



FY16 Output Statistics- Annual Report

	Q1	Q2	Q3	Q4	YTD	Last YTD	% Change
In Building Services: Provide library facilities, materials, equipment							
A. Building Usage							
Total hours open	861	833	855	860	3,409	3,389	0.6%
People into the building	221,309	175,425	179,497	213,688	789,919	826,217	-4.4%
Average number per hour	257.0	210.6	209.9	248.5	231.7	244	-5.0%
B. Meeting Rooms							
Number of non-library meetings	390	372	404	390	1,556	1,528	1.8%
Estimated attendance	6,528	6,030	6,968	6,653	26,179	28,337	-7.6%
Equipment set-ups	74	88	110	130	402	346	16.2%
Group Study Room Use	1,263	1,293	1,438	1,290	5,284	5,803	-8.9%
Lobby Use	4	10	8	7	29	14	107.1%
C. Equipment Usage							
Photocopies by public	7,483	5,510	7,483	7,188	27,664	26,869	3.0%
Pay for Print copies	25,381	19,435	22,784	23,040	90,640	87,303	3.8%
% Checkouts by Self-Check	73.1%	71.9%	72.3%	74.1%	72.8%	71.6%	1.7%
DOT Kiosk usage	275	288	321	406	1,290	0	0.0%
D. In Building Use of Materials							
Listening/Viewing Sessions	4,437	3,076	3,389	3,758	14,660	16,237	-9.7%
E. Ride 'N' Read							
Bus passes distributed	1,883	883	1,106	1,192	5,064	5,504	-8.0%
Lending Services: Lend materials for home, school, and office use							
A. Total Circulation							
(Materials plus equipment; includes eAudio; not items circulated in-house)	360,536	320,606	342,107	345,820	1,369,069	1,391,482	-1.6%
Average circulation per hour	419	385	400	402	402	411	-2.2%
B. Circulation by Type of Material (includes downloads, not mending, lost, etc.)							
Adult Materials	244,136	222,250	238,722	232,362	937,470	961,093	-2.5%
Children's Materials	116,919	98,743	104,783	113,795	434,240	433,070	0.3%
Percent Children's	32.4%	30.8%	30.6%	32.9%	31.7%	31.1%	1.9%
Non-Print	136,436	127,292	135,347	124,534	523,609	449,141	16.6%
Percent Non-print	37.8%	39.7%	39.6%	36.0%	38.2%	32.3%	18.5%
Equipment loans	88	70	80	179	417	513	-18.7%
Downloads	27,432	23,206	31,536	29,399	111,573	95,534	16.8%
C. Circulation by Residence of User							
(Materials plus equipment; includes downloads; not items circulated in-house)	360,536	320,606	342,107	345,820	1,369,069	1,391,482	-1.6%
Iowa City	274,949	248,669	263,394	265,569	1,052,581	1,070,670	-1.7%
Local Contracts							
Hills	960	863	880	847	3,550	3,354	5.8%
Hills as % of all	0.3%	0.3%	0.3%	0.2%	0.3%	0.2%	7.6%
Johnson County (rural)	28,324	24,083	26,654	26,260	105,321	110,359	-4.6%
Johnson County as % of all	7.9%	7.5%	7.8%	7.6%	7.7%	7.9%	-3.0%
Lone Tree	878	1,039	898	876	3,691	3,230	14.3%
Lone Tree as % of all	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%	16.1%
University Heights	5,617	5,247	5,095	5,653	21,612	20,550	5.2%
University Heights as % of all	1.6%	1.6%	1.5%	1.6%	1.6%	1.5%	6.9%
Total Local Contracts	35,779	31,232	33,527	33,636	134,174	137,493	-2.4%
State Contracts - Open Access							
Coralville	20,850	16,484	18,500	19,373	75,207	76,554	-1.8%
Cedar Rapids	1,653	1,195	768	690	4,306	5,655	-23.9%
Other Open Access	27,294	23,026	25,880	26,509	102,709	100,931	1.8%
Total Open Access	49,797	40,705	45,148	46,572	182,222	183,140	-0.5%
Open Access as % of all	13.8%	12.7%	13.2%	13.5%	13.3%	13.2%	1.1%
D. InterLibrary Loans							
Loaned to other libraries	403	332	430	447	1,612	1,816	-11.2%
Percent of requests filled	32.9%	29.7%	32.3%	34.9%	32.5%	33.4%	-2.7%
Borrowed from other libraries	939	756	883	824	3,402	3,153	7.9%
Percent of requests filled	82.1%	81.5%	81.8%	82.6%	82.0%	81.8%	0.3%
Books/Periodicals/AV borrowed	933	741	877	814	3,365	3,136	7.3%
Photocopy borrow requests filled	6	15	6	10	37	17	117.6%

	Q1	Q2	Q3	Q4	YTD	Last YTD	% Change
E. Reserves Placed - Materials	41,310	38,275	42,729	41,191	163,505	146,917	11.3%
F. Downloadable Media							
By Area							
Iowa City	23,543	22,135	24,647	25,215	95,540	82,063	16.4%
Hills	86	104	106	104	400	176	127.3%
Johnson County	3,425	3,279	3,687	2,476	12,867	11,848	8.6%
Lone Tree	62	77	72	74	285	188	51.6%
University Heights	328	295	336	339	1,298	1,259	3.1%
Total	27,444	25,890	28,848	28,208	110,390	95,534	15.6%
By Demographic							
Adult	25,487	24,185	26,959	27,141	103,772	89,695	15.7%
Children's	1,957	1,705	1,889	2,258	7,809	5,839	33.7%
Total	27,444	25,890	28,848	29,399	111,581	95,534	16.8%
Number of items owned (monthly)							
E-Audio items available	5,663	5,926	5,761	5,942	5,942	5,429	9.4%
E-Book items available	12,910	13,550	13,495	13,908	13,908	10,566	31.6%
E-Video items available	72	72	72	72	72	72	0.0%
E-Music	77	83	84	85	85	72	18.1%
E-Magazines	206	190	157	174	174	163	6.7%
Total Items	18,928	19,821	19,569	20,181	20,181	16,302	23.8%
Information Services: Furnish information, reader advisory and reference assistance.							
A. Reference Questions Answered	11,845	10,778	11,651	11,339	45,613	45,510	0.2%
Reference Questions							
Reference Desk	4,873	4,130	4,696	4,483	18,182	18,630	-2.4%
Help Desk	2,035	2,252	2,431	2,301	9,019	6,219	45.0%
Switchboard	1,793	1,929	1,952	1,643	7,317	7,401	-1.1%
Drop-In Tech Help (public)	111	118	114	94	437	475	-8.0%
On-Call Tech Help							
Staff	50	43	47	39	179	299	-40.1%
Public	90	75	95	85	345	333	3.6%
Total Tech Help Questions	140	118	142	124	524	632	-17.1%
Children's Desk							
Reference questions	2,852	2,185	2,264	2,661	9,962	11,967	-16.8%
Request to Pull Books (community)	41	46	52	33	172	186	-7.5%
Total Children's Questions	2,893	2,231	2,316	2,694	10,134	12,153	-16.6%
B. Electronic Access Services							
In House Computer Services							
Pharos Internet (in-house computer use)	23,851	21,429	21,746	24,539	91,565	108,345	-15.5%
Catalog Access							
Pageviews	918,313	864,159	845,993	696,654	3,325,119	3,685,414	-9.8%
Visits	105,729	98,077	0	0	203,806	531,239	-61.6%
<i>*FY16 Q3 visits are included in remote access user sessions.</i>							
Overdrive Catalog Access							
Pageviews	547,260	537,415	653,404	658,398	2,396,477	0	0.0%
Visits	120,656	121,954	145,584	149,622	537,816	0	0.0%
Total Catalog Access	1,691,958	1,621,605	1,644,981	1,504,674	6,463,218	4,216,653	53.3%
Electronic Resources Services							
Library Website Remote Access (www and mobile)							
# Homepage Pageviews	134,267	115,947	120,053	118,474	488,741	541,966	-9.8%
# Entire Site Pageviews	288,700	255,098	266,077	287,885	1,097,760	1,198,756	-8.4%
# User Sessions	145,107	129,026	145,164	156,763	576,060	577,799	-0.3%
<i>*FY16 Q3 remote access sessions include catalog visits.</i>							
Subscription Databases Accessed							
Total In-House	1,577	1,956	2,272	1,652	7,457	5,326	40.0%
Total Remote	65,428	65,731	68,291	46,438	245,888	899,802	-72.7%
TOTAL	67,005	67,687	70,563	48,090	253,345	905,128	-72.0%
C. Total Switchboard Calls Received							
Total Library Calls	5,251	5,001	5,117	4,861	20,230	20,516	-1.4%
Other Questions (<i>directional/account questions, meeting room booking, email added FY16</i>)	5,248	3,654	3,721	3,662	16,285	11,385	43.0%
Transferred Calls	925	869	857	847	3,498	3,808	-8.1%
Pamphlets Distributed From Lobby Racks	7,941	7,090	7,665	7,025	29,721	32,077	-7.3%
State/Federal Tax Forms Distributed	• • •	• • •	• • •	5,121	5,121	2,447	109.3%

	Q1	Q2	Q3	Q4	YTD	Last YTD	% Change
Alerting Services: Promote awareness of the Library and use of its resources							
A. Publications							
Number of publications printed (jobs)	93	86	94	121	394	273	44.3%
Copies printed for public distribution	13,504	17,368	13,161	46,883	90,916	60,837	49.4%
C. Displays							
In-House	14	17	13	21	65	68	-4.4%
Other Groups	9	14	11	14	48	60	-20.0%
Off-site locations	5	3	2	6	16	8	100.0%
	0	0	0	1	1	0	0.0%
D. Speeches/Radio/TV/Online Appearances							
	34	25	36	33	128	60	113.3%
E. The Library Channel							
Library Promos on The Library Channel	14	3	29	32	78	96	-18.8%
Total ICPL productions	26	27	20	38	111	105	5.7%
Programs Cablecast	2,072	2,012	2,055	1,723	7,862	8,384	-6.2%
F. Homepage/ Social Media							
News scrollers on Home Page	36	37	45	61	179	162	10.5%
Media releases sent	32	24	24	24	104	111	-6.3%
Tweets sent	484	402	421	427	1,734	1,749	-0.9%
Facebook, Twitter, Pinterest followers (monthly)	9,849	10,171	10,523	10,970	10,970	9,382	16.9%
Facebook, Twitter, and Pinterest followers	451	315	343	438	1,547	1,412	9.6%
Outreach Services: Provide library service to people who cannot get to the library building							
A. At Home Services							
Packages sent	520	464	516	591	2,091	1,883	11.0%
Items Loaned (no renewals)	894	793	1,010	1,189	3,886	2,669	45.6%
Registered At Home Users (monthly)	144	146	137	131	131	135	-3.0%
New Users Enrolled	16	5	4	5	30	26	15.4%
People served (average of monthly count)	50	28	46	49	47	42	13.0%
B. Jail Service*							
People served	157	304	304	290	1,055	783	34.7%
Items loaned (no renewals)	498	995	1,010	1,028	3,531	2,612	35.2%
*Jail closed April 27 - August 11, 2015							
C. Deposit Collections							
Locations (Monthly)	13	13	13	13	13	13	0.0%
Items loaned	90	180	90	180	540	558	-3.2%
Items added to permanent collections	779	65	1,197	79	2,120	8,363	-74.7%
D. Remote Bookdrop Use							
Remote as Percent of All Items Checked in	13.3%	12.5%	13.7%	13.2%	13.2%	14.1%	-6.6%
No renewals or in-house							
E. Holds Notified Using Automated Phone							
	1,215	1,182	1,274	1,101	4,772	4,215	13.2%
Group and Community Services: Provide library service to groups, agencies, and organizations							
A. Adult Programs							
In-House Programs	62	100	65	70	297	234	26.9%
In-House Attendance	1,246	1,730	1,152	1,176	5,304	3,670	44.5%
Outreach Programs	25	8	12	22	67	30	123.3%
Outreach Attendance	4,771	4,085	120	591	9,567	9,987	-4.2%
B. Young Adult Programs							
In-House Programs	85	86	88	108	367	379	-3.2%
In-House Attendance	1,697	1,227	1,452	5,812	10,188	6,103	66.9%
Outreach Programs	0	2	3	1	6	3	100.0%
Outreach Attendance	0	11	21	5	37	1,300	-97.2%
C. Children's Programs							
In-House Programs	129	125	133	136	523	495	5.7%
In-House Attendance	7,176	5,449	5,796	9,398	27,819	29,152	-4.6%
Outreach Programs	78	54	101	86	319	298	7.0%
Outreach Attendance	1,704	1,440	2,402	6,517	12,063	11,185	7.8%
D. Library Tours and Classes							
Number	13	17	14	13	57	53	7.5%
Attendance	144	55	81	123	403	669	-39.8%
E. Consulting for Area Groups							
	5	0	2	0	7	5	40.0%

	Q1	Q2	Q3	Q4	YTD	Last YTD	% Change
Control Services: Maintain library resources through borrower registration, overdue notices, equipment training, controlling valuable materials							
A. Library Cards Issued	2,257	1,225	1,412	2,029	6,923	6,896	0.4%
Iowa City	1,856	988	1,107	1,592	5,543	5,378	3.1%
Percent Iowa City	82.2%	80.7%	78.4%	78.5%	80.1%	78.0%	2.7%
Local Contracts							
Hills	2	3	7	5	17	19	-10.5%
Johnson County (rural)	74	38	42	91	245	308	-20.5%
Lone Tree	1	5	4	4	14	19	-26.3%
University Heights	5	4	7	6	22	40	-45.0%
State Contract - Open Access							
Coralville	123	67	81	126	397	422	-5.9%
Cedar Rapids	11	13	14	13	51	53	-3.8%
Other Open Access	185	107	150	192	634	657	-3.5%
Total Open Access	319	187	245	331	1,082	1,132	-4.4%
Open Access as % of all	14.1%	15.3%	17.4%	16.3%	15.6%	16.4%	-4.8%
B. Total Registered Borrowers (monthly)	67,179	68,089	65,309	63,208	63,208	64,957	-2.7%
# At Home Users Registered (monthly)	144	146	137	131	131	135	-3.0%
C. Overdue Notices							
Items searched to verify claim of return	78	61	57	64	260	320	-18.8%