

2019 Q2 BPL Quarterly Performance

NEW AND NOTEWORTHY

In June, BoulderReads received special recognition for its life-changing program. June was designated by City Council as **Immigrant Heritage Month** and they highlighted the extraordinary story of Joseph Ayani, a BoulderReads learner who credited his BoulderReads ‘family’ for initiating his journey to English fluency, a GED, and a college degree.

We’re so proud of all the hardworking staff and volunteer tutors at BoulderReads!



2019 One Book Colorado...inspiring future astronauts and scientists.



In April, the Youth Services delivered 778 English and Spanish copies of “Penguinaut” to 18 preschools as part of the One Book Colorado program. One Book Colorado is a statewide program in collaboration with the Lt. Governor’s office and Colorado State Library to provide copies of the same book (in English and Spanish) to each 4-year-old in the state through public libraries.

IN PERSON VISITS & NEW PATRONS

Fig. 1 Door Counts YTD Q2 2019 and percent change

In person visits declined slightly at -3.6% over Q2 2018.

Sums are running totals YTD

Performance Indicator	2018						2019						%
	Jan	Feb	Mar	Apr	May	Jun	Jan	Feb	Mar	Apr	May	Jun	
Door Counts	84168	161930	251330	339960	430884	522395	81100	157004	240538	325009	413190	503778	-3.6%

Fig 2. New patron registrations YTD Q2 2019 and percent change:

Sums are running totals YTD

Performance Indicator	2018						2019						%
	Jan	Feb	Mar	Apr	May	Jun	Jan	Feb	Mar	Apr	May	Jun	
New Patrons	906	1647	2460	3283	4141	5315	896	1593	2439	5374	6320	7483	41%

Patron registrations remain steady. April saw a jump in new cardholders because we piloted **the Student One Card initiative with BVSD**; that pilot included one community High School as a first test. Fall 2019 will see the pilot expanded to other BVSD schools to allow students ready access to online resources. Omitting the student accounts, the overall patron gain was approximately 1%. We also implemented some changes to Computer Use cards and guest passes policies to reflect more accurately the use of library services by patrons and visitors.

PROGRAMS, EVENTS AND OUTREACH

SELECTED HIGHLIGHTS

- Performances & Presentations:
 - Patrons enjoyed our Thursday cinemas and Sunday matinees as well as our partnership every April with **Conference on World Affairs** featuring panel discussions among experts in international affairs and other areas including **Searching for a Better Life: Stories of Migrants, Refugees and Immigrants**, **“Will Bees Save the World & “Vaccines: What You Don’t Know Can Hurt Everyone**

- The popular MIDDAY MUSIC meditation has expanded to Meadows Branch, and the community appreciated several lovely Bach and Mozart concerts this spring as well as a special season preview of *Central City Opera*.
- Exhibitions:
 - *50 Years and counting, Boulder Potters' Guild*: This Boulder institution exhibited ephemera and photos of their history and showcased member's work.
 - *WORKac*, the architects for North Boulder library unveiled their library design and exhibited other projects in the gallery.
- Civic & Community Engagement & Customer Service:
 - *Civic Soup: Inclusivity* communal soup meal, combines dialogue with deliciousness.
 - *WORKac* held an opening reception and Architect Talk on the impact of community feedback sessions held earlier this year.
 - In partnership with the *City of Boulder Senior Centers*, librarians taught a hands-on class for accessing digital eBooks, audiobooks, movies, and magazines.
 - We rolled out *new self-check machines* at the end of May.
 - Library Card Contest winners were announced. This annual contest is well loved by budding young artists as well as staff. Over 270 artists submitted.
- Author Talks:
 - *Laurie Halse Anderson* discussed her bestseller, *SHOUT*, in April.
 - Children's author of spooky stories, *An Evening with R.L. Stine* was a sold-out event.
- April was *Earth Month* and many *Seed to Table* and *Adultology* events celebrated sustainable living and springtime events.
 - Bee Chicas: *Beeswax Pouches, Bee a Lazy Gardener, Meet the Bees & Fly a Drone*
 - Adultology: *Cooking with Spring Vegetables; Butchering*
 - *Spring Garden Planting* in the edible garden.



Summer of Discovery kicked off with system-wide events on this year's space centered theme: *Inner Space, Outer Space*



- Events included: *Build an Alien Spacecraft, Exploration Universe, Stomp Rockets, Inflatable Planetariums, Infrared cameras, Doctor Noize unplugged, Hip Hop and Live Raptor programs. Inner Space focused on balance of Mind and Body programs to QIGONG meditation.*
- By the end of June, *registration records were already being broken*, in large part due to the outstanding promotional activities by staff across the organization. Over *34 visits were made to schools and staff introduced Summer of Discovery program to over 8,000 kids and teens.*
- BLDG 61 launched *SPACE CAMP*, a citizen science initiative for local students, who will build payloads for a high-altitude balloon launch in July.

BoulderReads:

- Launched off-site *Conversations in English* groups at Meadows and NOBO rec center (the latter offering childcare).
- Held the annual learner celebration and published *Discoveries 2019*, a collection of adult learner stories and recipes from across the globe.
- Had 3 more *Career Online High School* graduates.
- Experienced an *80% increase in learner intakes* over this time last year.

Fig 3. Program and Storytime Events and Attendance YTD 2019

Note that there are many off-site activities conducted, which fall between an actual outreach event (as defined by the State) and a library program (i.e. sometimes storytimes are provided, sometimes simply an overview of services). This table reflects these off-site program activities for both 2018 and 2019 since they require substantial staff planning, resources and time (librarians consider this “outreach” although it does not fit the state definition). At YE we normalize these.

Sums are running totals YTD							
Performance Indicator	2018			2019			% Change
	Apr	May	Jun	Apr	May	Jun	
Storytime Attendance	11855	14904	18,024	12050	15294	18,248	1%
Main	8754	10825	13,057	8442	10697	12,750	-2%
Meadows	1230	1628	1,901	1103	1474	1,755	-8%
NoBo	593	768	958	843	1009	1,261	32%
Reynolds	1278	1683	2,108	1662	2114	2,482	18%
Storytime Events	455	573	685	436	549	652	-5%
Main	185	233	279	169	213	254	-9%
Meadows	101	128	153	102	129	154	1%
NoBo	64	80	96	64	79	94	-2%
Reynolds	105	132	157	101	128	150	-4%
Programs Attendance-Adult	8699	11902	13,551	10315	13345	15,773	16%
BLDG 61	2050	3462	4,171	3612	4660	5,544	33%
Main	5582	7037	7,715	5450	7172	8,385	9%
Meadows	1023	1347	1,597	1042	1290	1,592	0%
NoBo	0	0	-	100	100	100	n/a
Reynolds	36	48	60	48	60	89	48%
Programs Attendance-Children	6570	9498	11,600	6211	11780	13,385	15%
BLDG 61	513	617	617	926	951	971	57%
Main	3454	4395	5,364	3006	5606	6,291	17%
Meadows	1227	1486	1,952	988	2568	2,915	49%
NoBo	195	708	793	288	790	1,189	50%
Reynolds	1181	2292	2,874	989	1851	2,005	-30%
Programs Attendance-Teen	1735	3184	3,605	3711	5104	5,944	65%
BLDG 61	206	216	366	727	747	867	137%
Main	1189	1871	2,056	1882	2548	3,095	51%
Meadows	180	649	687	870	1276	1,341	95%
NoBo	5	144	158	0	216	216	37%
Reynolds	155	304	338	232	317	425	26%
Programs Offered-Adult	458	634	768	655	818	970	26%
BLDG 61	157	245	294	343	428	496	69%
Main	276	356	433	277	345	413	-5%
Meadows	21	28	35	29	38	51	46%
NoBo	0	0	-	1	1	1	n/a
Reynolds	3	4	5	4	5	8	60%
Programs Offered-Children	234	300	370	271	346	401	8%
BLDG 61	14	18	18	20	21	22	22%
Main	105	126	157	125	152	172	10%
Meadows	59	74	90	56	83	99	10%
NoBo	16	23	30	31	40	54	80%
Reynolds	40	59	75	38	49	53	-29%
Programs Offered-Teen	96	132	159	104	133	154	-3%
BLDG 61	17	19	26	23	24	30	15%
Main	41	54	61	30	38	46	-25%
Meadows	15	25	28	25	38	41	46%
NoBo	5	8	10	0	1	1	-90%
Reynolds	18	26	34	26	32	36	6%
State Defined Outreach Events	24	24	33	22	24	27	-18%
Outreach: Exposure	6050	6050	11,600	2730	2730	3,160	-73%
Outreach: Direct Contact⁴	1988	1988	2,447	1514	1589	1,762	-28%

³ Meadows began counting Passive Programming in Teen Space, accounts for large jump in Programs.

All passive programming is excluded from State Rpt. Data is for informational gathering only.

⁴ Outreach Direct Contact includes the Outreach Librarian activity, not just events.

Outreach is normalized at YE to report accurately to State Rpt.

CIRCULATION & COLLECTIONS

- Total circulation continues to increase since the initiation of autorenewal in February. In order to track the checkout trend without this influence, this report will show initial circulation (i.e. the first checkout, but not subsequent renewals) as a quarterly sum. This sum experienced a slight decline of about 4% from 2018 YTD.
- Consortia borrowing and lending continue to increase, with more borrowing than lending by BPL patrons. Prospector borrowing also increased while lending decreased.
- Filled Holds, whether from our collections, other FLC members, or Prospector/Mobius, **checked out by BPL patrons** comprise **about 27% of our initial material circulation** [i.e. a filled BPL hold results only in a BPL initial circ but not the subsequent renewals included in the total circulation).
- Both eCollections and database demand continues to see growth over 20%.

Fig. 4 Circulation Activity: Physical & eCollections, borrowing, and collection circulation by branch

Sums are running totals YTD							
	2018			2019			
Performance Indicator	Apr	May	Jun	Apr	May	Jun	% Change
Circulation (Patron Activity)	461452	574899	694,024	528727	665877	805,875	16%
Initial Circulation (Patron Activity)			479,842			460,874	-4%
eCollection Circulation	63924	81328	98,917	79146	100013	121,467	22.8%
Total Circulation	525,376	656,227	792,941	607,873	765,890	927,342	16.9%
Database Use	94307	108018	116,974	113695	137978	150,777	28.9%
Circulation (Collections)	448476	557848	673,075	510090	642507	779,320	16%
Main	294095	364515	439,133	339070	427217	518,237	18%
Meadows	71666	89668	108,380	78879	99013	119,656	10%
Reynolds	69796	87627	106,458	77648	97696	118,694	11%
NoBo	12919	16038	19,104	14493	18581	22,733	19%
FLC Borrows incoming	34273	42739	51,375	37729	46690	56,114	9.2%
FLC Loans outgoing	26843	32934	39,905	28694	35621	43,591	9.2%
Prospector Borrows	7583	9390	11,032	8364	10363	12,134	10.0%
Prospector Loans	4479	5472	6,373	4312	5302	6,270	-1.6%
Holds Filled (Collections)	67528	83345	99,436	69529	86625	104,524	5.1%
Main	44506	54942	65,505	46682	58246	70,023	6.9%
Reynolds	11954	14671	17,464	12096	15018	18,221	4.3%
Meadows	11068	13732	16,467	10751	13361	16,280	-1.1%
BPL Material Holds Filled for BPL patrons *			52,598			54,476	3.6%
Total Holds Filled for BPL patrons**			115,005			122,724	6.7%
BPL Holds as Percentage of Initial patron circulation			24%			27%	

*BPL Material Holds Filled for BPL patrons (i.e. a subset of all holds filled from BPL collections)

**Total Holds Filled for BPL patrons (i.e. sum of BPL collections and FLC/PROSP. holds for patrons)

Note staff project card activity is included in the **Holds Filled (Collections)** sum to accurately reflect the Material Handler's work to fulfill a hold, but not included in the holds filled for Boulder patrons.