

2021 Library Services Index

A. Member Activity		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	2021 Monthly Average	% of Total	
A.1	Active Memberships	6,712	6,764	6,878	6,932	6,971	7,035	5,295	5,148	5,006	4,934	4,922	4,878	Point in Time	5,956		
	Adult Books	2,993	2,799	3,962	2,959	2,938	2,878	3,787	3,910	3,805	3,895	3,793	3,529	41,248	3,437	37%	
	Kids Books	3,844	2,964	4,589	3,775	3,437	3,124	6,334	5,654	4,868	5,437	5,711	4,780	54,517	4,543	49%	
	Magazines	107	122	207	102	107	133	229	225	301	245	197	190	2,165	180	2%	
	Books to listen to	192	172	396	273	236	248	329	349	322	378	343	339	3,577	298	3%	
	Movies & TV shows	742	630	1,076	676	605	570	880	787	716	888	840	929	9,339	778	8%	
	Cool Stuff - not books	26	25	60	43	54	41	68	69	48	37	39	39	549	46	0%	
A.2	Physical Collection	7,904	6,712	10,290	7,828	7,377	6,994	11,627	10,994	10,060	10,880	10,923	9,806	111,395	9,283	100%	
	eBooks	3,561	3,325	3,209	3,465	3,372	3,252	3,195	3,274	2,912	2,941	2,818	2,828	38,152	3,179	67%	
	eAudioBooks	1,487	1,335	1,668	1,542	1,622	1,624	1,409	1,551	1,515	1,656	1,517	1,491	18,417	1,535	33%	
A.3	OverDrive	5,048	4,660	4,877	5,007	4,994	4,876	4,604	4,825	4,427	4,597	4,335	4,319	56,569	4,714	100%	
A.4	Electronic Resources	1,144	1,198	1,155	942	868	825	783	689	816	1,046	900	904	11,270	939		
A.5	Items Reserved	4,775	4,257	3,680	4,845	4,950	4,183	3,469	2,855	2,912	2,920	2,800	2,619	44,265	3,689		
B. Community Use	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average			
	B.1	Program and Events	7	8	14	18	13	17	48	56	24	21	31	21	278	23	
		Attendance	183	147	192	298	141	216	455	777	461	353	485	284	3,992	333	
	B.2	Foot Counter	8,403	6,675	10,569	6,879	5,648	6,173	10,358	10,945	10,626	10,816	15,145	13,985	116,222	9,685	
	B.3	Public computer use	0	0	130	10	0	0	82	133	215	232	207	187	1,196	100	
		Unique Users	0	0	86	10	0	0	61	75	133	141	134	115	Point in Time		
		Curbside ONLY	In-person	Curbside ONLY	Open to In-person												
B.4	Hours Open to the Public	150	144	189	168	175	182	196	203	196	279	293	282	2,457	205		

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C. Demands on Staff		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average	
C.1	In Transit	2,540	2,520	2,435	2,356	3,225	3,068	2,423	1,938	1,752	2,384	2,660	2,442	29,743	2,479	
C.2 InterLibrary Loans		806	944	1,200	738	934	956	1,055	1,046	1,426	1,030	1,255	844	12,234	1,020	
C.3	Homebound Deliveries	30	29	35	39	31	33	22	29	32	31	30	24	365	30	
C.4 Exams Booked				5	4	0	0	1	1	5	1	1	0	18		
	Exams Proctored - Mill	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Exams Proctored - Alder	0	0	5	0	0	0	1	1	5	1	1	0	14	1	
C.5 Photocopies		2,933	2,981	4,128	3,782	3,807	3,702	4,236	5,639	4,650	5,209	5,007	5,333	51,407	4,284	
C.6	Requests for Information															
	Reference Question	23	28	82	28	31	20	58	81	72	72	123	49	667	56	25%
	Our Services	65	48	136	44	36	62	108	78	102	141	130	90	1,040	87	39%
	Technology	16	3	50	11	10	7	21	26	23	45	38	25	275	23	10%
	Reader's Advisory	15	7	37	11	12	73	37	26	10	20	50	17	315	26	12%
	Community	5	5	12	3	2	7	8	11	6	11	18	11	99	8	4%
	Our Programs	-	1	19	18	1	-	7	7	10	10	14	16	103	9	4%
	Other	2	1	32	-	-	5	30	17	16	21	48	20	192	16	7%
Total requests		126	93	368	115	92	174	269	246	239	320	421	228	2,691	224	100%