

By: Timothy Baird  
Dept. Library Statistics  
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## **November 2012 Statistics Highlights & Interpretation**

Visits to the Library continues to be strong. We had 32% more visitors compared to last year. This is likely due to the extended hours, the Mexican Consulate visit, and the large number of visitors following Hurricane Sandy.

Circulation was up 12% overall compared to last year. E-book circulation remains strong, up 62% from last year. However, every month since the start of the new fiscal year [July], e-book circulation has dropped slightly each month. We also noticed that requests for e-reader training has tailed off [yet in December, we have already had 6 e-reader training requests so there is a real ebb and flow].

Along with increased visitors and increased circulation, there was also a 16% increase in Reference Services. Many of the requests were for computer and printing help as we had a lot of first time visitors following the storm.

Patrons continue to place many holds, up 31% from last November [and +35% for the year].

Items sent to other WLS libraries remains down, -15% this month. However, in terms of volume, we still send out 42% more items than we receive from other libraries.

Computer use appears to be quite high, up 59% overall and 90% in the Trove. This is partly due to our policy change for a week or so following Sandy to have the computer sessions shortened to 60 minutes rather than 120 minutes so many patrons who would have only done one session now did two. We also saw many people who only used the computers for short periods of time and during the first two weeks of November, the CyberSpot was busy non-stop from open to close. I have observed more children using the CyberPool in the Trove, especially with the schools using the Internet for posting homework assignments more and more.

Periodical requests were up 34% and requests to use Microfilm doubled from this time last year and also double what it was last month. There seemed to be an influx of patrons doing personal research requiring access to our old local newspapers.