2022 Q4 BPL Quarterly Performance

IN PERSON VISITS & NEW PATRONS

Quarter 4 saw upward trends on many measures.

Fig. 1 Door Counts, New Patrons and web sessions in Q4 YTD showed increased patron activity even with the unfortunate closure of the Main library in late December. While door counts were still down from 34% from 2019 levels, we enjoyed a 26% increase YTD from 2021. Q4 also included several additional closures, due to severe weather on several December days across all branches, and Xmas and New Year’s Holiday falling on the weekend, some of our busier days. New patrons increased 7% over last year QTD and is down only 9% from 2019 levels. Note: I have removed the annual load of Student 1 cards from these counts, to reflect the trend of new accounts more accurately.

<table>
<thead>
<tr>
<th>Performance Metric</th>
<th>2019 Qtr4</th>
<th>2020 Qtr4</th>
<th>2021 Qtr4</th>
<th>2022 Qtr4</th>
<th>2019-2022</th>
<th>2021-2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door Counts</td>
<td>230,693</td>
<td>52,775</td>
<td>103,107</td>
<td>130,195</td>
<td>-44%</td>
<td>26%</td>
</tr>
<tr>
<td>New Patrons</td>
<td>2,437</td>
<td>1,808</td>
<td>2,074</td>
<td>2,217</td>
<td>-9%</td>
<td>7%</td>
</tr>
<tr>
<td>Web sessions</td>
<td>365,823</td>
<td>307,457</td>
<td>322,671</td>
<td>331,793</td>
<td>-9%</td>
<td>3%</td>
</tr>
</tbody>
</table>

Overall YTD, we are better than halfway back to our 2019 levels.

Fig. 2 Circulation

Physical Circulation remained largely flat from Q4 2022, with a slight increase of 2%. However, the 11 day closure at MAIN in December and the 2.5 days of closure due to weather for all branches in December likely resulted in this increase being smaller than expected (we

<table>
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<tr>
<th>Performance Metric</th>
<th>2019 Qtr4</th>
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<th>2022 Qtr4</th>
<th>2019-2022</th>
<th>2021-2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circulation (Collections)</td>
<td>369,331</td>
<td>151,886</td>
<td>232,231</td>
<td>243,622</td>
<td>-34%</td>
<td>5%</td>
</tr>
<tr>
<td>Circulation (Patron Activity)</td>
<td>387,170</td>
<td>169,416</td>
<td>254,899</td>
<td>259,122</td>
<td>-33%</td>
<td>2%</td>
</tr>
</tbody>
</table>
eCollection Usage was also fairly flat from Q4 2021, an increase of only 4% and YTD less than a percent change from 2021.

Database use declined 22% from Q4 in 2021 but YTD saw an overall increase of 24% from 2021 and only a 9% decrease from 2019 levels.

Fig. 3  QTD comparison 2019-2022 Q4

<table>
<thead>
<tr>
<th>Performance Metric</th>
<th>2019 Qtr4</th>
<th>2020 Qtr4</th>
<th>2021 Qtr4</th>
<th>2022 Qtr4</th>
<th>2019-2022</th>
<th>2021-2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circulation (Collections)</td>
<td>369331</td>
<td>151886</td>
<td>232231</td>
<td>243622</td>
<td>-34%</td>
<td>5%</td>
</tr>
<tr>
<td>Circulation (Patron Activity)</td>
<td>387170</td>
<td>169416</td>
<td>254899</td>
<td>259122</td>
<td>-33%</td>
<td>2%</td>
</tr>
<tr>
<td>eCollection Use</td>
<td>71027</td>
<td>102534</td>
<td>100638</td>
<td>104353</td>
<td>47%</td>
<td>4%</td>
</tr>
<tr>
<td>Database Use</td>
<td>50380</td>
<td>48150</td>
<td>61781</td>
<td>48185</td>
<td>-4%</td>
<td>-22%</td>
</tr>
</tbody>
</table>

Fig. 4. YTD comparison 2019-2022. Physical circulation by month/year and digital/database circulation/use.
Fig 5 HOLDS FILLED

Again, due to remediation and weather closures in December, Holds filled dropped slightly from 2021 Q4, and follow the same circulation trends.

<table>
<thead>
<tr>
<th>Performance Metric</th>
<th>Qtr4</th>
<th>Qtr4</th>
<th>Qtr4</th>
<th>Qtr4</th>
<th>2019-2022</th>
<th>2021-2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLC Borrows incoming</td>
<td>27316</td>
<td>24033</td>
<td>24149</td>
<td>20185</td>
<td>-26%</td>
<td>-16%</td>
</tr>
<tr>
<td>FLC Loans outgoing</td>
<td>20606</td>
<td>16666</td>
<td>14740</td>
<td>15500</td>
<td>-25%</td>
<td>5%</td>
</tr>
<tr>
<td>Holds Filled (Collections)</td>
<td>50398</td>
<td>49124</td>
<td>37800</td>
<td>37263</td>
<td>-26%</td>
<td>-1%</td>
</tr>
<tr>
<td>Prospector Borrows</td>
<td>6358</td>
<td>2792</td>
<td>2850</td>
<td>-55%</td>
<td>na</td>
<td></td>
</tr>
<tr>
<td>Prospector Loans</td>
<td>2580</td>
<td>1346</td>
<td>1685</td>
<td>-35%</td>
<td>na</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL HOLDS FILLED</strong></td>
<td>84072</td>
<td>75949</td>
<td>61949</td>
<td>60298</td>
<td>-28%</td>
<td>-3%</td>
</tr>
</tbody>
</table>

Fig 6 PROGRAMS

Program attendance QTD across the years, shows a slight drop from 2021 (again likely due to canceled programs in December) and attendance significantly below 2019 levels in Q4. However, YTD 2022 compared to 2021 saw significant increase.

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Programs Attendance-Adult</td>
<td>35444</td>
<td>9694</td>
<td>9778</td>
<td>10419</td>
<td>-71%</td>
<td>7%</td>
</tr>
<tr>
<td>Programs Attendance-All Ages</td>
<td>4390</td>
<td>3789</td>
<td>7195</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Programs Attendance-Children</td>
<td>22121</td>
<td>2114</td>
<td>3964</td>
<td>6788</td>
<td>-69%</td>
<td>71%</td>
</tr>
<tr>
<td>Programs Attendance-Teen</td>
<td>12770</td>
<td>3340</td>
<td>2156</td>
<td>3140</td>
<td>-75%</td>
<td>46%</td>
</tr>
<tr>
<td>Programs Offered-Adult</td>
<td>2014</td>
<td>804</td>
<td>1903</td>
<td>2667</td>
<td>32%</td>
<td>40%</td>
</tr>
<tr>
<td>Programs Offered-All Ages</td>
<td>287</td>
<td>301</td>
<td>267</td>
<td></td>
<td>-11%</td>
<td></td>
</tr>
<tr>
<td>Programs Offered-Children</td>
<td>776</td>
<td>167</td>
<td>208</td>
<td>224</td>
<td>-71%</td>
<td>8%</td>
</tr>
<tr>
<td>Programs Offered-Teen</td>
<td>377</td>
<td>191</td>
<td>208</td>
<td>189</td>
<td>-50%</td>
<td>-9%</td>
</tr>
<tr>
<td>Storytime Attendance</td>
<td>33340</td>
<td>8145</td>
<td>7646</td>
<td>14493</td>
<td>-57%</td>
<td>90%</td>
</tr>
<tr>
<td>Storytime Events</td>
<td>1287</td>
<td>514</td>
<td>470</td>
<td>735</td>
<td>-43%</td>
<td>56%</td>
</tr>
<tr>
<td><strong>TOTAL PROGRAMS OFFERED</strong></td>
<td>3169</td>
<td>1449</td>
<td>2620</td>
<td>3347</td>
<td>-14%</td>
<td>28%</td>
</tr>
<tr>
<td><strong>TOTAL PROGRAM ATTENDANCE</strong></td>
<td>70335</td>
<td>19538</td>
<td>19687</td>
<td>27542</td>
<td>-71%</td>
<td>40%</td>
</tr>
</tbody>
</table>

*includes BoulderReads activities