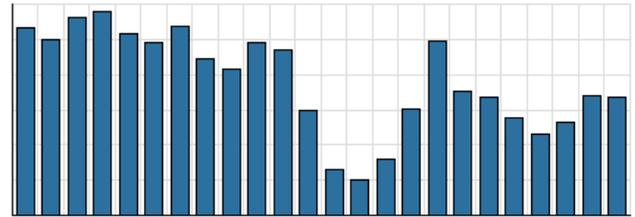


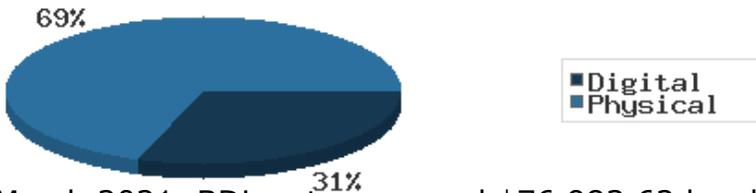
Monthly Stats Brief Narrative

Through March 2021, 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 decreased year-to-date compared to 2020. 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



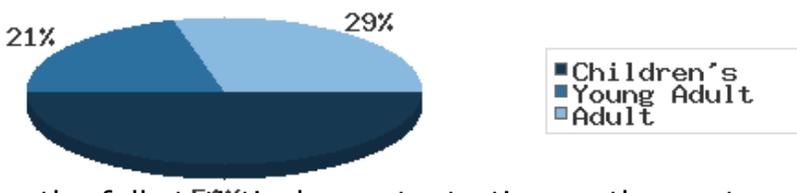
Digital vs. Physical Circulation YTD



Digital usage has comprised about 31% of total materials use year-to-date through March 2021, and digital usage slightly decreased from this time in 2020.

In March 2021, BDL patrons saved \$76,983.62 by checking out 7,504 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 \$104,332.30.

Programs Offered in 2021 YTD



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

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Attendance	4,872	10,074 (-70%)	63,336 (-66%)	183,677 (-4%)	191,866 (-1%)	193,922 (-4%)	200,991 (+3%)
Hours Open	1,016.00	2,034.00 (-18%)	7,132.50 (-37%)	11,250.25 (-9%)	12,312.00 (+13%)	10,869.15 (-0%)	10,877.50 (+25%)
Number of Hours Scheduled Open Each Week (Tracking Since 1/2018)	239.00		237.00 (-2%)	241.00 (-2%)	245.00	0.00	0.00

Patrons

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Population in our Service Area (Tracking Since 2018)	45,205	45,025 (avg) (+0%)	44,931 (avg) (-0%)	45,093 (avg) (-0%)	45,113 (avg)	0 (avg)	0 (avg)
Library Card Holders	21,992	22,031 (avg) (+6%)	21,365 (avg) (+4%)	20,493 (avg) (-4%)	21,350 (avg) (-16%)	25,346 (avg) (+3%)	24,554 (avg) (+4%)
Patrons Who Checked Out a Physical Item	1,163	1,063 (avg) (-43%)	1,102 (avg) (-48%)	2,136 (avg) (-2%)	2,180 (avg) (-5%)	2,305 (avg) (-1%)	2,336 (avg) (-1%)
New Library Card Holders Added	44	90 (-29%)	1,304 (+111%)	618 (-39%)	1,021 (+21%)	844 (-15%)	989 (-9%)
In-House Holds Filled for Our Library Card Holders	966	3,401 (+31%)	9,467 (-10%)	10,527 (-4%)	10,987 (-6%)	11,650 (+12%)	10,407 (+2%)
Active Hoopla Users (Began 2016)	301	314 (avg) (-3%)	322 (avg) (+11%)	290 (avg) (+14%)	255 (avg) (+50%)	170 (avg) (+92%)	89 (avg)
Active OverDrive Users	238	230 (avg) (-1%)	234 (avg) (+10%)	213 (avg) (+18%)	180 (avg) (+27%)	143 (avg) (-1%)	144 (avg) (-1%)

Physical Collection

Tracking Item-Type Breakdown Since 8/2017

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Physical Books and All other Print Materials in the Catalog	90,515		91,278 (-8%)	98,689 (-2%)	100,253 (-0%)	100,293	0
Physical Audiobooks in the Catalog	1,916		1,949 (+9%)	1,783 (-5%)	1,881 (+2%)	1,852	0
Physical Video Materials in the Catalog	11,583		11,352 (-1%)	11,460 (+8%)	10,579 (+1%)	10,519	0
Physical Music Recordings in the Catalog	42		178 (+12%)	159 (-53%)	337 (-2%)	345	0
TOTAL Physical Items in the Catalog	104,056		105,257 (-6%)	112,053 (-1%)	113,050 (+0%)	113,009 (-11%)	126,407 (-4%)

Digital Collection

Tracking Since 8/2017

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Ebooks in All Digital Collections	502,855		480,691 (+30%)	370,666 (+21%)	306,595 (+33%)	230,178	0
Audiobooks in All Digital Collections	140,556		128,892 (+50%)	86,004 (+19%)	71,995 (+36%)	52,833	0
Video Materials in All Digital Collections	18,945		17,791 (+9%)	16,267 (+14%)	14,229 (-10%)	15,767	0
Music Recordings in All Digital Collections	276,520		273,294 (+1%)	271,614 (+13%)	239,705 (-14%)	280,259	0
Periodicals in All Digital Collections	3,300		3,668	0	0	0	0
TOTAL of All Digital Collections	942,176		904,336 (+21%)	744,551 (+18%)	632,524 (+9%)	579,037	0

Total Collection

Tracking Since 8/2017

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Combined Physical Items	104,056		105,257 (-6%)	112,053 (-1%)	113,050 (+0%)	113,009 (-11%)	126,407 (-4%)
Combined Digital Collections	942,176		904,336 (+21%)	744,551 (+18%)	632,524 (+9%)	579,037	0
TOTAL of all Collections	1,046,232		1,009,593 (+18%)	856,604 (+15%)	745,574 (+8%)	692,046 (+447%)	126,407 (-4%)

Use of Physical Items

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Checkouts of Cataloged Items	5,157	13,501 (-38%)	52,227 (-53%)	110,285 (-3%)	113,128 (-6%)	120,916 (+2%)	118,595 (-3%)
Renewals of Cataloged Items	736	2,004 (-23%)	7,181 (-47%)	13,490 (-1%)	13,607 (-8%)	14,804 (-4%)	15,480 (+0%)
Items Used in the Library But Not Checked Out	354	792 (-10%)	6,404 (+54%)	4,166 (+49%)	2,803 (-8%)	3,050 (+126%)	1,351 (+7,011%)
Checkouts of Uncataloged Items	94	169 (-70%)	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	646	1,804 (-5%)	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	517	1,356 (+5%)	3,175 (-58%)	7,582 (-23%)	9,810 (+25%)	7,867 (+11%)	7,068 (+46%)
TOTAL Use of Physical Items	7,504	19,626 (-32%)	74,587 (-50%)	148,690 (-3%)	153,029 (-3%)	157,645 (+2%)	154,184 (+1%)

Use of Digital Resources

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
OverDrive Checkouts	1,129	3,183 (+3%)	13,051 (+21%)	10,822 (+14%)	9,501 (+21%)	7,823 (+4%)	7,502 (+2%)
Hoopla Checkouts (Began 2016)	1,034	3,278 (-2%)	13,604 (+9%)	12,530 (-2%)	12,796 (+20%)	10,669 (+96%)	5,432
RB Digital Circulations (Began 2020)	57	295	1,066	0	0	0	0
All Other Digital Services	410	1,906 (-23%)	7,140 (-33%)	10,604 (+11%)	9,572 (-72%)	34,047 (-46%)	62,788 (+38%)
TOTAL Use of Digital Resources	2,630	8,662 (-3%)	34,861 (+3%)	33,956 (+7%)	31,869 (-39%)	52,539 (-31%)	75,722 (+43%)

Total Item Usage

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Combined Checkouts of Physical Items	7,504	19,626 (-32%)	74,587 (-50%)	148,690 (-3%)	153,029 (-3%)	157,645 (+2%)	154,184 (+1%)
Combined Use of Digital Resources	2,630	8,662 (-3%)	34,861 (+3%)	33,956 (+7%)	31,869 (-39%)	52,539 (-31%)	75,722 (+43%)
TOTAL Uses of All BDL Items	10,134	28,288 (-25%)	109,448 (-40%)	182,646 (-1%)	184,898 (-12%)	210,184 (-9%)	229,906 (+12%)

Cataloging

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Physical Items Added to the Catalog	1,382	3,340 (+32%)	9,938 (+2%)	9,719 (-12%)	11,056 (+0%)	11,009 (-1%)	11,091 (+29%)
Physical Items Deleted from the Catalog	2,027	4,551 (+92%)	17,003 (+58%)	10,769 (-2%)	10,941 (-55%)	24,366 (+53%)	15,968 (+84%)

Reference Questions

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
General Reference Questions in Person	665	1,478 (-13%)	4,347 (-50%)	8,748 (+32%)	6,641 (-12%)	7,537 (+20%)	6,285 (+124%)
Questions via Telephone Calls	570	1,755 (+85%)	4,559 (+11%)	4,111 (+6%)	3,866 (-24%)	5,079 (+10%)	4,622 (+60%)
Reference Questions Delivered Online	60	134 (+173%)	243 (-14%)	281 (+85%)	152 (-35%)	233 (-23%)	304 (+34%)
In-Person Questions on Computer or Internet Use	346	695 (-52%)	2,767 (-63%)	7,505 (+6%)	7,068 (-3%)	7,285 (+11%)	6,568 (+18%)
In-Person Questions about Our Online Databases	2	38 (+12%)	107 (-69%)	349 (-15%)	409 (+13%)	363 (+114%)	170 (+85%)
In-Person Tax Form Questions	62	202 (-25%)	286 (-12%)	326 (-37%)	518 (+5%)	493 (+4%)	473 (-18%)
TOTAL of All Reference Questions	1,705	4,302 (-3%)	12,309 (-42%)	21,320 (+14%)	18,654 (-11%)	20,990 (+14%)	18,422 (+52%)

Notary Services

Began 9/2017 at Coldwater Only

March 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	2	6 (-63%)	46 (-52%)	95 (+44%)	66 (+371%)	14	0
Documents Notarized	2	5 (-77%)	54 (-56%)	124 (+85%)	67 (+253%)	19	0

MeLCat
March 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	651	1,883 (-7%)	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	646	1,804 (-5%)	4,599 (-53%)	9,873 (+1%)	9,777 (+20%)	8,169 (+15%)	7,112 (+16%)
Requests from Other MeLCat Libraries for Items at BDL	612	1,608 (-7%)	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	517	1,356 (+5%)	3,175 (-58%)	7,582 (-23%)	9,810 (+25%)	7,867 (+11%)	7,068 (+46%)

Programs Held
March 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)	9	20	0	0	0	0	0
Juvenile Programs Held	18	66 (-69%)	551 (-31%)	804 (+10%)	730 (+1%)	720 (+19%)	604 (+5%)
Young Adult Programs Held	8	27 (-73%)	138 (-55%)	304 (-10%)	338 (+41%)	239 (+47%)	163 (+8%)
Adult Programs Held	12	38 (-17%)	257 (+54%)	167 (+23%)	136 (-7%)	146 (-34%)	220 (+40%)
All-Ages Programs Held (Tracking since 2021)	24	27	0	0	0	0	0
Early Childhood Literacy Summer Reading Programs Held (Tracking since 2021)	0	0	0	0	0	0	0
Juvenile Summer Reading Events Held	0	0	0	173 (+52%)	114 (+20%)	95 (+7%)	89 (+6%)
Young Adult Summer Reading Events Held	0	0	0	61 (+24%)	49 (-14%)	57 (+97%)	29 (-66%)
Adult Summer Reading Events Held	0	0	0	17 (+467%)	3	0	3 (-40%)
All-Ages Summer Reading Programs Held (Tracking since 2021)	0	0	0	0	0	0	0
Computer Classes Held	0	0	1 (-99%)	81 (+305%)	20 (-9%)	22 (+57%)	14 (-36%)
TOTAL of All Programs	71	178 (-50%)	947 (-41%)	1,607 (+16%)	1,390 (+9%)	1,279 (+14%)	1,122 (+4%)

Program Attendance

March 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)	170	635	0	0	0	0	0
Attendees at Juvenile Programs	362	1,092 (-75%)	25,317 (+73%)	14,654 (-7%)	15,725 (+2%)	15,351 (+48%)	10,371 (+23%)
Attendees at Young Adult Programs	60	211 (-82%)	3,204 (+29%)	2,489 (-23%)	3,218 (-15%)	3,806 (+276%)	1,011 (+14%)
Attendees at Adult Programs	1,086	1,389 (+8%)	16,263 (+519%)	2,627 (+33%)	1,970 (-0%)	1,979 (-3%)	2,048 (-5%)
Attendees at All-Ages Programs (Tracking since 2021)	953	1,117	0	0	0	0	0
Attendees at Early Childhood Literacy Summer Reading Programs (Tracking since 2021)	0	0	0	0	0	0	0
Attendees at Juvenile Summer Reading Events	0	0	0	4,186 (+8%)	3,864 (+24%)	3,116 (-20%)	3,904 (+56%)
Attendees at Young Adult Summer Reading Events	0	0	0	279 (-16%)	333 (-50%)	671 (+127%)	295 (+14%)
Attendees at Adult Summer Reading Events	0	0	0	310 (+265%)	85	0	21 (-73%)
Attendees at All-Ages Summer Programs (Tracking since 2021)	0	0	0	0	0	0	0
Attendees at Computer Classes	0	0	0	26 (+30%)	20 (-5%)	21 (+75%)	12 (-59%)
TOTAL of All Program Attendance	2,631	4,444 (-35%)	44,784 (+82%)	24,571 (-3%)	25,215 (+1%)	24,944 (+41%)	17,662 (+23%)

Summer Reading Overview

March 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	0	91 (-87%)	711 (-5%)	747 (-35%)	1,153 (+19%)	967 (+13%)
Young Adults Signed up for Summer Reading Program	0	0	29 (-78%)	134 (-65%)	378 (-2%)	385 (+241%)	113 (-64%)
Adults Signed Up for Summer Reading Program	0	0	33 (-79%)	159 (-36%)	248 (+112%)	117 (+36%)	86 (+1%)
Juveniles who Completed Summer Reading Program	0	0	91 (-76%)	385 (+48%)	260 (-50%)	518 (+13%)	459 (-10%)
Young Adults who Completed Summer Reading Program	0	0	29 (-63%)	79 (-41%)	135 (-50%)	268 (+332%)	62 (-49%)
Adults who Completed Summer Reading Program	0	0	33 (-72%)	118 (-28%)	165 (+72%)	96 (+60%)	60 (+7%)
Juvenile Summer Reading Events Held	0	0	0	173 (+52%)	114 (+20%)	95 (+7%)	89 (+6%)
Young Adult Summer Reading Events Held	0	0	0	61 (+24%)	49 (-14%)	57 (+97%)	29 (-66%)
Adult Summer Reading Events Held	0	0	0	17 (+467%)	3	0	3 (-40%)
Attendees at Juvenile Summer Reading Events	0	0	0	4,186 (+8%)	3,864 (+24%)	3,116 (-20%)	3,904 (+56%)
Attendees at Young Adult Summer Reading Events	0	0	0	279 (-16%)	333 (-50%)	671 (+127%)	295 (+14%)
Attendees at Adult Summer Reading Events	0	0	0	310 (+265%)	85	0	21 (-73%)

Summer Reading Program Signups

March 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	0	91 (-87%)	711 (-5%)	747 (-35%)	1,153 (+19%)	967 (+13%)
Young Adults Signed up for Summer Reading Program	0	0	29 (-78%)	134 (-65%)	378 (-2%)	385 (+241%)	113 (-64%)
Adults Signed Up for Summer Reading Program	0	0	33 (-79%)	159 (-36%)	248 (+112%)	117 (+36%)	86 (+1%)
TOTAL Summer Reading Program Signups	0	0	153 (-85%)	1,004 (-27%)	1,373 (-17%)	1,655 (+42%)	1,166 (-7%)

Summer Reading Program Completions

March 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	0	91 (-76%)	385 (+48%)	260 (-50%)	518 (+13%)	459 (-10%)
Young Adults who Completed Summer Reading Program	0	0	29 (-63%)	79 (-41%)	135 (-50%)	268 (+332%)	62 (-49%)
Adults who Completed Summer Reading Program	0	0	33 (-72%)	118 (-28%)	165 (+72%)	96 (+60%)	60 (+7%)
TOTAL Summer Reading Program Completions	0	0	153 (-74%)	582 (+4%)	560 (-37%)	882 (+52%)	581 (-16%)

Library-Provided Computer Services

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
One-hour sessions on Library Wifi	26,312	74,891 (-24%)	284,892 (-40%)	474,750 (+2%)	465,219 (+9%)	425,714 (+4%)	410,437 (+17%)
Desktop, Laptop, and Tablet Computers Available for Public Use	88		88	88 (-1%)	89 (+22%)	73	73
Sessions on Library-Provided Computers	692	1,341 (-79%)	9,604 (-73%)	35,720 (-22%)	45,687 (+3%)	44,181 (+6%)	41,513 (-11%)
Hours Library-Provided Computers Used (Tracking Since 2018)	350.68	690.69 (-84%)	6,031.58 (-75%)	24,280.36 (-2%)	24,701.55	0.00	0.00
Desktop, Laptop, and Tablet Computers Available for Staff Use	52		52	52 (+4%)	50 (+22%)	41	41

Website Stats

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Monthly Website Sessions	3,568	10,201 (-18%)	41,586 (-28%)	58,161 (+28%)	45,594 (-38%)	73,326 (-2%)	75,139 (+3%)
Monthly Website Page Views	7,516	22,336 (-18%)	92,094 (-29%)	129,778 (+9%)	118,634 (-33%)	177,799 (-2%)	182,084 (+7%)

Faxes, Prints, and Sales

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Fax Pages Received	17	32 (-71%)	149 (-57%)	350 (-16%)	419 (+61%)	260 (+19%)	219 (+27%)
Fax Pages Sent	742	1,339 (-7%)	3,935 (-59%)	9,524 (+3%)	9,249 (+138%)	3,879 (+123%)	1,741 (-7%)
Free Prints for Job Seekers	72	151 (-78%)	1,091 (-61%)	2,796 (-23%)	3,631 (+16%)	3,128 (+9%)	2,878 (+23%)
Black and White Patron Prints (Tracking Since 6/2016)	5,299	12,024 (-23%)	33,177 (-56%)	75,818 (-6%)	81,016 (+7%)	75,606 (+113%)	35,561
Color Patron Prints (Tracking Since 6/2016)	844	1,510 (-32%)	4,709 (-58%)	11,299 (-8%)	12,285 (+20%)	10,253 (+154%)	4,036
Flash Drives Sold (Tracking Since 6/2016)	1	2 (-75%)	18 (-51%)	37 (-10%)	41 (-27%)	56 (+4%)	54
Earbuds Sold (Tracking Since 6/2016)	7	12 (-85%)	131 (-72%)	462 (-14%)	538 (+29%)	416 (+151%)	166

Fines and Fees

Overdue Fines Dropped in 2017

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Fines and Fees Payments Received	\$ 221.66	\$ 519.90 (+15%)	\$ 1,717.01 (-44%)	\$ 3,092.62 (+28%)	\$ 2,412.73 (-68%)	\$ 7,628.31 (-24%)	\$ 10,062.96 (-30%)
Outstanding Fines and Fees	\$ 44,388.31		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

March 2021

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

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Value from Physical Item Checkouts	\$ 76,983.62	\$ 209,478.73 (-38%)	\$ 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)	\$ 13,155.00	\$ 22,220.00 (+31%)	\$ 126,690.00 (+7%)	\$ 118,485.00 (-6%)	\$ 125,795.00	\$ 0.00	\$ 0.00
Value from Fax Service (Tracking Since 1/2018)	\$ 759.00	\$ 1,371.00 (-10%)	\$ 4,056.00 (-60%)	\$ 10,205.00 (+6%)	\$ 9,668.00	\$ 0.00	\$ 0.00
Value from Employment Prints (Tracking Since 1/2018)	\$ 10.80	\$ 22.65 (-78%)	\$ 162.75 (-61%)	\$ 419.40 (-23%)	\$ 544.65	\$ 0.00	\$ 0.00
Value from Notary Services (Tracking Since 1/2018)	\$ 10.00	\$ 30.00 (-60%)	\$ 225.00 (-53%)	\$ 475.00 (+44%)	\$ 330.00	\$ 0.00	\$ 0.00
Value from Digital Services (Tracking Since 1/2018)	\$ 10,520.00	\$ 34,648.00 (-3%)	\$ 138,316.00 (+2%)	\$ 135,824.00 (+7%)	\$ 127,476.00	\$ 0.00	\$ 0.00
Value from Using Library Computers (Tracking Since 1/2018)	\$ 1,052.04	\$ 2,072.07 (-84%)	\$ 18,094.74 (-75%)	\$ 72,841.08 (-2%)	\$ 74,104.66	\$ 0.00	\$ 0.00
Value from Using Library Wifi (Tracking Since 1/2018)	\$ 1,841.84	\$ 5,242.37 (-24%)	\$ 19,942.44 (-40%)	\$ 33,232.50 (+2%)	\$ 32,565.33	\$ 0.00	\$ 0.00
TOTAL Value of Free Library Services	\$ 104,332.30	\$ 275,084.82 (-34%)	\$ 1,130,466.45 (-47%)	\$ 2,127,036.06 (-6%)	\$ 2,259,391.39 (+6%)	\$ 2,135,671.28 (+0%)	\$ 2,132,387.79 (-2%)

Materials Expenditures

Tracking since 2018

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Amount Spent on Books	\$ 11,338.93	\$ 22,642.80 (+66%)	\$ 85,727.68 (+12%)	\$ 76,878.30 (-18%)	\$ 93,763.50	\$ 0.00	\$ 0.00
Amount Spent on Periodicals	\$ 0.00	\$ 525.21	\$ 5,390.61 (-5%)	\$ 5,663.99 (-20%)	\$ 7,085.59	\$ 0.00	\$ 0.00
Amount Spent on Audiovisual Materials	\$ 1,339.37	\$ 3,674.25 (+23%)	\$ 16,992.04 (+13%)	\$ 15,009.96 (-17%)	\$ 17,998.47	\$ 0.00	\$ 0.00
Amount Spent on Digital Resources	\$ 2,022.25	\$ 11,312.43 (+24%)	\$ 31,708.66 (+12%)	\$ 28,412.62 (-35%)	\$ 43,798.90	\$ 0.00	\$ 0.00
TOTAL Spent on All Library Materials	\$ 14,700.55	\$ 38,154.69 (+48%)	\$ 139,818.99 (+11%)	\$ 125,964.87 (-23%)	\$ 162,646.46	\$ 0.00	\$ 0.00

Other Expenditures

Tracking since 2018

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Total Materials Expenditures	\$ 14,700.55	\$ 38,154.69 (+48%)	\$ 139,818.99 (+11%)	\$ 125,964.87 (-23%)	\$ 162,646.46	\$ 0.00	\$ 0.00
Total Staff Expenditures	\$ 73,843.21	\$ 244,802.81 (+8%)	\$ 956,326.38 (-18%)	\$ 1,172,756.92 (-20%)	\$ 1,469,560.33	\$ 0.00	\$ 0.00
Expenditures in other categories	\$ 58,209.64	\$ 109,607.03 (+12%)	\$ 483,894.79 (+37%)	\$ 353,231.25 (-16%)	\$ 422,747.74	\$ 0.00	\$ 0.00
TOTAL Expenditures in all Categories	\$ 132,052.85	\$ 395,096.64 (-6%)	\$ 1,819,492.24 (+1%)	\$ 1,797,240.67 (-13%)	\$ 2,054,954.53	\$ 0.00	\$ 0.00

Staffing

March 2021

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Total BDL Staff	36	36 (avg)	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	23.84	24.59 (avg) (-4%)	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)	64	205 (+56%)	1,170 (+119%)	534	0	0	0
Hours Volunteers Worked at the Library (Tracking Since 1/2019)	0	0	39 (-96%)	1,065	0	0	0

Outreach Services

Began 2018

March 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	15	41	42 (-40%)	70 (-8%)	76 (+2,433%)	3	0
Number of Items Delivered to Outreach Patrons	102	195 (+9,650%)	242 (+10%)	220 (-64%)	606 (+2,231%)	26	0

Coldwater Branch Heritage Room

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

March 2021

Heritage Room	BDL YTD	BDL Year End (Year-over-Year Change)					
		2020	2019	2018	2017	2016	
Heritage Room Attendance	22	34 (-66%)	105 (-78%)	484 (-34%)	736 (+12%)	658 (-7%)	705 (+51%)
In-Person Reference Questions	3	6 (-92%)	80 (-81%)	412 (-42%)	708 (+29%)	550 (+664%)	72 (+140%)
Reference Telephone Calls	24	36 (-12%)	60 (-74%)	232 (-16%)	277 (-36%)	433 (+15%)	376 (+83%)
Online Reference Questions	7	14 (+56%)	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.

March 2021

	Kids' Place	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Kids' Place Attendance	234	441 (-76%)	2,385 (-75%)	9,710	0	0	0
In-Person Reference Questions	45	136 (+12%)	226 (-61%)	575	0	0	0
Reference Telephone Calls	19	68 (+119%)	156 (-30%)	224	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.

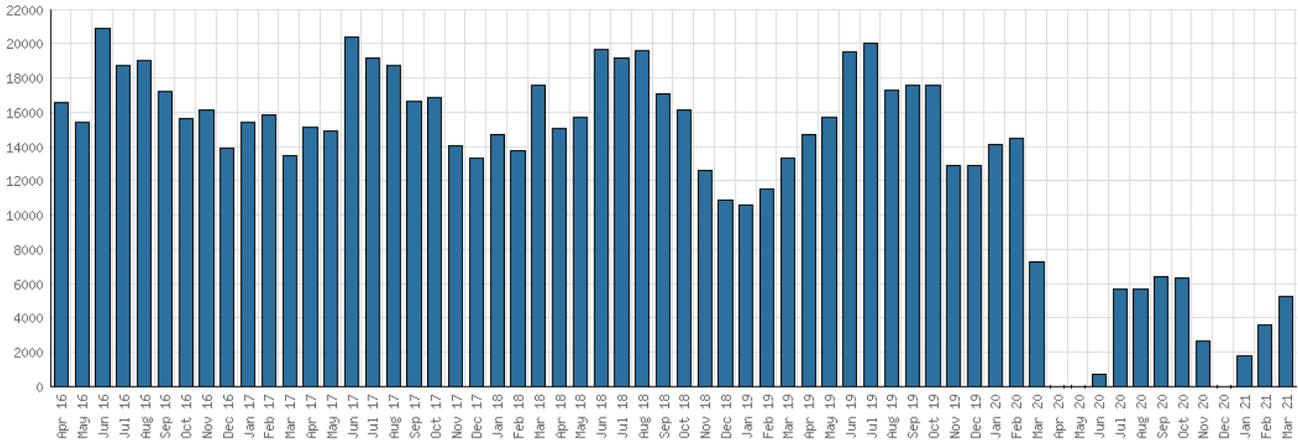
March 2021

	Teen Space	BDL YTD	BDL Year End (Year-over-Year Change)				
			2020	2019	2018	2017	2016
Teen Space Attendance	143	173 (-77%)	845 (-80%)	4,172	0	0	0
In-Person Reference Questions	0	0	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

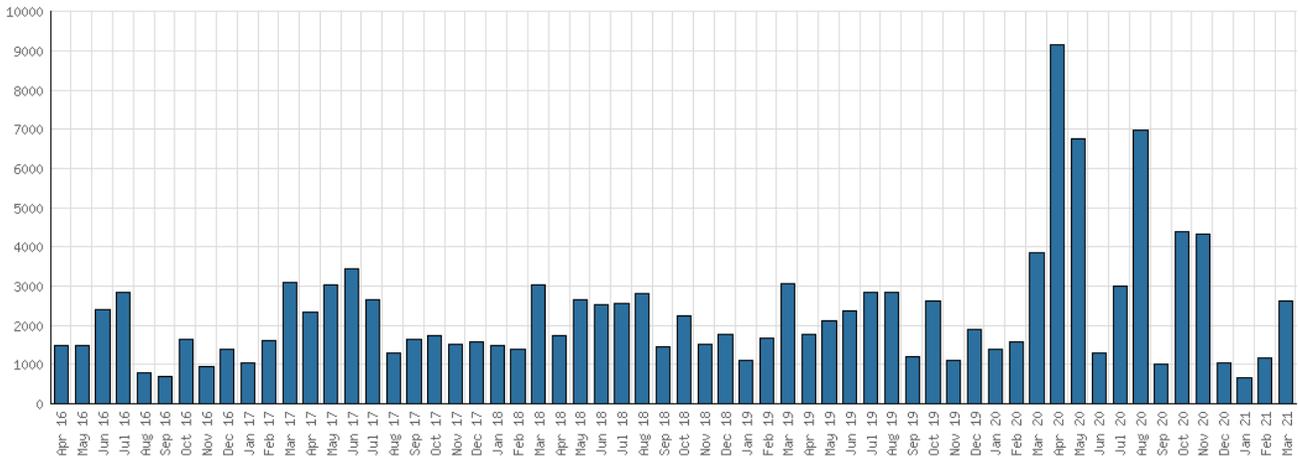
Selected Graphs

5-year Monthly Trends

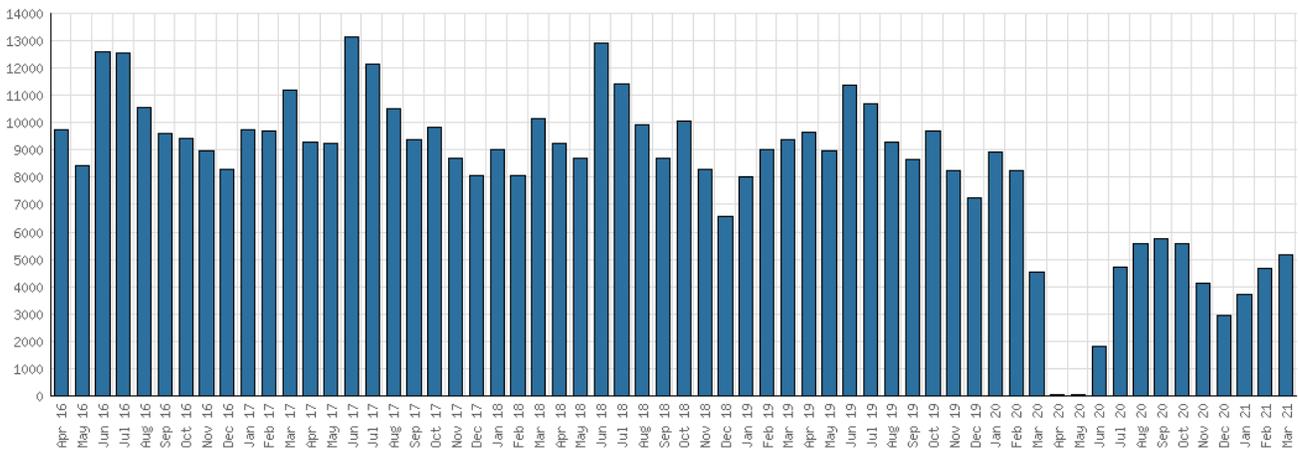
District Attendance



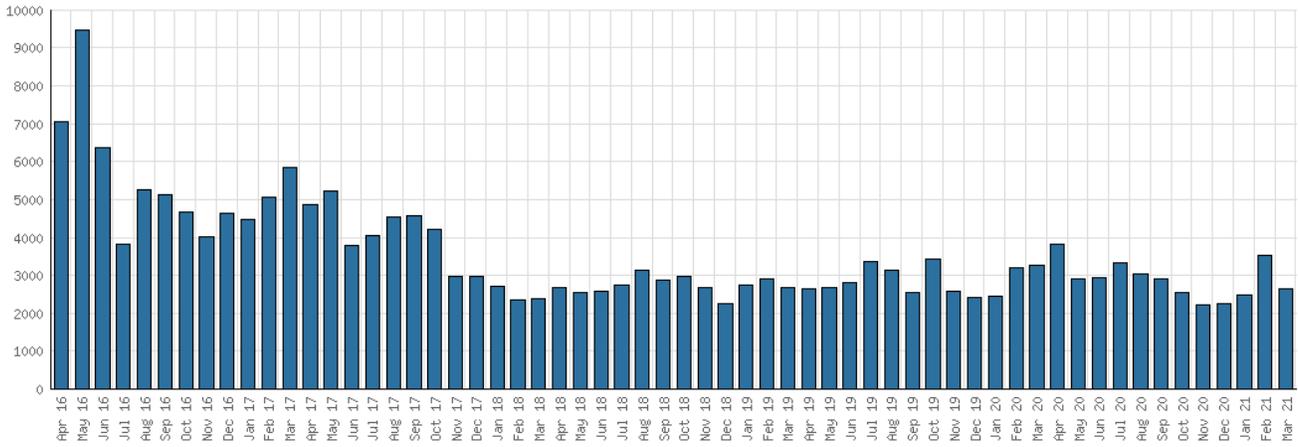
District Program Attendance



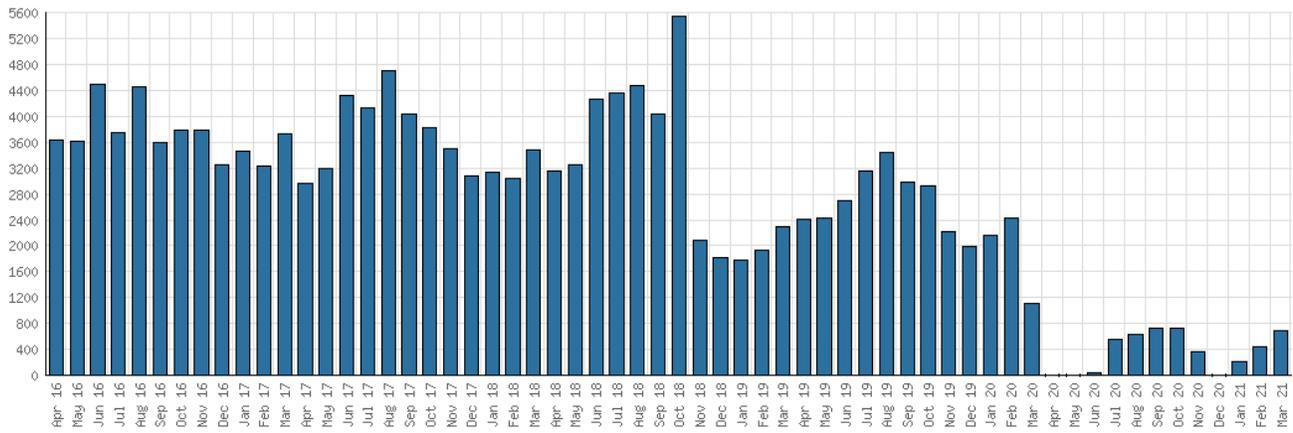
District Physical Checkouts



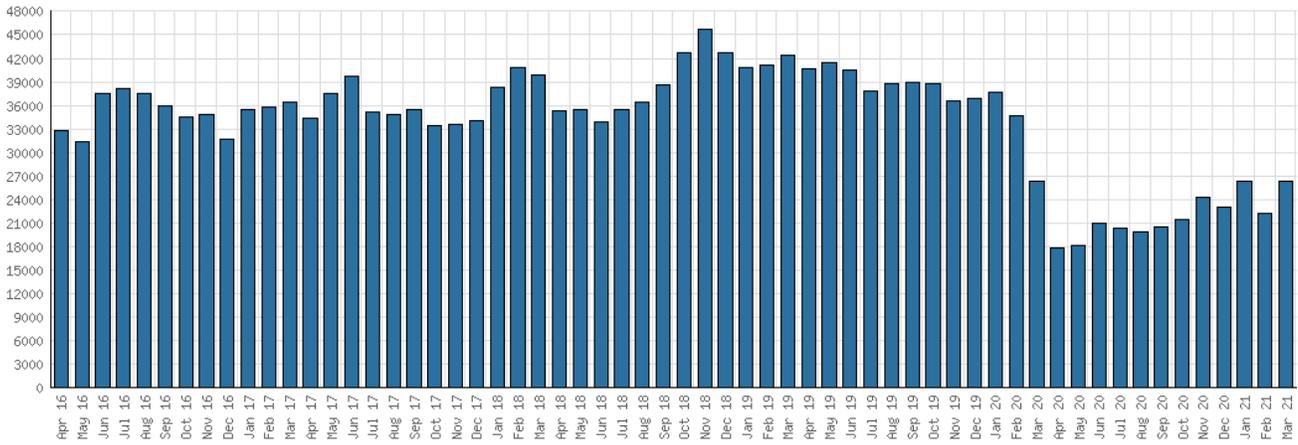
District Digital Usage



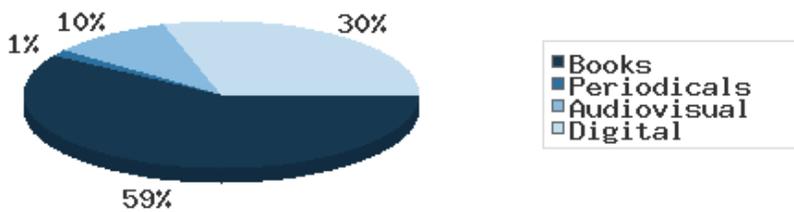
District Use of Library-Provided Computers



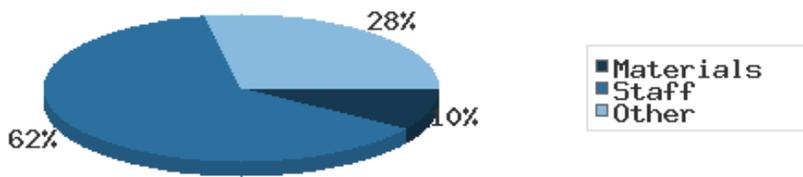
District One-Hour Sessions on Library Wifi



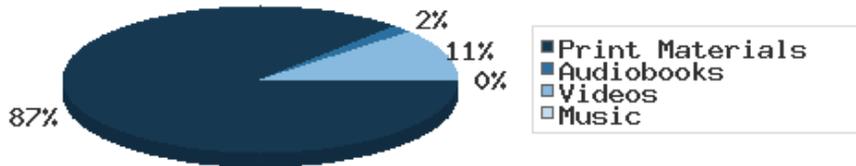
Year-to-Date Materials Expenditures



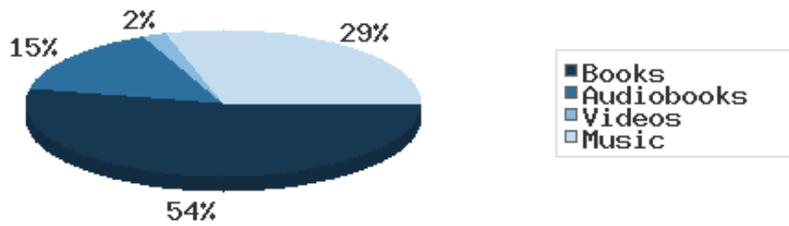
YTD Expenditures in all Categories



Physical Collection



Digital Collection



YTD Usage Breakdown of Digital Services

