 (+91%)	3,175 (-58%)	7,582 (-23%)	9,810 (+25%)	7,867 (+11%)	7,068 (+46%)
<b>TOTAL Use of Physical Items</b>	<b>8,524</b>	<b>78,018 (+22%)</b>	<b>74,587 (-50%)</b>	<b>148,690 (-3%)</b>	<b>153,029 (-3%)</b>	<b>157,645 (+2%)</b>	<b>154,184 (+1%)</b>

## Use of Digital Resources

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
OverDrive Checkouts	1,220	11,127 (+0%)	13,051 (+21%)	10,822 (+14%)	9,501 (+21%)	7,823 (+4%)	7,502 (+2%)
Hoopla Checkouts	1,012	10,542 (-8%)	13,604 (+9%)	12,530 (-2%)	12,796 (+20%)	10,669 (+96%)	5,432
All Other Digital Services	520	8,291 (+19%)	7,140 (-33%)	10,604 (+11%)	9,572 (-72%)	34,047 (-46%)	62,788 (+38%)
<b>TOTAL Use of Digital Resources</b>	<b>2,752</b>	<b>30,312 (-0%)</b>	<b>34,861 (+3%)</b>	<b>33,956 (+7%)</b>	<b>31,869 (-39%)</b>	<b>52,539 (-31%)</b>	<b>75,722 (+43%)</b>

## Total Item Usage

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Combined Checkouts of Physical Items	8,524	78,018 (+22%)	74,587 (-50%)	148,690 (-3%)	153,029 (-3%)	157,645 (+2%)	154,184 (+1%)
Combined Use of Digital Resources	2,752	30,312 (-0%)	34,861 (+3%)	33,956 (+7%)	31,869 (-39%)	52,539 (-31%)	75,722 (+43%)
<b>TOTAL Uses of All BDL Items</b>	<b>11,276</b>	<b>108,330 (+15%)</b>	<b>109,448 (-40%)</b>	<b>182,646 (-1%)</b>	<b>184,898 (-12%)</b>	<b>210,184 (-9%)</b>	<b>229,906 (+12%)</b>

## Cataloging

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Physical Items Added to the Catalog	1,060	10,197 (+19%)	9,938 (+2%)	9,719 (-12%)	11,056 (+0%)	11,009 (-1%)	11,091 (+29%)
Physical Items Deleted from the Catalog	647	15,324 (-3%)	17,003 (+58%)	10,769 (-2%)	10,941 (-55%)	24,366 (+53%)	15,968 (+84%)

## Reference Questions

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
General Reference Questions in Person	944	6,847 (+82%)	4,347 (-50%)	8,748 (+32%)	6,641 (-12%)	7,537 (+20%)	6,285 (+124%)
Questions via Telephone Calls	451	4,849 (+56%)	4,559 (+11%)	4,111 (+6%)	3,866 (-24%)	5,079 (+10%)	4,622 (+60%)
Reference Questions Delivered Online	26	246 (+36%)	243 (-14%)	281 (+85%)	152 (-35%)	233 (-23%)	304 (+34%)
In-Person Questions on Computer or Internet Use	439	2,977 (+13%)	2,767 (-63%)	7,505 (+6%)	7,068 (-3%)	7,285 (+11%)	6,568 (+18%)
In-Person Questions about Our Online Databases	19	123 (+24%)	107 (-69%)	349 (-15%)	409 (+13%)	363 (+114%)	170 (+85%)
In-Person Tax Form Questions	0	232 (-19%)	286 (-12%)	326 (-37%)	518 (+5%)	493 (+4%)	473 (-18%)
<b>TOTAL of All Reference Questions</b>	<b>1,879</b>	<b>15,274 (+52%)</b>	<b>12,309 (-42%)</b>	<b>21,320 (+14%)</b>	<b>18,654 (-11%)</b>	<b>20,990 (+14%)</b>	<b>18,422 (+52%)</b>

## Notary Services

Began 9/2017

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Patrons Who Used our Free Notary Services	8	57 (+33%)	46 (-52%)	95 (+44%)	66 (+371%)	14	0
Documents Notarized	32	99 (+90%)	54 (-56%)	124 (+85%)	67 (+253%)	19	0

## MeLCat

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Requests from BDL Patrons for Items at Other MeLCat Libraries	577	6,290 (+69%)	5,026 (-52%)	10,538 (+1%)	10,462 (+20%)	8,699 (+14%)	7,643 (+5%)
Requests from BDL Patrons for Items at Other MeLCat Libraries, Actually Fulfilled	534	5,959 (+76%)	4,599 (-53%)	9,873 (+1%)	9,777 (+20%)	8,169 (+15%)	7,112 (+16%)
Requests from Other MeLCat Libraries for Items at BDL	558	5,046 (+56%)	4,067 (-52%)	8,405 (-18%)	10,296 (+29%)	7,994 (+13%)	7,096 (+18%)
Requests from Other MeLCat Libraries for Items at BDL, Actually Fulfilled	516	4,694 (+91%)	3,175 (-58%)	7,582 (-23%)	9,810 (+25%)	7,867 (+11%)	7,068 (+46%)

## Programs Held

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Early Childhood Literacy Programs Held (Tracking since 2021)	10	89	0	0	0	0	0
Juvenile Programs Held	41	197 (-54%)	551 (-31%)	804 (+10%)	730 (+1%)	720 (+19%)	604 (+5%)
Young Adult Programs Held	27	90 (-24%)	138 (-55%)	304 (-10%)	338 (+41%)	239 (+47%)	163 (+8%)
Adult Programs Held	12	78 (-60%)	257 (+54%)	167 (+23%)	136 (-7%)	146 (-34%)	220 (+40%)
All-Ages Programs Held (Tracking since 2021)	11	58	0	0	0	0	0
Early Childhood Literacy Summer Reading Programs Held (Tracking since 2021)	0	9	0	0	0	0	0
Juvenile Summer Reading Events Held	0	96	0	173 (+52%)	114 (+20%)	95 (+7%)	89 (+6%)
Young Adult Summer Reading Events Held	0	25	0	61 (+24%)	49 (-14%)	57 (+97%)	29 (-66%)
Adult Summer Reading Events Held	0	27	0	17 (+467%)	3	0	3 (-40%)
All-Ages Summer Reading Programs Held (Tracking since 2021)	0	26	0	0	0	0	0
Computer Classes Held	0	1	1 (-99%)	81 (+305%)	20 (-9%)	22 (+57%)	14 (-36%)
<b>TOTAL of All Programs</b>	<b>101</b>	<b>1,417 (+90%)</b>	<b>947 (-41%)</b>	<b>1,607 (+16%)</b>	<b>1,390 (+9%)</b>	<b>1,279 (+14%)</b>	<b>1,122 (+4%)</b>

## Program Attendance

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Attendees at Early Childhood Literacy Programs (Tracking since 2021)	71	1,158	0	0	0	0	0
Attendees at Juvenile Programs	531	3,222 (-86%)	25,317 (+73%)	14,654 (-7%)	15,725 (+2%)	15,351 (+48%)	10,371 (+23%)
Attendees at Young Adult Programs	79	600 (-80%)	3,204 (+29%)	2,489 (-23%)	3,218 (-15%)	3,806 (+276%)	1,011 (+14%)
Attendees at Adult Programs	85	1,742 (-87%)	16,263 (+519%)	2,627 (+33%)	1,970 (-0%)	1,979 (-3%)	2,048 (-5%)
Attendees at All-Ages Programs (Tracking since 2021)	715	4,135	0	0	0	0	0
Attendees at Early Childhood Literacy Summer Reading Programs (Tracking since 2021)	0	146	0	0	0	0	0
Attendees at Juvenile Summer Reading Events	0	1,798	0	4,186 (+8%)	3,864 (+24%)	3,116 (-20%)	3,904 (+56%)
Attendees at Young Adult Summer Reading Events	0	181	0	279 (-16%)	333 (-50%)	671 (+127%)	295 (+14%)
Attendees at Adult Summer Reading Events	0	179	0	310 (+265%)	85	0	21 (-73%)
Attendees at All-Ages Summer Programs (Tracking since 2021)	0	730	0	0	0	0	0
Attendees at Computer Classes	0	1	0	26 (+30%)	20 (-5%)	21 (+75%)	12 (-59%)
<b>TOTAL of All Program Attendance</b>	<b>1,481</b>	<b>13,892 (-65%)</b>	<b>44,784 (+82%)</b>	<b>24,571 (-3%)</b>	<b>25,215 (+1%)</b>	<b>24,944 (+41%)</b>	<b>17,662 (+23%)</b>

## Summer Reading Overview

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Juveniles Signed Up for Summer Reading Program	0	407 (+347%)	91 (-87%)	711 (-5%)	747 (-35%)	1,153 (+19%)	967 (+13%)
Young Adults Signed up for Summer Reading Program	0	77 (+166%)	29 (-78%)	134 (-65%)	378 (-2%)	385 (+241%)	113 (-64%)
Adults Signed Up for Summer Reading Program	0	122 (+270%)	33 (-79%)	159 (-36%)	248 (+112%)	117 (+36%)	86 (+1%)
Juveniles who Completed Summer Reading Program	0	220 (+142%)	91 (-76%)	385 (+48%)	260 (-50%)	518 (+13%)	459 (-10%)
Young Adults who Completed Summer Reading Program	0	38 (+31%)	29 (-63%)	79 (-41%)	135 (-50%)	268 (+332%)	62 (-49%)
Adults who Completed Summer Reading Program	0	30 (-9%)	33 (-72%)	118 (-28%)	165 (+72%)	96 (+60%)	60 (+7%)
Juvenile Summer Reading Events Held	0	96	0	173 (+52%)	114 (+20%)	95 (+7%)	89 (+6%)
Young Adult Summer Reading Events Held	0	25	0	61 (+24%)	49 (-14%)	57 (+97%)	29 (-66%)
Adult Summer Reading Events Held	0	27	0	17 (+467%)	3	0	3 (-40%)
Attendees at Juvenile Summer Reading Events	0	1,798	0	4,186 (+8%)	3,864 (+24%)	3,116 (-20%)	3,904 (+56%)
Attendees at Young Adult Summer Reading Events	0	181	0	279 (-16%)	333 (-50%)	671 (+127%)	295 (+14%)
Attendees at Adult Summer Reading Events	0	179	0	310 (+265%)	85	0	21 (-73%)

## Summer Reading Program Signups

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Juveniles Signed Up for Summer Reading Program	0	407 (+347%)	91 (-87%)	711 (-5%)	747 (-35%)	1,153 (+19%)	967 (+13%)
Young Adults Signed up for Summer Reading Program	0	77 (+166%)	29 (-78%)	134 (-65%)	378 (-2%)	385 (+241%)	113 (-64%)
Adults Signed Up for Summer Reading Program	0	122 (+270%)	33 (-79%)	159 (-36%)	248 (+112%)	117 (+36%)	86 (+1%)
<b>TOTAL Summer Reading Program Signups</b>	<b>0</b>	<b>606 (+296%)</b>	<b>153 (-85%)</b>	<b>1,004 (-27%)</b>	<b>1,373 (-17%)</b>	<b>1,655 (+42%)</b>	<b>1,166 (-7%)</b>

## Summer Reading Program Completions

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Juveniles who Completed Summer Reading Program	0	220 (+142%)	91 (-76%)	385 (+48%)	260 (-50%)	518 (+13%)	459 (-10%)
Young Adults who Completed Summer Reading Program	0	38 (+31%)	29 (-63%)	79 (-41%)	135 (-50%)	268 (+332%)	62 (-49%)
Adults who Completed Summer Reading Program	0	30 (-9%)	33 (-72%)	118 (-28%)	165 (+72%)	96 (+60%)	60 (+7%)
<b>TOTAL Summer Reading Program Completions</b>	<b>0</b>	<b>288 (+88%)</b>	<b>153 (-74%)</b>	<b>582 (+4%)</b>	<b>560 (-37%)</b>	<b>882 (+52%)</b>	<b>581 (-16%)</b>

## Library-Provided Computer Services

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
One-hour sessions on Library Wifi	24,841	241,809 (+2%)	284,892 (-40%)	474,750 (+2%)	465,219 (+9%)	425,714 (+4%)	410,437 (+17%)
Desktop, Laptop, and Tablet Computers Available for Public Use	92		88	88 (-1%)	89 (+22%)	73	73
Sessions on Library-Provided Computers	1,274	8,931 (-1%)	9,604 (-73%)	35,720 (-22%)	45,687 (+3%)	44,181 (+6%)	41,513 (-11%)
Hours Library-Provided Computers Used (Tracking Since 2018)	686.43	5,201.87 (-11%)	6,031.58 (-75%)	24,280.36 (-2%)	24,701.55	0.00	0.00
Desktop, Laptop, and Tablet Computers Available for Staff Use	55		52	52 (+4%)	50 (+22%)	41	41

## Website Stats

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Monthly Website Sessions	3,604	39,119 (+23%)	41,586 (-28%)	58,161 (+28%)	45,594 (-38%)	73,326 (-2%)	75,139 (+3%)
Monthly Website Page Views	7,521	102,541 (+41%)	92,094 (-29%)	129,778 (+9%)	118,634 (-33%)	177,799 (-2%)	182,084 (+7%)

## Faxes, Prints, and Sales

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
<b>Fax Pages Received</b>	2	113 (-15%)	149 (-57%)	350 (-16%)	419 (+61%)	260 (+19%)	219 (+27%)
<b>Fax Pages Sent</b>	719	5,228 (+55%)	3,935 (-59%)	9,524 (+3%)	9,249 (+138%)	3,879 (+123%)	1,741 (-7%)
<b>Free Prints for Job Seekers, Students, etc.</b>	629	2,332 (+133%)	1,091 (-61%)	2,796 (-23%)	3,631 (+16%)	3,128 (+9%)	2,878 (+23%)
<b>Black and White Patron Prints (Tracking Since 6/2016)</b>	4,286	46,111 (+59%)	33,177 (-56%)	75,818 (-6%)	81,016 (+7%)	75,606 (+113%)	35,561
<b>Color Patron Prints (Tracking Since 6/2016)</b>	770	7,746 (+97%)	4,709 (-58%)	11,299 (-8%)	12,285 (+20%)	10,253 (+154%)	4,036
<b>Flash Drives Sold (Tracking Since 6/2016)</b>	0	14 (-18%)	18 (-51%)	37 (-10%)	41 (-27%)	56 (+4%)	54
<b>Earbuds Sold (Tracking Since 6/2016)</b>	7	107 (-13%)	131 (-72%)	462 (-14%)	538 (+29%)	416 (+151%)	166

## Fines and Fees

Overdue Fines Dropped in 2017

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
<b>Fines and Fees Payments Received</b>	\$ 43.00	\$ 1,207.93 (-20%)	\$ 1,717.01 (-44%)	\$ 3,092.62 (+28%)	\$ 2,412.73 (-68%)	\$ 7,628.31 (-24%)	\$ 10,062.96 (-30%)
<b>Outstanding Fines and Fees</b>	\$ 5,915.98		53,362.56 (-4%)	55,588.42 (-0%)	55,850.27 (-34%)	84,232.33 (-63%)	228,102.90 (+3%)

## Debt Collections

Unique Management Services, Inc.  
Tracking Since 2014

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
<b>Fine Payments as a Result of Collection Agency's Efforts</b>	\$ 0.00	\$ 0.00	\$ 0.00	\$ 268.00 (-94%)	\$ 4,183.45 (+1,727%)	\$ 229.00 (-76%)	\$ 947.13 (+16%)
<b>Library Materials Returned as a Result of Collection Agency's Efforts</b>	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 462.00 (-48%)	\$ 888.95 (-33%)	\$ 1,317.93 (-2%)
<b>What We Paid Collection Agency for Their Services</b>	\$ 0.00	\$ 0.00	\$ 0.00	\$ 134.10 (-75%)	\$ 528.66 (-5%)	\$ 558.08 (-45%)	\$ 1,022.23 (-3%)



## Value to Our Service Area

Visit <https://www.BranchDistrictLibrary.org/value>  
to learn how we determine these numbers.

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Value from Physical Item Checkouts	\$ 94,917.14	\$ 870,170.86 (+23%)	\$ 822,979.52 (-53%)	\$ 1,755,554.08 (-7%)	\$ 1,888,907.75 (-12%)	\$ 2,135,671.28 (+0%)	\$ 2,132,387.79 (-2%)
Value from Attending Programs (Tracking Since 1/2018)	\$ 7,405.00	\$ 68,975.00 (-31%)	\$ 126,690.00 (+7%)	\$ 118,485.00 (-6%)	\$ 125,795.00	\$ 0.00	\$ 0.00
Value from Fax Service (Tracking Since 1/2018)	\$ 721.00	\$ 5,223.00 (+50%)	\$ 4,056.00 (-60%)	\$ 10,205.00 (+6%)	\$ 9,668.00	\$ 0.00	\$ 0.00
Value from Free Prints (Tracking Since 1/2018)	\$ 94	\$ 310 (+108%)	\$ 163 (-61%)	\$ 419 (-23%)	\$ 545	\$ 0	\$ 0
Value from Notary Services (Tracking Since 1/2018)	\$ 40.00	\$ 260.00 (+24%)	\$ 225.00 (-53%)	\$ 475.00 (+44%)	\$ 330.00	\$ 0.00	\$ 0.00
Value from Digital Services (Tracking Since 1/2018)	\$ 11,008.00	\$ 121,248.00 (+1%)	\$ 138,316.00 (+2%)	\$ 135,824.00 (+7%)	\$ 127,476.00	\$ 0.00	\$ 0.00
Value from Using Library Computers (Tracking Since 1/2018)	\$ 2,059.29	\$ 15,605.61 (-11%)	\$ 18,094.74 (-75%)	\$ 72,841.08 (-2%)	\$ 74,104.66	\$ 0.00	\$ 0.00
Value from Using Library Wifi (Tracking Since 1/2018)	\$ 1,738.87	\$ 14,462.42 (-13%)	\$ 19,942.44 (-40%)	\$ 33,232.50 (+2%)	\$ 32,565.33	\$ 0.00	\$ 0.00
<b>TOTAL Value of Free Library Services</b>	<b>\$ 117,983.65</b>	<b>\$ 1,096,255.09 (+13%)</b>	<b>\$ 1,130,466.45 (-47%)</b>	<b>\$ 2,127,036.06 (-6%)</b>	<b>\$ 2,259,391.39 (+6%)</b>	<b>\$ 2,135,671.28 (+0%)</b>	<b>\$ 2,132,387.79 (-2%)</b>

## Materials Expenditures

Tracking since 2018

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Amount Spent on Books	\$ 10,215.13	\$ 93,066.81 (+34%)	\$ 85,727.68 (+12%)	\$ 76,878.30 (-18%)	\$ 93,763.50	\$ 0.00	\$ 0.00
Amount Spent on Periodicals	\$ 0.00	\$ 525.21 (-54%)	\$ 5,390.61 (-5%)	\$ 5,663.99 (-20%)	\$ 7,085.59	\$ 0.00	\$ 0.00
Amount Spent on Audiovisual Materials	\$ 757.07	\$ 12,879.73 (-3%)	\$ 16,992.04 (+13%)	\$ 15,009.96 (-17%)	\$ 17,998.47	\$ 0.00	\$ 0.00
Amount Spent on Digital Resources	\$ 1,909.84	\$ 26,709.33 (+2%)	\$ 31,708.66 (+12%)	\$ 28,412.62 (-35%)	\$ 43,798.90	\$ 0.00	\$ 0.00
<b>TOTAL Spent on All Library Materials</b>	<b>\$ 12,882.04</b>	<b>\$ 133,181.08 (+21%)</b>	<b>\$ 139,818.99 (+11%)</b>	<b>\$ 125,964.87 (-23%)</b>	<b>\$ 162,646.46</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>

## Other Expenditures

Tracking since 2018

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Total Materials Expenditures	\$ 12,882.04	\$ 133,181.08 (+21%)	\$ 139,818.99 (+11%)	\$ 125,964.87 (-23%)	\$ 162,646.46	\$ 0.00	\$ 0.00
Total Staff Expenditures	\$ 106,036.32	\$ 820,806.72 (+2%)	\$ 956,326.38 (-18%)	\$ 1,172,756.92 (-20%)	\$ 1,469,560.33	\$ 0.00	\$ 0.00
Expenditures in other categories	\$ 80,127.53	\$ 708,112.35 (+112%)	\$ 483,894.79 (+37%)	\$ 353,231.25 (-16%)	\$ 422,747.74	\$ 0.00	\$ 0.00
<b>TOTAL Expenditures in all Categories</b>	<b>\$ 186,163.85</b>	<b>\$ 1,569,605.87 (+7%)</b>	<b>\$ 1,819,492.24 (+1%)</b>	<b>\$ 1,797,240.67 (-13%)</b>	<b>\$ 2,054,954.53</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>

## Staffing

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Total BDL Staff	33	35 (avg) (-3%)	36 (avg) (-3%)	37 (avg) (-8%)	40 (avg) (+5%)	37 (avg) (+9%)	34 (avg) (+17%)
BDL Staff with MLS Degree	5	5 (avg)	5 (avg) (+25%)	5 (avg) (-33%)	6 (avg) (+20%)	5 (avg) (+150%)	3 (avg)
Worked Full-Time Equivalents	20.43	22.44 (avg) (-12%)	24.53 (avg) (-4%)	25.78 (avg) (-4%)	26.92 (avg) (+8%)	24.91 (avg) (+41%)	17.90 (avg) (+13%)
Hours of Specialized Training for Staff (Tracking Since 1/2019)	199	665 (-40%)	1,170 (+119%)	534	0	0	0
Hours Volunteers Worked at the Library (Tracking Since 1/2019)	0	68 (+74%)	39 (-96%)	1,065	0	0	0

## Outreach Services

Began 2018

October 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Number of Patrons Served by Outreach Services	6	107 (+346%)	42 (-40%)	70 (-8%)	76 (+2,433%)	3	0
Number of Items Delivered to Outreach Patrons	19	497 (+369%)	242 (+10%)	220 (-64%)	606 (+2,231%)	26	0

## Coldwater Branch Heritage Room

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

October 2021

	Heritage Room	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Heritage Room Attendance	37	172 (+64%)	105 (-78%)	484 (-34%)	736 (+12%)	658 (-7%)	705 (+51%)
In-Person Reference Questions	22	42 (-48%)	80 (-81%)	412 (-42%)	708 (+29%)	550 (+664%)	72 (+140%)
Reference Telephone Calls	12	101 (+68%)	60 (-74%)	232 (-16%)	277 (-36%)	433 (+15%)	376 (+83%)
Online Reference Questions	8	37 (+9%)	34 (-48%)	65 (+8%)	60 (-5%)	63 (-24%)	83 (+8%)

## Coldwater Branch Kids' Place

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

October 2021

	Kids' Place	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Kids' Place Attendance	428	3,409 (+43%)	2,385 (-75%)	9,710	0	0	0
In-Person Reference Questions	59	617 (+205%)	226 (-61%)	575	0	0	0
Reference Telephone Calls	4	183 (+71%)	156 (-30%)	224	0	0	0
Online Reference Questions	1	1	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.

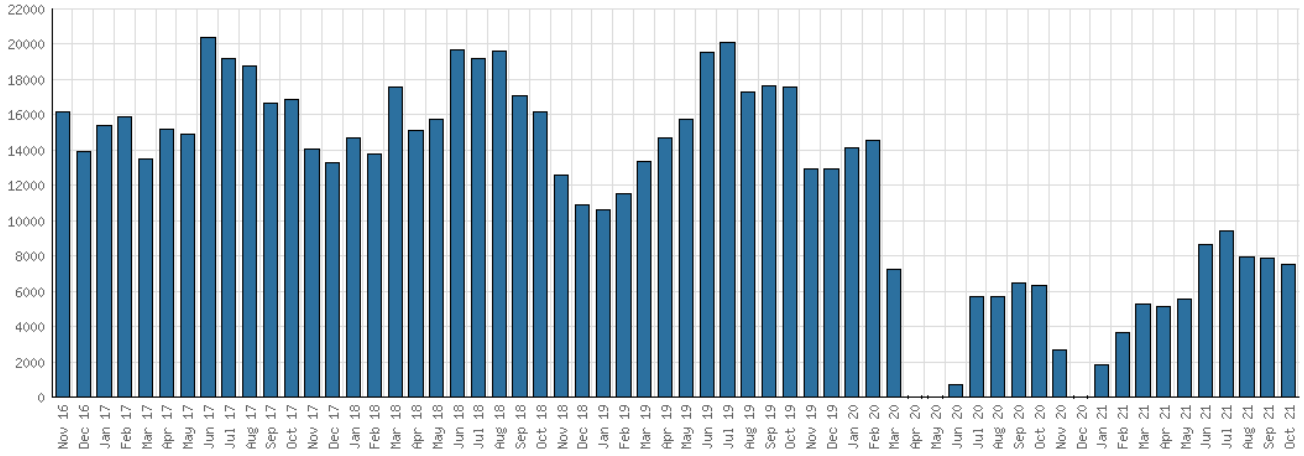
October 2021

	Teen Space	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Teen Space Attendance	0	681 (-19%)	845 (-80%)	4,172	0	0	0
In-Person Reference Questions	0	11 (+175%)	4 (-96%)	93	0	0	0
Reference Telephone Calls	0	0	0	0	0	0	0
Online Reference Questions	0	0	0	0	0	0	0

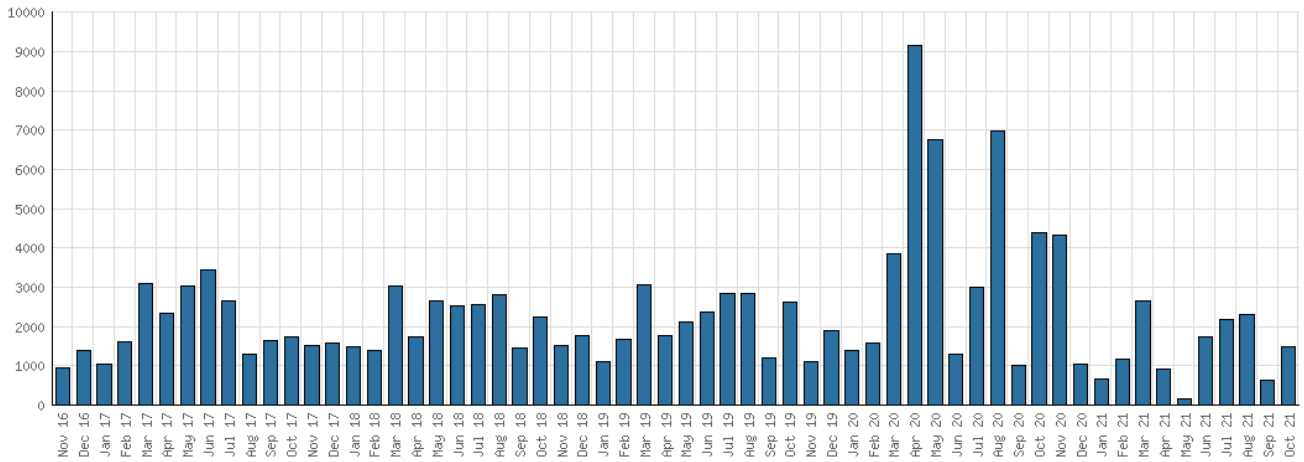
## Selected Graphs

### 5-year Monthly Trends

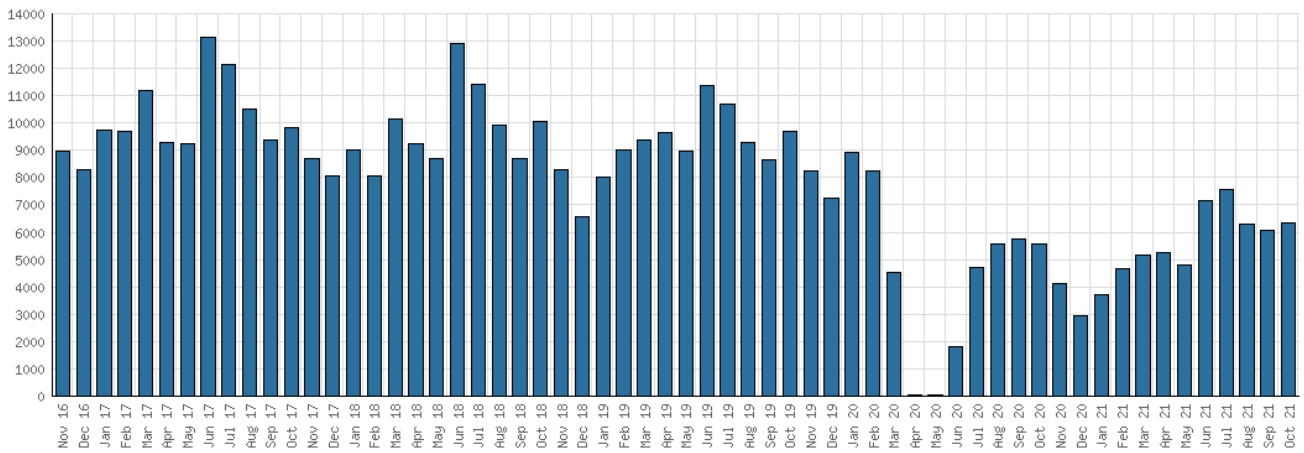
#### District Attendance



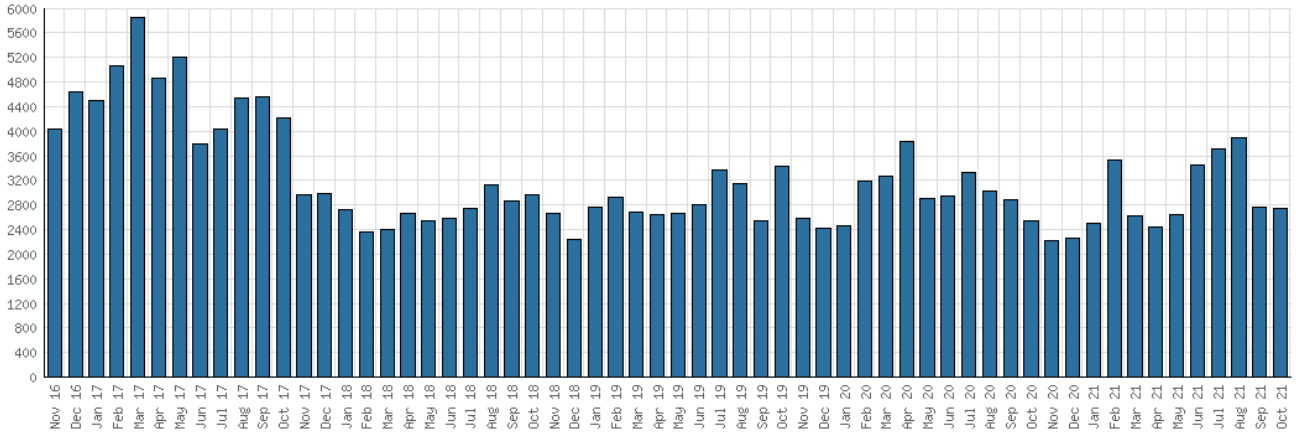
#### District Program Attendance



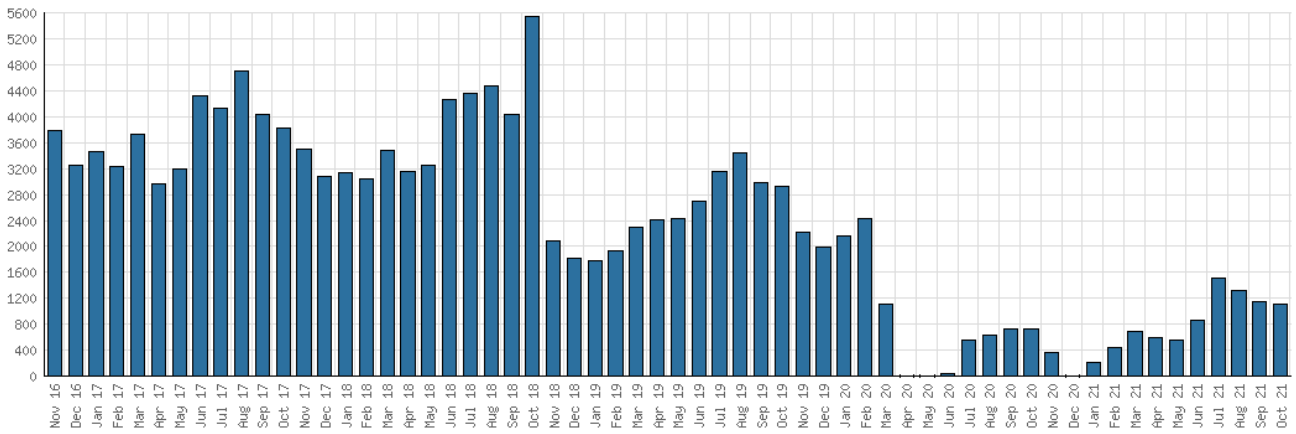
#### District Physical Checkouts



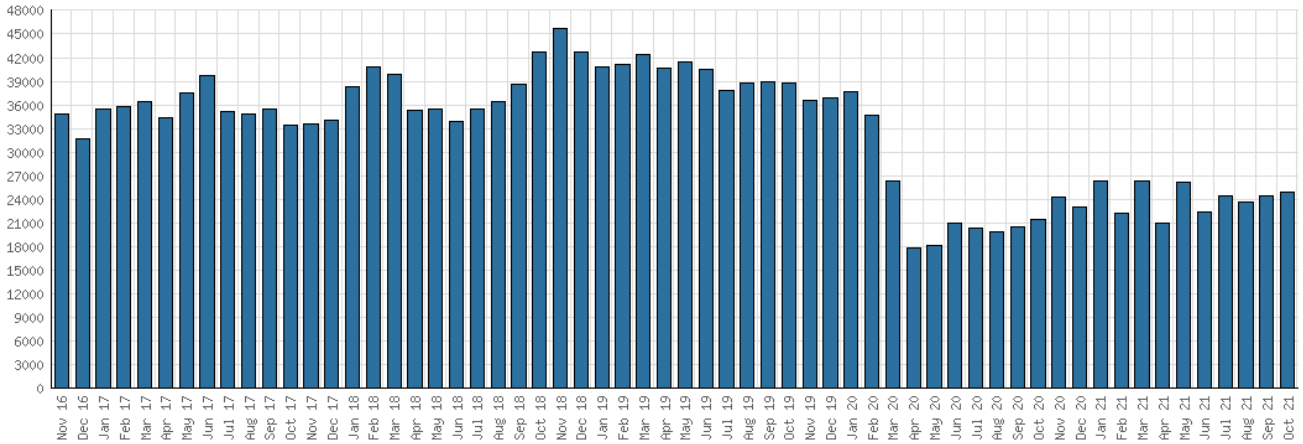
District Digital Usage



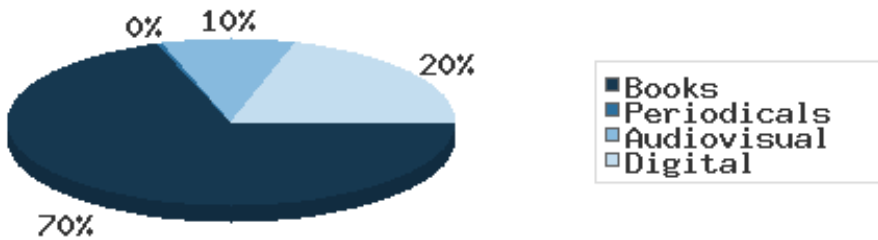
District Use of Library-Provided Computers



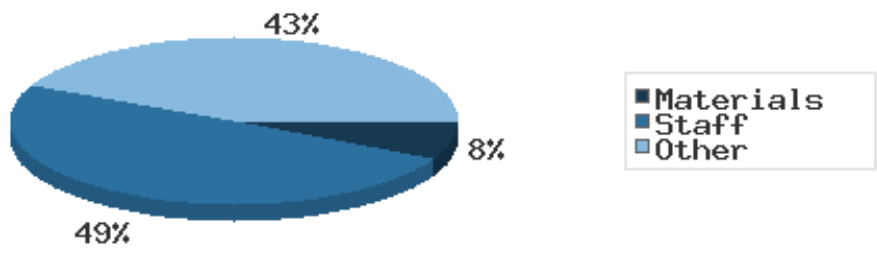
District One-Hour Sessions on Library Wifi



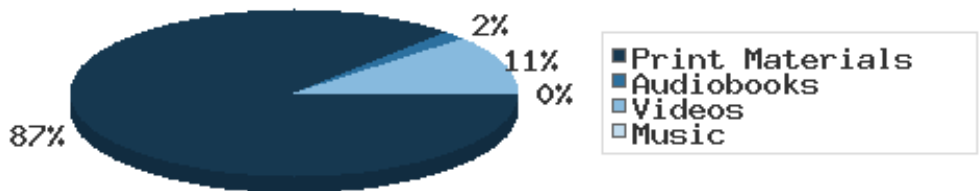
Year-to-Date Materials Expenditures



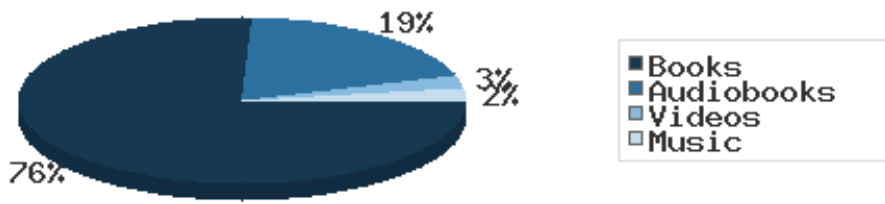
### YTD Expenditures in all Categories



### Physical Collection



### Digital Collection



### YTD Usage Breakdown of Digital Services

