

Library Services: FY14 Compared to FY13

	YTD	Last YTD	% Change
IN-BUILDING SERVICES: Provide library facilities, ma	terials, equipment		
A. BUILDING USAGE			
Total hours open	3,387	3,392	-0.1%
People into the building	710,595	721,058	-1.5%
Average number per hour	209.8	213	-1.3%
B. MEETING ROOMS			
Number of non-library meetings	1,508	1,702	-11.4%
Estimated attendance	28,392	27,329	3.9%
Equipment Set-ups	399	485	-17.7%
Group Study Room Use	5,400	5,589	-3.4%
Lobby Use	14	24	-41.7%
Meeting Rooms Booked In-House	829	725	14.3%
Meeting Rooms Self-Booked on-line	847	895	-5.4%
Meeting Room Turn-Downs	150	184	-18.5%
C. EQUIPMENT USAGE			
Photocopies by Public	71,288	95,998	-25.7%
Pay for Print Copies	81,819	72,978	12.1%
% Checkouts by Self-Check	72.2%	66.0%	9.4%
D. IN-BUILDING USE OF MATERIALS: Listening/Viewir	ng Sessions		
	14,476	15,664	-7.6%
E. RIDE 'N' READ			
Bus passes distributed	5,286	5,634	-6.2%
LENDING SERVICES: Lend materials for home, school	, and office use		
A. TOTAL CIRCULATION: (materials plus equipment; ir	ncludes eAudio; not in	-house)	
	1,406,995	1,512,852	-7.0%
Average circulation per hour	415	446	-6.9%
B. CIRCULATION BY TYPE OF MATERIAL: (includes dov	vnloads, not mending,	lost, etc.)	
Adult Materials	972,394	1,048,084	-7.2%
Children's Materials	438,880	469,321	-6.5%
Percent Children's	31.2%	31.0%	0.5%
Non-Print	557,125	610,066	-8.7%
Percent Non-print	39.6%	40.3%	-1.8%
Equipment loans	457	406	12.6%
Downloads	78,853	66,698	18.2%

	YTD	Last YTD	% Change
C. CIRCULATION BY RESIDENCE OF USER: (materials	s/eauipment: includes de	ownloads: not ii	n-house)
, , , , , , , , , , , , , , , , , , , ,	1,406,995	1,512,852	-7.0%
Iowa City	1,083,307	1,153,807	-6.1%
LOCAL CONTRACTS			
Hills	3,344	2,828	18.2%
Hills as % of all	0.2%	0.2%	27.1%
Johnson County (rural)	105,400	111,957	-5.9%
Johnson Co as % of all	7.5%	7.4%	1.2%
Lone Tree	3,700	0.0%	0.0%
Lone Tree as % of all	0.3%	0.0%	0.0%
University Heights	15,498	18,878	-17.9%
University Heights as % of all	1.1%	1.2%	0.0%
Total Local Contracts	124,242	133,663	-7.0%
STATE CONTRACT - Open Access			
Coralville	85,411	86,094	-0.8%
Cedar Rapids	5,586	10,873	-48.6%
Other Open Access	104,602	128,188	-18.4%
Total Open Access	195,599	225,155	-13.1%
Open Access as % of all	13.9%	14.9%	-6.6%
D. INTERLIBRARY LIBRARY LOANS			
Loaned to other libraries	2,006	2,134	-6.0%
Percent of requests filled	31.0%	32.9%	-5.6%
Borrowed from other libraries	2,622	2,570	2.0%
Percent of requests filled	80.1%	80.7%	-0.8%
Books/Periodicals/AV borrowed	2,609	2,558	2.0%
Photocopy borrow requests filled	13	12	8.3%
E. RESERVES PLACED - Materials	132,801	115,785	14.7%
F. DOWNLOADABLE MEDIA			
By Area			
Iowa City	67,648	57,099	18.5%
Johnson County	9,657	8,218	17.5%
Hills	228	372	-38.7%
University Heights	1,253	1,009	24.2%
Total	78,786	66,698	18.1%
By Demographic			
Adult	73,902	61,523	20.1%
Children's	4,951	5,175	-4.3%
Total	78,853	66,698	18.2%

Elorary Services. Fift compared to Fifts	YTD	Last YTD	% Change
Number of items owned (Cumulative)			
E-Audio items available	4,618	3,964	16.5%
E-Book items available	8,533	6,680	27.7%
E-Video items available	72	72	0.0%
E-Music	143	126	13.5%
E-Magazines	137	98	39.8%
Total Items	13,223	10,716	23.4%
INFORMATION SERVICES: Furnish information, reade	er advisory and referen	ce assistance	
QUESTIONS ANSWERED	76,415	76,675	-0.3%
REFERENCE DESK - TOTAL	21,807	22,950	-5.0%
In person	16,375	16,584	-1.3%
Telephone	2,600	3,502	-25.8%
Community	5	16	-68.8%
At Home	74	163	-54.6%
Email	2,563	2,453	4.5%
Chat	190	232	-18.1%
Text	0	0	0.0%
HELP DESK - TOTAL	8,521	8,697	-2.0%
In-Person	7,791	7,333	6.2%
Telephone	612	999	-38.7%
Community	17	60	-71.7%
At Home	27	227	-88.1%
E- mail	74	78	-5.1%
CHILDREN'S DESK - TOTAL	21,304	20,818	2.3%
In person	20,771	19,984	3.9%
Telephone	303	521	-41.8%
Email	21	46	-54.3%
Request to pull books (Community)	209	267	-21.7%
SWITCHBOARD - TOTAL	7,707	7,148	7.8%
Reference Questions	7,149	6,893	3.7%
At Home	558	255	118.8%
Total Information Questions by Telephone	11,222	12,170	-7.8%
ON-CALL TECH HELP			
Staff	335	273	22.7%
Public	337	338	-0.3%
Tech Help Quest -Total	672	611	10.0%

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	YTD	Last YTD	% Change
DROP-IN TECH HELP			
In-Person	705	1,026	-31.3%
ELECTRONIC ACCESS SERVICES			
IN-HOUSE COMPUTER SERVICES			
Pharos Internet	115,990	110,634	4.8%
Wireless Internet (unique connections)	NA	124,911	-100.0%
Total In-House Computer Use	115,990		0.0%
CATALOG ACCESS			
Pageviews	3,825,238	4,064,987	-5.9%
Visits	424,108	438,882	-3.4%
Total Catalog Access	4,249,346	4,503,869	-5.7%
ELECTRONIC RESOURCES SERVICES			
Library Website Remote Access (www and mobile)			
# Pageviews of Homepage	657,186	678,374	-3.1%
# Pageviews of Entire Site	1,354,795	1,187,582	14.1%
# User Sessions	647,811	661,262	-2.0%
SUBSCRIPTION DATABASES ACCESSED			
Total In-House	5,019	5,770	-13.0%
Total Remote	974,230	1,326,801	-26.6%
TOTAL	979,249	1,332,571	-26.5%
CATALOG SERVICES			
Best Seller Lists	17,092	20,202	-15.4%
New Lists	45,400	50,753	-10.5%
Maps	6,712	8,362	-19.7%
C. TOTAL SWITCHBOARD CALLS RECEIVED	24,225	23,955	1.1%
Circ Calls	11,626	11,751	-1.1%
Reference Questions	7,149	6,893	3.7%
At Home	558	255	118.8%
Meeting Room Booking calls	548	366	49.7%
Transferred Calls	4,344	4,690	-7.4%
PAMPHLETS DISTRIBUTED FROM LOBBY RACKS	29,567	24,131	22.5%
STATE/FEDERAL TAX FORMS DISTRIBUTED	7,661	11,341	-32.4%
ALERTING SERVICES: Promote awareness of the Library and	nd use of its resou	ırces	
A. PUBLICATIONS			
Number of publications printed (jobs)	493	223	121.1%
Copies printed for public distribution	48,359	60,611	-20.2%

Library Services: FY14 Compared to FY13

B. NEWSPAPER ITEMS CLIPPED 53 56 -5.4% C. DISPLAYS 72 63 14.3% In-House 59 44 34.1% Other Groups 13 18 -27.8% Off-site locations 0 1 -100.0% D. SPEECHES, RADIO/TV/ONLINE APPEARANCES 52 42 23.8% E. THE LIBRARY CHANNEL 2 218 -67.0% Total ICPL Productions 103 111 -7.2% Programs Cablecast 8,201 8,531 -3.9% F. HOMEPAGE/SOCIAL MEDIA 3 111 -7.2% Programs Cablecast 181 197 -8.1% Media releases sent 102 80 27.5% Tweets sent for Home Page 181 197 -8.1% Media releases sent 102 80 27.5% Tweets sent 1,755 744 135.9% Facebook, Twitter, pinterest followers (Cum) 7,921 5,654 40.1% New Tackets Services: Provide library service to people who		YTD	Last YTD	% Change
In-House	B. NEWSPAPER ITEMS CLIPPED	53	56	-5.4%
Other Groups 13 18 -27.8% Off-site locations D. SPEECHES, RADIO/TV/ONLINE APPEARANCES 52 42 23.8% E. THE LIBRARY CHANNEL Library Promos on The Library Channel 72 218 -67.0% Total ICPL Productions 103 111 -7.2% Programs Cablecast 8,201 8,531 -3.9% Fr. HOMEPAGE/SOCIAL MEDIA News scrollers on Home Page 181 197 -8.1% Media releases sent 102 80 27.5% Tweets sent 27.5% Tweets sent 17,755 744 135.9% Facebook, Twitter, Pinterest followers (Cum) 7,921 5,654 40.1% New Facebook, Twitter, and Pinterest followers 2,143 1,215 76.4% OUTREACH SERVICES: Provide library service to people who cannot get to the library building A. AT HOME SERVICE Packages sent 2,874 2,768 3.8% Registered At Home Users (Cumulative) 138 139 -0.7% New Users Enrolled 23 15 53.3% People served (average monthly count) 41 39 6.0% Building People served (average monthly count) 4,669 5,157 -9.5% C. DEPOSIT COLLECTIONS Locations (Cum) 12 15 -	C. DISPLAYS	72	63	14.3%
Off-site locations 0 1 -100.0% D. SPEECHES, RADIO/TV/ONLINE APPEARANCES 52 42 23.8% E. THE LIBRARY CHANNEL Library Promos on The Library Channel 72 218 -67.0% Total ICPL Productions 103 111 -7.2% Programs Cablecast 8,201 8,531 -3.9% F. HOMEPAGE/SOCIAL MEDIA News scrollers on Home Page 181 197 -8.1% Media releases sent 102 80 27.5% Tweets sent 1,755 744 135.9% Facebook, Twitter, Pinterest followers (Cum) 7,921 5,654 40.1% New Facebook, Twitter, and Pinterest followers 2,143 1,215 76.4% OUTREACH SERVICES: Provide library service to people who cannot get to the library building A. AT HOME SERVICE Packages sent 2,874 2,768 3.8% Items Loaned (no renewals) 2,808 2,888 -2.8% Registered At Home Users (Cumulative) 138 139 -0.7% New Users Enrolled <	In-House	59	44	34.1%
D. SPEECHES, RADIO/TV/ONLINE APPEARANCES 52 42 23.8% E. THE LIBRARY CHANNEL Library Promos on The Library Channel 72 218 -67.0% Total ICPL Productions 103 111 -7.2% Programs Cablecast 8,201 8,531 -3.9% F. HOMEPAGE/SOCIAL MEDIA News scrollers on Home Page 181 197 -8.1% Media releases sent 102 80 27.5% Tweets sent 1,755 744 135.9% Facebook, Twitter, Pinterest followers (Cum) 7,921 5,654 40.1% New Facebook, Twitter, and Pinterest followers 2,143 1,215 76.4% OUTREACH SERVICES: Provide library service to people who cannot get to the library building A. AT HOME SERVICE 2,874 2,768 3.8% Items Loaned (no renewals) 2,808 2,888 -2.8% Registered At Home Users (Cumulative) 138 139 -0.7% New Users Enrolled 23 15 53.3% People served (average monthly count) 41 39	Other Groups	13	18	-27.8%
E. THE LIBRARY CHANNEL Library Promos on The Library Channel Total ICPL Productions Total ICPL Productions 103 111 -7.2% Programs Cablecast 8,201 8,531 -3.9% F. HOMEPAGE/SOCIAL MEDIA News scrollers on Home Page 181 197 -8.1% Media releases sent 102 80 27.5% Tweets sent 1,755 744 135.9% Facebook, Twitter, Pinterest followers (Cum) New Facebook, Twitter, and Pinterest followers New Facebook, Twitter, and Pinterest followers OUTREACH SERVICES: Provide library service to people who cannot get to the library building A. AT HOME SERVICE Packages sent 1,264 1,276 1,288 2,888 2,888 2,888 Registered At Home Users (Cumulative) 1,38 1,39 -0.7% New Users Enrolled 2,3 1,5 3,3% People served (average monthly count) 1,303 1,316 1,0% B. JAIL SERVICE People served (average monthly count) 1,303 1,316 1,0% Locations (Cum) 1,303 1,316 1,0% Locations (Cum) 1,203 1,503 1,506 3,18% Items loaned 4,669 5,157 -9.5% C. DEPOSIT COLLECTIONS Locations (Cum) 1,2 1,303 1,316 1,0% Items loaned 1,303 1,316 1,0% I	Off-site locations	0	1	-100.0%
Library Promos on The Library Channel 72 218 -67.0% Total ICPL Productions 103 111 -7.2% Programs Cablecast 8,201 8,531 -3.9% F. HOMEPAGE/SOCIAL MEDIA News scrollers on Home Page 181 197 -8.1% Media releases sent 102 80 27.5% Tweets sent 1,755 744 135.9% Facebook, Twitter, Pinterest followers (Cum) 7,921 5,654 40.1% New Facebook, Twitter, and Pinterest followers 2,143 1,215 76.4% OUTREACH SERVICES: Provide library service to people who cannot get to the library building A. AT HOME SERVICE Packages sent 2,874 2,768 3.8% Items Loaned (no renewals) 2,808 2,888 -2.8% Registered At Home Users (Cumulative) 138 139 -0.7% New Users Enrolled 23 15 53.3% People served (average monthly count) 41 39 6.0% B. JAIL SERVICE People served 1,303 1,316 -1.0% Items loaned (no renewals) 4,669 5,157 -9.5% C. DEPOSIT COLLECTIONS Locations (Cum) 12 15 -20.0% Items loaned 450 660 -31.8% Items added to perm collections 8,778 5,263 66.8% C. REMOTE BOOKDROP USE: not renewals or in-house Remote as Percent of All Items Checked in 14.0% 15.4% -9.1% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6% E. ITEMS RENEW	D. SPEECHES, RADIO/TV/ONLINE APPEARANCES	52	42	23.8%
Total ICPL Productions 103 111 -7.2% Programs Cablecast 8,201 8,531 -3.9% F. HOMEPAGE/SOCIAL MEDIA	E. THE LIBRARY CHANNEL			
Programs Cablecast 8,201 8,531 -3.9% F. HOMEPAGE/SOCIAL MEDIA 7.00	Library Promos on The Library Channel	72	218	-67.0%
F. HOMEPAGE/SOCIAL MEDIA News scrollers on Home Page 181 197 -8.1% Media releases sent 102 80 27.5% Tweets sent 1,755 744 135.9% Facebook, Twitter, Pinterest followers (Cum) 7,921 5,654 40.1% New Facebook, Twitter, and Pinterest followers 2,143 1,215 76.4%	Total ICPL Productions	103	111	-7.2%
News scrollers on Home Page 181 197 -8.1% Media releases sent 102 80 27.5% Tweets sent 1,755 744 135.9% Facebook, Twitter, Pinterest followers (Cum) 7,921 5,654 40.1% New Facebook, Twitter, and Pinterest followers 2,143 1,215 76.4% OUTREACH SERVICES: Provide library service to people who cannot get to the library building A. AT HOME SERVICE 2,874 2,768 3.8% Items Loaned (no renewals) 2,808 2,888 -2.8% Registered At Home Users (Cumulative) 138 139 -0.7% New Users Enrolled 23 15 53.3% People served (average monthly count) 41 39 6.0% B. JAIL SERVICE 2 5,157 -9.5% C. DEPOSIT COLLECTIONS 4,669 5,157 -9.5% C. DEPOSIT COLLECTIONS 2 5,263 66.8% D. REMOTE BOOKDROP USE: not renewals or in-house 8,778 5,263 66.8% D. REMOTE BOOKDROP USE: not renewals or in-ho	Programs Cablecast	8,201	8,531	-3.9%
Media releases sent 102 80 27.5% Tweets sent 1,755 744 135.9% Facebook, Twitter, Pinterest followers (Cum) 7,921 5,654 40.1% New Facebook, Twitter, and Pinterest followers 2,143 1,215 76.4% OUTREACH SERVICES: Provide library service to people who cannot get to the library building A. AT HOME SERVICE 2,874 2,768 3.8% Items Loaned (no renewals) 2,808 2,888 -2.8% Registered At Home Users (Cumulative) 138 139 -0.7% New Users Enrolled 23 15 53.3% People served (average monthly count) 41 39 6.0% B. JAIL SERVICE 2 2 2 1.303 1,316 -1.0% Items loaned (no renewals) 4,669 5,157 -9.5% 5.06 -20.0% Items loaned (no renewals) 450 660 -31.8% Items loaned (no renewals) 450 660 -31.8% Items loaned (no renewals) 450 660 <	F. HOMEPAGE/SOCIAL MEDIA			
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Facebook, Twitter, Pinterest followers (Cum) 7,921 5,654 40.1% New Facebook, Twitter, and Pinterest followers 2,143 1,215 76.4%	Media releases sent	102	80	27.5%
New Facebook, Twitter, and Pinterest followers 2,143 1,215 76.4% OUTREACH SERVICES: Provide library service to people who cannot get to the library building A. AT HOME SERVICE 2,874 2,768 3.8% Packages sent 2,808 2,888 -2.8% Items Loaned (no renewals) 2,808 2,888 -2.8% Registered At Home Users (Cumulative) 138 139 -0.7% New Users Enrolled 23 15 53.3% People served (average monthly count) 41 39 6.0% B. JAIL SERVICE 9eople served 1,303 1,316 -1.0% Items loaned (no renewals) 4,669 5,157 -9.5% C. DEPOSIT COLLECTIONS 3 12 15 -20.0% Items loaned (Cum) 12 15 -20.0% 15 Items loaned (Duble Derm collections) 8,778 5,263 66.8% D. REMOTE BOOKDROP USE: not renewals or in-house 8,778 5,263 66.8% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -4	Tweets sent	1,755	744	135.9%
OUTREACH SERVICES: Provide library service to people who cannot get to the library building A. AT HOME SERVICE 2,874 2,768 3.8% Packages sent 2,808 2,888 -2.8% Items Loaned (no renewals) 2,808 2,888 -2.8% Registered At Home Users (Cumulative) 138 139 -0.7% New Users Enrolled 23 15 53.3% People served (average monthly count) 41 39 6.0% B. JAIL SERVICE 2 1,303 1,316 -1.0% Items loaned (no renewals) 4,669 5,157 -9.5% C. DEPOSIT COLLECTIONS 2 12 15 -20.0% Items loaned 450 660 -31.8% Items loaned 450 660 -31.8% Items added to perm collections 8,778 5,263 66.8% D. REMOTE BOOKDROP USE: not renewals or in-house 8 -9.1% Remote as Percent of All Items Checked in 14.0% 15.4% -9.1% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 </td <td>Facebook, Twitter, Pinterest followers (Cum)</td> <td>7,921</td> <td>5,654</td> <td>40.1%</td>	Facebook, Twitter, Pinterest followers (Cum)	7,921	5,654	40.1%
A. AT HOME SERVICE Packages sent	New Facebook, Twitter, and Pinterest followers	2,143	1,215	76.4%
Packages sent 2,874 2,768 3.8% Items Loaned (no renewals) 2,808 2,888 -2.8% Registered At Home Users (Cumulative) 138 139 -0.7% New Users Enrolled 23 15 53.3% People served (average monthly count) 41 39 6.0% B. JAIL SERVICE People served (no renewals or in-90%) 1,303 1,316 -1.0% Items loaned (no renewals) 4,669 5,157 -9.5% C. DEPOSIT COLLECTIONS Locations (Cum) 12 15 -20.0% Items loaned (stems added to perm collections) 450 660 -31.8% Items added to perm collections 8,778 5,263 66.8% D. REMOTE BOOKDROP USE: not renewals or in-house Remote as Percent of All Items Checked in 14.0% 15.4% -9.1% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6%	OUTREACH SERVICES: Provide library service to people who	cannot get to th	ne library buildi	ing
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Registered At Home Users (Cumulative) 138 139 -0.7% New Users Enrolled 23 15 53.3% People served (average monthly count) 41 39 6.0% B. JAIL SERVICE People served 1,303 1,316 -1.0% Items loaned (no renewals) 4,669 5,157 -9.5% C. DEPOSIT COLLECTIONS Locations (Cum) 12 15 -20.0% Items loaned 450 660 -31.8% Items added to perm collections 8,778 5,263 66.8% D. REMOTE BOOKDROP USE: not renewals or in-house Remote as Percent of All Items Checked in 14.0% 15.4% -9.1% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6%	Packages sent	2,874	2,768	3.8%
New Users Enrolled 23 15 53.3% People served (average monthly count) 41 39 6.0% B. JAIL SERVICE 8 8 1,303 1,316 -1.0% People served (no renewals) 4,669 5,157 -9.5% C. DEPOSIT COLLECTIONS 12 15 -20.0% Items loaned (Cum) 12 15 -20.0% Items added to perm collections 8,778 5,263 66.8% D. REMOTE BOOKDROP USE: not renewals or in-house 8,778 5,263 66.8% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6%	Items Loaned (no renewals)	2,808	2,888	-2.8%
People served (average monthly count) 41 39 6.0% B. JAIL SERVICE 1,303 1,316 -1.0% People served (no renewals) 4,669 5,157 -9.5% C. DEPOSIT COLLECTIONS 12 15 -20.0% Items loaned (Cum) 12 15 -20.0% Items added to perm collections 8,778 5,263 66.8% D. REMOTE BOOKDROP USE: not renewals or in-house 8,778 5,263 66.8% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6%	Registered At Home Users (Cumulative)	138	139	-0.7%
B. JAIL SERVICE People served 1,303 1,316 -1.0% Items loaned (no renewals) 4,669 5,157 -9.5% C. DEPOSIT COLLECTIONS Locations (Cum) 12 15 -20.0% Items loaned 450 660 -31.8% Items added to perm collections 8,778 5,263 66.8% D. REMOTE BOOKDROP USE: not renewals or in-house Remote as Percent of All Items Checked in 14.0% 15.4% -9.1% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6%	New Users Enrolled	23	15	53.3%
People served 1,303 1,316 -1.0% Items loaned (no renewals) 4,669 5,157 -9.5% C. DEPOSIT COLLECTIONS 12 15 -20.0% Items loaned 450 660 -31.8% Items added to perm collections 8,778 5,263 66.8% D. REMOTE BOOKDROP USE: not renewals or in-house Remote as Percent of All Items Checked in 14.0% 15.4% -9.1% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6%		41	39	6.0%
Items loaned (no renewals) 4,669 5,157 -9.5% C. DEPOSIT COLLECTIONS 12 15 -20.0% Locations (Cum) 12 15 -20.0% Items loaned 450 660 -31.8% Items added to perm collections 8,778 5,263 66.8% D. REMOTE BOOKDROP USE: not renewals or in-house Remote as Percent of All Items Checked in 14.0% 15.4% -9.1% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6%		1 202	1 216	1 00/
C. DEPOSIT COLLECTIONS Locations (Cum) 12 15 -20.0% Items loaned 450 660 -31.8% Items added to perm collections 8,778 5,263 66.8% D. REMOTE BOOKDROP USE: not renewals or in-house Remote as Percent of All Items Checked in 14.0% 15.4% -9.1% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6%	·			
Locations (Cum) 12 15 -20.0% Items loaned 450 660 -31.8% Items added to perm collections 8,778 5,263 66.8% D. REMOTE BOOKDROP USE: not renewals or in-house Remote as Percent of All Items Checked in 14.0% 15.4% -9.1% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6%		4,009	5,157	-9.5%
Items loaned 450 660 -31.8% Items added to perm collections 8,778 5,263 66.8% D. REMOTE BOOKDROP USE: not renewals or in-house Remote as Percent of All Items Checked in 14.0% 15.4% -9.1% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6%		12	15	20.0%
Items added to perm collections 8,778 5,263 66.8% D. REMOTE BOOKDROP USE: not renewals or in-house Remote as Percent of All Items Checked in 14.0% 15.4% -9.1% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6%	· · ·			
D. REMOTE BOOKDROP USE: <i>not renewals or in-house</i> Remote as Percent of All Items Checked in 14.0% 15.4% -9.1% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6%				
Remote as Percent of All Items Checked in 14.0% 15.4% -9.1% E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6%	items added to perm collections	8,778	5,203	00.8%
E. ITEMS RENEWED BY PHONE AUTOMATION 2,657 5,066 -47.6%	D. REMOTE BOOKDROP USE: not renewals or in-house			
	Remote as Percent of All Items Checked in	14.0%	15.4%	-9.1%
F. HOLDS NOTIFIED USING AUTOMATED PHONE 5,629 5,559 1.3%	E. ITEMS RENEWED BY PHONE AUTOMATION	2,657	5,066	-47.6%
	F. HOLDS NOTIFIED USING AUTOMATED PHONE	5,629	5,559	1.3%

· .	YTD	Last YTD	% Change
GROUP AND COMMUNITY SERVICES: Provide library	service to groups, age	ncies, and orga	ınizations
A. ADULT PROGRAMS			
In-House Number	223	206	8.3%
In-House Attendance	3,401	2,270	49.8%
Outreach Number	31	20	55.0%
Outreach Attendance	8,207	6,107	34.4%
B. YOUNG ADULT PROGRAMS			
In-House Number	307	202	52.0%
In-House Attendance	3,289	1,420	131.6%
Outreach Number	7	4	75.0%
Outreach Attendance	2,124	218	874.3%
C. CHILDREN'S PROGRAMS			
In-House Number	489	498	-1.8%
In-House Attendance	29,037	31,948	-9.1%
Outreach Number	279	287	-2.8%
Outreach Attendance	10,546	8,431	25.1%
D. LIBRARY TOURS AND CLASSES			
Number	73	81	-9.9%
Attendance	428	188	127.7%
E. CONSULTING FOR AREA GROUPS	7	10	-30.0%
equipment training, control of valuables A. LIBRARY CARDS ISSUED	7,131	7,853	-9.2%
lowa City	5,577	6,111	-9.2% -8.7%
Percent Iowa City	78.2%	77.8%	0.5%
LOCAL CONTRACTS	70.270	//.0/0	0.5/6
Hills	15	26	-42.3%
Johnson County (rural)	281	244	-42.3% 15.2%
University Heights	53	54	-1.9%
STATE CONTRACT - Open Access	33	34	-1.576
Coralville	435	491	-11.4%
Cedar Rapids	60	66	-11.4% -9.1%
Other Open Access	692	861	-19.6%
Total Open Access	1,187		-19.0%
Open Access as % of all	16.6%	1,418 18.1%	-10.3% -7.8%
Open Access as % of all	10.0%	10.1/0	-7.0/0
B. TOTAL REGISTERED BORROWERS (cum)	65,499	67,556	-3.0%
# At Home Users Registered (cum)	138	139	-0.7%
C. OVERDUE NOTICES			
Items searched to verify claim of return	306	726	-57.9%