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February 2014 Statistics Highlights & Interpretation

Visits to the Trove were down 15% from last February. Most likely due to the inclement weather this winter. Visits under “Other” jumped significantly, up 67%. This was likely caused by the heavy traffic for the Mexican Consulate visit at the start of the month.

Overall circulation was down 9%. However, Children’s AV Circ was up [2%] and not surprisingly e-book usage was up 15%. Ebook usage was down 15% from last month. Yes, there were 3 fewer days in February than January but perhaps ebook usage is slowing. Something to keep an eye on.

Unclaimed Holds were up 15% from last February and up 55% from last month. Was this also due to the harsh weather or are our patrons getting in the habit of placing holds and not bothering to cancel things they no longer need?

Adult Reference statistics were down 21% from last February. Again, could be due to fewer visitors because of the bad weather. I spoke to staff at our last Department meeting about making sure to mark down their statistics so that there is an accurate reflection of how busy they are. Email reference was up 60%, nearly all of them Local History queries.

ILL requests from WLS for our books were down 21%. Even AV requests were slightly down. ILL requests for items from outside the systems were up 28% after dropping last month.

Both items added to the collection and items removed from the collection were down significantly from last February. Staff were busy covering service desks with the weather and staff illness impacting coverage so perhaps not as much collection development was happening.

Database usage within the Library was down 40% but offsite usage was up 12%. Our public seems to prefer doing their online research from home. Our music downloading service Freegal had almost as much usage this month as Tutor.com. Except during the summer months, Tutor.com is always at the top of the usage list. Perhaps next month Freegal will surpass Tutor.com. Use of the Freading ebook service has really dropped, down 81% from last February and down 80% from last month. Only one WP cardholder used this service in February.

Meeting Room usage was down 63% compared to last year and is down 20% for the whole year.