

# 2020 YTD BPL Quarterly Performance

When library facilities closed on March 13, leadership and staff immediately began to focus on responsive services and actions to serve our community during the pandemic.

**Reach Out and Respond to Our Diverse Community**  
 We evolve with our community. The library will continually engage with the community to develop programs and services that are relevant to their needs.

*Master Plan Guiding Principle*

This work included wireless hotspot distribution, creating online cards for digital collections and physical borrows, planning and pivoting programs to virtual venues, planning for One Book One Boulder and Summer of Discovery, homebound delivery, dial a patron. and safe preparation for Phased Re-openings in accordance with local, state, and federal health guidelines,



Comparison of traditional performance metrics to previous quarters seems unhelpful at this time, as clearly these measures have nose-dived due to the closures. This report will focus more on the ongoing recovery of these measures as the library reopens and innovates the services being offered.

## IN PERSON VISITS & NEW PATRONS

**Fig. 1 Door Counts YTD**

Main opened with limited services & access to collections on August 3<sup>rd</sup>. Meadows opened for holds carry out on August 18<sup>th</sup>. Visits through January and February 2020 were both slightly up over the same period in 2019

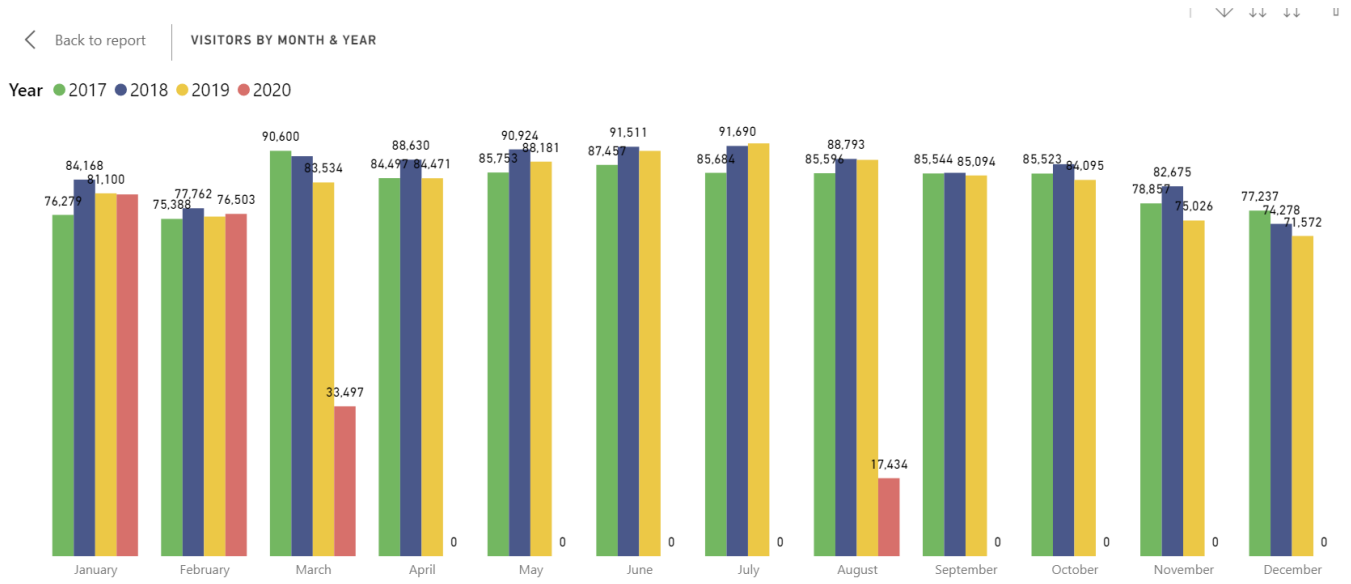


Fig 2. New patron registrations YTD Q4 2020

New patron accounts looked actually to be increasing in 2020 had it not been for the closure in mid-March Q1. We provided on average slightly less than half the number of new accounts during our closure, these are the self-registrations for online cards. When we opened Main on Aug 3<sup>rd</sup>, the jumps comes from in person cards and mostly new Student 1 cards being added in August

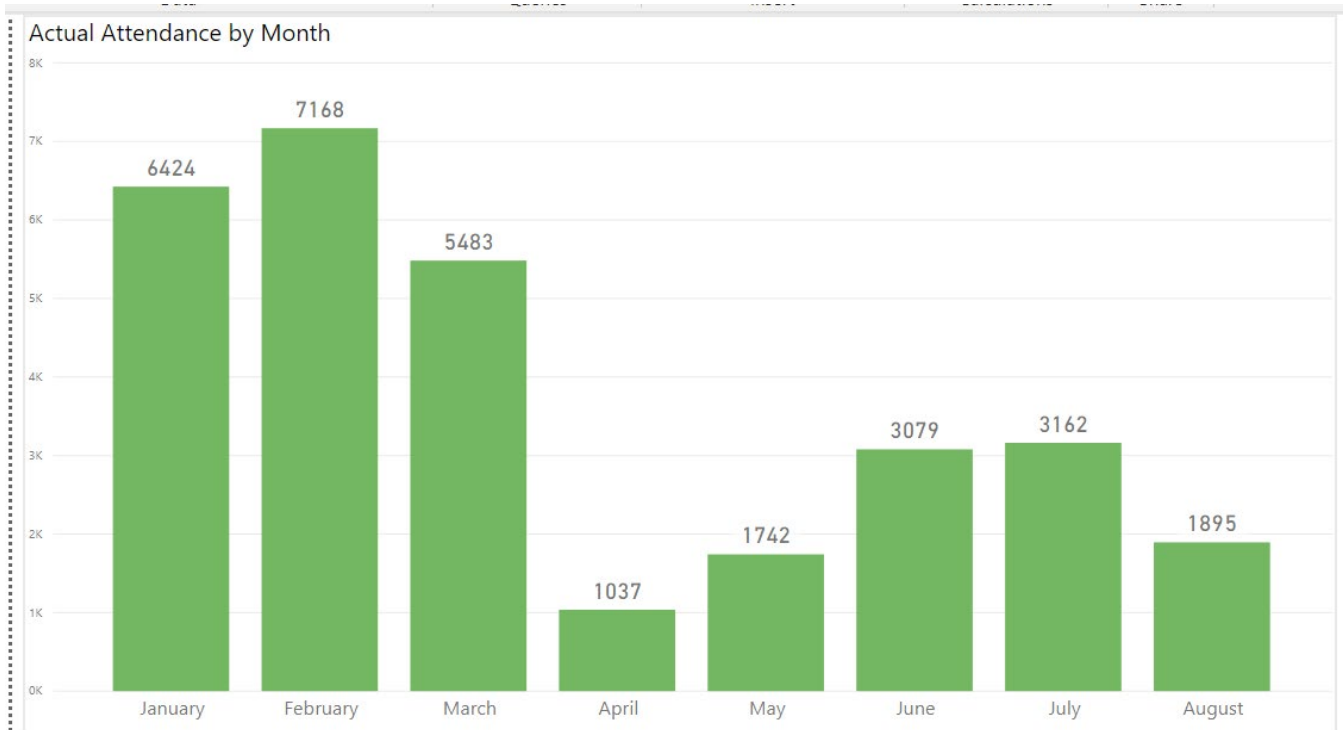
Row Labels	New Patrons
<b>Qtr1</b>	<b>9653</b>
2020	2281
2019	2439
2018	2460
2017	2473
<b>Qtr2</b>	<b>9679</b>
2020	1115
2019	2754
2018	2855
2017	2955

Date	Performance Indicator	Quantity
1/1/2020	New Patrons	816
2/1/2020	New Patrons	759
3/1/2020	New Patrons	706
4/1/2020	New Patrons	401
5/1/2020	New Patrons	321
6/1/2020	New Patrons	393
7/1/2020	New Patrons	376
8/1/2020	New Patrons	2396
9/1/2020	New Patrons	598

**PROGRAMS**

PROGRAMS YTD 2020 BY ATTENDANCE, INCLUDES VIRTUAL AND STORYTIMES.

**(NOTE: JULY AND AUGUST ARE INCOMPLETE AS ALL Q3 REPORTING HAS NOT YET BEEN ENTERED)**



**Note on Virtual Programs:**

In accordance with Annual State reporting, a virtual program is to be counted in two ways:

- **Live streamed:** Counts views during the live event as “attendance.” At year end, if the program was also recorded, adds the subsequent “views” of the recorded event. (e.g. A One Book One Boulder event offered live but also recorded, will have two such counts for its views)
- **Recorded event:** Counts views at Year End of recorded views (e.g a Storytime that was only offered as a recorded event for on demand viewing).

#### 2020 YTD PROGRAMMED EVENTS AND ATTENDANCE BY AUDIENCE

**(NOTE: JULY AND AUGUST ARE INCOMPLETE AS ALL Q3 REPORTING HAS NOT YET BEEN ENTERED)**

Row Labels	# of Attendance	# of events
Jan	6424	318
Adult	2055	145
All ages	581	13
Child	3130	134
Teen	658	26
Feb	7168	357
Adult	1647	143
All ages	1001	17
Child	3605	161
Teen	915	36
Mar	5433	177
Adult	543	64
All ages	1900	10
Child	1450	80
Teen	1540	23
Apr	1037	12
All ages	973	3
Teen	64	9
May	1708	29
Adult	10	1
All ages	1640	7
Child		12
Teen	58	9
Jun	3079	75
Adult	229	14
All ages	2599	19
Child	96	30
Teen	155	12
Jul	3166	94
Adult	46	34
All ages	2739	20
Child	150	28
Teen	231	12
Aug	1895	137
Adult	69	83
All ages	113	6
Child	1625	35
Teen	88	13
<b>Grand Total</b>	<b>29910</b>	<b>1199</b>

## CIRCULATION & COLLECTIONS

Circulation Table includes autorenewals

Date	Performance Indicator	Quantity
1/1/2020	Circulation (Patron Activity)	137815
2/1/2020	Circulation (Patron Activity)	127327
3/1/2020	Circulation (Patron Activity)	61578
4/1/2020	Circulation (Patron Activity)	161
5/1/2020	Circulation (Patron Activity)	4388
6/1/2020	Circulation (Patron Activity)	7446
7/1/2020	Circulation (Patron Activity)	43153
8/1/2020	Circulation (Patron Activity)	96865
9/1/2020	Circulation (Patron Activity)	
10/1/2020	Circulation (Patron Activity)	
11/1/2020	Circulation (Patron Activity)	
12/1/2020	Circulation (Patron Activity)	
1/1/2019	Circulation (Patron Activity)	116524
2/1/2019	Circulation (Patron Activity)	128563
3/1/2019	Circulation (Patron Activity)	146616
4/1/2019	Circulation (Patron Activity)	137024
5/1/2019	Circulation (Patron Activity)	137150
6/1/2019	Circulation (Patron Activity)	139998
7/1/2019	Circulation (Patron Activity)	142583
8/1/2019	Circulation (Patron Activity)	133612

Breakdown of initial checkouts and renewals. Note that system admin had batch renewed items during closure through July and August. Holds carryout began in May for existing holds, and in June patrons were allowed new holds on materials. On August 3<sup>rd</sup> we reopened at Main.

2020 by month	Checkouts	Renewals
Jan	77326	60496
Feb	70335	56995
Mar	32896	28681
Apr	5	156
May	3095	1293
Jun	5408	2038
Jul	11881	31272
Aug	24289	28513

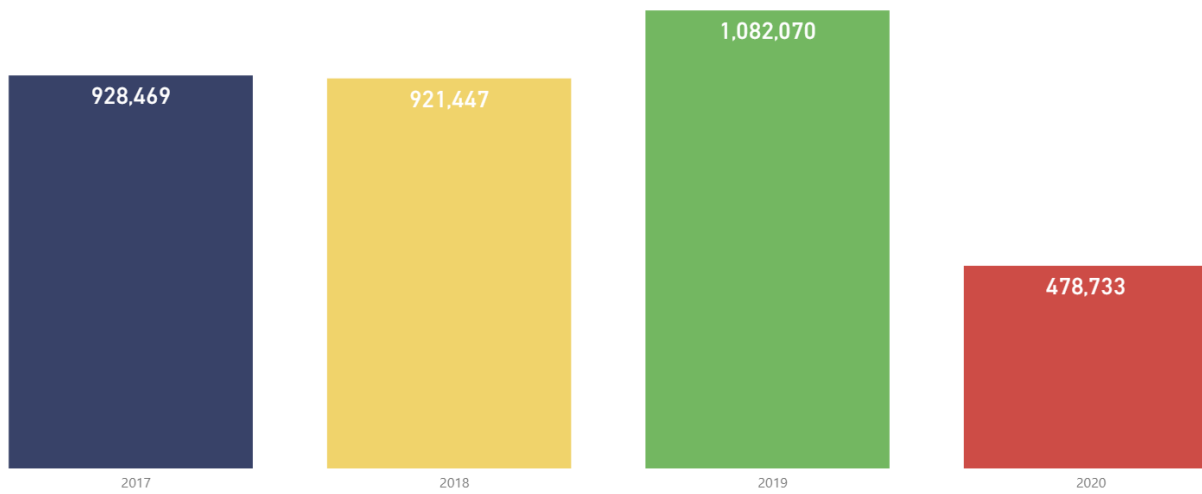
### HOLDS YTD

Staff worked tirelessly to provide holds fulfillment to patrons whose holds had been languishing since March 13. Holds at branches needed to be transferred to MAIN and procedures for carryout required safety protocols be implemented.

FLC incoming are holds requested by BPL patrons. FLC outgoing are BPL materials going to other FLC libraries. Holds Filled are BPL materials pulled for BPL patrons, FLC libraries and Prospector. Many of these filled holds were in limbo until Holds carryout began in May.

Row Labels	Sum of Quantity
<b>1/1/2020</b>	<b>43397</b>
FLC Borrows incoming	11202
FLC Loans outgoing	8531
Holds Filled (Collections)	19969
Prospector Borrows	2629
Prospector Loans	1066
<b>2/1/2020</b>	<b>36181</b>
FLC Borrows incoming	8461
FLC Loans outgoing	7311
Holds Filled (Collections)	17481
Prospector Borrows	2129
Prospector Loans	799
<b>3/1/2020</b>	<b>27285</b>
FLC Borrows incoming	10338
FLC Loans outgoing	7651
Holds Filled (Collections)	7948
Prospector Borrows	826
Prospector Loans	522
<b>4/1/2020</b>	<b>176</b>
FLC Borrows incoming	0
FLC Loans outgoing	0
Holds Filled (Collections)	168
Prospector Borrows	8
Prospector Loans	0
<b>5/1/2020</b>	<b>754</b>
FLC Borrows incoming	0
FLC Loans outgoing	0
Holds Filled (Collections)	734
Prospector Borrows	20
Prospector Loans	0
<b>6/1/2020</b>	<b>5024</b>
FLC Borrows incoming	142
FLC Loans outgoing	243
Holds Filled (Collections)	4608
Prospector Borrows	31
Prospector Loans	0
<b>7/1/2020</b>	<b>18085</b>
FLC Borrows incoming	3091
FLC Loans outgoing	3581
Holds Filled (Collections)	11203
Prospector Borrows	151
Prospector Loans	59
<b>8/1/2020</b>	<b>41673</b>
FLC Borrows incoming	13295
FLC Loans outgoing	11509
Holds Filled (Collections)	15502
Prospector Borrows	730
Prospector Loans	637

## Physical Circulation January through August 2017 -2020



## ECollection Circulation & Database Use January through August 2017-2020

Both saw significant increase due to closures and BVSD Student 1 card in January/February until schools closed.

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