



- The Library was named a Starred Library by *Library Journal's* "Index of Public Library Service" for the eighth year in a row.
- The Library's collections remain stable, comprising more than 2 million items. Major new additions to the collection included several distinct collections for the BR Room's Archive (including Ben Looney and Buckskin Bill) and special online resources such as Miss Humblebee's Academy, ABDO Zoom, Cell-ED, Demographics Now, Language Line, Accel5, Lyris Learning, Scholastic Teachables, and Scholastic Watch and Learn. The Library became a Google Arts & Culture contributor.
- 26,450 new library cards were issued in 2019, an increase of 2.5% over 2018. The total active patron count increased to 264,732.
- Circulation increased by 4.4% to 3,105,034 items in 2019. Digital Circulation accounted for a large percentage of the growth. The new Playaway Audiobook were added to all branches in 2019. The Library premiered a Wonderbooks collection in the fall of 2019.
- The gate count rose slightly to 2,292,168; we are still not at pre-flood levels for visits. Renovation disruption further impacts this.
- Library staff produced 9,646 programming events and activities, with an estimated 397,214 people participating. Highlights for the year: One Book One Community featured *The Hound of the Baskervilles*; the 6<sup>th</sup> Annual BR Mini-Maker Faire® featured textiles; the 42<sup>nd</sup> Annual Author Illustrator Program featured artist Matt de la Peña; the Veterans Project; and the Mid-City Micro Con. A new cohort of children "graduated" from "1000 Books Before Kindergarten" and the new Special Literacy Projects included Goodnight Storytime on FaceBook, Literacy Texts, and Snack n' Study. We participated in LPB's Ready to Learn pilot with *Ready, Jet, Go!* at the Carver Branch Library. The Library continued its participation in the Urban Library Council's Entrepreneurship Pilot Project and hosted Grow with Google at the Scotlandville Branch.
- Reference/information questions remained steady at 970,069.
- Database sessions rose slightly, by 4.3%. Website activity and Wi-Fi usage show significant increases, with activity related to the Library website up 26% and Wi-Fi use at all 14 library locations up 63%, with 1,228,407 logins.
- Meeting Room use recorded an estimated 113,881 in attendance with groups using public meeting rooms 6,364 times.
- Study Rooms at Main, Baker, Bluebonnet, Delmont Gardens, Fairwood, and Greenwell Springs were used 19,071 times, accommodating more than 43,202 patrons.
- Outreach Service visits recorded 2,363 stops at pre-schools and day care centers, retirement centers, schools, and events.
- The Library implemented credit/debit card access in 2019. Interactive Learning tables were installed in several branches.
- The end panels were ordered for the Bluebonnet Regional Branch renovation project.
- The sale of land for the new South Branch Library was completed in 2019; the Scope of Work for the Architect was released in January 2020.
- The River Center Branch construction project was nearing completion as of December 2019.
- Construction at the Greenwell Springs Branch entered Phase II in the summer of 2019.
- The renovation of the Jones Creek Regional Branch began in the summer of 2019.

as of 7/10/2020

### Key Performance Indicators Reported for 2010 – 2019

Output Measure	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Collection	1,829,961	1,856,240	1,907,152	1,940,733	2,059,110	2,108,815	2,188,689	2,307,401	2,460,233	<b>2,172,051</b>
Card Holders	410,109	425,540	304,431	325,303	346,363	373,481	294,505	296,417	251,578	<b>264,732</b>
Circulation	2,392,827	2,340,208	2,338,802	2,434,723	2,563,226	2,761,471	2,729,254	2,924,461	2,972,067	<b>3,105,034</b>
Gate Count	2,190,194	2,175,796	2,206,485	2,211,993	2,230,096	2,323,087	2,116,793	2,131,182	2,214,594	<b>2,292,168</b>
Meeting Room Use	3,109	2,442	2,777	3,631	4,154	6,670	6,517	6,723	6,444	<b>6,364</b>
Meeting Room Attendance	47,965	37,998	37,834	55,699	57,945	99,244	86,994	91,554	86,737	<b>133,881</b>
Study Room Use	-	-	-	-	6,447	7,809	15,818	19,179	19,985	<b>19,071</b>
Study Room Attendance	-	-	-	-	-	32,842	45,767	52,808	60,983	<b>43,202</b>
Reference / Information	879,514	971,205	868,222	885,764	898,255	1,007,100	847,860	1,003,595	1,020,679	<b>970,069</b>
In-House Library Programs	3,277	3,153	3,188	5,212	6,368	5,862	5,672	6,092	5,958	<b>6,694</b>
PC Logins, AWE, Wi-Fi Usage	813,792	878,944	848,364	1,244,648	1,436,558	1,737,344	1,427,374	1,331,859	1,304,982	<b>1,751,328</b>
Website Hits	1,265,706	1,504,250	1,988,926	1,855,891	2,036,970	2,033,178	2,224,154	3,107,733	2,887,931	<b>3,652,039</b>
Database Sessions	238,829	743,782	1,837,841	2,198,448	3,654,984	5,539,232	2,782,179	2,302,285	1,414,323	<b>1,818,122</b>
Bookmobile Visits	502	856	1,153	1,635	1,836	2,266	1,958	2,125	2,218	<b>2,363</b>