



How the Library Served You in FY2019

July 2018 - June 2019

Key performance and workload measures	FY 2019	FY 2018	1-Year Change
Teens participating in Library programs	2,619	5,653	-53.7%
Meeting room reservations	14,648	14,155	3.5%
Visits to library branches	1,009,639	1,045,282	-3.4%
Virtual visits to the library	915,627	889,343	3.0%
Checkouts of library materials	1,467,038	1,538,118	-4.6%
Annual turnover of library collections	4.60	3.25	41.5%

Checkouts of books & other items by branch	FY 2019	FY 2018	1-Year Change
Children's	206,125	228,504	-9.8%
College Terrace	73,239	72,752	0.7%
Downtown	74,475	75,080	-0.8%
Rinconada	201,370	218,556	-7.9%
Mitchell Park	798,215	840,582	-5.0%
eBranch (formerly eBooks)	113,614	102,644	10.7%
Total	1,467,038	1,538,118	-4.6%

Checkouts by type of material	FY 2019	FY 2018	1-Year Change
Books	1,052,034	1,101,584	-4.5%
eBooks	105,200	91,116	15.5%
Magazines (paper)	15,130	14,096	7.3%
DVDs	225,485	247,188	-8.8%
CDs	26,529	31,133	-14.8%
Audio book	32,283	39,555	-18.4%
Equipment (chromebooks and other devices)	1,963	1,918	2.3%
eMedia	8,414	11,528	-27.0%
Total	1,467,038	1,538,118	-4.6%

Library branch visits (customer count)	FY 2019	FY 2018	1-Year Change
Children's	89,587	98,999	-9.5%
College Terrace	51,943	52,333	-0.7%
Downtown	99,898	93,942	6.3%
Rinconada	253,800	270,734	-6.3%
Mitchell Park	514,411	529,274	-2.8%
Total	1,009,639	1,045,282	-3.4%

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Collections (items held as of June 30)	FY 2019	FY 2018	1-Year Change
Children's	38,182	39,456	-3.2%
College Terrace	17,622	18,210	-3.2%
Downtown	20,560	24,281	-15.3%
Rinconada	91,049	91,053	0.0%
Mitchell Park	126,295	130,508	-3.2%
eBooks and eMedia	191,449	169,387	13.0%
Total	485,157	472,895	2.6%

Collections in libraries by type of material	FY 2019	FY 2018	1-Year Change
Books	247,030	254,678	-3.0%
DVDs, CDs, and other media	46,678	48,830	-4.4%
eBooks	144,658	128,246	12.8%
eMedia	46,791	41,141	13.7%
Total	485,157	472,895	2.6%

Information and circulation services usage	FY 2019	FY 2018	1-Year Change
Reference and research inquiries (excludes direct	14,924	33,020	-54.8%
Successful retrieval/downloads (formerly Database	354,722	213,926	65.8%
LINK+ items borrowed	10,877	8,631	26.0%
Holdings placed in library branches and online	217,352	213,295	1.9%
Library cards issued	17,284.00	8,255	109.4%
Percent of first time checkouts on self-checkout ma	86%	88.1%	-2.4%
Wifi sessions	353,399	358,079	-1.3%

Volunteer time donated	FY 2019	FY 2018	1-Year Change
Number of volunteers	122	146	-16.4%
Volunteer hours	4,027	3,880	3.8%

Program, public PC and meeting room activity	FY 2019	FY 2018	1-Year Change
Number of programs	1,207	1,713	-29.5%
Online event registrations	2,438	3,325	-26.7%
Public PC sessions	124,274	146,567	-15.2%
Community Room Reservations	1,100	2,511	-56.2%
Study room reservations	14,648	11,644	25.8%

Programs attendance by age group	FY 2019	FY 2018	1-Year Change
Baby and preschool	33,495	43,510	-23.0%
School age	8,678	6,596	31.6%
Teen	2,419	5,653	-57.2%
Adults	6,019	6,445	-6.6%
Total	50,775	62,204	-18.4%