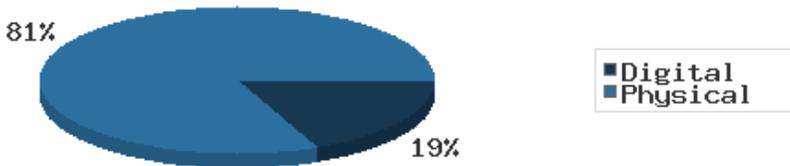


## Monthly Stats Brief Narrative

Through November 2019, the number of patrons entering our buildings slightly decreased system-wide compared to this same time year-to-date the previous year. Combined physical and digital use of library materials stayed about the same year-to-date compared to 2018. About 9% of our registered cardholders checked out a physical item this past month, while about 2% of registered cardholders checked out a digital item.



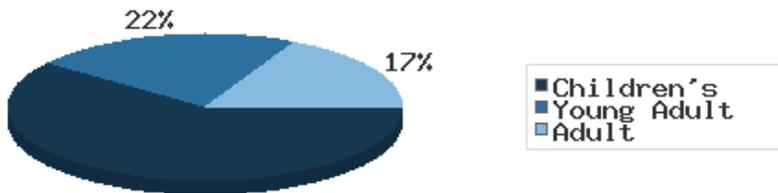
Digital vs. Physical Circulation YTD



Digital usage has comprised about 19% of total materials use year-to-date through November 2019, and digital usage somewhat increased from this time in 2018.

In November 2019, BDL patrons saved \$127,432.20 by checking out 10,786 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 \$151,827.21.

Programs Offered in 2019 YTD



Compared to this time year-to-date 2018, the number of programs BDL offered has increased. Attendance at programs slightly decreased over this same period.

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 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Attendance	11,973	157,518 (-13%)	191,866 (-1%)	193,922 (-4%)	200,991 (+3%)	195,735 (+17%)	167,414 (-2%)
Hours Open	616.00	10,350.75 (-9%)	12,312.00 (+13%)	10,869.15 (-0%)	10,877.50 (+25%)	8,703.00 (+61%)	5,395.00 (+3%)
Number of Hours Scheduled Open Each Week (Tracking Since 1/2018)	251.00		255.00	0.00	0.00	0.00	0.00

## Patrons

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Population in our Service Area (Tracking Since 2018)	44,926	45,108 (avg) (-0%)	44,926 (avg)	0 (avg)	0 (avg)	0 (avg)	0 (avg)
Library Card Holders	20,719	20,468 (avg) (-5%)	20,166 (avg) (-21%)	25,685 (avg) (+3%)	24,899 (avg) (+4%)	23,974 (avg) (+5%)	22,879 (avg) (+5%)
Patrons Who Checked Out a Physical Item	1,950	2,158 (avg) (-2%)	1,896 (avg) (+0%)	1,887 (avg) (-7%)	2,030 (avg) (-2%)	2,069 (avg) (-2%)	2,109 (avg) (-10%)
New Library Card Holders Added	31	579 (-40%)	1,021 (+21%)	844 (-15%)	989 (-9%)	1,086 (-22%)	1,390 (+22%)
In-House Holds Filled for Our Library Card Holders	845	9,868 (-4%)	10,987 (-6%)	11,650 (+12%)	10,407 (+2%)	10,225 (+7%)	9,546 (-16%)
Active Hoopla Users (Began 2016)	268	293 (avg) (+15%)	262 (avg) (+39%)	189 (avg) (+47%)	129 (avg)	0 (avg)	0 (avg)
Active OverDrive Users	214	214 (avg) (+20%)	197 (avg) (+26%)	156 (avg) (+16%)	134 (avg) (-7%)	144 (avg) (+7%)	134 (avg) (+20%)

## Physical Collection

Tracking Item-Type Breakdown Since 8/2017

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Physical Books and All other Print Materials in the Catalog	98,764		100,253 (-0%)	100,293	0	0	0
Physical Audiobooks in the Catalog	1,784		1,881 (+2%)	1,852	0	0	0
Physical Video Materials in the Catalog	11,289		10,579 (+1%)	10,519	0	0	0
Physical Music Recordings in the Catalog	188		337 (-2%)	345	0	0	0
<b>TOTAL Physical Items in the Catalog</b>	<b>111,986</b>		<b>113,050 (+0%)</b>	<b>113,009 (-11%)</b>	<b>126,407 (-4%)</b>	<b>131,432 (+1%)</b>	<b>130,210 (+1%)</b>

## Digital Collection

Tracking Since 8/2017

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Ebooks in All Digital Collections	371,792		306,595 (+33%)	230,178	0	0	0
Audiobooks in All Digital Collections	82,259		71,995 (+36%)	52,833	0	0	0
Video Materials in All Digital Collections	16,103		14,229 (-10%)	15,767	0	0	0
Music Recordings in All Digital Collections	256,229		239,705 (-14%)	280,259	0	0	0
<b>TOTAL of All Digital Collections</b>	<b>726,383</b>		<b>632,524 (+9%)</b>	<b>579,037</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Total Collection

Tracking Since 8/2017

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Combined Physical Items	111,986		113,050 (+0%)	113,009 (-11%)	126,407 (-4%)	131,432 (+1%)	130,210 (+1%)
Combined Digital Collections	726,383		632,524 (+9%)	579,037	0	0	0
<b>TOTAL of all Collections</b>	<b>838,369</b>		<b>745,574 (+8%)</b>	<b>692,046 (+447%)</b>	<b>126,407 (-4%)</b>	<b>131,432 (+1%)</b>	<b>130,210 (+1%)</b>

## Use of Physical Items

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Checkouts of Cataloged Items	8,225	103,035 (-3%)	113,128 (-6%)	120,916 (+2%)	118,595 (-3%)	121,841 (-1%)	123,074 (-11%)
Renewals of Cataloged Items	946	12,439 (-0%)	13,607 (-8%)	14,804 (-4%)	15,480 (+0%)	15,434 (-4%)	16,044 (-2%)
Items Used in the Library But Not Checked Out	263	3,863 (+48%)	2,803 (-8%)	3,050 (+126%)	1,351 (+7,011%)	19 (-68%)	60
Checkouts of Uncataloged Items	166	3,050 (-15%)	3,904 (+38%)	2,839 (-38%)	4,578 (+4%)	4,385 (-5%)	4,601 (-8%)
Requests from BDL Patrons for Items at Other MeLCat Libraries, Actually Fulfilled	672	9,223 (+1%)	9,777 (+20%)	8,169 (+15%)	7,112 (+16%)	6,118 (+8%)	5,677 (-10%)
Requests from Other MeLCat Libraries for Items at BDL, Actually Fulfilled	514	7,065 (-21%)	9,810 (+25%)	7,867 (+11%)	7,068 (+46%)	4,855 (-10%)	5,400 (-42%)
<b>TOTAL Use of Physical Items</b>	<b>10,786</b>	<b>138,675 (-3%)</b>	<b>153,029 (-3%)</b>	<b>157,645 (+2%)</b>	<b>154,184 (+1%)</b>	<b>152,652 (-1%)</b>	<b>154,856 (-12%)</b>

## Use of Digital Resources

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
OverDrive Checkouts	906	9,925 (+14%)	9,501 (+21%)	7,823 (+4%)	7,502 (+2%)	7,380 (+12%)	6,615 (+17%)
Hoopla Checkouts (Began 2016)	959	11,639 (-1%)	12,796 (+20%)	10,669 (+96%)	5,432	0	0
All Other Digital Services	722	9,966 (+9%)	9,572 (-72%)	34,047 (-46%)	62,788 (+38%)	45,565 (+203%)	15,031 (+26%)
<b>TOTAL Use of Digital Resources</b>	<b>2,587</b>	<b>31,530 (+6%)</b>	<b>31,869 (-39%)</b>	<b>52,539 (-31%)</b>	<b>75,722 (+43%)</b>	<b>52,945 (+145%)</b>	<b>21,646 (+23%)</b>

## Total Item Usage

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Combined Checkouts of Physical Items	10,786	138,675 (-3%)	153,029 (-3%)	157,645 (+2%)	154,184 (+1%)	152,652 (-1%)	154,856 (-12%)
Combined Use of Digital Resources	2,587	31,530 (+6%)	31,869 (-39%)	52,539 (-31%)	75,722 (+43%)	52,945 (+145%)	21,646 (+23%)
<b>TOTAL Uses of All BDL Items</b>	<b>13,373</b>	<b>170,205 (-2%)</b>	<b>184,898 (-12%)</b>	<b>210,184 (-9%)</b>	<b>229,906 (+12%)</b>	<b>205,597 (+16%)</b>	<b>176,502 (-8%)</b>

## Cataloging

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Physical Items Added to the Catalog	622	8,992 (-15%)	11,056 (+0%)	11,009 (-1%)	11,091 (+29%)	8,582 (+40%)	6,134 (+1%)
Physical Items Deleted from the Catalog	560	10,097 (-3%)	10,941 (-55%)	24,366 (+53%)	15,968 (+84%)	8,668 (+40%)	6,186 (+30%)

## Reference Questions

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
General Reference Questions in Person	571	8,098 (+31%)	6,641 (-12%)	7,537 (+20%)	6,285 (+124%)	2,806 (-0%)	2,809 (-22%)
Questions via Telephone Calls	323	3,769 (+3%)	3,866 (-24%)	5,079 (+10%)	4,622 (+60%)	2,885 (+0%)	2,872 (+18%)
Reference Questions Delivered Online	8	265 (+83%)	152 (-35%)	233 (-23%)	304 (+34%)	227 (+77%)	128 (+184%)
In-Person Questions on Computer or Internet Use	479	7,010 (+8%)	7,068 (-3%)	7,285 (+11%)	6,568 (+18%)	5,551 (+36%)	4,076 (+9%)
In-Person Questions about Our Online Databases	0	332 (-14%)	409 (+13%)	363 (+114%)	170 (+85%)	92 (-24%)	121 (-41%)
In-Person Tax Form Questions	0	325 (-37%)	518 (+5%)	493 (+4%)	473 (-18%)	579 (+3%)	560 (+5%)
<b>TOTAL of All Reference Questions</b>	<b>1,381</b>	<b>19,799 (+14%)</b>	<b>18,654 (-11%)</b>	<b>20,990 (+14%)</b>	<b>18,422 (+52%)</b>	<b>12,140 (+15%)</b>	<b>10,566 (-0%)</b>

## Notary Services

Began 9/2017 at Coldwater Only

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Patrons Who Used our Free Notary Services	2	92 (+44%)	66 (+371%)	14	0	0	0
Documents Notarized	2	117 (+89%)	67 (+253%)	19	0	0	0

**MeLCat**  
November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Requests from BDL Patrons for Items at Other MeLCat Libraries	738	9,830 (+1%)	10,462 (+20%)	8,699 (+14%)	7,643 (+5%)	7,280 (+9%)	6,708 (-8%)
Requests from BDL Patrons for Items at Other MeLCat Libraries, Actually Fulfilled	672	9,223 (+1%)	9,777 (+20%)	8,169 (+15%)	7,112 (+16%)	6,118 (+8%)	5,677 (-10%)
Requests from Other MeLCat Libraries for Items at BDL	633	7,804 (-16%)	10,296 (+29%)	7,994 (+13%)	7,096 (+18%)	5,989 (-10%)	6,619 (-33%)
Requests from Other MeLCat Libraries for Items at BDL, Actually Fulfilled	514	7,065 (-21%)	9,810 (+25%)	7,867 (+11%)	7,068 (+46%)	4,855 (-10%)	5,400 (-42%)

**Programs Held**  
November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Juvenile Programs Held	61	712 (+8%)	730 (+1%)	720 (+19%)	604 (+5%)	575 (+19%)	482 (+3%)
Young Adult Programs Held	37	266 (-19%)	338 (+41%)	239 (+47%)	163 (+8%)	151 (+20%)	126 (+157%)
Adult Programs Held	10	155 (+17%)	136 (-7%)	146 (-34%)	220 (+40%)	157 (+26%)	125 (+44%)
Juvenile Summer Reading Events Held	0	173 (+52%)	114 (+20%)	95 (+7%)	89 (+6%)	84 (+8%)	78
Young Adult Summer Reading Events Held	0	61 (+24%)	49 (-14%)	57 (+97%)	29 (-66%)	85 (+183%)	30
Adult Summer Reading Events Held	0	17 (+467%)	3	0	3 (-40%)	5 (+25%)	4
Computer Classes Held	58	81 (+376%)	20 (-9%)	22 (+57%)	14 (-36%)	22 (-8%)	24
<b>TOTAL of All Programs</b>	<b>166</b>	<b>1,465 (+12%)</b>	<b>1,390 (+9%)</b>	<b>1,279 (+14%)</b>	<b>1,122 (+4%)</b>	<b>1,079 (+24%)</b>	<b>869 (+43%)</b>

**Program Attendance**  
November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Attendees at Juvenile Programs	838	13,262 (-6%)	15,725 (+2%)	15,351 (+48%)	10,371 (+23%)	8,415 (+7%)	7,857 (-11%)
Attendees at Young Adult Programs	127	2,308 (-27%)	3,218 (-15%)	3,806 (+276%)	1,011 (+14%)	884 (+38%)	641 (+36%)
Attendees at Adult Programs	120	2,297 (+29%)	1,970 (-0%)	1,979 (-3%)	2,048 (-5%)	2,157 (+65%)	1,310 (+18%)
Attendees at Juvenile Summer Reading Events	0	4,186 (+8%)	3,864 (+24%)	3,116 (-20%)	3,904 (+56%)	2,499 (-21%)	3,159
Attendees at Young Adult Summer Reading Events	0	279 (-16%)	333 (-50%)	671 (+127%)	295 (+14%)	259 (-16%)	307
Attendees at Adult Summer Reading Events	0	310 (+265%)	85	0	21 (-73%)	77 (-31%)	111
Attendees at Computer Classes	2	26 (+53%)	20 (-5%)	21 (+75%)	12 (-59%)	29 (+4%)	28
<b>TOTAL of All Program Attendance</b>	<b>1,087</b>	<b>22,668 (-3%)</b>	<b>25,215 (+1%)</b>	<b>24,944 (+41%)</b>	<b>17,662 (+23%)</b>	<b>14,320 (+7%)</b>	<b>13,413 (+28%)</b>

## Summer Reading Overview

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Juveniles Signed Up for Summer Reading Program	0	711 (-5%)	747 (-35%)	1,153 (+19%)	967 (+13%)	859	0
Young Adults Signed up for Summer Reading Program	0	134 (-65%)	378 (-2%)	385 (+241%)	113 (-64%)	311	0
Adults Signed Up for Summer Reading Program	0	159 (-36%)	248 (+112%)	117 (+36%)	86 (+1%)	85	0
Juveniles who Completed Summer Reading Program	0	385 (+48%)	260 (-50%)	518 (+13%)	459 (-10%)	512	0
Young Adults who Completed Summer Reading Program	0	79 (-41%)	135 (-50%)	268 (+332%)	62 (-49%)	122	0
Adults who Completed Summer Reading Program	0	118 (-28%)	165 (+72%)	96 (+60%)	60 (+7%)	56	0
Juvenile Summer Reading Events Held	0	173 (+52%)	114 (+20%)	95 (+7%)	89 (+6%)	84 (+8%)	78
Young Adult Summer Reading Events Held	0	61 (+24%)	49 (-14%)	57 (+97%)	29 (-66%)	85 (+183%)	30
Adult Summer Reading Events Held	0	17 (+467%)	3	0	3 (-40%)	5 (+25%)	4
Attendees at Juvenile Summer Reading Events	0	4,186 (+8%)	3,864 (+24%)	3,116 (-20%)	3,904 (+56%)	2,499 (-21%)	3,159
Attendees at Young Adult Summer Reading Events	0	279 (-16%)	333 (-50%)	671 (+127%)	295 (+14%)	259 (-16%)	307
Attendees at Adult Summer Reading Events	0	310 (+265%)	85	0	21 (-73%)	77 (-31%)	111

## Summer Reading Program Signups

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Juveniles Signed Up for Summer Reading Program	0	711 (-5%)	747 (-35%)	1,153 (+19%)	967 (+13%)	859	0
Young Adults Signed up for Summer Reading Program	0	134 (-65%)	378 (-2%)	385 (+241%)	113 (-64%)	311	0
Adults Signed Up for Summer Reading Program	0	159 (-36%)	248 (+112%)	117 (+36%)	86 (+1%)	85	0
<b>TOTAL Summer Reading Program Signups</b>	<b>0</b>	<b>1,004 (-27%)</b>	<b>1,373 (-17%)</b>	<b>1,655 (+42%)</b>	<b>1,166 (-7%)</b>	<b>1,255</b>	<b>0</b>

## Summer Reading Program Completions

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Juveniles who Completed Summer Reading Program	0	385 (+48%)	260 (-50%)	518 (+13%)	459 (-10%)	512	0
Young Adults who Completed Summer Reading Program	0	79 (-41%)	135 (-50%)	268 (+332%)	62 (-49%)	122	0
Adults who Completed Summer Reading Program	0	118 (-28%)	165 (+72%)	96 (+60%)	60 (+7%)	56	0
<b>TOTAL Summer Reading Program Completions</b>	<b>0</b>	<b>582 (+4%)</b>	<b>560 (-37%)</b>	<b>882 (+52%)</b>	<b>581 (-16%)</b>	<b>690</b>	<b>0</b>

## Library-Provided Computer Services

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
One-hour sessions on Library Wifi	36,610	437,898 (+4%)	465,219 (+9%)	425,714 (+4%)	410,437 (+17%)	351,423 (+18%)	298,098 (+37%)
Desktop, Laptop, and Tablet Computers Available for Public Use	88		89 (+22%)	73	73	73	73
Sessions on Library-Provided Computers	2,458	32,359 (-26%)	45,687 (+3%)	44,181 (+6%)	41,513 (-11%)	46,405 (+6%)	43,756 (-6%)
Hours Library-Provided Computers Used (Tracking Since 2018)	1,765.32	22,813.93 (-1%)	24,701.55	0.00	0.00	0.00	0.00
Desktop, Laptop, and Tablet Computers Available for Staff Use	52		50 (+22%)	41	41	41	41

## Website Stats

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Monthly Website Sessions	4,023	54,269 (+29%)	45,594 (-38%)	73,326 (-2%)	75,139 (+3%)	72,706 (+6%)	68,773 (-22%)
Monthly Website Page Views	8,708	121,350 (+10%)	118,634 (-33%)	177,799 (-2%)	182,084 (+7%)	169,630 (+4%)	163,277 (-8%)

## Faxes, Prints, and Sales

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Fax Pages Received	7	322 (-20%)	419 (+61%)	260 (+19%)	219 (+27%)	173 (+3%)	168 (+20%)
Fax Pages Sent	717	8,880 (+4%)	9,249 (+138%)	3,879 (+123%)	1,741 (-7%)	1,882 (+39%)	1,353 (+1%)
Free Prints for Job Seekers	129	2,687 (-19%)	3,631 (+16%)	3,128 (+9%)	2,878 (+23%)	2,335 (-23%)	3,024 (-21%)
Black and White Patron Prints (Tracking Since 6/2016)	5,237	70,517 (-8%)	81,016 (+7%)	75,606 (+113%)	35,561	0	0
Color Patron Prints (Tracking Since 6/2016)	769	9,961 (-10%)	12,285 (+20%)	10,253 (+154%)	4,036	0	0
Flash Drives Sold (Tracking Since 6/2016)	1	36	41 (-27%)	56 (+4%)	54	0	0
Earbuds Sold (Tracking Since 6/2016)	28	437 (-14%)	538 (+29%)	416 (+151%)	166	0	0

## Fines and Fees

Overdue Fines Dropped in 2017

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Fines and Fees Payments Received	\$ 198.60	\$ 2,807.92 (+23%)	\$ 2,412.73 (-68%)	\$ 7,628.31 (-24%)	\$ 10,062.96 (-30%)	\$ 14,448.76 (-3%)	\$ 14,827.36 (-4%)
Outstanding Fines and Fees	\$ 54,896.72		55,850.27 (-34%)	84,232.33 (-63%)	228,102.90 (+3%)	221,076.26 (+5%)	209,842.19 (+4%)

**Debt Collections**  
 Unique Management Services, Inc.  
 Tracking Since 2014

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Fine Payments as a Result of Collection Agency's Efforts	\$ 0.00	\$ 268.00 (-90%)	\$ 4,183.45 (+1,727%)	\$ 229.00 (-76%)	\$ 947.13 (+16%)	\$ 818.48 (+1%)	\$ 809.51
Library Materials Returned as a Result of Collection Agency's Efforts	\$ 0.00	\$ 0.00	\$ 462.00 (-48%)	\$ 888.95 (-33%)	\$ 1,317.93 (-2%)	\$ 1,346.89 (-28%)	\$ 1,864.69
What We Paid Collection Agency for Their Services	\$ 0.00	\$ 134.10 (-66%)	\$ 528.66 (-5%)	\$ 558.08 (-45%)	\$ 1,022.23 (-3%)	\$ 1,051.42 (+40%)	\$ 753.88

**Value to Our Service Area**

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

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Value from Physical Item Checkouts	\$ 127,432.20	\$ 1,638,562.18 (-7%)	\$ 1,888,907.75 (-12%)	\$ 2,135,671.28 (+0%)	\$ 2,132,387.79 (-2%)	\$ 2,167,140.68 (+0%)	\$ 2,167,024.48 (-9%)
Value from Attending Programs (Tracking Since 1/2018)	\$ 5,435.00	\$ 109,040.00 (-7%)	\$ 125,795.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Value from Fax Service (Tracking Since 1/2018)	\$ 724.00	\$ 9,533.00 (+6%)	\$ 9,668.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Value from Employment Prints (Tracking Since 1/2018)	\$ 19.35	\$ 403.05 (-19%)	\$ 544.65	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Value from Notary Services (Tracking Since 1/2018)	\$ 10.00	\$ 460.00 (+44%)	\$ 330.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Value from Digital Services (Tracking Since 1/2018)	\$ 10,348.00	\$ 126,120.00 (+6%)	\$ 127,476.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Value from Using Library Computers (Tracking Since 1/2018)	\$ 5,295.96	\$ 68,441.79 (-1%)	\$ 74,104.66	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Value from Using Library Wifi (Tracking Since 1/2018)	\$ 2,562.70	\$ 30,652.86 (+4%)	\$ 32,565.33	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
<b>TOTAL Value of Free Library Services</b>	<b>\$ 151,827.21</b>	<b>\$ 1,983,212.88 (-6%)</b>	<b>\$ 2,259,391.39 (+6%)</b>	<b>\$ 2,135,671.28 (+0%)</b>	<b>\$ 2,132,387.79 (-2%)</b>	<b>\$ 2,167,140.68 (+0%)</b>	<b>\$ 2,167,024.48 (-9%)</b>

## Materials Expenditures

Tracking since 2018

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Amount Spent on Books	\$ 2,364.67	\$ 64,998.09 (-27%)	\$ 93,763.50	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Amount Spent on Periodicals	\$ 313.75	\$ 3,895.18 (-44%)	\$ 7,085.59	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Amount Spent on Audiovisual Materials	\$ 2,341.23	\$ 14,476.52 (-7%)	\$ 17,998.47	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Amount Spent on Digital Resources	\$ 1,411.28	\$ 23,338.17 (-41%)	\$ 43,798.90	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
<b>TOTAL Spent on All Library Materials</b>	<b>\$ 6,430.93</b>	<b>\$ 106,707.96 (-29%)</b>	<b>\$ 162,646.46</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>

## Other Expenditures

Tracking since 2018

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Total Materials Expenditures	\$ 6,430.93	\$ 106,707.96 (-29%)	\$ 162,646.46	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Total Staff Expenditures	\$ 130,092.57	\$ 1,100,234.84 (-19%)	\$ 1,469,560.33	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Expenditures in other categories	\$ 23,384.06	\$ 320,519.17 (-19%)	\$ 422,747.74	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
<b>TOTAL Expenditures in all Categories</b>	<b>\$ 160,736.16</b>	<b>\$ 1,640,021.66 (-14%)</b>	<b>\$ 2,054,954.53</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>

## Staffing

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Total BDL Staff	36	37 (avg) (-8%)	40 (avg) (+5%)	37 (avg) (+9%)	34 (avg) (+17%)	29 (avg) (-3%)	30 (avg) (-6%)
BDL Staff with MLS Degree	4	4 (avg) (-33%)	6 (avg) (+20%)	5 (avg) (+150%)	3 (avg)	2 (avg)	2 (avg) (-33%)
Worked Full-Time Equivalents	22.00	25.67 (avg) (-7%)	26.92 (avg) (+8%)	24.91 (avg) (+41%)	17.90 (avg) (+13%)	15.75 (avg) (-6%)	16.81 (avg) (-16%)
Hours of Specialized Training for Staff (Tracking Since 1/2019)	84	534	0	0	0	0	0
Hours Volunteers Worked at the Library (Tracking Since 1/2019)	1	983	0	0	0	0	0

## Outreach Services

Began 2018

November 2019

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Number of Patrons Served by Outreach Services	0	63 (-13%)	76 (+2,433%)	3	0	0	0
Number of Items Delivered to Outreach Patrons	2	206 (-64%)	606 (+2,231%)	26	0	0	0

### Coldwater Branch Heritage Room

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

November 2019

	Heritage Room	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Heritage Room Attendance	29	440 (-37%)	736 (+12%)	658 (-7%)	705 (+51%)	468 (+50%)	312
In-Person Reference Questions	25	373 (-45%)	708 (+29%)	550 (+664%)	72 (+140%)	30 (-27%)	41 (+71%)
Reference Telephone Calls	10	219 (-17%)	277 (-36%)	433 (+15%)	376 (+83%)	206 (+145%)	84
Online Reference Questions	5	61 (+7%)	60 (-5%)	63 (-24%)	83 (+8%)	77 (+79%)	43

### Coldwater Branch Kids' Place

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

November 2019

	Kids' Place	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Kids' Place Attendance	949	9,098	0	0	0	0	0
In-Person Reference Questions	56	545	0	0	0	0	0
Reference Telephone Calls	13	203	0	0	0	0	0
Online Reference Questions	0	0	0	0	0	0	0

### Coldwater Branch Teen Space

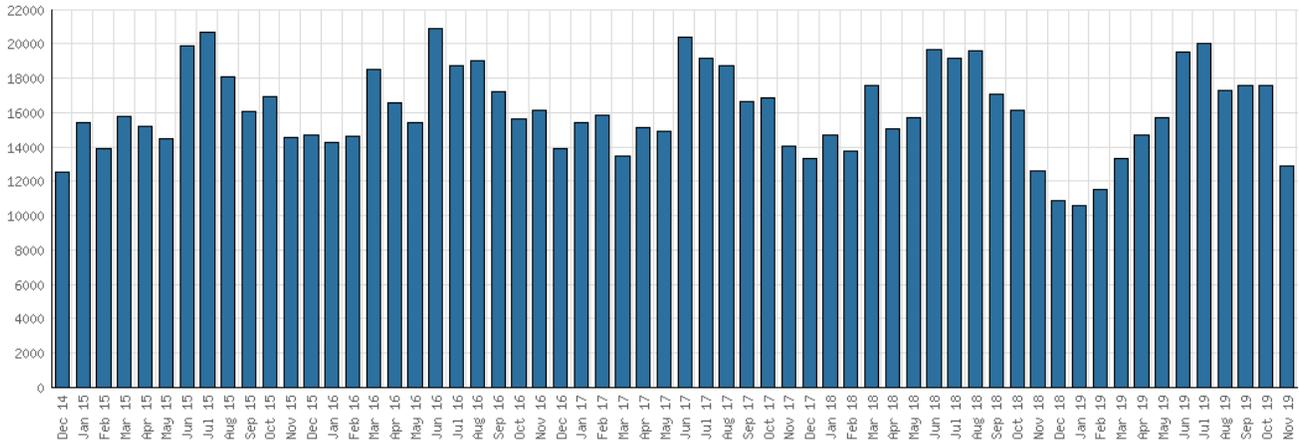
Stats part of Coldwater Branch totals above; shown here for convenience.  
Tracking separately since April 2019.

November 2019

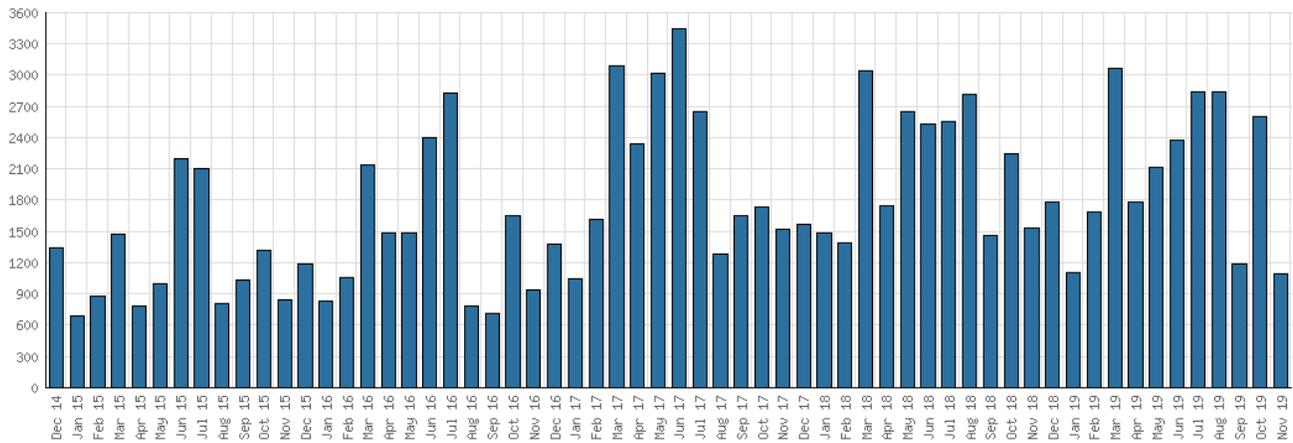
	Teen Space	BDL YTD	BDL Year End (Year-over-Year Change)				
			2018	2017	2016	2015	2014
Teen Space Attendance	0	4,172	0	0	0	0	0
In-Person Reference Questions	0	93	0	0	0	0	0
Reference Telephone Calls	0	0	0	0	0	0	0
Online Reference Questions	0	0	0	0	0	0	0

## Selected Graphs 5-year Monthly Trends

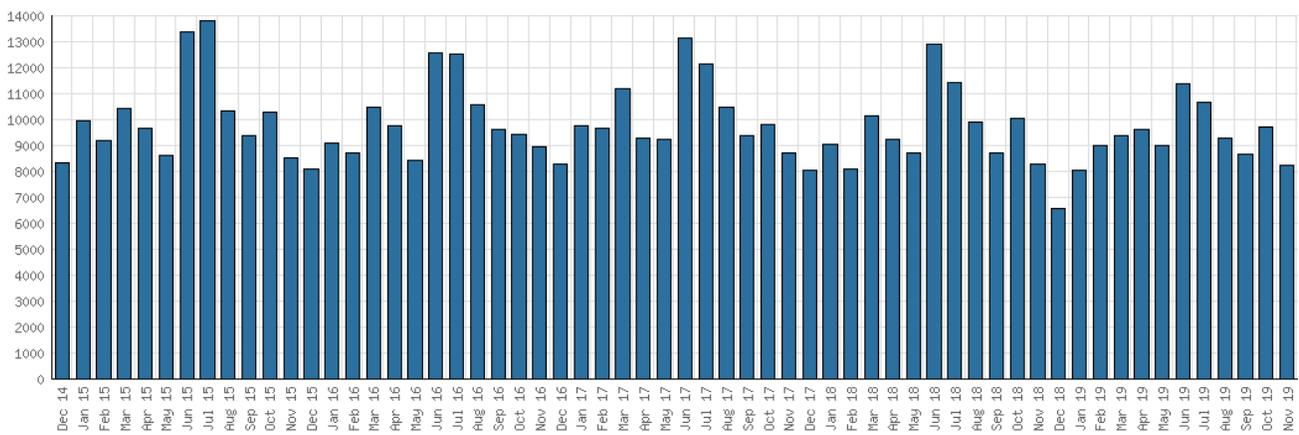
### District Attendance



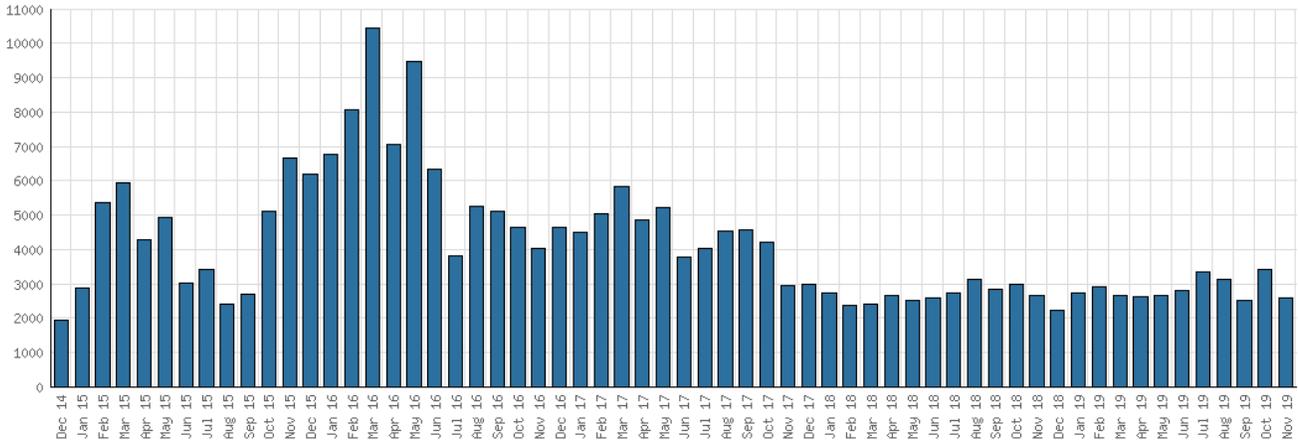
### District Program Attendance



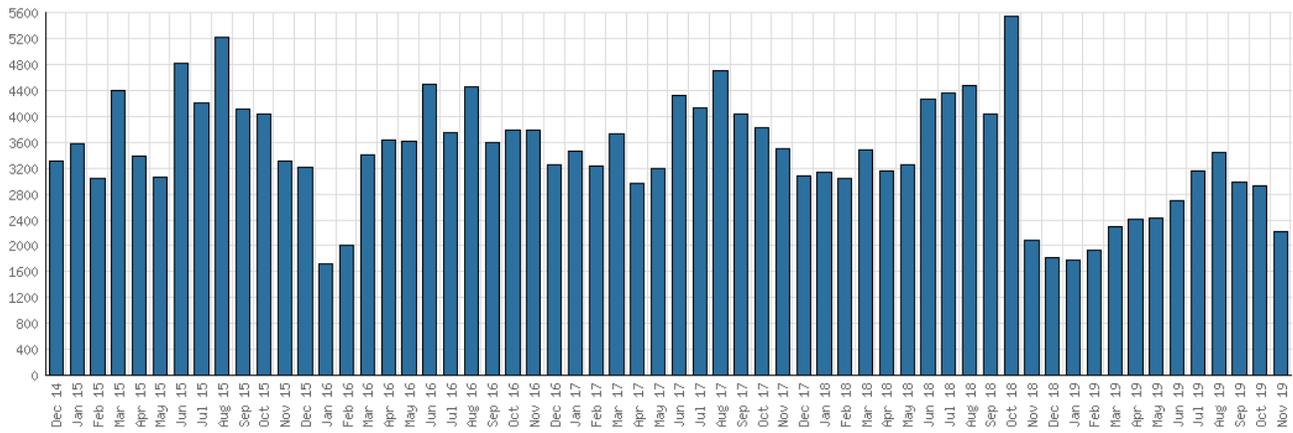
### District Physical Checkouts



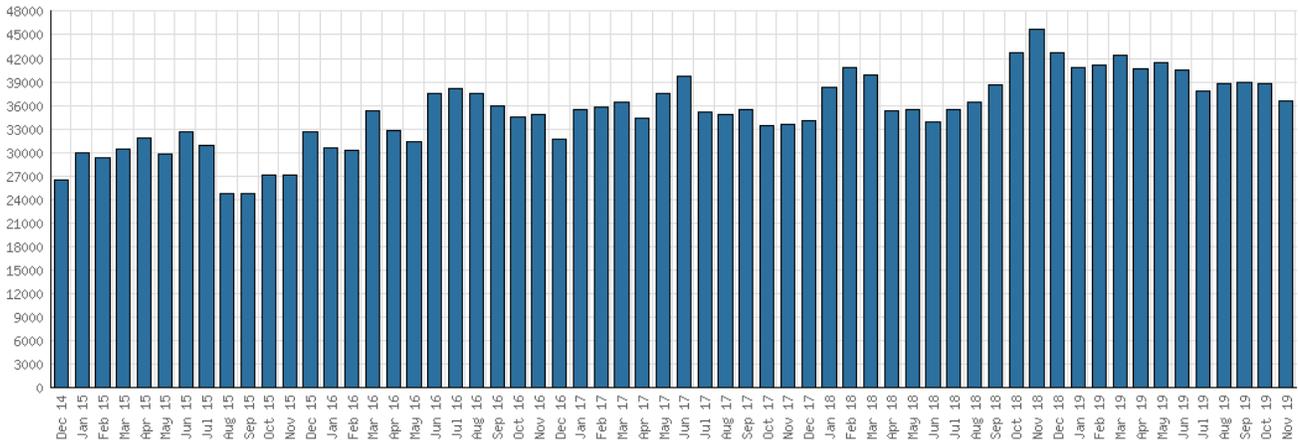
District Digital Usage



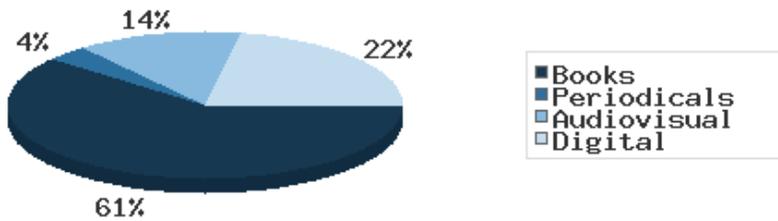
District Use of Library-Provided Computers



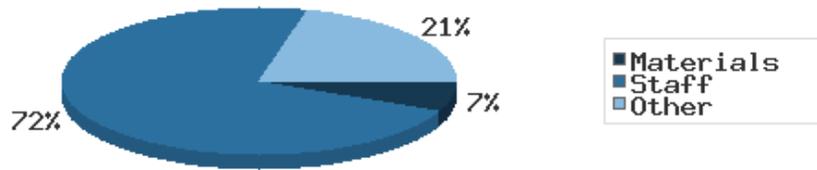
District One-Hour Sessions on Library Wifi



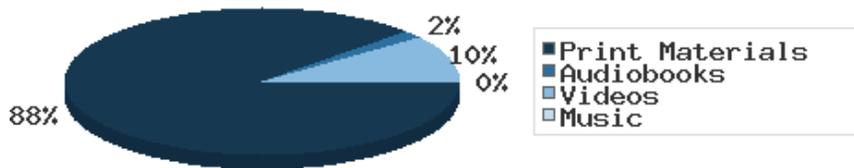
Year-to-Date Materials Expenditures



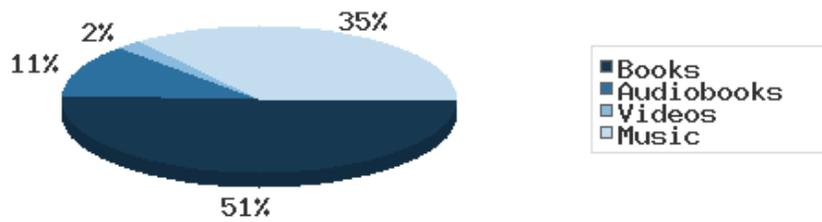
### YTD Expenditures in all Categories



### Physical Collection



### Digital Collection



### YTD Usage Breakdown of Digital Services

