

Central
Arkansas
Library
System

2017

Annual Statistical Report



ATTENDANCE 2017

AGENCY	ATTENDANCE	+/-%
System	1,907,292	-8%
ASI	153,490	-7%
Brooks	9,951	-20%
Children's	54,608	-39%
Cox	68,328	-1%
Dee Brown	124,340	34%
Fletcher	87,627	-43%
Main	399,005	-1%
Maumelle	107,379	-14%
McMath	123,683	-15%
Milam	52,205	5%
Nixon	146,130	0%
Ron Robinson	27,671	20%
Rooker	63,974	-18%
Sanders	101,943	-9%
Terry	127,492	9%
Thompson	106,659	-22%
Williams	152,807	3%

ATTENDANCE 2013-2017

YEAR	SYS. ATTEND.	+/-%
2017	1,907,292	-8%
2016	2,068,854	0%
2015	2,065,505	-8%
2014	2,249,570	2%
2013	2,196,959	-3%



CIRCULATION 2017 TOTALS

AGENCY	NONPRINT	PRINT	TOTAL	+/-%
System	1,017,102	1,554,251	2,571,353	-5%
Brooks	10,713	3,709	14,422	-19%
Children's	15,116	82,221	97,337	-5%
Dee Brown	29,324	50,354	79,678	22%
Digital Branch	239,187	290,813	530,000	10%
Fletcher	44,383	96,214	140,597	-41%
Main	190,660	217,346	408,006	-3%
Maumelle	52,834	100,398	153,232	-15%
McMath	37,292	57,618	94,910	-8%
Milam	42,355	52,821	95,176	-1%
Nixon	88,160	93,421	181,581	-3%
Rooker	51,126	63,049	114,175	-12%
Sanders	54,383	98,394	152,777	-4%
Terry	100,452	202,016	302,468	5%
Thompson	49,249	128,462	177,711	-10%
Williams	11,868	17,415	29,283	-15%

SYSTEM CIRCULATION 2013-2017

YEAR	SYS. CIRC.	+/-%
2017	2,571,353	-5%
2016	2,701,123	-1%
2015	2,722,796	-1%
2014	2,756,226	0%
2013	2,763,724	9%



CIRCULATION 2017 PRINT

AGENCY	ADULT	eBooks	JUV	PERIOD	DIGITAL MAGAZINES	TOTAL	+/-%
System	639,871	284,268	613,904	9,663	6,545	1,554,251	-4%
Brooks	1,268		2,014	427		3,709	-20%
Children's	1,403		80,540	278		82,221	-2%
Dee Brown	31,248		18,927	179		50,354	25%
Fletcher	61,598		34,248	368		96,214	-39%
Main	148,208		69,132	6		217,346	0%
Maumelle	43,477		56,592	329		100,398	-12%
McMath	33,776		23,663	179		57,618	2%
Milam	22,293		25,741	4,787		52,821	-7%
Nixon	55,653		37,658	110		93,421	-2%
Rooker	35,374		27,304	371		63,049	-8%
Sanders	46,378		50,774	1,242		98,394	-5%
Terry	98,539		102,951	526		202,016	8%
Thompson	50,125		78,275	62		128,462	-10%
Williams	10,531		6,085	799		17,415	-8%
Sys. +/-%	-6%	10%	-6%	-16%	-46%	-4%	-6%

CIRCULATION 2017 NONPRINT

AGENCY	DIGITAL AUDIOBOOKS	GAMES	CD BOOKS	CD MUSIC	DIGITAL MUSIC AND VIDEO	DVD	FISHING POLES	TOTAL	+/-%
System	173,834	25,256	64,857	26,637	65,353	660,862	303	1,017,102	-6%
Brooks		6	138			10,565	4	10,713	-18%
Children's			1,307	2,102		11,683	24	15,116	-19%
Dee Brown			1,886	637		26,755	46	29,324	15%
Fletcher			5,445			38,932	6	44,383	-44%
Main		25,250	11,607	22,075		131,698	30	190,660	-6%
Maumelle			5,350			47,446	38	52,834	-19%
McMath			2,997			34,292	3	37,292	-19%
Milam			2,646	509		39,178	22	42,355	8%
Nixon			5,532	590		82,032	6	88,160	-4%
Rooker			4,526			46,587	13	51,126	-17%
Sanders			4,755			49,594	34	54,383	-2%
Terry			12,580			87,853	19	100,452	0%
Thompson			5,288	724		43,205	32	49,249	-12%
Williams			800			11,042	26	11,868	-23%
Sys. +/-%	24%	32%	-13%	3%	-9%	-12%	-53%	-6%	



BUILDING CIRCULATION RATIO 2017*

AGENCY	ADULT	JUV	PERIOD	GAMES	CD BOOKS	CD MUSIC	DVD
System	31%	30%	0%	1%	3%	1%	32%
Brooks	9%	14%	3%	0%	1%	0%	73%
Children's	1%	83%	0%	0%	1%	2%	12%
Dee Brown	39%	24%	0%	0%	2%	1%	34%
Fletcher	44%	24%	0%	0%	4%	0%	28%
Main	36%	17%	0%	6%	3%	5%	32%
Maumelle	28%	37%	0%	0%	3%	0%	31%
McMath	36%	25%	0%	0%	3%	0%	36%
Milam	23%	27%	5%	0%	3%	1%	41%
Nixon	31%	21%	0%	0%	3%	0%	45%
Rooker	31%	24%	0%	0%	4%	0%	41%
Sanders	30%	33%	1%	0%	3%	0%	32%
Terry	33%	34%	0%	0%	4%	0%	29%
Thompson	28%	44%	0%	0%	3%	0%	24%
Williams	36%	21%	3%	0%	3%	0%	38%

*Does not include digital print, digital audiobooks, digital music and video, or digital magazines, which cannot be attributed to specific locations.



SYSTEM CIRCULATION PERCENTAGES 2017

AGENCY	ADULT	JUV.	PERIOD.	GAMES	CD BOOKS	CD MUSIC	DVD	TOTAL
System	639,871	613,904	9,663	25,256	64,857	26,637	660,862	2,041,050
	100%	100%	100%	100%	100%	100%	100%	100%
Brooks	1,268	2,014	427	6	138		10,565	14,418
	0%	0%	4%	0%	0%	0%	2%	1%
Children's	1,403	80,540	278		1,307	2102	11,683	97,313
	0%	13%	3%	0%	2%	8%	2%	5%
Dee Brown	31,248	18,927	179		1,886	637	26,755	79,632
	5%	3%	2%	0%	3%	2%	4%	4%
Fletcher	61,598	34,248	368		5,445		38,932	140,591
	10%	6%	4%	0%	8%	0%	6%	7%
Main	148,208	69,132	6	25,250	11,607	22,075	131,698	407,976
	23%	11%	0%	100%	18%	83%	20%	20%
Maumelle	43,477	56,592	329		5,350		47,446	153,194
	7%	9%	3%	0%	8%	0%	7%	8%
McMath	33,776	23,663	179		2,997		34,292	94,907
	5%	4%	2%	0%	5%	0%	5%	5%
Milam	22,293	25,741	4,787		2,646	509	39,178	95,154
	3%	4%	50%	0%	4%	2%	6%	5%
Nixon	55,653	37,658	110		5,532	590	82,032	181,575
	9%	6%	1%	0%	9%	2%	12%	9%
Rooker	35,374	27,304	371		4,526		46,587	114,162
	6%	4%	4%	0%	7%	0%	7%	6%
Sanders	46,378	50,774	1,242		4,755		49,594	152,743
	7%	8%	13%	0%	7%	0%	8%	7%
Terry	98,539	102,951	526		12,580		87,853	302,449
	15%	17%	5%	0%	19%	0%	13%	15%
Thompson	50,125	78,275	62		5,288	724	43,205	177,679
	8%	13%	1%	0%	8%	3%	7%	9%
Williams	10,531	6,085	799		800		11,042	29,257
	2%	1%	8%	0%	1%	0%	2%	1%

*Does not include digital print, digital audiobooks, digital music and video, or digital magazines, which cannot be attributed to specific locations.



YOUNG ADULT AND JUVENILE PROGRAMS/TOURS & ATTENDANCE 2017

AGENCY	YOUNG ADULT		+/-%		JUVENILE		+/-%	
	PROG	ATTEND	PROG	ATTEND	PROG	ATTEND	PROG	ATTEND
System	1,913	40,256	-1%	-8%	5,010	121,791	3%	-9%
Brooks	58	296	-36%	-47%	75	471	-22%	-55%
Children's	84	1,039	-42%	-65%	1,182	27,497	0%	-13%
Dee Brown	84	1,668	-13%	-19%	250	7,709	40%	-23%
Fletcher	122	3,162	-23%	-30%	163	2,775	-6%	-18%
Main	413	7,104	5%	13%	604	14,213	8%	-4%
<i>ASI</i>	18	462	-63%	-68%	3	112	-63%	-1%
<i>Adult</i>	9	1,001	NA	NA	36	3,538	NA	NA
<i>Cox</i>					1	3	NA	NA
<i>Ref</i>	22	329	-19%	-36%	7	87	0%	-51%
<i>Theater</i>					3	228	-90%	-96%
<i>Comp. Classes</i>								
<i>YS</i>	364	5,312	16%	35%	554	10,245	8%	20%
Maumelle	65	1,597	-40%	-42%	256	7,099	-10%	-9%
McMath	97	929	37%	-37%	270	3,256	-18%	-38%
Milam	63	651	-5%	-31%	411	6,444	33%	-5%
Nixon	217	5,512	-7%	-18%	341	11,049	-6%	-2%
Rooker	14	137	-52%	63%	243	3,963	-9%	-32%
Sanders	64	1,377	100%	71%	426	16,555	11%	23%
Terry	67	422	43%	46%	427	12,420	5%	-1%
Thompson	37	354	-10%	-25%	223	6,027	-3%	-35%
Williams	528	16,008	23%	13%	139	2,313	38%	80%



ADULT PROGRAMS & ATTENDANCE 2017

AGENCY	ADULT		+/-%	
	PROG	ATTEND	PROG	ATTEND
System	2,319	50,859	3%	-29%
Brooks	44	166	-45%	-61%
Children's	19	340	533%	49%
Dee Brown	513	1,678	77%	63%
Fletcher	57	1,123	-40%	-78%
Main	757	31,098	19%	-21%
<i>ASI</i>	117	18,619	30%	125%
<i>Adult</i>	236	5,959	17%	-50%
<i>Cox</i>	25	1,825	-14%	13%
<i>Ref</i>	15	141	50%	-25%
<i>Theater</i>	48	3,685	-58%	-78%
<i>Comp. Classes</i>	316	869	66%	41%
<i>YS</i>				
Maumelle	61	1,072	-29%	-66%
McMath	95	851	-17%	-16%
Milam	77	2,969	33%	42%
Nixon	178	1,488	-16%	-56%
Rooker	37	524	-53%	-84%
Sanders	148	3,567	-12%	2%
Terry	107	3,272	-34%	-45%
Thompson	134	1,969	19%	-26%
Williams	92	742	-36%	-3%



MEETINGS & ATTENDANCE 2017*

AGENCY	GROUPS	+/-%	ATTENDANCE	+/-%
System	6,085	-2%	127,298	-12%
Brooks	136	-42%	635	-50%
Children's	378	5%	8,250	-22%
Dee Brown	204	26%	4,557	-69%
Fletcher	447	10%	7,431	11%
Hillcrest Hall	198	3%	7,190	5%
ASI	600	-9%	8,345	10%
Cox Building	344	-9%	5,210	-15%
Ron Robinson Theater	106	10500%	23,691	43772%
Main	1,321	-11%	23,420	-6%
Maumelle	116	15%	1,179	-3%
McMath	287	12%	5,551	-61%
Milam	77	-21%	1,001	-23%
Nixon	115	-12%	2,102	12%
Rooker	501	-13%	7,988	-7%
Sanders	366	26%	5,926	34%
Terry	280	-10%	5,566	-3%
Thompson	440	32%	6,262	-65%
Williams	169	-23%	2,994	-72%

*Dee Brown, McMath, Thompson, and Williams all hosted early voting in 2016, leading to a larger than usual decrease in meeting attendance. The large increase for Ron Robinson Theater is attributed to a change in the way meetings are reported for that venue.



STAFF ASSISTANCE PROVIDED 2017

AGENCY	REF/READ. ADVISORY	INSTRUCT. ASSIST.	TOTAL	+/-%	DIRECTS	+/-%
System	308,895	463,561	772,456	-8%	436,089	-15%
Brooks	1,939	5,208	7,147	-42%	2,208	-32%
Children's	7,256	11,773	19,029	-46%	8,752	-25%
Dee Brown	13,950	35,200	49,150	61%	26,603	20%
Fletcher	14,988	18,350	33,338	-58%	16,230	-62%
Main	65,720	90,034	155,754	-14%	93,864	-16%
<i>ASI</i>	19,080	3,653	22,733	4%	10,830	-1%
<i>Circ</i>	12,810	20,150	32,960	-5%	41,354	-19%
<i>Ref</i>	21,852	63,977	85,829	-22%	28,372	-15%
<i>YS</i>	11,978	2,254	14,232	3%	13,308	-16%
Maumelle	22,756	41,646	64,402	-9%	5,992	-29%
McMath	6,749	62,242	68,991	25%	52,827	-12%
Milam	57,994	33,806	91,800	3%	65,183	-18%
Nixon	41,801	73,627	115,428	-10%	68,678	-7%
Rooker	10,828	18,937	29,765	-16%	30,963	-7%
Sanders	13,590	22,792	36,382	15%	12,556	-22%
Terry	26,518	31,953	58,471	31%	30,451	35%
Thompson	15,269	11,700	26,969	-11%	8,663	-6%
Williams	9,537	6,293	15,830	13%	13,119	-17%



IN-HOUSE USE 2017

AGENCY	USES	+/-%
System	616,840	-10%
Brooks	4,294	-15%
Children's	42,557	-27%
Dee Brown	49,204	41%
Fletcher	23,787	-34%
Main	146,562	-11%

<i>Butler</i>	12,010	-25%
<i>Circ</i>	45,575	-7%
<i>Ref</i>	63,671	-16%
<i>YS</i>	25,306	1%

Maumelle	41,112	-26%
McMath	45,368	-21%
Milam	48,042	6%
Nixon	50,721	-9%
Rooker	32,603	-18%
Sanders	28,515	-16%
Terry	53,677	27%
Thompson	26,007	-2%
Williams	24,391	-19%

SYSTEM IN-HOUSE USE 2013-2017

YEAR	SYS. IN-HOUSE	+/-%
2017	616,840	-10%
2016	685,541	-7%
2015	734,754	-3%
2014	758,576	-15%
2013	895,494	8%



IN-HOUSE USE BREAKDOWN 2017

AGENCY	BOOKS	PERIOD.	INTERNET	FAX	MICRO	GOV. DOCS.	STUDY RMS.	MANU-SCRIPTS	OTHER	TOTAL
System	259,892	26,424	249,043	13,411	2,556	457	62,479	2,289	289	616,840
Brooks	745	250	1,553	223			1,523			4,294
Children's	20,151	506	19,690	537			1,672		1	42,557
Dee Brown	10,513	1,172	30,335	2,757			4,427			49,204
Fletcher	8,226	1,341	10,688	330			3,104		98	23,787
Main	63,002	6,974	54,090	1,008	2,458	457	16,157	2,289	127	146,562

<i>Butler</i>	6,803	492	2,082		344			2,289		12,010
<i>Circ</i>	36,180						9,395			45,575
<i>Ref</i>	3,015	6,241	46,249	1,008	2,114	457	4,460		127	63,671
<i>YS</i>	17,004	241	5,759				2,302			25,306

Maumelle	24,798	1,626	10,461	714			3,513			41,112
McMath	8,255	2,445	27,267	1,886			5,515			45,368
Milam	32,570	5,065	4,892	298	98		5,117		2	48,042
Nixon	17,933	1,478	26,452	2,093			2,760		5	50,721
Rooker	11,778	1,818	15,071	1,004			2,932			32,603
Sanders	12,709	2,109	11,350	655			1,636		56	28,515
Terry	29,238	856	15,964	629			6,990			53,677
Thompson	14,745	112	5,406	192			5,552			26,007
Williams	5,229	672	15,824	1,085			1,581			24,391



COMPUTER USE BREAKDOWN 2017

AGENCY	DESKTOP	LAPTOP	TOTAL	+/-%
System	224,449	24,594	249,043	-10%
Brooks	1,518	35	1,553	-41%
Children's	19,190	500	19,690	4%
Dee Brown	27,867	2,468	30,335	42%
Fletcher	10,011	677	10,688	-43%
Main	46,849	7,241	54,090	-15%
<i>ASI</i>	2,082		2,082	-21%
<i>Ref</i>	39,008	7,241	46,249	-14%
<i>YS</i>	5,759		5,759	-18%
Maumelle	9,638	823	10,461	-23%
McMath	25,516	1,751	27,267	-17%
Milam	4,878	14	4,892	2%
Nixon	18,216	8,236	26,452	-5%
Rooker	14,165	906	15,071	-15%
Sanders	11,055	295	11,350	-7%
Terry	15,351	613	15,964	7%
Thompson	5,203	203	5,406	-17%
Williams	14,992	832	15,824	-20%



ENCYCLOPEDIA OF ARKANSAS 2017

Month	Total Visits	Total Page Views
January	174,940	360,176
February	181,557	362,924
March	167,142	332,349
April	171,720	335,078
May	166,814	331,676
June	109,453	194,663
July	109,590	194,877
August	125,078	225,586
September	140,249	269,231
October	166,499	309,994
November	138,129	266,022
December	115,838	224,678
TOTAL	1,767,009	3,407,254

EoA VISITS 2013-2017

YEAR	SITE VISITS	+/-%
2017	1,767,009	0%
2016	1,770,857	-2%
2015	1,800,315	1%
2014	1,778,940	-13%
2013	2,035,182	22%



PRINT MATERIALS ADDED 2017

AGENCY	ADULT BOOKS ADDED				JUVENILE BOOKS ADDED		
	H'BACK	P'BACK	DIGITAL PRINT	TOTAL	H'BACK	P'BACK	TOTAL
System	21,524	2,398	11,827	35,749	18,093	3,255	21,348
Brooks	73	9		82	191	62	253
Children's	66	0		66	2,005	358	2,363
Dee Brown	1,305	189		1,494	752	179	931
Fletcher	2,434	316		2,750	1,616	258	1,874
Main	4,869	198		5,067	2,424	331	2,755
Maumelle	1,389	166		1,555	1,418	267	1,685
McMath	1,220	103		1,323	802	168	970
Milam	702	253		955	843	217	1,060
Nixon	1,682	414		2,096	1,512	246	1,758
Rooker	1,092	119		1,211	1,090	199	1,289
Sanders	1,230	245		1,475	1,709	303	2,012
Terry	2,293	191		2,484	1,929	312	2,241
Thompson	1,702	131		1,833	1,531	286	1,817
Williams	583	64		647	271	69	340
Butler Ctr.	884	0		884		0	0
System Titles	8,221	1,419	10,688	20,328	3,835	713	4,548



NONPRINT MATERIALS ADDED 2017

AGENCY	CD BOOKS	CD MUSIC	DVD	GAMES	DIGITAL AUDIO	OTHER	TOTAL
System	1,564	1,511	15,269	371	3,380	14	22,109
Brooks	11	0	276	12		6	305
Children's	21	56	255	0		0	332
Dee Brown	49	41	462	0		0	552
Fletcher	155	0	1,075	0		0	1,230
Main	336	1,126	2,990	359		5	4,816
Maumelle	134	0	1,368	0		0	1,502
McMath	78	0	847	0		0	925
Milam	71	40	763	0		0	874
Nixon	188	39	2,102	0		0	2,329
Rooker	105	0	1,025	0		0	1,130
Sanders	115	0	1,162	0		3	1,280
Terry	189	0	1,649	0		0	1,838
Thompson	94	41	1,001	0		0	1,136
Williams	18	0	294	0		0	312
Butler Ctr.	0	168	0	0		0	168
Sys. Titles	748	1,158	2,540	88	3,178	0	7,712



HOLDINGS 2017

(as of 12/31/17)

	NONPRINT						TOTAL NONPRINT	PRINT			TOTAL PRINT	TOTAL COLLECTION
	CD BOOKS	CD MUSIC	DVD	GAMES	DIGITAL AUDIO	OTHER*		CLOTH	P'BACK	DIGITAL PRINT		
System	22,171	8,095	104,942	1,563	16,669	539	153,979	807,337	58,020	50,886	916,243	1,070,222
Brooks	108	0	2,028	24		23	2,183	1,884	476		2,360	4,543
Children's	872	524	1,842	0		47	3,285	31,516	2,484		34,000	37,285
Dee Brown	720	245	3,004	10		40	4,019	44,175	4,073		48,248	52,267
Fletcher	2,450	0	10,638	0		30	13,118	63,322	4,135		67,457	80,575
Main	3,866	5,855	19,332	1,495		139	30,687	240,183	5,773		245,956	276,643
Maumelle	1,915	0	8,632	0		38	10,585	42,031	4,125		46,156	56,741
McMath	1,058	0	4,966	0		25	6,049	35,509	4,246		39,755	45,804
Milam	1,153	282	4,943	0		28	6,406	33,687	3,644		37,331	43,737
Nixon	1,741	215	8,618	0		29	10,603	50,354	6,360		56,714	67,317
Rooker	1,564	0	7,643	0		25	9,232	40,202	3,694		43,896	53,128
Sanders	1,494	0	7,592	0		25	9,111	40,464	4,051		44,515	53,626
Terry	3,110	0	15,105	0		24	18,239	75,607	5,993		81,600	99,839
Thompson	1,651	177	8,703	0		27	10,558	47,862	3,813		51,675	62,233
Williams	462	0	1,796	34		39	2,331	16,723	2,929		19,652	21,983
Butler	7	797	100	0			904	43,818	2,224		46,042	46,946
Sys. Titles	11,687	6,204	31,611	912	15,715		66,129	360,796	25,890	47,763	434,449	500,578

*Other includes such items as laptops, iPad, telescopes, fishing poles, musical instruments, engravers, ID pens, Kill-A-Watt meters, DVD drives, game controllers for in-library use, and fly-tying kits.



DATABASE, DIGITAL FILES, AND WEBSITE ACCESS 2017

Due to variations in the way individual vendors track usage statistics, online database use, as well as those portions of manuscript and photograph use attributable to online access, can experience great fluctuations. Accurate year-to-year changes and use counts are difficult to obtain.

SUBSCRIPTION DATABASES	2017 Total Logins	2016 Total Logins	2017 Total Searches	2016 Total Searches
System	87,811	1,338,893	470,893	1,725,585

The following numbers represent logins and searches for the Butler Center's online digital files, which are subject to the same reporting difficulties as the subscription databases. These numbers are separate from Encyclopedia of Arkansas figures.

IN-HOUSE CONTENT	2017 BC Digital Files Accessed	2016 BC Digital Files Accessed	2017 Podcasts Streamed	2017 Podcasts Downloaded
Butler Center	174,909	184,535	2,179	8,000

Website visits and page views for CALS website, Butler Center, and Literary Festival/Arkansas Sounds/Podcasts/Ron Robinson Theater.

CALS Main Website		LitFest/AR Sounds/ Podcasts/ Theater		Butler Center website		Total Website Visits 2017		Total Website Visits 2016	
Total Visits	Page Views	Total Visits	Page Views	Total Visits	Page Views	Total Visits	Page Views	Total Visits	Page Views
329,061	1,285,392	35,946	74,945	32,710	82,971	397,717	1,443,308	386,293	1,427,848



CALS DIGITAL BRANCH COMPARISON 2017*

*This chart compares CALS Digital Branch circulation (downloadable services such as eBooks, music, etc.) to circulation at physical branches, both as total circulation and as a percentage of circulation.

AGENCY	ALL ITEMS
System	2,571,353
	100%
Brooks	14,422
	1%
Children's	97,337
	4%
Dee Brown	79,678
	3%
Digital Branch	530,000
	21%
Fletcher	140,597
	5%
Main	408,006
	16%
Maumelle	153,232
	6%
McMath	94,910
	4%
Milam	95,176
	4%
Nixon	181,581
	7%
Rooker	114,175
	4%
Sanders	152,777
	6%
Terry	302,468
	12%
Thompson	177,711
	7%
Williams	29,283
	1%