



Output Statistics- FY18 Compared to FY17

	Q1	Q2	Q3	Q4	YTD	Last YTD	% Change
Library Services: Provide library facilities, materials, and equipment.							
A. Downtown Building Use							
Total Hours Open	857	830	849	860	3,396	3,399	-0.1%
People into the Building	217,526	162,468	158,400	192,709	731,103	797,017	-8.3%
Average Number Per Hour	253.8	195.7	186.6	224.1	215.3	234	-8.2%
Bookmobile Use							
Bookmobile Total Hours Open	249	218	180	244	890	111	701.7%
People on Bookmobile	4,107	2,599	2,646	5,904	15,256	2,898	426.4%
Average Number per Hour	17	12	15	24	17	26	-34.3%
Total Downtown & Bookmobile Hours Open	1,106	1,048	1,029	1,104	4,286	3,510	22.1%
Total People Downtown & on Bookmobile	221,633	165,067	161,046	198,613	746,359	799,915	-6.7%
Total Average Number per Hour	200	158	157	180	174	228	-23.6%
B. Meeting Rooms							
Number of Non-Library Meetings	418	374	404	366	1,562	1,497	4.3%
Estimated Attendance	7,158	9,120	6,431	8,164	30,873	30,883	0.0%
Equipment Set-ups	30	11	12	24	77	77	0.0%
Group Study Room Use	1,392	1,594	1,608	1,743	6,337	5,585	13.5%
Lobby Use	5	5	2	1	13	17	-23.5%
C. Equipment Usage							
Photocopies by Public	6,238	5,463	6,183	7,172	25,057	25,958	-3.5%
Pay for Print Copies	22,836	17,892	20,994	23,493	85,215	89,288	-4.6%
% Checkouts by Self-Check	72.7%	72.7%	72.4%	71.9%	72.4%	73.3%	-1.2%
DOT Kiosk Usage	724	555	529	681	2489	1712	45.4%
D. Downtown Use of Electronic Materials							
Listening/Viewing/Tables/Laptops Sessions	3,807	2,208	2,420	2,366	10,801	13,113	-17.6%
E. Ride 'N' Read							
Bus Passes Distributed Downtown	1,319	635	781	1,025	3,760	3,807	-1.2%
Lending Services: Lend materials for home, school, and office use.							
A. Circulation Downtown							
(Materials plus equipment; includes eAudio; does not include items circulated in-house.)	323,560	291,291	305,583	317,387	1,237,821	1,302,735	-5.0%
Circulation on Bookmobile	7,253	5,267	5,568	10,396	28,484	4,405	546.6%
Total Circulation Downtown & Bookmobile	330,813	296,558	311,151	327,783	1,266,305	1,307,140	-3.1%
Average Total Circulation Downtown & Bookmobile Per Hour	378	351	360	369	364	383	-4.9%
B. Circulation by Type of Material (Includes downloads, does not include mending, lost, etc.)							
Adult Materials	219,532	204,362	214,995	220,019	858,908	888,303	-3.3%
Children's Materials	111,916	93,295	97,590	109,011	411,812	423,179	-2.7%
Percent Children's	34.6%	32.0%	31.9%	34.3%	33.3%	32.5%	2.4%
Non-Print	113,369	105,303	107,344	105,882	431,898	478,523	-9.7%
Percent Non-print	35.0%	36.2%	35.1%	33.4%	34.9%	36.7%	-5.0%
Equipment loans	203	210	247	223	883	1,126	-21.6%
*Downloads	32,090	32,561	35,389	41,469	141,509	122,725	15.3%
<i>*The State Library counts Kanopy use as a database but in this report ICPL counts Kanopy use as circulation and a database.</i>							
C. Circulation by Residence of User (Downtown & Bookmobile)							
(Materials plus equipment; includes downloads; does not include items circulated in-house.)	330,813	296,558	311,151	327,783	1,266,305	1,307,140	-3.1%
Iowa City							
	248,302	226,256	237,487	248,754	960,799	1,000,956	-4.0%
Local Contracts							
Hills	726	569	739	754	2,788	3,694	-24.5%
Hills as % of All	0.22%	0.2%	0.2%	0.2%	0.22%	0.28%	-22.1%
Johnson County (Rural)	28,248	25,432	26,242	26,709	106,631	103,559	3.0%
Johnson County as % of All	8.54%	8.6%	8.4%	8.1%	8.42%	7.92%	6.3%
Lone Tree	988	1,064	1,175	1,078	4,305	4,339	-0.8%
Lone Tree as % of All	0.30%	0.36%	0.38%	0.33%	0.34%	0.33%	2.4%
University Heights	4,859	4,231	4,325	4,384	17,799	21,894	-18.7%
University Heights as % of All	1.47%	1.43%	1.39%	1.34%	1.41%	1.67%	-16.1%
Total Local Contracts	34,821	31,296	32,481	32,925	131,523	133,486	-1.5%

	Q1	Q2	Q3	Q4	YTD	Last YTD	% Change
State Contracts - Open Access							
Coralville	17,848	13,617	14,224	15,082	60,771	70,801	-14.2%
Cedar Rapids	888	1,175	1,186	996	4,245	4,064	4.5%
Other Open Access	23,596	20,212	21,257	21,901	86,966	94,300	-7.8%
Total Open Access	42,332	35,004	36,667	37,979	151,982	169,165	-10.2%
Open Access as % of All	12.8%	11.8%	11.8%	11.6%	12.0%	12.9%	-7.3%
D. InterLibrary Library Loans							
Loaned to Other Libraries	382	336	346	316	1,380	1,522	-9.3%
Percent of Requests Filled	32.4%	29.5%	27.7%	27.5%	29.2%	31.7%	-7.8%
Borrowed From Other Libraries	961	860	932	917	3,670	3,310	10.9%
Percent of Requests Filled	86.0%	89.2%	86.9%	88.7%	87.6%	86.2%	1.6%
Books/Periodicals/AV Borrowed	955	845	922	906	3,628	3,280	10.6%
Photocopy Borrow Requests Filled	6	15	10	11	42	30	40.0%
<i>*New SILO software counts loans after they are closed instead of at the time they are initiated, so May 2017 numbers are low.</i>							
<i>*New SILO software no longer reports all types of unfilled requests, so numbers are lower.</i>							
E. Reserves Placed - Materials	44,997	45,669	51,767	51,173	193,606	170,255	13.7%
F. Downloadable Media							
By Area							
Iowa City	26,917	27,564	30,568	35,854	120,903	104,010	16.2%
Hills	147	83	73	90	393	625	-37.1%
Johnson County	4,458	4,420	4,547	4,735	18,160	15,169	19.7%
Lone Tree	82	84	74	100	340	218	56.0%
University Heights	486	410	386	431	1,713	1,365	25.5%
Total	32,090	32,561	35,648	41,210	141,509	121,387	16.6%
By Demographic							
Adult	29,789	30,172	32,942	38,016	130,919	113,852	15.0%
Children's	2,301	2,389	2,706	3,194	10,590	8,770	19.4%
Total	32,090	32,561	35,648	41,210	141,509	122,722	15.3%
Number of Items Owned (Cumulative)							
E-Audio Items Available	7,300	7,612	7,888	8,397	8,397	7,028	19.5%
E-Book Items Available	15,620	16,414	16,760	17,538	17,538	15,202	15.4%
E-Music	45	45	45	41	41	70	-41.4%
E-Magazines	139	139	139	139	139	159	-12.6%
E-Newspapers	0	0	1	1	1	0	0.0%
E-Video: Kanopy	0	0	0	33,153	33,153	0	0%
Total Items	23,104	24,210	24,833	59,269	59,269	22,459	163.9%
Information Services: Furnish information, reader advisory, and reference assistance.							
A. Reference Questions Answered	11,867	10,355	10,795	11,726	44,743	42,360	5.6%
Reference Questions							
Reference Desk	4,615	4,057	4,399	4,419	17,490	16,314	7.2%
Help Desk	2,708	2,655	2,431	2,700	10,494	10,285	2.0%
Switchboard	1,744	1,452	1,520	1,488	6,204	6,479	-4.2%
Bookmobile	138	253	244	349	984	69	1326.1%
Drop-In Tech Help (Public)	115	102	102	138	457	535	-14.6%
On-Call Tech Help							
Staff	42	39	36	28	145	106	36.8%
Public	87	63	72	80	302	279	8.2%
Total Tech Help Questions	129	102	108	108	447	385	16.1%
Children's Desk							
Reference Questions	2,386	1,716	1,977	2,513	8,592	8,137	5.6%
Request to Pull Books (Community)	32	18	14	11	75	156	-51.9%
Total Children's Questions	2,418	1,734	1,991	2,524	8,667	8,293	4.5%
B. Electronic Access Services							
Computer Services							
Pharos Internet (Downtown In House computer use)	22,573	16,584	17,145	18,765	75,067	83,104	-9.7%
Wifi Internet Use Downtown	351,992	302,989	298,941	312,980	1,266,902	1,130,391	12.1%
Bookmobile Wifi Sessions	0	0	0	0	0	0	0.0%
Total Internet Use	374,565	319,573	316,086	331,745	1,341,969	1,213,495	10.6%
Website Access							
ICPL Website							
# Pageviews of Homepage	113,864	103,044	109,242	105,974	432,124	448,677	-3.7%
# Pageviews of Entire Site (Doesn't include catalog)	236,884	207,161	236,185	238,586	918,816	1,066,747	-13.9%
# Visits (Does include catalog)	150,133	132,357	142,756	143,263	568,509	592,497	-4.0%
Catalog Access							
# Pageviews for ICPL Catalog	488,725	420,397	449,790	417,092	1,776,004	2,547,366	-30.3%
# Pageviews for Overdrive	594,686	558,854	596,529	531,338	2,281,407	2,432,206	-6.2%

	Q1	Q2	Q3	Q4	YTD	Last YTD	% Change
Total Catalog Access	1,083,411	979,251	1,046,319	948,430	4,057,411	4,979,572	-18.5%
ICPL Mobile App Use	19,574	17,481	24,802	28,587	90,444	6,961	1199.3%
External Sites							
# Pageviews for Beanstack	13,665	1,103	5,467	22,806	43,041	38,991	10.4%
Total Website Access	1,353,534	1,204,996	1,312,773	1,238,409	5,109,712	6,092,271	-16.1%
Subscription Databases Accessed							
Total In-House	1,297	1,045	1,458	1,494	5,294	6,208	-14.7%
Total Remote	60,103	37,547	54,362	67,262	219,274	251,274	-12.7%
TOTAL	61,400	38,592	55,820	68,756	224,568	257,482	-12.8%

*The State Library counts Kanopy use as a database but in this report ICPL counts Kanopy use as circulation and a database.

C. Total Switchboard Calls Received

Total Library Calls	4,920	4,058	4,392	4,149	17,519	19,677	-11.0%
Other Questions (Directional and account questions, meeting room booking, email added FY16.)	4,818	3,425	3,573	3,275	15,091	16,283	-7.3%
Transferred Calls	866	666	762	824	3,118	3,482	-10.5%

Pamphlets Distributed Downtown	8,115	5,105	8,670	6,505	28,395	29,926	-5.1%
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State/Federal Tax Forms Distributed	2,405	2,405	2,497	-3.7%
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Alerting Services: Promote awareness of the library and use of its resources.

A. Publications

Number of Publications Printed (Jobs)	84	79	85	90	338	372	-9.1%
Copies Printed for Public Distribution	110,894	55,932	8,918	116,412	292,156	269,668	8.3%
Number of Online Newsletters Subscribers	1,258	1,454	1,588	4,921	1,665	0	0.0%
Number of Online Newsletter Distribution	6,319	7,037	7,423	22,954	7,728	0	0.0%

C. Displays	15	18	19	23	75	79	-5.1%
In-House	11	12	18	13	54	52	3.8%
Other Groups	4	6	1	10	21	25	-16.0%
Off-site locations	0	0	0	0	0	2	-100.0%

E. The Library Channel

Total ICPL Productions	28	31	18	30	107	123	-13.0%
Programs Cablecast	2,022	1,975	1,944	1,953	7,894	7,963	-0.9%

F. Homepage/ Social Media

Homepage Banner Posts	12	39	37	37	125	0	0.0%
Homepage Banner Clicks	103	308	402	330	1,143	0	0.0%
Media Releases Sent	24	19	21	27	91	104	-12.5%
Facebook, Twitter, Pinterest Followers (Cumulative)	12,634	12,868	13,156	13,404	13,404	12,324	8.8%
New Facebook, Twitter, and Pinterest Followers	333	246	282	257	1,118	1,348	-17.1%

Outreach Services: Provide library service to people who cannot get to the library building.

A. At Home Services

Packages Sent	574	481	573	546	2,173	2,201	-1.3%
Items Loaned (No renewals)	1,139	1,106	1,425	1,453	5,123	4,408	16.2%
Registered At Home Users (Cumulative)	131	138	145	145	145	133	9.0%
New Users Enrolled	1	8	5	3	17	17	0.0%
People Served (Average of monthly count)	47	46	55	49	49	45	8.9%

B. Jail Service

People Served	292	239	335	346	1,212	1,274	-4.9%
Items Loaned (No renewals)	1,076	760	1,194	1,130	4,160	4,252	-2.2%

C. Deposit Collections

Locations (Cumulative)	13	9	10	10	10	13	-23.1%
Items Loaned	90	180	180	90	540	540	0.0%
Items Added to Permanent Collections	658	345	331	434	1,768	806	119.4%

D. Remote Bookdrop Use

Remote as Percent of All Items Checked In	15.0%	15.0%	15.6%	15.0%	15.0%	13.0%	15.4%
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*Does not include renewals or in-house.

*The Mormon Trek Book Drop was damaged and no collection occurred at this site between 1/26/17 & 3/8/17.

E. Holds Notified Using Automated Phone	1,102	990	1,026	886	4,004	4,771	-16.1%
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Group and Community Services: Provide library service to groups, agencies, and organizations.

A. Adult Programs

In-House Programs	74	81	57	72	284	273	4.0%
In-House Attendance	1,517	2,085	1,127	1,485	6,214	5,724	8.6%
Outreach Programs	10	12	12	13	47	55	-14.5%
Outreach Attendance	3,453	3,148	165	1,152	7,918	6,390	23.9%

	Q1	Q2	Q3	Q4	YTD	Last YTD	% Change
B. Young Adult Programs							
In-House Programs	97	98	104	84	383	386	-0.8%
In-House Attendance	2,934	1,153	1,201	1,687	6,975	7,919	-11.9%
Outreach Programs	3	7	9	5	24	19	26.3%
Outreach Attendance	15	32	31	15	93	115	-19.1%
C. Children's Programs							
In-House Programs	179	186	179	188	732	588	24.5%
In-House Attendance	9,714	6,072	6,420	13,879	36,085	27,871	29.5%
Outreach Programs	46	88	89	83	306	314	-2.5%
Outreach Attendance	1,285	2,249	1,985	6,377	11,896	9,747	22.0%
D. Library Tours and Classes							
Number	19	18	20	28	85	55	54.5%
Attendance	106	100	122	130	458	368	24.5%
E. Consulting for Area Groups	1	0	0	0	1	9	-88.9%

Control Services: Maintain library resources through borrower registration, overdue notices, equipment training, and controlling valuable materials.

A. Library Cards Issued	2,264	1,258	1,261	1,798	6,581	6,803	-3.3%
Iowa City	1,786	960	923	1,325	4,994	5,448	-8.3%
Percent Iowa City	78.9%	76.3%	73.2%	73.7%	75.9%	80.1%	-5.2%
Local Contracts							
Hills	8	2	6	9	25	19	31.6%
Johnson County (Rural)	102	51	72	104	329	260	26.5%
Lone Tree	4	0	1	4	9	13	-30.8%
University Heights	9	20	4	5	38	50	-24.0%
State Contract - Open Access							
Coralville	123	71	75	106	375	349	7.4%
Cedar Rapids	20	23	23	28	94	67	40.3%
Other Open Access	212	131	157	217	717	597	20.1%
Total Open Access	355	225	255	351	1,186	1,013	17.1%
Open Access as % of All	15.7%	17.9%	20.2%	19.5%	18.0%	14.9%	21.0%
B. Total Registered Borrowers (Cumulative)	63,944	65,141	62,581	57,601	57,601	61,117	-5.8%
# At Home Users Registered (Cumulative)	131	138	145	145	145	133	9.0%
C. Overdue Notices							
Items Searched to Verify Claim of Return	96	54	62	44	256	250	2.4%