



FY17 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	859	827	849	864	3,399	3,409	-0.3%
People into the Building	223,248	177,279	182,003	214,487	797,017	789,919	0.9%
Average Number Per Hour	259.9	214.4	214.4	248.2	234.5	232	1.2%
Bookmobile Use							
Bookmobile Total Hours Open	0.0	0.0	0.0	111.0	111.0	0.0	0.0%
People on Bookmobile	0.0	0.0	0.0	2,898.0	2,898.0	0.0	0.0%
Average Number per Hour	0.0	0.0	0.0	26.1	26.1	0.0	0.0%
Total Downtown & Bookmobile Hours Open	859.0	827.0	849.0	975.0	3,510.0	3,409.0	3.0%
Total People Downtown & on Bookmobile	223,248.0	177,279.0	182,003.0	217,385.0	799,915.0	789,919.0	1.3%
Total Average Number per Hour	259.9	214.4	214.4	223.0	227.9	231.7	-1.6%
B. Meeting Rooms							
Number of Non-Library Meetings	413	341	380	363	1,497	1,556	-3.8%
Estimated Attendance	6,199	8,276	7,798	8,610	30,883	26,179	18.0%
Equipment Set-ups	98	19	23	29	169	169	0.0%
Group Study Room Use	1,283	1,321	1,488	1,493	5,585	5,284	5.7%
Lobby Use	6	4	4	3	17	29	-41.4%
C. Equipment Usage							
Photocopies by Public	6,489	6,796	6,764	5,909	25,958	27,664	-6.2%
Pay for Print Copies	22,499	20,651	22,198	23,940	89,288	90,640	-1.5%
% Checkouts by Self-Check	73.8%	72.4%	73.9%	73.0%	73.3%	72.8%	0.6%
DOT Kiosk Usage	418	470	399	425	1712	1290	32.7%
D. Downtown Use of Electronic Materials							
Listening/Viewing/Tables/Laptops Sessions	4,414	2,709	2,833	3,157	13,113	14,660	-10.6%
E. Ride 'N' Read							
Bus Passes Distributed Downtown	1,251	744	782	1,030	3,807	5,064	-24.8%
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.)	347,245	309,819	323,210	322,461	1,302,735	1,369,069	-4.8%
Circulation on Bookmobile	0	0	0	4,405	4,405	0	100.0%
Total Circulation Downtown & Bookmobile	347,245	309,819	323,210	326,866	1,307,140	1,369,069	-4.5%
Average Total Circulation Downtown & Bookmobile Per Hour	404	375	381	378	385	402	-4.2%
B. Circulation by Type of Material (Includes downloads, does not include mending, lost, etc.)							
Adult Materials	232,532	214,627	222,065	219,079	888,303	937,470	-5.2%
Children's Materials	115,700	96,500	102,239	108,740	423,179	434,240	-2.5%
Percent Children's	33.3%	31.1%	31.6%	33.7%	32.5%	31.7%	2.4%
Non-Print	128,078	117,597	118,779	114,069	478,523	523,609	-8.6%
Percent Non-print	36.9%	38.0%	36.7%	35.4%	36.7%	38.2%	-4.0%
Equipment loans	158	142	235	591	1,126	417	170.0%
Downloads	30,227	28,983	31,445	32,070	122,725	111,573	10.0%
C. Circulation by Residence of User (Downtown & Bookmobile)							
(Materials plus equipment; includes downloads; does not include items circulated in-house.)	347,245	309,819	323,210	326,866	1,307,140	1,369,069	-4.5%
Iowa City	266,195	238,836	247,830	248,095	1,000,956	1,052,581	-4.9%
Local Contracts							
Hills	996	844	882	972	3,694	3,550	4.1%
Hills as % of All	0.29%	0.3%	0.3%	0.3%	0.28%	0.26%	9.0%
Johnson County (Rural)	27,363	23,786	25,912	26,498	103,559	105,321	-1.7%
Johnson County as % of All	7.88%	7.7%	8.0%	8.1%	7.92%	7.69%	3.0%
Lone Tree	1,007	1,142	1,101	1,089	4,339	3,691	17.6%
Lone Tree as % of All	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	23.1%
University Heights	5,644	5,109	5,614	5,527	21,894	21,612	1.3%
University Heights as % of All	1.6%	1.6%	1.7%	1.7%	1.7%	1.6%	6.1%
Total Local Contracts	35,010	30,881	33,509	34,086	133,486	134,174	-0.5%

	Q1	Q2	Q3	Q4	YTD	Last YTD	% Change
State Contracts - Open Access							
Coralville	19,866	16,957	16,557	17,421	70,801	75,207	-5.9%
Cedar Rapids	776	1,069	1,202	1,017	4,064	4,306	-5.6%
Other Open Access	25,384	22,066	24,105	22,745	94,300	102,709	-8.2%
Total Open Access	46,026	40,092	41,864	41,183	169,165	182,222	-7.2%
Open Access as % of All	13.3%	12.9%	13.0%	12.6%	12.9%	13.3%	-2.8%
D. InterLibrary Library Loans							
Loaned to Other Libraries	441	356	400	325	1,522	1,612	-5.6%
Percent of Requests Filled	34.3%	29.2%	33.1%	30.3%	31.8%	32.5%	-2.3%
Borrowed From Other Libraries	874	778	920	738	3,310	3,402	-2.7%
Percent of Requests Filled	83.5%	85.8%	86.4%	89.2%	86.1%	82.0%	5.0%
Books/Periodicals/AV Borrowed	869	771	915	725	3,280	3,365	-2.5%
Photocopy Borrow Requests Filled	5	7	5	13	30	37	-18.9%
<i>*New SILO software counts loans after they are closed instead of at the time they are initiated, so May 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	42,509	39,388	44,439	43,919	170,255	163,505	4.1%
F. Downloadable Media							
By Area							
Iowa City	25,624	24,429	26,674	27,283	104,010	95,540	8.9%
Hills	150	120	171	184	625	400	56.3%
Johnson County	4,051	4,052	4,219	2,847	15,169	12,867	17.9%
Lone Tree	54	71	56	37	218	285	-23.5%
University Heights	347	311	315	392	1,365	1,298	5.2%
Total	30,226	28,983	31,435	30,743	121,387	110,390	10.0%
By Demographic							
Adult	27,928	26,962	29,263	29,699	113,852	103,772	9.7%
Children's	2,298	2,021	2,172	2,379	8,870	7,809	13.6%
Total	30,226	28,983	31,435	32,078	122,722	111,581	10.0%
Number of Items Owned (Cumulative)							
E-Audio Items Available	6,246	6,568	6,748	7,028	7,028	5,942	18.3%
E-Book Items Available	14,324	14,719	14,931	15,202	15,202	13,908	9.3%
E-Music	84	84	70	70	70	85	-17.6%
E-Magazines	192	159	159	159	159	174	-8.6%
Total Items	20,846	21,530	21,908	22,459	22,459	20,109	11.7%
Information Services: Furnish information, reader advisory, and reference assistance.							
A. Reference Questions Answered	10,880	10,046	11,073	10,361	42,360	45,613	-7.1%
Reference Questions							
Reference Desk	4,389	3,564	4,260	4,101	16,314	18,182	-10.3%
Help Desk	2,129	2,944	2,736	2,476	10,285	9,019	14.0%
Switchboard	1,794	1,548	1,879	1,258	6,479	7,317	-11.5%
Bookmobile	0	0	0	69	69	0	100.0%
Drop-In Tech Help (Public)	143	137	124	131	535	437	22.4%
On-Call Tech Help							
Staff	35	32	25	14	106	179	-40.8%
Public	56	76	105	42	279	345	-19.1%
Total Tech Help Questions	91	108	130	56	385	524	-26.5%
Children's Desk							
Reference Questions	2,299	1,702	1,893	2,243	8,137	9,962	-18.3%
Request to Pull Books (Community)	35	43	51	27	156	172	-9.3%
Total Children's Questions	2,334	1,745	1,944	2,270	8,293	10,134	-18.2%
B. Electronic Access Services							
Computer Services							
Pharos Internet (Downtown In House computer use)	22,909	18,937	20,477	20,781	83,104	91,565	-9.2%
Wifi Internet Use Downtown	277,617	260,158	274,854	317,762	1,130,391	628,382	79.9%
Bookmobile Wifi Sessions	0	0	0	0	0	0	0.0%
Total Internet Use	300,526	279,095	295,331	338,543	1,213,495	719,947	68.6%
Website Access							
ICPL Website							
# Pageviews of Homepage	113,253	105,797	117,304	112,323	448,677	488,741	-8.2%
# Pageviews of Entire Site (Doesn't include catalog)	275,410	255,180	274,859	261,298	1,066,747	1,097,760	-2.8%
# Visits (Does include catalog)	150,674	142,775	148,703	150,345	592,497	576,060	2.9%
Catalog Access							
# Pageviews for ICPL Catalog	705,147	720,999	593,453	527,767	2,547,366	3,325,119	-23.4%
# Pageviews for Overdrive	661,118	590,722	592,933	587,433	2,432,206	2,396,477	1.5%
Total Catalog Access	1,366,265	1,311,721	1,186,386	1,115,200	4,979,572	5,721,596	-13.0%
ICPL Mobile App Use	0	0	0	6,961	6,961	0	0.0%

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External Sites							
# Pageviews for Beanstack	9,302	2,851	3,904	22,934	38,991	0	0.0%
Total Website Access	1,650,977	1,569,752	1,465,149	1,406,393	6,092,271	6,819,356	-10.7%
Subscription Databases Accessed							
Total In-House	1,891	1,629	1,234	1,454	6,208	7,457	-16.7%
Total Remote	50,756	56,843	68,985	74,690	251,274	245,888	2.2%
TOTAL	52,647	58,472	70,219	76,144	257,482	253,345	1.6%
C. Total Switchboard Calls Received							
Total Library Calls	5,229	4,796	5,267	4,385	19,677	20,230	-2.7%
Other Questions (Directional and account questions, meeting room booking, email added FY16.)	4,745	3,803	4,040	3,695	16,283	16,285	0.0%
Transferred Calls	918	849	901	814	3,482	3,498	-0.5%
Pamphlets Distributed Downtown	9,055	6,330	6,536	8,005	29,926	29,721	0.7%
State/Federal Tax Forms Distributed	2,497	2,497	5,121	-51.2%
Alerting Services: Promote awareness of the Library and use of its resources.							
A. Publications							
Number of Publications Printed (Jobs)	81	77	104	110	372	406	-8.4%
Copies Printed for Public Distribution	101,663	62,324	41,432	64,249	269,668	280,327	-3.8%
Number of Online Newsletters Subscribers	210	289	339	384	384	0	0.0%
Number of Online Newsletter Distribution	1,645	1,821	1,924	1,995	1,995	0	0.0%
C. Displays	20	16	20	23	79	65	21.5%
In-House	12	14	15	11	52	48	8.3%
Other Groups	8	2	5	10	25	16	56.3%
Off-site locations	0	0	0	2	2	1	100.0%
E. The Library Channel							
Library Promos on The Library Channel	18	20	37	1	76	78	-2.6%
Total ICPL Productions	25	29	25	44	123	111	10.8%
Programs Cablecast	2,010	2,012	1,914	2,027	7,963	7,862	1.3%
F. Homepage/ Social Media							
News Scrollers on Home Page	54	59	61	25	199	179	11.2%
Media Releases Sent	32	25	22	25	104	104	0.0%
Tweets Sent	474	420	374	381	1,649	1,734	-4.9%
Facebook, Twitter, Pinterest Followers (Cumulative)	11,411	11,645	11,951	12,324	12,324	10,970	12.3%
New Facebook, Twitter, and Pinterest Followers	432	263	289	364	1,348	1,547	-12.9%
Outreach Services: Provide library service to people who cannot get to the library building.							
A. At Home Services							
Packages Sent	562	525	580	535	2,201	2,091	5.3%
Items Loaned (No renewals)	1,096	941	1,098	1,273	4,408	3,886	13.4%
Registered At Home Users (Cumulative)	136	138	137	133	133	131	1.5%
New Users Enrolled	5	6	3	3	17	30	-43.3%
People Served (Average of monthly count)	47	35	50	49	49	47	4.4%
B. Jail Service*							
People Served	345	276	317	336	1,274	1,055	20.8%
Items Loaned (No renewals)	1,117	989	1,057	1,089	4,252	3,531	20.4%
*Jail Closed April 27 - August 11, 2015							
C. Deposit Collections							
Locations (Cumulative)	13	13	13	13	13	13	0.0%
Items Loaned	90	180	90	180	540	540	0.0%
Items Added to Permanent Collections	103	425	155	123	806	2,120	-62.0%
D. Remote Bookdrop Use							
Remote as Percent of All Items Checked In	15.6%	15.0%	8.9%	13.0%	13.0%	13.2%	-1.5%
<i>Does not include renewals or in-house.</i>							
<i>*The Mormon Trek Book Drop was damaged and no collection occurred at this site between 1/26/17 & 3/8/17.</i>							
E. Holds Notified Using Automated Phone	1,239	1,154	1,197	1,181	4,771	4,772	0.0%
Group and Community Services: Provide library service to groups, agencies, and organizations.							
A. Adult Programs							
In-House Programs	63	70	62	78	273	297	-8.1%
In-House Attendance	925	2,076	1,205	1,518	5,724	5,304	7.9%
Outreach Programs	26	9	7	13	55	67	-17.9%
Outreach Attendance	4,890	563	79	858	6,390	9,567	-33.2%
B. Young Adult Programs							
In-House Programs	103	84	96	103	386	367	5.2%
In-House Attendance	2,027	1,173	1,513	3,206	7,919	10,188	-22.3%

	Q1	Q2	Q3	Q4	YTD	Last YTD	% Change
Outreach Programs	3	3	10	3	19	6	216.7%
Outreach Attendance	16	34	51	14	115	37	210.8%
C. Children's Programs							
In-House Programs	135	139	157	157	588	523	12.4%
In-House Attendance	6,811	5,572	6,145	9,343	27,871	27,819	0.2%
Outreach Programs	71	87	83	73	314	319	-1.6%
Outreach Attendance	1,914	1,645	1,831	4,357	9,747	12,063	-19.2%
D. Library Tours and Classes							
Number	13	6	14	22	55	57	-3.5%
Attendance	86	63	70	149	368	403	-8.7%
E. Consulting for Area Groups							
	4	3	2	0	9	7	28.6%
Control Services: Maintain library resources through borrower registration, overdue notices, equipment training, and controlling valuable materials.							
A. Library Cards Issued							
Iowa City	2,245	1,228	1,475	1,855	6,803	6,923	-1.7%
Percent Iowa City	1,829	996	1,146	1,477	5,448	5,543	-1.7%
	81.5%	81.1%	77.7%	79.6%	80.1%	80.1%	0.0%
Local Contracts							
Hills	9	4	2	4	19	17	11.8%
Johnson County (Rural)	82	31	71	76	260	245	6.1%
Lone Tree	4	4	1	4	13	14	-7.1%
University Heights	20	6	7	17	50	22	127.3%
State Contract - Open Access							
Coralville	109	63	86	91	349	397	-12.1%
Cedar Rapids	18	18	14	17	67	51	31.4%
Other Open Access	174	106	148	169	597	634	-5.8%
Total Open Access	301	187	248	277	1,013	1,082	-6.4%
Open Access as % of All	13.4%	15.2%	16.8%	14.9%	14.9%	15.6%	-4.7%
B. Total Registered Borrowers (Cumulative)							
# At Home Users Registered (Cumulative)	65,936	67,137	66,208	61,117	61,117	63,208	-3.3%
	136	138	137	133	133	131	1.5%
C. Overdue Notices							
Items Searched to Verify Claim of Return	71	69	61	49	250	260	-3.8%