

Appendix B

Service Measure	Q1 Jan - Mar		Percent Change	Q2 Apr - Jun		Percent Change	Q3 Jul - Sep		Percent Change	Year-To-Date Total		Percent Change
	2024	2023		2024	2023		2024	2023		2024	2023	
Circulation												
Print	128,168	116,235	10.3%	129,506	123,672	4.7%	145,836	141,349	3.2%	403,510	381,256	5.8%
Multimedia	47,592	38,418	23.9%	112,390	120,780	-6.9%	134,131	135,817	-1.2%	294,113	295,015	-0.3%
Digital	42,087	43,499	-3.2%	55,786	55,837	-0.1%	58,405	61,218	-4.6%	156,278	160,554	-2.7%
Special Collections	2,773	1,686	64.5%	5,386	2,493	116.0%	3,489	2,374	47.0%	11,648	6,553	77.8%
Total Circulation	220,620	199,838	10.4%	303,068	302,782	0.1%	341,861	340,758	0.3%	865,549	843,378	2.6%
Visits												
In Person (Gate Counts)	82,240	58,328	41.0%	83,449	74,248	12.4%	78,712	76,264	3.2%	244,401	208,840	17.0%
Website	113,963	91,695	24.3%	84,517	79,863	5.8%	105,869	89,493	18.3%	304,349	261,051	16.6%
App	94,537	394,391	-76.0%	482,457	379,731	27.1%	620,946	485,397	27.9%	1,197,940	1,259,519	-4.9%
Social Media Reach	108,145	153,641	-29.6%	81,347	164,881	-50.7%	88,559	132,984	-33.4%	278,051	451,506	-38.4%
In Location Use												
Computer Use	5,175	5,757	-10.1%	5,373	7,260	-26.0%	8,305	8,243	0.8%	18,853	21,260	-11.3%
Wireless Use	58,219	52,020	11.9%	62,780	70,787	-11.3%	51,949	67,783	-23.4%	172,948	190,590	-9.3%
Services												
Program Attendance	7,671	3,846	99.5%	5,652	4,768	18.5%	6,577	5,680	15.8%	19,900	14,294	39.2%
Outreach Impact	1,420	557	154.9%	2,018	2,595	-22.2%	1,920	4,300	-55.3%	5,358	7,452	-28.1%
Room Bookings		-	N/A		422	-100.0%	2	431	-99.5%	2	853	-99.8%
New Members	1,141	842	35.5%	1,286	1,276	0.8%	1,247	1,346	-7.4%	3,674	3,464	6.1%
Active Users	45,237	38,592	17.2%	45,246	40,741	11.1%	47,985	42,289	13.5%	138,468	121,622	13.9%
Museum Research Requests	27	31	-12.9%	26	-	N/A	28	26	7.7%	81	57	42.1%
LiveChat	444	-	N/A	307	-	N/A	325	-	N/A	1,076	-	N/A