## Monthly Stats Brief Narrative

Through April 2020, the number of patrons entering our buildings 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 2019. About 0% of our registered cardholders checked out a physical item this past month, while about 3% of registered cardholders checked out a digital item.

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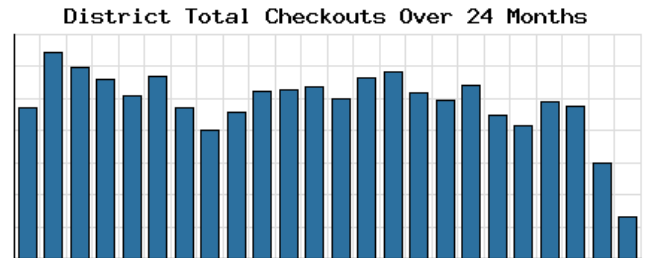
Digital vs. Physical Circulation YTD

69%

31%
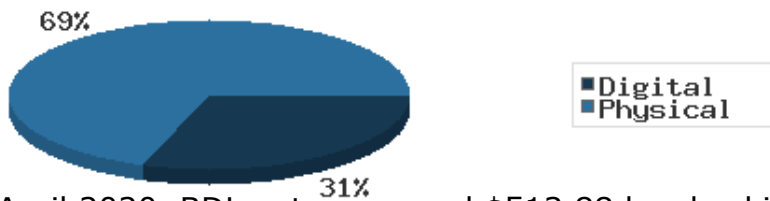
Digital
Physical

Digital usage has comprised about 31% of total materials use year-to-date through April 2020, and digital usage increased from this time in 2019.

In April 2020, BDL patrons saved $513.88 by checking out 48 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 $15,978.93.

Programs Offered in 2020 YTD

27%

17%

56%

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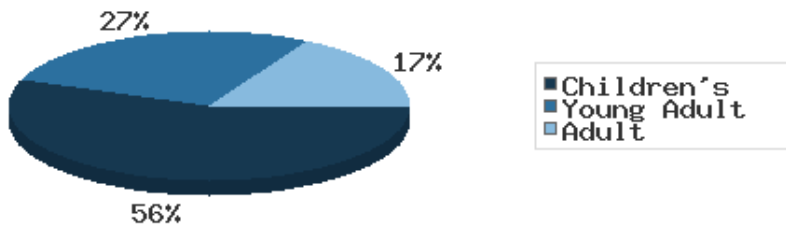
Compared to this time year-to-date 2019, the number of programs BDL offered has decreased. Attendance at programs greatly increased over this same period.

Our locations continued to be closed due to Covid-19. Programs were held virtually using the website and various social media platforms. RBdigital, a digital periodical service, was introduced at the end of the month.

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
April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Attendance	0	33,217 (-32%)	169,795 (-12%)	191,866 (-1%)	193,922 (-4%)	200,991 (+3%)	195,735 (+17%)
Hours Open	0.00	2,471.00 (-35%)	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)	238.00		241.00 (-2%)	245.00	0.00	0.00	0.00

Patrons
April 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)	44,926	44,926 (avg)	44,926 (avg)	44,926 (avg)	0 (avg)	0 (avg)	0 (avg)
Library Card Holders	20,943	20,876 (avg) (+3%)	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	23	1,393 (avg) (-32%)	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	42	168 (-25%)	618 (-39%)	1,021 (+21%)	844 (-15%)	989 (-9%)	1,086 (-22%)
In-House Holds Filled for Our Library Card Holders	5	2,598 (-29%)	10,527 (-4%)	10,987 (-6%)	11,650 (+12%)	10,407 (+2%)	10,225 (+7%)
Active Hoopla Users (Began 2016)	383	338 (avg) (+16%)	260 (avg) (-1%)	262 (avg) (+39%)	189 (avg) (+47%)	129 (avg)	0 (avg)
Active OverDrive Users	274	243 (avg) (+20%)	203 (avg) (+3%)	197 (avg) (+26%)	156 (avg) (+16%)	134 (avg) (-7%)	144 (avg) (+7%)

Physical Collection
Tracking Item-Type Breakdown Since 8/2017
April 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	98,898		98,689 (-2%)	100,253 (-0%)	100,293	0	0
Physical Audiobooks in the Catalog	1,786		1,783 (-5%)	1,881 (+2%)	1,852	0	0
Physical Video Materials in the Catalog	11,414		11,460 (+8%)	10,579 (+1%)	10,519	0	0
Physical Music Recordings in the Catalog	159		159 (-53%)	337 (-2%)	345	0	0
TOTAL Physical Items in the Catalog	**112,257**		**112,053 (-1%)**	**113,050 (+0%)**	**113,009 (-11%)**	**126,407 (-4%)**	**131,432 (+1%)**

Digital Collection
Tracking Since 8/2017

April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Ebooks in All Digital Collections	402,430		370,666 (+21%)	306,595 (+33%)	230,178	0	0
Audiobooks in All Digital Collections	12,528		86,004 (+19%)	71,995 (+36%)	52,833	0	0
Video Materials in All Digital Collections	16,806		16,267 (+14%)	14,229 (-10%)	15,767	0	0
Music Recordings in All Digital Collections	267,862		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	703,294		744,551 (+18%)	632,524 (+9%)	579,037	0	0

Total Collection
Tracking Since 8/2017

April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Combined Physical Items	112,257		112,053 (-1%)	113,050 (+0%)	113,009 (-11%)	126,407 (-4%)	131,432 (+1%)
Combined Digital Collections	703,294		744,551 (+18%)	632,524 (+9%)	579,037	0	0
TOTAL of all Collections	815,551		856,604 (+15%)	745,574 (+8%)	692,046 (+447%)	126,407 (-4%)	131,432 (+1%)

Use of Physical Items
April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Checkouts of Cataloged Items	37	21,732 (-40%)	110,285 (-3%)	113,128 (-6%)	120,916 (+2%)	118,595 (-3%)	121,841 (-1%)
Renewals of Cataloged Items	11	2,598 (-42%)	13,490 (-1%)	13,607 (-8%)	14,804 (-4%)	15,480 (+0%)	15,434 (-4%)
Items Used in the Library But Not Checked Out	0	880 (-48%)	4,166 (+49%)	2,803 (-8%)	3,050 (+126%)	1,351 (+7,011%)	19 (-68%)
Checkouts of Uncataloged Items	0	571 (-39%)	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	0	1,890 (-49%)	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	0	1,287 (-58%)	7,582 (-23%)	9,810 (+25%)	7,867 (+11%)	7,068 (+46%)	4,855 (-10%)
TOTAL Use of Physical Items	48	28,958 (-42%)	148,690 (-3%)	153,029 (-3%)	157,645 (+2%)	154,184 (+1%)	152,652 (-1%)

Use of Digital Resources
April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
OverDrive Checkouts	1,287	4,380 (+25%)	10,822 (+14%)	9,501 (+21%)	7,823 (+4%)	7,502 (+2%)	7,380 (+12%)
Hoopla Checkouts (Began 2016)	1,505	4,836 (+6%)	12,530 (-2%)	12,796 (+20%)	10,669 (+96%)	5,432	0
RB Digital Circulations (Began 2020)	282	282	0	0	0	0	0
All Other Digital Services	760	3,249 (+11%)	10,604 (+11%)	9,572 (-72%)	34,047 (-46%)	62,788 (+38%)	45,565 (+203%)
TOTAL Use of Digital Resources	**3,834**	**12,747 (+16%)**	**33,956 (+7%)**	**31,869 (-39%)**	**52,539 (-31%)**	**75,722 (+43%)**	**52,945 (+145%)**

Total Item Usage
April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Combined Checkouts of Physical Items	48	28,958 (-42%)	148,690 (-3%)	153,029 (-3%)	157,645 (+2%)	154,184 (+1%)	152,652 (-1%)
Combined Use of Digital Resources	3,834	12,747 (+16%)	33,956 (+7%)	31,869 (-39%)	52,539 (-31%)	75,722 (+43%)	52,945 (+145%)
TOTAL Uses of All BDL Items	**3,882**	**41,705 (-32%)**	**182,646 (-1%)**	**184,898 (-12%)**	**210,184 (-9%)**	**229,906 (+12%)**	**205,597 (+16%)**

Cataloging
April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Physical Items Added to the Catalog	0	2,534 (-36%)	9,719 (-12%)	11,056 (+0%)	11,009 (-1%)	11,091 (+29%)	8,582 (+40%)
Physical Items Deleted from the Catalog	0	2,366 (-26%)	10,769 (-2%)	10,941 (-55%)	24,366 (+53%)	15,968 (+84%)	8,668 (+40%)

Reference Questions
April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
General Reference Questions in Person	0	1,700 (-24%)	8,748 (+32%)	6,641 (-12%)	7,537 (+20%)	6,285 (+124%)	2,806 (-0%)
Questions via Telephone Calls	0	951 (-27%)	4,111 (+6%)	3,866 (-24%)	5,079 (+10%)	4,622 (+60%)	2,885 (+0%)
Reference Questions Delivered Online	7	56 (-62%)	281 (+85%)	152 (-35%)	233 (-23%)	304 (+34%)	227 (+77%)
In-Person Questions on Computer or Internet Use	0	1,449 (-42%)	7,505 (+6%)	7,068 (-3%)	7,285 (+11%)	6,568 (+18%)	5,551 (+36%)
In-Person Questions about Our Online Databases	0	34 (-73%)	349 (-15%)	409 (+13%)	363 (+114%)	170 (+85%)	92 (-24%)
In-Person Tax Form Questions	0	269 (-14%)	326 (-37%)	518 (+5%)	493 (+4%)	473 (-18%)	579 (+3%)
TOTAL of All Reference Questions	**7**	**4,459 (-33%)**	**21,320 (+14%)**	**18,654 (-11%)**	**20,990 (+14%)**	**18,422 (+52%)**	**12,140 (+15%)**

Notary Services
Began 9/2017 at Coldwater Only
April 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	0	16 (-48%)	95 (+44%)	66 (+371%)	14	0	0
Documents Notarized	0	22 (-61%)	124 (+85%)	67 (+253%)	19	0	0

MeLCat
April 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	0	2,014 (-49%)	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	0	1,890 (-49%)	9,873 (+1%)	9,777 (+20%)	8,169 (+15%)	7,112 (+16%)	6,118 (+8%)
Requests from Other MeLCat Libraries for Items at BDL	1	1,727 (-48%)	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	0	1,287 (-58%)	7,582 (-23%)	9,810 (+25%)	7,867 (+11%)	7,068 (+46%)	4,855 (-10%)

Programs Held
April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Juvenile Programs Held	14	224 (-30%)	536 (-27%)	730 (+1%)	720 (+19%)	604 (+5%)	575 (+19%)
Young Adult Programs Held	7	107 (-3%)	264 (-22%)	338 (+41%)	239 (+47%)	163 (+8%)	151 (+20%)
Adult Programs Held	21	67 (+18%)	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	0	81 (+305%)	20 (-9%)	22 (+57%)	14 (-36%)	22 (-8%)
TOTAL of All Programs	42	398 (-20%)	1,211 (-13%)	1,390 (+9%)	1,279 (+14%)	1,122 (+4%)	1,079 (+24%)

Program Attendance
April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	2018	2017	2016	2015
Attendees at Juvenile Programs	3,731	8,076 (+29%)	10,939 (-30%)	15,725 (+2%)	15,351 (+48%)	10,371 (+23%)	8,415 (+7%)
Attendees at Young Adult Programs	1,518	2,716 (+260%)	2,106 (-35%)	3,218 (-15%)	3,806 (+276%)	1,011 (+14%)	884 (+38%)
Attendees at Adult Programs	3,904	5,187 (+773%)	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	9,153	15,979 (+109%)	17,984 (-29%)	25,215 (+1%)	24,944 (+41%)	17,662 (+23%)	14,320 (+7%)

Summer Reading Overview
April 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	0	345 (-54%)	747 (-35%)	1,153 (+19%)	967 (+13%)	859
Young Adults Signed up for Summer Reading Program	0	0	90 (-76%)	378 (-2%)	385 (+241%)	113 (-64%)	311
Adults Signed Up for Summer Reading Program	0	0	159 (-36%)	248 (+112%)	117 (+36%)	86 (+1%)	85
Juveniles who Completed Summer Reading Program	0	0	203 (-22%)	260 (-50%)	518 (+13%)	459 (-10%)	512
Young Adults who Completed Summer Reading Program	0	0	60 (-56%)	135 (-50%)	268 (+332%)	62 (-49%)	122
Adults who Completed Summer Reading Program	0	0	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
April 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	0	345 (-54%)	747 (-35%)	1,153 (+19%)	967 (+13%)	859
Young Adults Signed up for Summer Reading Program	0	0	90 (-76%)	378 (-2%)	385 (+241%)	113 (-64%)	311
Adults Signed Up for Summer Reading Program	0	0	159 (-36%)	248 (+112%)	117 (+36%)	86 (+1%)	85
TOTAL Summer Reading Program Signups	0	0	594 (-57%)	1,373 (-17%)	1,655 (+42%)	1,166 (-7%)	1,255

Summary Reading Program Completions
April 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	0	203 (-22%)	260 (-50%)	518 (+13%)	459 (-10%)	512
Young Adults who Completed Summer Reading Program	0	0	60 (-56%)	135 (-50%)	268 (+332%)	62 (-49%)	122
Adults who Completed Summer Reading Program	0	0	118 (-28%)	165 (+72%)	96 (+60%)	60 (+7%)	56
TOTAL Summer Reading Program Completions	**0**	**0**	**381 (-32%)**	**560 (-37%)**	**882 (+52%)**	**581 (-16%)**	**690**

Library-Provided Computer Services
April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
One-hour sessions on Library Wifi	17,815	116,552 (-29%)	474,750 (+2%)	465,219 (+9%)	425,714 (+4%)	410,437 (+17%)	351,423 (+18%)
Desktop, Laptop, and Tablet Computers Available for Public Use	88		88 (-1%)	89 (+22%)	73	73	73
Sessions on Library-Provided Computers	0	6,356 (-35%)	34,577 (-24%)	45,687 (+3%)	44,181 (+6%)	41,513 (-11%)	46,405 (+6%)
Hours Library-Provided Computers Used (Tracking Since 2018)	0.00	4,447.22 (-36%)	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
April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Monthly Website Sessions	2,023	14,533 (-21%)	58,161 (+28%)	45,594 (-38%)	73,326 (-2%)	75,139 (+3%)	72,706 (+6%)
Monthly Website Page Views	3,781	31,120 (-29%)	129,778 (+9%)	118,634 (-33%)	177,799 (-2%)	182,084 (+7%)	169,630 (+4%)

Faxes, Prints, and Sales
April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Fax Pages Received	0	110 (+38%)	350 (-16%)	419 (+61%)	260 (+19%)	219 (+27%)	173 (+3%)
Fax Pages Sent	0	1,447 (-52%)	9,524 (+3%)	9,249 (+138%)	3,879 (+123%)	1,741 (-7%)	1,882 (+39%)
Free Prints for Job Seekers	0	676 (-37%)	2,796 (-23%)	3,631 (+16%)	3,128 (+9%)	2,878 (+23%)	2,335 (-23%)
Black and White Patron Prints (Tracking Since 6/2016)	0	15,644 (-39%)	75,818 (-6%)	81,016 (+7%)	75,606 (+113%)	35,561	0
Color Patron Prints (Tracking Since 6/2016)	0	2,227 (-42%)	11,299 (-8%)	12,285 (+20%)	10,253 (+154%)	4,036	0
Flash Drives Sold (Tracking Since 6/2016)	0	8 (-43%)	37 (-10%)	41 (-27%)	56 (+4%)	54	0
Earbuds Sold (Tracking Since 6/2016)	0	82 (-47%)	462 (-14%)	538 (+29%)	416 (+151%)	166	0

Fines and Fees
Overdue Fines Dropped in 2017

April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Fines and Fees Payments Received	$ 10.00	$ 460.87 (-57%)	$ 3,092.62 (+28%)	$ 2,412.73 (-68%)	$ 7,628.31 (-24%)	$ 10,062.96 (-30%)	$ 14,448.76 (-3%)
Outstanding Fines and Fees	$ 48,477.04		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

April 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.

April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	2018	2017	2016	2015
Value from Physical Item Checkouts	$ 513.88	$ 339,670.23 (-43%)	$ 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)	$ 10.00	$ 16,970.00 (-53%)	$ 118,485.00 (-6%)	$ 125,795.00	$ 0.00	$ 0.00	$ 0.00
Value from Fax Service (Tracking Since 1/2018)	$ 0.00	$ 1,529.00 (-51%)	$ 10,205.00 (+6%)	$ 9,668.00	$ 0.00	$ 0.00	$ 0.00
Value from Employment Prints (Tracking Since 1/2018)	$ 0.00	$ 100.50 (-38%)	$ 419.40 (-23%)	$ 544.65	$ 0.00	$ 0.00	$ 0.00
Value from Notary Services (Tracking Since 1/2018)	$ 0.00	$ 75.00 (-52%)	$ 475.00 (+44%)	$ 330.00	$ 0.00	$ 0.00	$ 0.00
Value from Digital Services (Tracking Since 1/2018)	$ 14,208.00	$ 49,860.00 (+13%)	$ 135,824.00 (+7%)	$ 127,476.00	$ 0.00	$ 0.00	$ 0.00
Value from Using Library Computers (Tracking Since 1/2018)	$ 0.00	$ 13,341.66 (-36%)	$ 72,841.08 (-2%)	$ 74,104.66	$ 0.00	$ 0.00	$ 0.00
Value from Using Library Wifi (Tracking Since 1/2018)	$ 1,247.05	$ 8,158.64 (-29%)	$ 33,232.50 (+2%)	$ 32,565.33	$ 0.00	$ 0.00	$ 0.00
TOTAL Value of Free Library Services	**$ 15,978.93**	**$ 429,705.03 (-39%)**	**$ 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

April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	2018	2017	2016	2015
Amount Spent on Books	$ 8,567.50	$ 22,188.72 (-39%)	$ 76,878.30 (-18%)	$ 93,763.50	$ 0.00	$ 0.00	$ 0.00
Amount Spent on Periodicals	$ 21.79	$ 21.79 (-92%)	$ 5,663.99 (-20%)	$ 7,085.59	$ 0.00	$ 0.00	$ 0.00
Amount Spent on Audiovisual Materials	$ 723.22	$ 3,714.28 (-31%)	$ 15,009.96 (-17%)	$ 17,998.47	$ 0.00	$ 0.00	$ 0.00
Amount Spent on Digital Resources	$ 0.00	$ 9,158.19 (-4%)	$ 28,412.62 (-35%)	$ 43,798.90	$ 0.00	$ 0.00	$ 0.00
TOTAL Spent on All Library Materials	**$ 9,312.51**	**$ 35,082.98 (-32%)**	**$ 125,964.87 (-23%)**	**$ 162,646.46**	**$ 0.00**	**$ 0.00**	**$ 0.00**

Other Expenditures
Tracking since 2018

April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Total Materials Expenditures	$ 9,312.51	$ 35,082.98 (-32%)	$ 125,964.87 (-23%)	$ 162,646.46	$ 0.00	$ 0.00	$ 0.00
Total Staff Expenditures	$ 73,099.96	$ 300,511.25 (-37%)	$ 1,172,756.92 (-20%)	$ 1,469,560.33	$ 0.00	$ 0.00	$ 0.00
Expenditures in other categories	$ 24,396.26	$ 122,334.25 (+43%)	$ 353,231.25 (-16%)	$ 422,747.74	$ 0.00	$ 0.00	$ 0.00
TOTAL Expenditures in all Categories	$ 128,084.16	$ 547,942.65 (-10%)	$ 1,797,240.67 (-13%)	$ 2,054,954.53	$ 0.00	$ 0.00	$ 0.00

Staffing
April 2020

	BDL Monthly Total	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Total BDL Staff	36	36 (avg) (-5%)	37 (avg) (-8%)	40 (avg) (+5%)	37 (avg) (+9%)	34 (avg) (+17%)	29 (avg) (-3%)
BDL Staff with MLS Degree	5	5 (avg)	5 (avg) (-33%)	6 (avg) (+20%)	5 (avg) (+150%)	3 (avg)	2 (avg)
Worked Full-Time Equivalents	28.80	26.63 (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)	60	190 (+88%)	534	0	0	0	0
Hours Volunteers Worked at the Library (Tracking Since 1/2019)	0	39 (-91%)	1,065	0	0	0	0

Outreach Services
Began 2018

April 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	0	0	70 (-8%)	76 (+2,433%)	3	0	0
Number of Items Delivered to Outreach Patrons	0	2 (-99%)	220 (-64%)	606 (+2,231%)	26	0	0

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

April 2020

	Heritage Room	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Heritage Room Attendance	0	99 (-26%)	484 (-34%)	736 (+12%)	658 (-7%)	705 (+51%)	468 (+50%)
In-Person Reference Questions	0	76 (-40%)	412 (-42%)	708 (+29%)	550 (+664%)	72 (+140%)	30 (-27%)
Reference Telephone Calls	0	41 (-46%)	232 (-16%)	277 (-36%)	433 (+15%)	376 (+83%)	206 (+145%)
Online Reference Questions	0	9 (-67%)	65 (+8%)	60 (-5%)	63 (-24%)	83 (+8%)	77 (+79%)

Coldwater Branch Kids' Place

April 2020

	Kids' Place	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Kids' Place Attendance	0	1,873 (+129%)	9,710	0	0	0	0
In-Person Reference Questions	0	121 (+27%)	575	0	0	0	0
Reference Telephone Calls	0	31 (+7%)	224	0	0	0	0
Online Reference Questions	0	0	0	0	0	0	0

Coldwater Branch Teen Space

April 2020

	Teen Space	BDL YTD	BDL Year End (Year-over-Year Change)				
			2019	**2018**	**2017**	**2016**	**2015**
Teen Space Attendance	0	766 (+29%)	4,172	0	0	0	0
In-Person Reference Questions	0	4 (-50%)	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
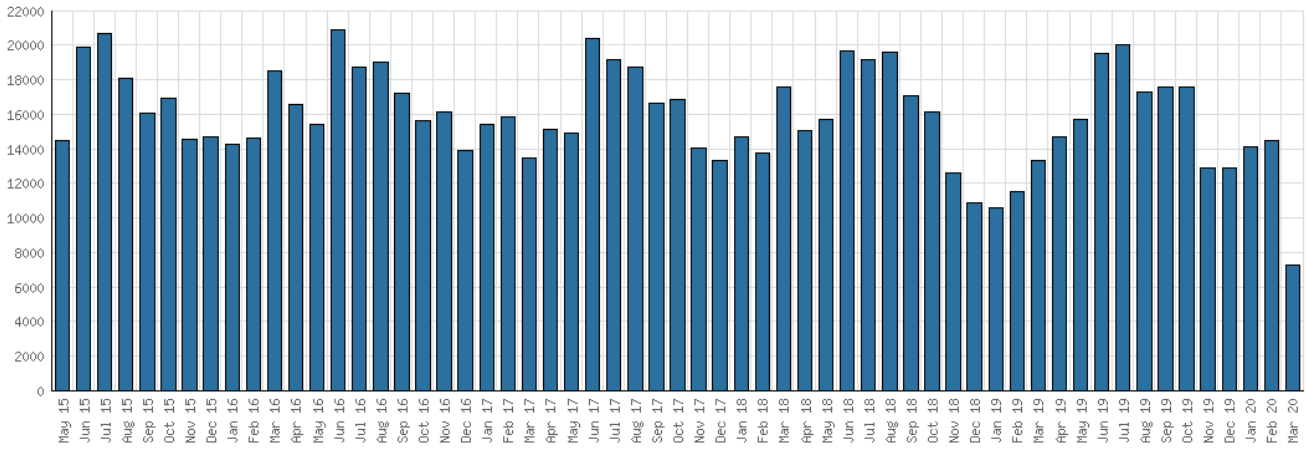
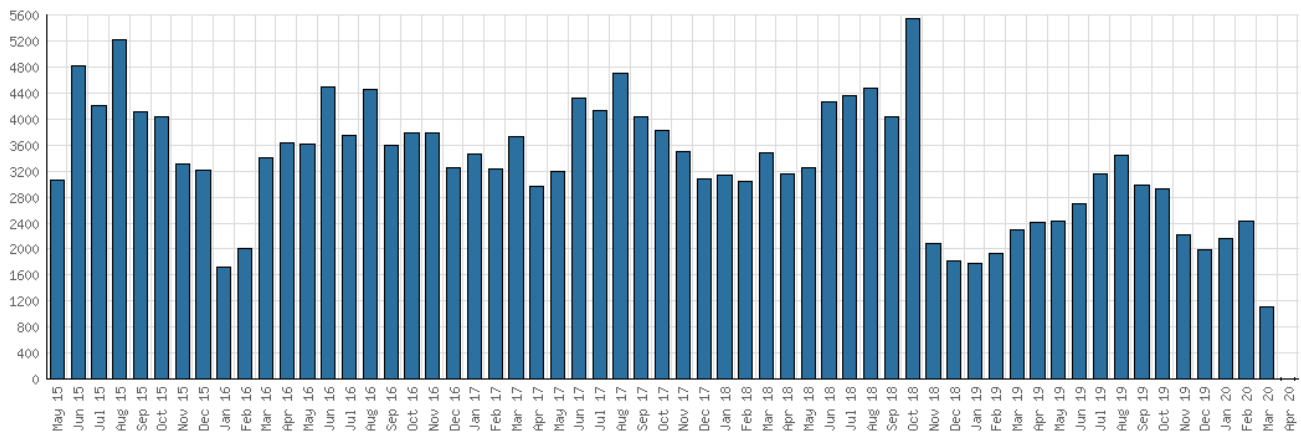### District Program Attendance
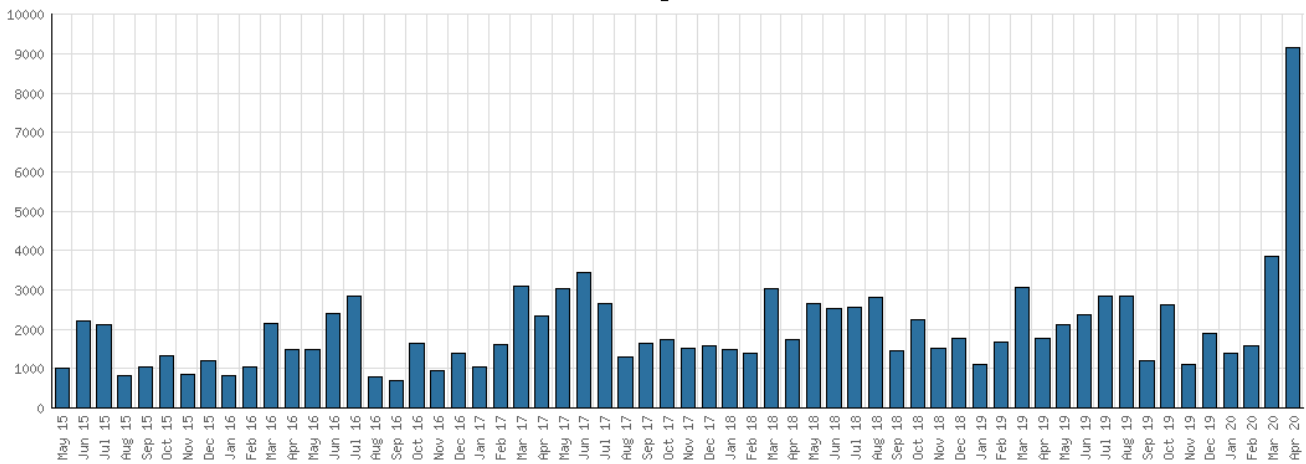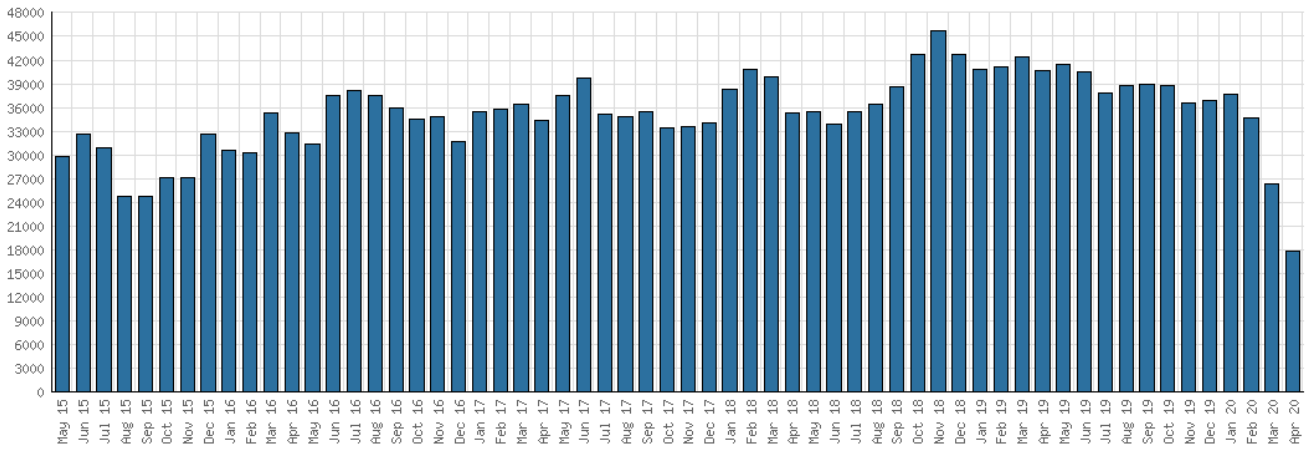

District Physical Checkouts
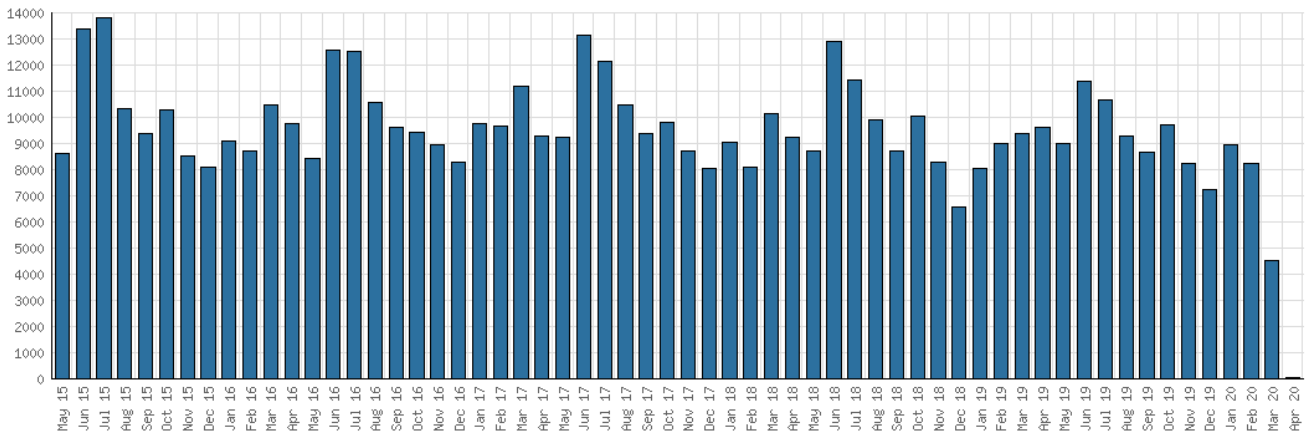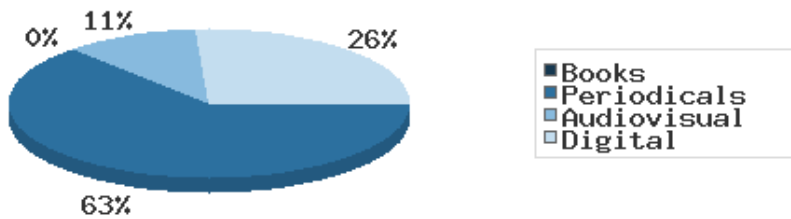
District Digital Usage
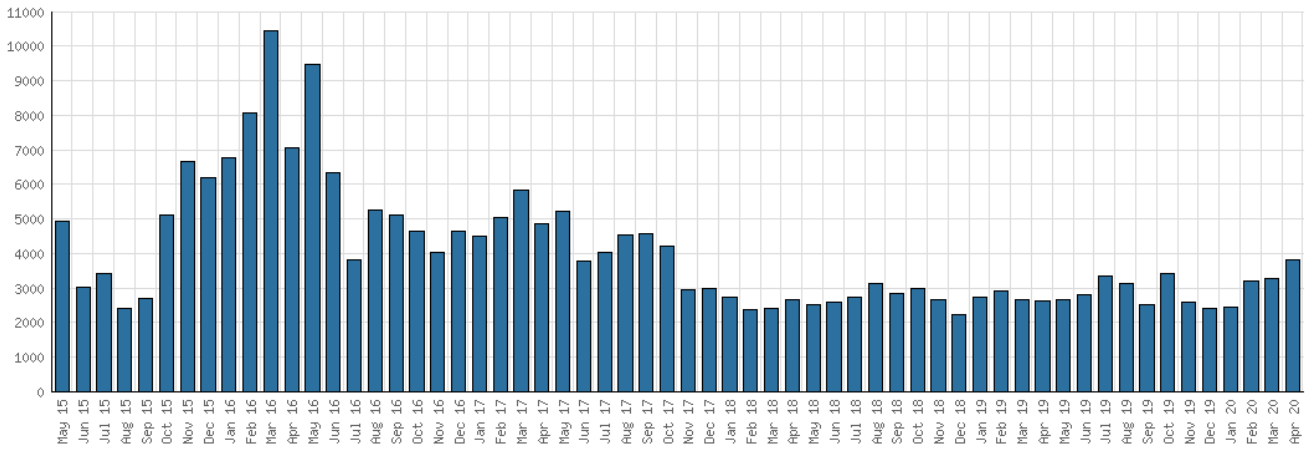
District Use of Library-Provided Computers

District One-Hour Sessions on Library Wifi
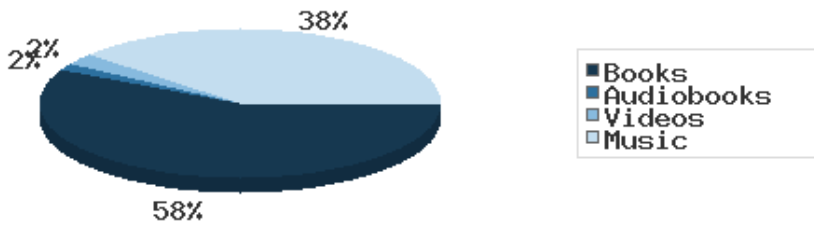

Year-to-Date Materials Expenditures

- 0%
- 11%
- 26%
- 63%

■ Books
■ Periodicals
■ Audiovisual
□ Digital

YTD Expenditures in all Categories

27%
8%
66%

- Materials
- Staff
- Other

Physical Collection

2%
10%
0%
88%

- Print Materials
- Audiobooks
- Videos
- Music

Digital Collection

38%
2%
2%
58%

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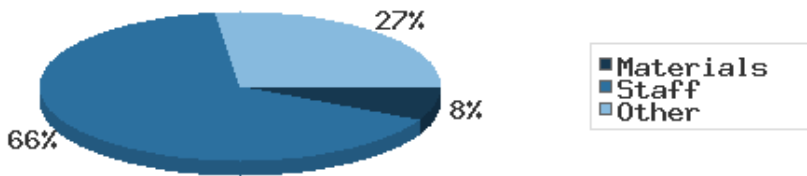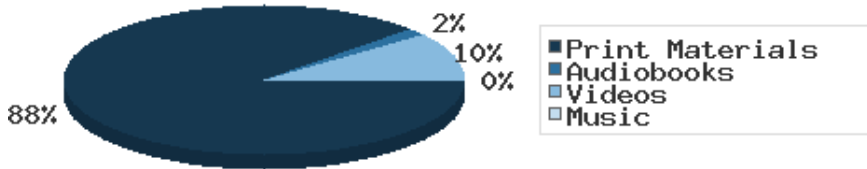
YTD Usage Breakdown of Digital Services

26%
39%
35%

- Overdrive
- Hoopla
- Other Digital