

**FY15 Output Statistics - Annual Report**

	Q1	Q2	Q3	Q4	YTD	LAST YTD	% CHANGE
<b>In Building Services: provide library facilities, materials equipment</b>							
<b>A. Building Usage</b>							
Total hours open	858	830	841	860	3,389	3,387	0.1%
People into the building	231,472	187,723	184,570	222,452	826,217	710,595	16.3%
Average number per hour	269.8	226.2	219.5	258.7	243.8	210	16.2%
<b>B. Meeting Rooms</b>							
Number of non-library meetings	334	369	402	423	1,528	1,508	1.3%
Estimated attendance	5,552	6,841	8,091	7,853	28,337	27,617	2.6%
Equipment Set-ups	73	81	91	101	346	399	-13.3%
Group Study Room Use	1,293	1,445	1,530	1,535	5,803	5,400	7.5%
Lobby Use	2	11	0	1	14	14	0.0%
<b>C. Equipment Usage</b>							
Photocopies by Public	7,012	6,867	7,292	5,698	26,869	23,924	12.3%
Pay for Print Copies	24,965	18,842	22,322	21,174	87,303	81,819	6.7%
% Checkouts by Self-Check	70.5%	69.6%	71.5%	72.4%	71.0%	69.2%	2.6%
<b>D. In-Building Use of Materials</b>							
Listening/Viewing Sessions	5,357	3,997	3,138	3,745	16,237	16,906	-4.0%
<b>E. Ride 'N' Read</b>							
Bus passes distributed	1,790	1,054	1,042	1,618	5,504	5,286	4.1%
<b>Lending Services: lend materials for home, school, and office use</b>							
<b>A. Total Circulation</b>							
(materials plus equipment; includes eAudio; does not include items circulated in-house)	359,978	326,560	345,571	359,373	1,391,482	1,406,995	-1.1%
Average circulation per hour	420	393	411	418	411	415	-1.2%
<b>B. Circulation by Type of Material (includes downloads, does not include mending, lost, etc.)</b>							
Adult Materials	245,031	228,763	242,732	244,567	961,093	972,394	-1.2%
Children's Materials	115,704	98,709	103,491	115,166	433,070	438,880	-1.3%
Percent Children's	32.1%	30.2%	29.9%	32.0%	31.1%	31.2%	-0.2%
Non-Print	137,502	132,919	65,351	113,369	449,141	557,125	-19.4%
Percent Non-print	38.2%	40.7%	18.9%	31.5%	32.3%	39.6%	-18.5%
Equipment loans	144	105	119	145	513	457	12.3%
Downloads	21,396	22,398	25,771	25,969	95,534	78,853	21.2%
<b>C. Circulation by Residence of User</b>							
(materials plus equipment; includes downloads; does not include items circulated in-house)	359,978	326,560	345,571	359,373	1,391,482	1,406,995	-1.1%
Iowa City	275,823	250,942	267,926	275,979	1,070,670	1,083,307	-1.2%
<b>Local Contracts</b>							
Hills	945	757	795	857	3,354	3,344	0.3%
Hills as % of all	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	1.4%
Johnson County (rural)	27,554	26,238	28,230	28,337	110,359	105,400	4.7%
Johnson Co as % of all	7.7%	8.0%	8.2%	7.9%	7.9%	7.5%	5.9%
Lone Tree	966	754	685	825	3,230	2,147	50.4%
Lone Tree as % of all	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.0%
University Heights	4,874	5,095	4,922	5,659	20,550	15,498	32.6%
University Heights as % of all	1.4%	1.6%	1.4%	1.6%	1.5%	1.1%	0.0%
Total Local Contracts	34,339	32,844	34,632	35,678	137,493	126,389	8.8%

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<b>State Contract - Open Access</b>							
Coralville	21,572	17,454	17,468	20,060	76,554	85,411	-10.4%
Cedar Rapids	2,144	1,112	1,119	1,280	5,655	5,586	1.2%
Other Open Access	25,948	24,208	24,426	26,349	100,931	104,602	-3.5%
Total Open Access	49,664	42,774	43,013	47,689	183,140	195,599	-6.4%
Open Access as % of all	13.8%	13.1%	12.4%	13.3%	13.2%	13.9%	-5.3%
<b>D. Interlibrary Loans</b>							
Loaned to other libraries	465	456	434	461	1,816	2,006	-9.5%
Percent of requests filled	30.5%	32.4%	31.7%	35.3%	32.4%	31.0%	4.4%
Borrowed from other libraries	775	671	866	841	3,153	2,622	20.3%
Percent of requests filled	82.9%	82.6%	80.0%	81.6%	81.7%	80.1%	2.0%
Books/Periodicals/AV borrowed	773	665	862	836	3,136	2,609	20.2%
Photocopy borrow requests filled	2	6	4	5	17	13	30.8%
<b>E. Reserves Placed - Materials</b>							
	35,551	35,309	38,689	37,368	146,917	132,801	10.6%
<b>F. Downloadable Media</b>							
<b>By Area</b>							
Iowa City	17,972	19,507	22,197	22,387	82,063	67,648	21.3%
Hills	13	16	95	52	176	228	-22.8%
Johnson County	3,066	2,528	3,111	3,143	11,848	9,657	22.7%
Lone Tree	46	47	30	65	188	67	180.6%
University Heights	299	300	338	322	1,259	1,253	0.5%
Total	21,396	22,398	25,771	25,969	95,534	78,853	21.2%
<b>By Demographic</b>							
Adult	20,148	21,122	24,184	24,241	89,695	73,902	21.4%
Children's	1,248	1,276	1,587	1,728	5,839	4,951	17.9%
Total	21,396	22,398	25,771	25,969	95,534	78,853	21.2%
<b>Number of items owned (Cumulative)</b>							
E-Audio items available	4,820	4,948	5,216	5,429	5,429	4,618	17.6%
E-Book items available	9,304	9,642	10,047	10,566	10,566	8,533	23.8%
E-Video items available	72	72	72	72	72	72	0.0%
E-Music	148	150	64	72	72	143	-49.7%
E-Magazines	133	163	163	163	163	137	19.0%
Total Items	14,477	14,975	15,562	16,302	16,302	13,503	20.7%
<b>Information Services: furnish information, reader's advisory and reference assistance</b>							
A. Reference Questions Answered	12,051	9,410	11,006	13,043	45,510	51,841	-12.2%
<b>Reference Questions (new counting method FY15)</b>							
<b>(new counting method FY15)</b>							
Reference Desk	4,921	3,978	5,126	4,605	18,630	21,807	-14.6%
Help Desk	1,716	1,198	1,464	1,841	6,219	8,521	-27.0%
Switchboard	2,137	1,726	1,828	1,710	7,401	7,149	3.5%
Drop-In Tech Help (Public)	131	107	133	104	475	358	32.7%
<b>On-Call Tech Help</b>							
Staff	62	86	84	67	299	335	-10.7%
Public	77	64	124	68	333	337	-1.2%
Total Tech Help Questions	139	150	208	135	632	672	-6.0%
<b>Children's Desk</b>							
Reference questions	2,964	2,194	2,202	4,607	11,967	13,125	-8.8%
Request to Pull Books (Community)	43	57	45	41	186	209	-11.0%
Total Children's Questions	3,007	2,251	2,247	4,648	12,153	13,334	-8.9%
<b>B. Electronic Access Services</b>							
<b>In-House Computer Services</b>							
Pharos Internet (In-house computer use)	31,284	24,388	27,423	25,250	108,345	115,990	-6.6%
<b>Catalog Access</b>							
Pageviews	951,512	914,877	893,025	926,000	3,685,414	3,825,238	-3.7%
Visits	105,105	100,977	219,463	105,694	531,239	424,108	25.3%
Total Catalog Access	1,056,617	1,015,854	1,112,488	1,031,694	4,216,653	4,249,346	-0.8%

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Electronic Resources Services							
Library Website Remote Access (www and mobile)							
# Pageviews of Homepage	137,729	128,944	140,698	134,595	541,966	657,186	-17.5%
# Pageviews of Entire Site	305,695	289,616	313,561	289,884	1,198,756	1,354,795	-11.5%
# User Sessions	144,820	137,937	150,497	144,545	577,799	647,811	-10.8%
Subscription Databases Accessed							
Total In-House	1,109	1,443	1,330	1,444	5,326	5,019	6.1%
Total Remote	328,579	410,721	73,759	86,743	899,802	974,230	-7.6%
TOTAL	329,688	412,164	75,089	88,187	905,128	979,249	-7.6%
C. Total Switchboard Calls Received							
Total Library Calls	5,352	4,872	5,316	4,976	20,516	24,386	-15.9%
OTHER QUESTIONS (directional, account, meeting rooms)	2,949	2,505	2,855	2,665	10,974	12,184	-9.9%
Meeting Room Bookings	132	98	102	79	411	548	-25.0%
Transferred Calls	1,040	854	954	960	3,808	4,344	-12.3%
Pamphlets Distributed From Lobby Racks	7,927	8,500	8,100	7,550	32,077	29,567	8.5%
State/Federal Tax Forms Distributed	.	.	.	0	0	7,661	-100.0%
<b>Alerting Services: promote awareness of the library and use of its resources</b>							
A. Publications							
Number of publications printed (jobs)	24	58	83	108	273	145	88.3%
Copies printed for public distribution	7,351	9,471	15,776	28,239	60,837	140,682	-56.8%
B. Displays							
In-House	13	16	22	17	68	72	-5.6%
Other Groups	12	14	19	15	60	59	1.7%
Off-site locations	1	2	3	2	8	13	-38.5%
	0	0	0	0	0	0	0.0%
C. Speeches, Radio/TV/Online Appearances							
	10	24	9	17	60	52	15.4%
D. The Library Channel							
Library Promos on The Library Channel	39	13	23	21	96	72	33.3%
Total ICPL Productions	32	22	15	36	105	103	1.9%
Programs Cablecast	2,187	2,197	1,990	2,010	8,384	8,201	2.2%
E. Homepage/Social Media							
News scrollers on Home Page	47	41	36	38	162	181	-10.5%
Media releases sent	32	27	20	32	111	102	8.8%
Tweets sent	444	434	433	438	1,749	1,755	-0.3%
Facebook, Twitter, Pinterest followers (Cumulative)	8,336	8,729	9,034	9,382	9,382	7,921	18.4%
Facebook, Twitter, and Pinterest followers	412	381	284	335	1,412	2,143	-34.1%
<b>Outreach Services: provide library services to people who cannot get to the library building.</b>							
A. At Home Service							
Packages sent	450	393	569	472	1,883	1,682	12.0%
Items Loaned ( <i>no renewals</i> )	652	676	654	687	2,669	2,808	-5.0%
Registered At Home Users (Cumulative)	140	139	128	135	135	138	-2.2%
New Users Enrolled	5	3	7	11	26	23	13.0%
People served ( <i>avg of monthly count</i> )	39	37	41	42	39	41	-4.8%
B. Jail Service (jail closed for remodeling 4/27/15)							
People served	283	211	264	25	783	1,303	-39.9%
Items loaned ( <i>no renewals</i> )	856	797	809	150	2,612	4,669	-44.1%
C. Deposit Collections							
Locations (Cumulative)	13	13	13	13	13	12	8.3%
Items loaned	180	90	180	108	558	450	24.0%
Items added to perm collections	2,376	217	795	4,975	8,363	8,778	-4.7%
D. Remote Bookdrop Use							
Remote as Percent of All Items Checked in <i>Does not include renewals or in-house</i>	14.0%	15.6%	14.2%	12.6%	14.1%	14.0%	0.7%
E. Holds Notified Using Automated Phone							
	1,390	562	1,118	1,145	4,215	5,629	-25.1%

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<b>Group And Community Services: provide library services to groups, agencies, and organizations</b>							
<b>A. Adult Programs</b>							
<b>In-House</b>							
Number	62	60	48	64	234	223	4.9%
Attendance	1,160	842	696	972	3,670	3,401	7.9%
<b>Outreach</b>							
Number	5	4	2	19	30	31	-3.2%
Attendance	4,147	5,208	43	589	9,987	8,207	21.7%
<b>B. Young Adult Programs</b>							
<b>In-House</b>							
Number	95	102	91	91	379	307	23.5%
Attendance	1,657	1,304	1,592	1,550	6,103	3,289	85.6%
<b>Outreach</b>							
Number	0	1	0	2	3	7	-57.1%
Attendance	0	100	0	1,200	1,300	2,124	-38.8%
<b>C. Children's Programs</b>							
<b>In-House</b>							
Number	126	118	121	130	495	489	1.2%
Attendance	7,861	4,836	5,473	10,982	29,152	29,037	0.4%
<b>Outreach</b>							
Number	67	52	87	92	298	279	6.8%
Attendance	1,244	1,076	2,534	6,331	11,185	10,546	6.1%
<b>D. Library Tours And Classes</b>							
Number	11	14	10	18	53	73	-27.4%
Attendance	71	61	90	447	669	428	56.3%
<b>E. Consulting for Area Groups</b>							
	3	0	0	2	5	7	-28.6%
<b>Control Services: maintain library resources through registration of borrowers, overdue notices, training in use of equipment and control of valuable materials</b>							
<b>A. Library Cards Issued</b>							
	2,313	1,341	1,376	1,866	6,896	7,131	-3.3%
Iowa City	1,826	1,058	1,053	1,441	5,378	5,577	-3.6%
Percent Iowa City	78.9%	78.9%	76.5%	77.2%	78.0%	78.2%	-0.3%
<b>LOCAL CONTRACTS</b>							
Hills	2	1	4	12	19	15	26.7%
Johnson County (rural)	122	44	67	75	308	281	9.6%
Lone Tree	4	1	0	14	19	18	5.6%
University Heights	12	7	9	12	40	53	-24.5%
<b>STATE CONTRACT - Open Access</b>							
Coralville	143	78	76	125	422	435	-3.0%
Cedar Rapids	11	17	14	11	53	60	-11.7%
Other Open Access	193	135	153	176	657	692	-5.1%
Total Open Access	347	230	243	312	1,132	1,187	-4.6%
Open Access as % of all	15.0%	17.2%	17.7%	16.7%	16.4%	16.6%	-1.4%
<b>B. Total Registered Borrowers (cumulative)</b>							
	67,628	69,076	63,351	64,957	64,957	65,499	-0.8%
# At Home Users Registered (cumulative)	140	139	128	135	135	138	-2.2%
<b>C. Overdue Notices</b>							
Items searched to verify claim of return	97	79	82	62	320	306	4.6%