



FY22 Output Statistics- Annual Report

	Q1	Q2	Q3	Q4	YTD	Last YTD	% Change
Library Services: Provide library facilities, materials, and equipment.							
A. Downtown Building Use							
Total Hours Open	858	827	858	857	3,400	1,915	77.5%
People into the Building	85,219	82,996	87,275	120,449	375,939	102,692	266.1%
Average Number Per Hour	99.3	100.4	101.7	140.5	110.6	54	106.2%
Bookmobile Use							
Bookmobile Total Hours Open	220	208	227	266	920	263	250.0%
People on Bookmobile	3,981	3,175	2,831	5,050	15,037	2,328	545.9%
Average Number per Hour	18	15	12	19	16	9	84.6%
Total Downtown & Bookmobile Hours Open	1,078	1,035	1,085	1,123	4,320	2,178	98.4%
Total People Downtown & on Bookmobile	89,200	86,171	90,106	125,499	390,976	105,020	272.3%
Total Average Number per Hour	83	83	83	112	90	48	87.7%
B. Meeting Rooms							
Number of Non-Library Meetings	101	191	160	281	733	0	0.0%
Estimated Attendance	2,689	4,544	2,545	6,765	16,543	0	0.0%
Equipment Set-ups	32	21	27	48	128	0	0.0%
Group Study Room Use	794	1,282	1,529	1,436	5,041	0	0.0%
Lobby Use	0	0	0	1	1	0	0.0%
C. Equipment Usage							
Photocopies by Public	5,020	4,824	4,330	5,003	19,177	2,423	691.5%
Pay for Print Copies	10,864	13,048	12,286	10,281	46,479	10,070	361.6%
% Checkouts by Self-Check	70.9%	72.0%	71.1%	70.5%	71.1%	20.0%	51.2%
D. Downtown Use of Electronic Materials							
Listening/Viewing/Tablets/Laptops Sessions	57	141	142	68	408	0	0.0%
E. Ride 'N' Read							
Bus Passes Distributed Downtown	347	412	468	744	1,971	489	303.1%
F. Services During Library Closure							
Patrons Using Mail	0	0	0	0	0	10,480	-100.0%
Patrons Using Curbside	0	0	0	0	0	10,694	-100.0%
Items Checked Out	0	0	0	0	0	194,179	-100.0%
Materials Paged	0	0	0	0	0	137,647	-100.0%
Missed Curbside Appointments	0	0	0	0	0	598	-100.0%
Hours Assisting Patrons (Curbside)	0	0	0	0	0	575	-100.0%
G. Book Bundles							
Children's	0	0	0	0	0	1,476	-100.0%
Teen's	0	0	0	0	0	64	-100.0%
Adult's	0	0	0	0	0	128	-100.0%
Total Book Bundles	0	0	0	0	0	1,668	-100.0%
H. To Go Kits							
Children's	3,097	650	0	0	3,747	8,055	-53.5%
Tween's	100	0	0	0	100	417	-76.0%
Teen's	36	25	30	13	104	188	-44.7%
Adult's	52	15	0	0	67	199	-66.3%
Total To Go Kits	3,285	690	30	13	4,018	8,859	-54.6%
Lending Services: Lend materials for home, school, and office use.							
A. Circulation Downtown	315,147	294,419	302,148	311,667	1,223,381	884,060	38.4%
(Materials plus equipment; includes eAudio; does not include items circulated in-house.)							
Percent AIM Circulation Downtown	1.27%	1.51%	1.44%	1.29%	1.29%	1.50%	-14.0%
Circulation on Bookmobile	7,425	5,534	5,956	7,402	26,317	5,423	385.3%
Percent AIM Circulation on Bookmobile	0.22%	0.26%	0.24%	0.18%	0.18%	0.00%	0.0%
Total Circulation Downtown & Bookmobile	322,572	299,953	308,104	319,069	1,249,698	889,483	40.5%
Percent AIM Total Circulation Downtown & Bookmobile	1.46%	1.74%	1.65%	1.44%	1.44%	1.61%	-10.5%
Average Total Circulation Downtown & Bookmobile Per Hour	367	356	352	364	360	462	-22.1%

	Q1	Q2	Q3	Q4	YTD	Last YTD	% Change
B. Circulation by Type of Material (Includes downloads, does not include mending, lost, etc.)							
Adult Materials	205,256	198,071	206,722	210,953	821,002	629,742	30.4%
Children's Materials	116,895	102,839	102,687	109,146	431,567	263,739	63.6%
Percent Children's	37.1%	34.9%	34.0%	35.0%	35.3%	29.8%	18.2%
Non-Print	60,252	58,178	56,479	55,343	230,252	126,223	82.4%
Percent Non-print	19.1%	19.8%	18.7%	17.8%	18.8%	14.3%	31.8%
Equipment loans	251	152	84	86	573	607	-5.6%
Downloads	73,283	73,918	80,445	82,085	309,731	328,229	-5.6%
C. Circulation by Residence of User (Downtown & Bookmobile)							
(Materials plus equipment; includes downloads; does not include items circulated in-house.)	322,572	299,953	308,104	319,069	1,249,698	889,483	40.5%
Iowa City	249,984	236,021	241,963	250,693	978,661	731,557	33.8%
Local Contracts							
Hills	753	855	716	575	2,899	2,034	42.5%
Hills as % of All	0.23%	0.3%	0.2%	0.2%	0.23%	0.23%	1.4%
Johnson County (Rural)	25,383	22,853	24,063	24,521	96,820	72,889	32.8%
Johnson County as % of All	7.87%	7.6%	7.8%	7.7%	7.75%	8.19%	-5.5%
Lone Tree	1,077	749	712	1,030	3,568	2,906	22.8%
Lone Tree as % of All	0.33%	0.25%	0.23%	0.32%	0.29%	0.33%	-12.6%
University Heights	4,800	4,477	5,689	5,249	20,215	12,710	59.0%
University Heights as % of All	1.49%	1.49%	1.85%	1.65%	1.62%	1.43%	13.2%
Total Local Contracts	32,013	28,934	31,180	31,375	123,502	90,539	36.4%
State Contracts - Open Access							
Coralville	12,715	12,230	11,997	12,154	49,096	23,722	107.0%
Cedar Rapids	549	664	661	560	2,434	1,133	114.8%
Other Open Access	20,856	17,210	16,995	17,780	72,841	37,735	93.0%
Total Open Access	34,120	30,104	29,653	30,494	124,371	62,590	98.7%
Open Access as % of All	10.6%	10.0%	9.6%	9.6%	10.0%	7.0%	41.4%
D. InterLibrary Loans							
Loaned to Other Libraries	289	242	285	261	1,077	893	20.6%
Percent of Requests Filled	31.5%	26.2%	24.5%	27.6%	27.3%	28.1%	-2.9%
Total Borrowed From Other Libraries	787	732	847	783	3,149	2,312	36.2%
Percent of Requests Filled	88.0%	86.7%	87.9%	88.2%	87.7%	87.8%	-0.1%
Books/Periodicals/AV Borrowed	785	728	839	779	3,131	2,293	36.5%
Photocopy Borrow Requests Filled	2	4	8	4	18	19	-5.3%
E. Reserves Placed with Innovative - Materials							
<i>*Overdrive has not reported fulfilled reserve information since July 2020.</i>	35,986	32,772	36,534	33,133	138,425	228,295	-39.4%
F. Downloadable Media							
Resident Cards By Area							
Iowa City	63,291	62,154	67,848	70,126	263,419	280,174	-6.0%
Hills	192	233	257	189	871	529	64.7%
Johnson County	7,521	7,365	7,750	7,648	30,284	29,523	2.6%
Lone Tree	114	121	124	103	462	359	28.7%
University Heights	1,374	1,084	1,384	1,381	5,223	5,148	1.5%
Total	72,492	70,957	77,363	79,447	300,259	315,733	-4.9%
Student AIM Cards by Area							
Iowa City	1,800	2,487	2,209	1,981	8,477	11,076	-23.5%
Hills	123	185	196	207	711	1,040	-31.6%
Johnson Count	10	33	1	10	54	84	-35.7%
Lone Tree	0	0	2	0	2	0	0.0%
University Heights	67	97	194	66	424	286	48.3%
Open Access	16	55	481	374	926	10	9160.0%
Total	2,016	2,857	3,083	2,638	10,594	12,496	-15.2%
All Cards by Area							
Iowa City	65,091	64,641	70,057	72,107	271,896	291,250	-6.6%
Hills	315	418	453	396	1,582	1,569	0.8%
Johnson Count	7,531	7,398	7,751	7,658	30,338	29,607	2.5%
Lone Tree	114	121	126	103	464	359	29.2%
University Heights	1,441	1,181	1,578	1,447	5,647	5,434	3.9%
Open Access	16	55	481	374	926	10	9160.0%
Total	74,493	73,759	79,965	81,711	309,928	328,220	-5.6%

	Q1	Q2	Q3	Q4	YTD	Last YTD	% Change
By Demographic							
Adult	67,105	66,958	73,318	75,781	283,162	287,101	-1.4%
Children's	7,403	6,856	7,128	6,304	27,691	41,128	-32.7%
Total	74,508	73,814	80,446	82,085	310,853	328,229	-5.3%
Number of Items Owned (Cumulative)							
E-Audio Items Available	12,751	13,055	13,395	13,759	13,759	12,462	10.4%
E-Book Items Available	26,128	26,259	22,541	26,577	26,577	25,945	2.4%
E-Music	47	47	47	47	47	47	0.0%
E-Magazines	3,703	3,928	4,077	4,204	4,204	12	34933.3%
E-Newspapers	3	3	3	3	3	3	0.0%
Total Items	42,632	43,292	40,063	44,590	44,590	38,469	15.9%
Information Services: Furnish information, reader advisory, and reference assistance.							
A. Reference Questions Answered	5,232	5,208	7,231	7,012	24,683	12,108	103.9%
Reference Questions							
Reference Desk	2,439	2,478	3,211	3,186	11,314	4,201	169.3%
Help Desk	443	546	1,384	935	3,308	997	231.8%
Curbside Questions	0	0	0	0	0	569	-100.0%
Switchboard	833	901	856	790	3,380	4,419	-23.5%
Bookmobile	110	60	262	256	688	101	581.2%
On-Call Tech Help							
Public	38	39	52	28	157	103	52.4%
Total Tech Help Questions	38	39	52	28	157	103	52.4%
Children's Desk							
Reference Questions	1,361	1,180	1,460	1,813	5,814	1,547	275.8%
Request to Pull Books (Community)	8	4	6	4	22	171	-87.1%
Total Children's Questions	1,369	1,184	1,466	1,817	5,836	1,718	239.7%
B. Electronic Access Services							
Computer Services							
Pharos Internet (Downtown In House computer use)	4,536	6,280	8,870	11,253	30,939	3,550	771.5%
Wifi Internet Use Downtown	8,506	2,920	2,480	5,380	19,286	17,972	7.3%
Total Internet Use	13,042	9,200	11,350	16,633	50,225	21,522	133.4%
Website Access							
ICPL Website							
# Pageviews of Homepage	79,792	78,916	84,407	80,439	323,554	327,140	-1.1%
# Pageviews of Entire Site (Doesn't include catalog)	200,115	211,853	232,385	228,934	873,287	949,339	-8.0%
# Visits (Does include catalog)	123,680	145,137	149,024	146,922	564,763	542,892	4.0%
Catalog Access							
# Pageviews for ICPL Catalog	392,640	416,244	446,354	407,203	1,662,441	1,877,901	-11.5%
# Pageviews for Overdrive	411,836	387,308	405,821	378,249	1,583,214	2,024,752	-21.8%
Total Catalog Access	804,476	803,552	852,175	785,452	3,245,655	3,902,653	-16.8%
<i>*Overdrive does not count pageviews through the Libby or Overdrive Apps.</i>							
ICPL Mobile App Use	30,434	36,825	44,013	45,375	156,647	17,285	806.3%
External Sites							
# Pageviews for Beanstack	15,589	5,558	4,967	15,617	41,731	40,250	3.7%
Total Website Access	1,050,614	1,057,788	1,133,540	1,075,378	4,317,320	4,909,527	-12.1%
Subscription Databases Accessed							
Total In-House	868	1,415	1,349	2,215	5,847	1,998	192.6%
Total Remote	45,020	48,934	48,986	43,082	186,022	358,618	-48.1%
TOTAL	45,888	50,349	50,335	45,297	191,869	360,616	-46.8%
C. Total Switchboard Calls Received							
Total Library Calls	3,277	2,959	3,419	3,069	12,724	16,354	-22.2%
Other Questions (Directional and account questions, meeting room booking, email added FY16.)	4,033	2,684	3,116	2,695	12,528	18,080	-30.7%
Transferred Calls	586	581	803	735	2,705	2,053	31.8%
Pamphlets Distributed Downtown	5,325	4,730	5,180	5,660	20,895	7,180	191.0%
Federal Tax Forms Distributed	• • •	• • •	• • •	586	586	830	0.0%
VITA Patrons Assisted	• • •	• • •	• • •	0	0	0	0.0%

	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)	38	51	88	57	234	118	98.3%
Copies Printed for Public Distribution	103,098	14,315	14,415	82,040	213,868	221,092	-3.3%
Number of Online Newsletters Subscribers	3,029	3,122	3,131	3,192	3,192	2,948	8.3%
Number of Online Newsletter Distribution	2,970	2,943	2,913	2,957	2,957	2,936	0.7%
C. Displays							
In-House	32	36	37	42	147	55	167.3%
Other Groups	27	28	32	33	120	46	160.9%
Off-site locations	4	8	5	8	25	3	733.3%
	1	0	0	1	2	6	-66.7%
F. Homepage/ Social Media							
Homepage Banner Posts	35	51	56	48	190	182	4.4%
Homepage Banner Clicks	142	462	282	364	1,250	1,050	19.0%
Media Releases Opened	4,965	7,841	4,816	8,158	25,780	816	3059.3%
Media Releases Sent	7	10	9	8	34	0	0.0%
Total Newsletters Opened-Unique Users	0	0	1,114	1,320	1,320	0	0.0%
Facebook, Twitter, Pinterest Followers (Cumulative)	17,260	16,796	16,945	17,110	17,110	16,633	2.9%
New Facebook, Twitter, and Pinterest Followers	124	106	140	233	603	120	402.5%
<i>*Began tracking 'Media Releases Sent' & 'Total Newsletters Opened-Unique Users' in February, 2022.</i>							
Outreach Services: Provide library service to people who cannot get to the library building.							
A. At Home Services							
Packages Sent	676	567	696	688	2,625	2,123	23.7%
Items Loaned (No renewals)	1,946	1,987	2,175	1,840	7,948	7,025	13.1%
Registered At Home Users (Cumulative)	249	265	271	260	260	251	3.6%
New Users Enrolled	5	16	9	4	34	68	-50.0%
People Served (Average of monthly count)	68	66	68	60	66	59	12.0%
B. Jail Service							
People Served	138	219	217	247	821	379	116.6%
Items Loaned (No renewals)	1,042	906	1,019	1,229	4,196	2,311	81.6%
C. Deposit Collections							
Locations (Cumulative)	24	24	25	2	2	22	-90.9%
Items Loaned	270	540	270	540	1,620	720	125.0%
Items Donated to Permanent Collections	773	583	1,251	720	3,327	1,052	216.3%
D. Remote Bookdrop Use							
Remote as Percent of All Items Checked In	· · ·	15.0%	15.2%	0.0%	15.2%	12.4%	22.6%
<i>*Does not include renewals or in-house.</i>							
<i>* The remote bookdrop was used in FY21 but not counted.</i>							
Group and Community Services: Provide library service to groups, agencies, and organizations.							
A. Adult Programs							
Programs	30	53	64	83	230	77	198.7%
In Person Attendance	477	826	782	631	2,716	1,391	95.3%
Virtual Attendance	0	0	0	61	61	0	0.0%
Outreach Programs	1	0	6	6	13	0	0.0%
Outreach In Person Attendance	36	0	43	21	100	0	0.0%
Outreach Virtual Attendance	0	0	0	0	0	0	0.0%
B. Young Adult Programs							
Programs	14	29	70	63	176	4	4300.0%
Programs In Person Attendance	62	156	216	404	838	57	1370.2%
Programs Virtual Attendance	0	0	191	15	206	0	0.0%
Outreach Programs	3	1	0	7	11	52	-78.8%
Outreach In Person Attendance	27	13	0	339	379	582	-34.9%
Outreach Virtual Attendance	0	0	0	43	43	0	0.0%
C. Children's Programs							
Programs	101	148	145	148	542	374	44.9%
In Person Attendance	3,456	4,043	4,530	7,197	19,226	2,378	708.5%
Virtual Attendance	0	0	0	0	0	0	0.0%
Outreach Programs	32	50	45	86	213	88	142.0%
Outreach In Person Attendance	708	1,009	818	1,601	4,136	1,745	137.0%

	Q1	Q2	Q3	Q4	YTD	Last YTD	% Change
D. Library Tours and Classes							
Number	30	63	63	65	221	48	360.4%
In Person Attendance	194	799	893	930	2,816	487	478.2%
Virtual Attendance	0	0	0	0	0	0	0.0%
E. Consulting for Area Groups	3	0	0	0	3	2	50.0%
F. Total Number of Program Content Recordings							
Children's Recordings	22	46	45	21	134	183	-26.8%
Young Adult Recordings	1	1	0	0	2	6	-66.7%
Adult Recordings	6	39	11	23	79	46	71.7%
All Ages/ Other Recordings	3	4	0	2	9	5	80.0%
Total Virtual Program Recordings	32	90	56	46	224	240	-6.7%
G. Total Number of Views of Program Content Recording							
Instagram	355	0	0	0	355	19,455	-98.2%
Facebook	897	935	73	242	2,147	35,628	-94.0%
Youtube	12,001	12,604	14,847	18,506	57,958	51,620	12.3%
Total Virtual Program Views	13,253	13,539	14,920	18,748	60,460	106,703	-43.3%
<i>*Virtual program views were tracked by age group beginning in February 2022.</i>							
Control Services: Maintain library resources through borrower registration, overdue notices, equipment training, and controlling valuable materials.							
A. Library Cards Issued	1,603	1,030	1,056	1,446	5,135	3,778	35.9%
Iowa City	1,248	844	830	1,133	4,055	3,006	34.9%
Percent Iowa City	77.9%	81.9%	78.6%	78.4%	79.0%	79.6%	-0.8%
Local Contracts							
Hills	6	7	1	5	19	15	26.7%
Johnson County (Rural)	51	23	35	46	155	123	26.0%
Lone Tree	4	1	2	2	9	12	-25.0%
University Heights	12	6	5	4	27	13	107.7%
State Contract - Open Access							
Coralville	76	51	60	92	279	198	40.9%
Cedar Rapids	14	10	13	16	53	34	55.9%
Other Open Access	192	88	110	148	538	377	42.7%
Total Open Access	282	149	183	256	870	609	42.9%
Open Access as % of All	17.6%	14.5%	17.3%	17.7%	16.9%	16.1%	5.1%
B. Total Registered Borrowers (Cumulative)	44,290	43,991	43,178	43,154	43,154	45,755	-5.7%
# At Home Users Registered (Cumulative)	249	265	271	260	260	251	3.6%
# AIM Users (Cumulative)	0	14,503	14,605	14,605	14,605	14,333	1.9%
<i>*AIM library cards are not counted as registered borrowers, and are not included in total registered borrowers.</i>							
C. Overdue Notices							
Items Searched to Verify Claim of Return	81	52	50	46	229	399	-42.6%
Total First Notices (Items)	10,646	10,160	11,019	10,357	42,182	23,089	82.7%
Total Second Notices (Items)	4,764	4,812	5,341	5,313	20,230	12,105	67.1%
Bills-Public (Items)	2,250	2,798	2,865	2,966	10,879	6,281	73.2%