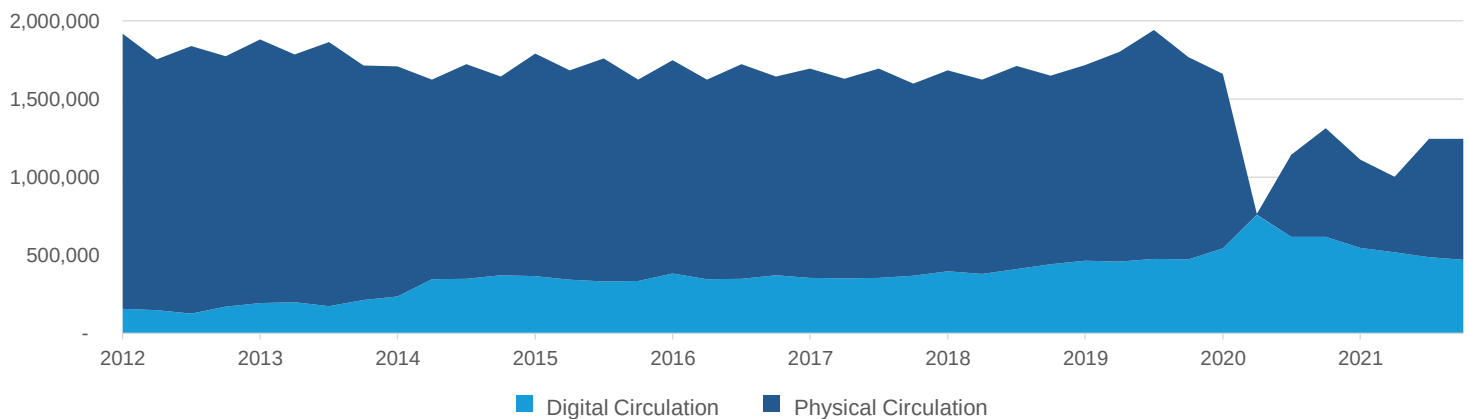


Q4 2021

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

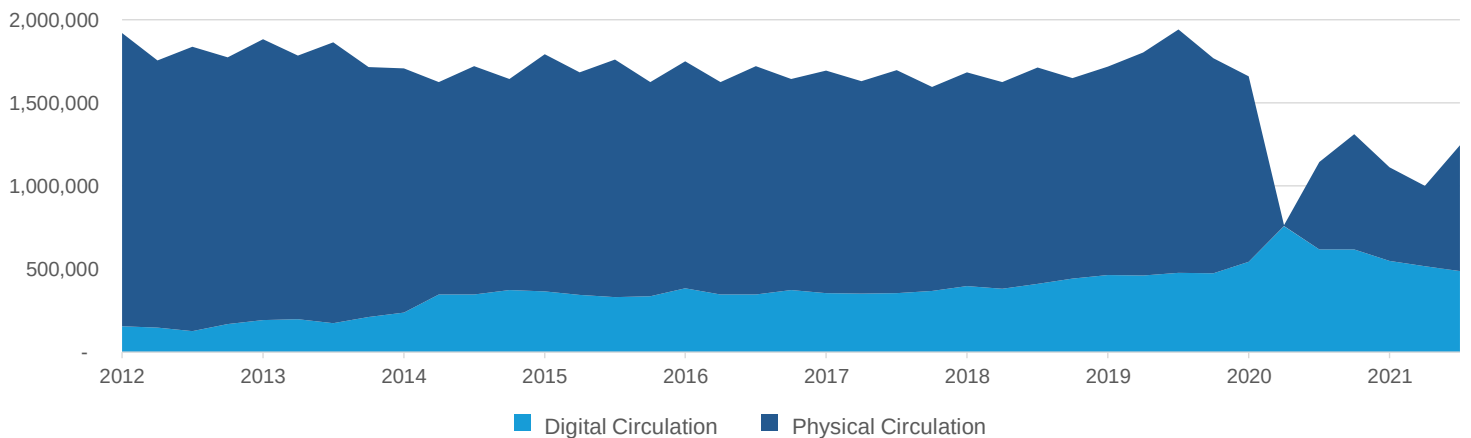
Performance Measures	2021 YTD	2020 YTD	% Change 2021 YTD	Q4, 2021	Q4, 2020	Q4, 2019	Q4 % Change 2021 to 2020
New Registered Cardholders	18,420	18,097	1.8%	6,141	4,393	7,248	39.8%
Active Library Cardholders	134,042	157,992	-15.2%	134,042	157,992	167,441	-15.2%
In Person Visits	795,498	1,061,164	-25.0%	338,293	183,330	859,730	84.5%
Website Visits	1,894,910	1,797,770	5.4%	485,918	437,563	603,641	11.1%
Catalogue Visits	1,649,820	1,501,997	9.8%	433,918	409,541	458,397	6.0%
AskHPL	57,648	46,417	24.2%	14,493	13,522	-	7.2%
Number of Programs	1,426	3,768	-62.2%	252	438	2,813	-42.5%
Program Attendance	44,663	61,238	-27.1%	8,217	15,724	46,150	-47.7%
Computer Sessions	115,260	242,191	-52.4%	62,782	42,520	192,753	47.7%
Wireless Network Sessions	264,066	477,105	-44.7%	115,507	100,426	328,232	15.0%
Wireless Network Hours of Use	946,379	1,323,667	-28.5%	415,608	297,825	-	39.5%
Wireless Network Usage (GB)	360,172	522,178	-31.0%	171,177	133,752	-	28.0%
Social Media Fans	28,926	26,661	8.5%	28,926	26,661	22,177	8.5%
Circulated Items (Physical)	2,578,886	2,344,024	10.0%	773,024	694,566	1,294,240	11.3%
Circulated Items (Digital)	2,023,700	2,532,708	-20.1%	471,358	617,752	474,263	-23.7%
Circulated Items (Total)	4,602,586	4,876,732	-5.6%	1,244,382	1,312,318	1,768,503	-5.2%



Q3 2021

Population Served: 578,000
Active Library Cardholders: 138,409
Active Cardholders per Pop.: 23.95%

Performance Measures	2021 YTD	2020 YTD	% Change 2021 YTD	Q3, 2021	Q3, 2020	Q3, 2019	Q3 % Change 2021 to 2020
New Registered Cardholders	12,279	13,704	-10.4%	5,874	4,069	10,214	44.4%
Active Library Cardholders	138,409	160,507	-13.8%	138,409	160,507	165,745	-13.8%
In Person Visits	457,205	877,834	-47.9%	267,721	106,261	920,359	151.9%
Website Visits	1,408,992	1,360,207	3.6%	472,342	440,363	614,675	7.3%
Catalogue Visits	1,215,902	1,092,456	11.3%	381,130	395,815	495,531	-3.7%
AskHPL	43,155	32,895	31.2%	12,051	21,174	-	-43.1%
Number of Programs	1,174	3,330	-64.7%	264	532	2,624	-50.4%
Program Attendance	36,446	45,514	-19.9%	8,244	8,391	52,901	-1.8%
Computer Sessions	52,478	199,671	-73.7%	31,514	32,517	201,865	-3.1%
Wireless Network Sessions	148,559	376,679	-60.6%	74,583	62,558	311,896	19.2%
Wireless Network Hours of Use	530,771	1,025,842	-48.3%	279,963	188,299	-	48.7%
Wireless Network Usage (GB)	188,996	388,426	-51.3%	98,679	82,516	-	19.6%
Social Media Fans	28,427	26,261	8.2%	28,427	26,261	21,674	8.2%
Circulated Items (Physical)	1,805,862	1,649,458	9.5%	757,756	527,537	1,465,271	43.6%
Circulated Items (Digital)	1,552,342	1,914,956	-18.9%	486,677	615,817	476,096	-21.0%
Circulated Items (Total)	3,358,204	3,564,414	-5.8%	1,244,433	1,143,354	1,941,367	8.8%

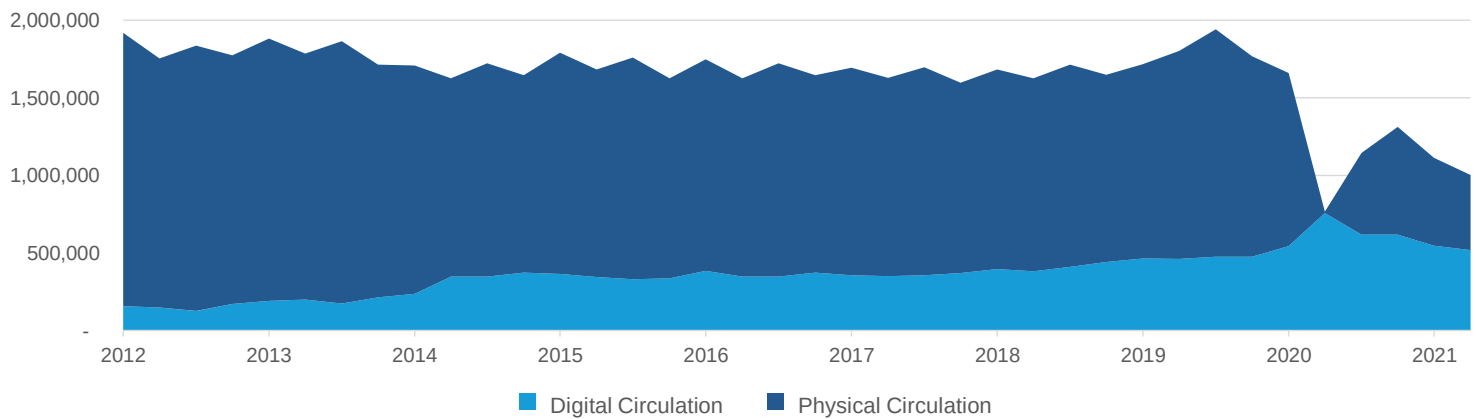


Last Updated: 11/5/2021

Q2 2021

Population Served: 578,000
Active Library Cardholders: 145,212
Active Cardholders per Pop.: 25.1%

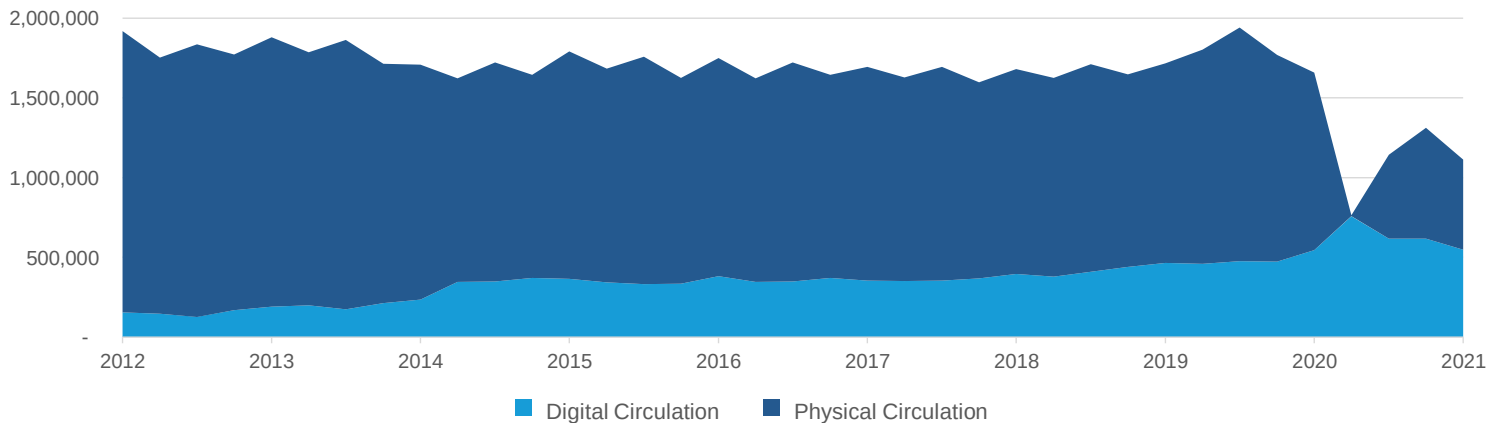
Performance Measures	2021 YTD	2020 YTD	% Change 2021 YTD	Q2, 2021	Q2, 2020	Q2, 2019	Q2 % Change 2021 to 2020
New Registered Cardholders	6,405	9,635	-33.5%	2,852	2,531	7,471	12.7%
Active Library Cardholders	145,212	164,490	-11.7%	145,212	164,490	161,923	-11.7%
In Person Visits	189,484	771,573	-75.4%	90,219	0	866,837	N/A
Website Visits	936,650	919,844	1.8%	465,047	308,812	592,227	50.6%
Catalogue Visits	834,772	696,641	19.8%	400,692	234,085	481,186	71.2%
AskHPL	31,104	11,721	165.4%	11,826	11,721	-	0.9%
Number of Programs	910	2,798	-67.5%	563	573	2,259	-1.7%
Program Attendance	28,202	37,123	-24.0%	12,772	4,535	50,531	181.6%
Computer Sessions	20,964	167,154	-87.5%	11,121	0	188,966	N/A
Wireless Network Sessions	73,976	314,121	-76.4%	33,970	20,845	312,745	63.0%
Wireless Network Hours of Use	250,808	837,543	-70.1%	123,752	75,681	-	63.5%
Wireless Network Usage (GB)	90,316	305,910	-70.5%	42,152	35,242	-	19.6%
Social Media Fans	28,031	25,658	9.2%	28,031	25,658	21,021	9.2%
Circulated Items (Physical)	1,048,106	1,121,921	-6.6%	483,554	6,930	1,342,669	6877.7%
Circulated Items (Digital)	1,065,665	1,299,139	-18.0%	517,722	755,867	460,190	-31.5%
Circulated Items (Total)	2,113,771	2,421,060	-12.7%	1,001,276	762,797	1,802,859	31.3%



Q1 2021

Population Served: 578,000
Active Library Cardholders: 152,112
Active Cardholders per Pop.: 26.3%

Performance Measures	2021 YTD	2020 YTD	% Change 2021 YTD	Q1, 2021	Q1, 2020	Q1, 2019	Q1 % Change 2021 to 2020
New Registered Cardholders	3,553	7,104	-50.0%	3,553	7,104	7,355	-50.0%
Active Library Cardholders	152,112	169,021	-10.0%	152,112	169,021	160,367	-10.0%
In Person Visits	99,265	771,573	-87.1%	99,265	771,573	945,126	-87.1%
Website Visits	471,603	611,032	-22.8%	471,603	611,032	669,215	-22.8%
Catalogue Visits	434,080	462,556	-6.2%	434,080	462,556	546,361	-6.2%
AskHPL	19,278	-	-	19,278	-	-	-
Number of Programs	347	2,225	-84.4%	347	2,225	2,368	-84.4%
Program Attendance	15,430	32,588	-52.7%	15,430	32,588	40,150	-52.7%
Computer Sessions	9,843	167,154	-94.1%	9,843	167,154	193,193	-94.1%
Wireless Network Sessions	40,006	293,276	-86.4%	40,006	293,276	331,581	-86.4%
Wireless Network Hours of Use	127,056	761,862	-83.3%	127,056	761,862	-	-83.3%
Wireless Network Usage (GB)	48,164	270,668	-82.2%	48,164	270,668	-	-82.2%
Social Media Fans	26,908	24,584	9.5%	26,908	24,584	20,009	9.5%
Circulated Items (Physical)	564,552	1,114,991	-49.4%	564,552	1,114,991	1,252,966	-49.4%
Circulated Items (Digital)	547,943	543,272	0.9%	547,943	543,272	464,215	0.9%
Circulated Items (Total)	1,112,495	1,658,263	-32.9%	1,112,495	1,658,263	1,717,181	-32.9%



Last Updated: 1/20/2022