



Annual Summary 2021

Population Served: 578,000
 Active Library Cardholders: 134,042
 Active Cardholders per Pop.: 23.2%

Membership	2021 % change 2020	2020 % change 2019	2021	2020	2019	Q1	Q2	Q3	Q4
New Registered Cardholders	1.8%	-43.0%	18,420	18,097	32,288	3,553	2,852	5,874	6,141
Active Library Cardholders	-15.2%	-19.9%	134,042	157,992	167,441	152,112	145,212	138,409	134,042
Performance Measures	2021 % change 2020	2021 % change 2019	2021	2020	2019	Q1	Q2	Q3	Q4
In Person Visits	-25.0%	-77.9%	795,498	1,061,164	3,592,052	99,265	90,219	267,721	338,293
Website Visits	5.4%	-23.6%	1,894,910	1,797,770	2,479,758	471,603	465,047	472,342	485,918
Catalogue Visits	9.8%	-16.7%	1,649,820	1,501,997	1,981,475	434,080	400,692	381,130	433,918
AskHPL	24.2%	N/A	57,648	46,417	N/A	19,278	11,826	12,051	14,493
Number of Programs	-62.2%	-85.8%	1,426	3,768	10,064	347	563	264	252
Program Attendance	-27.1%	-76.5%	44,663	61,238	189,732	15,430	12,772	8,244	8,217
Computer Sessions	-52.4%	-85.2%	115,260	242,191	776,777	9,843	11,121	31,514	62,782
Wireless Network Connections	-44.7%	-79.4%	264,066	477,105	1,284,454	40,006	33,970	74,583	115,507
Wireless Network Hours	-28.5%	N/A	946,379	1,323,667	N/A	127,056	123,752	279,963	415,608
Wireless Network Usage (GB)	-31.0%	N/A	360,172	522,178	N/A	48,164	42,152	98,679	171,177
Social Media Fans	8.5%	30.4%	28,926	26,661	22,177	26,908	28,031	28,427	28,926
Circulated Items (Physical)	10.0%	-51.8%	2,578,886	2,344,024	5,355,146	564,552	483,554	757,756	773,024
Circulated Items (Digital)	-20.1%	7.9%	2,023,700	2,532,708	1,874,764	547,943	517,722	486,677	471,358
Circulated Items (Total)	-5.6%	-36.3%	4,602,586	4,876,732	7,229,910	1,112,495	1,001,276	1,244,433	1,244,382

Last Updated: 2022-01-20