



How the Library Served You in FY2020

July 2019 - June 2020

Key performance and workload measures	FY 2020	FY 2019	1-Year Change
Teens participating in Library programs	4,937	2,619	88.5%
Study room reservations	10,290	14,648	-29.8%
Visits to library branches	663,761	1,009,639	-34.3%
Virtual visits to the library	711,141	915,627	-22.3%
Checkouts of library materials	1,194,673	1,467,038	-18.6%
Annual turnover of library collections	3.53	4.60	-23.2%

Checkouts of books & other items by branch	FY 2020	FY 2019	1-Year Change
Children's	170,661	206,125	-17.2%
College Terrace	54,870	73,239	-25.1%
Downtown	58,471	74,475	-21.5%
Rinconada	154,752	201,370	-23.2%
Mitchell Park	609,922	798,215	-23.6%
eBranch (formerly eBooks)	145,997	113,614	28.5%
Total	1,194,673	1,467,038	-18.6%

Checkouts by type of material	FY 2020	FY 2019	1-Year Change
Books	832,590	1,052,034	-20.9%
eBooks	133,876	105,200	27.3%
Magazines (paper)	10,462	15,130	-30.9%
DVDs	167,211	225,485	-25.8%
CDs*	14,790	26,529	-44.2%
Audio book	22,317	32,283	-30.9%
Equipment (chromebooks and other devices)	1,306	1,963	-33.5%
eMedia	12,121	8,414	44.1%
Total	1,194,673	1,467,038	-18.6%

*Note that the purchase of new CDs was suspended in FY20 due to budget restraints and usage.

Library branch visits (customer count)	FY 2020	FY 2019	1-Year Change
Children's	54,237	89,587	-39.5%
College Terrace	33,717	51,943	-35.1%
Downtown	62,476	99,898	-37.5%
Rinconada	161,203	253,800	-36.5%
Mitchell Park	352,128	514,411	-31.5%
Total	663,761	1,009,639	-34.3%

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Collections (items held as of June 30)	FY 2020	FY 2019	1-Year Change
Children's	38,599	38,182	1.1%
College Terrace	14,846	17,622	-15.8%
Downtown	20,784	20,560	1.1%
Rinconada	89,076	91,049	-2.2%
Mitchell Park	133,613	126,295	5.8%
eBooks and eMedia	217,244	191,449	13.5%
Total	514,162	485,157	6.0%

Collections in libraries by type of material	FY 2020	FY 2019	1-Year Change
Books	249,455	247,030	1.0%
DVDs, CDs, and other media	47,463	46,678	1.7%
eBooks	170,222	144,658	17.7%
eMedia	47,022	46,791	0.5%
Total	514,162	485,157	6.0%

Information and circulation services usage	FY 2020	FY 2019	1-Year Change
Reference and research inquiries (excludes directional)	17,108	14,924	14.6%
Successful retrieval/downloads (formerly Database searches)	451,919	354,722	27.4%
LINK+ items borrowed	7,786	10,877	-28.4%
Holds placed in library branches and online	175,287	217,352	-19.4%
Library cards issued	6,763	17,284.00	-60.9%
Percent of first time checkouts on self-checkout machines	86%	86%	0.0%
Wifi sessions	266,452	353,399	-24.6%

Volunteer time donated	FY 2020	FY 2019	1-Year Change
Number of volunteers	66	122	-45.9%
Volunteer hours	2332	4,027	-42.1%

Program, public PC and meeting room activity	FY 2020	FY 2019	1-Year Change
Number of programs	965	1,207	-20.0%
Online event registrations	1,700	2,438	-30.3%
Public PC sessions	80,044	124,274	-35.6%
Community Room Reservations	694	1,100	-36.9%
Study room reservations	10,290	14,648	-29.8%

Programs attendance by age group	FY 2020	FY 2019	1-Year Change
Baby and preschool	18,366	33,495	-45.2%
School age	3,806	8,678	-56.1%
Teen	4,937	2,619	88.5%
Adults	3,652	6,019	-39.3%
Total	30,761	50,775	-39.4%

Note: Due to COVID-19 Pandemic, Library closed all in-person services from March 17 through June 26, 2020. This accounts for about a 30% drop in regular hours and offerings and an increase in virtual offerings, like eBooks and eLibrary services.