

CALS Annual Report

2018

Library Visits

LOCATION	2018	2017	% Change
SYSTEM	1,831,250	1,907,292	-4%
Brooks	10,311	9,951	4%
Children's	85,232	54,608	56%
Dee Brown	137,855	124,340	11%
Fletcher	174,171	87,627	99%
Maumelle	75,893	107,379	-29%
McMath	115,710	123,683	-6%
Milam	46,696	52,205	-11%
Nixon	143,104	146,130	-2%
Rooker	59,553	63,974	-7%
Sanders	103,934	101,943	2%
Terry	117,172	127,492	-8%
Thompson	130,915	106,659	23%
Williams	112,884	152,807	-26%
Library Square	517,820	648,494	-20%
<i>Main Library</i>	293,717	399,005	-26%
<i>Bookstore</i>	58,695	68,328	-14%
<i>Roberts Library</i>	140,271	153,490	-9%
<i>Ron Robinson</i>	25,137	27,671	-9%

Programs and Program Attendance

	Children				Young Adult				Adult			
	#Programs	% Change	Attendance	% Change	#Programs	% Change	Attendance	% Change	#Programs	% Change	Attendance	% Change
System	5,738	15%	133,923	10%	2,429	27%	54,651	36%	2,543	10%	56,394	11%
Brooks	144	92%	1,116	137%	50	-14%	325	10%	60	36%	539	225%
Children's	1,482	25%	32,631	19%	102	21%	1,030	-1%	43	126%	529	56%
Dee Brown	312	25%	9,131	18%	101	20%	1,605	-4%	300	-42%	2,949	76%
Fletcher	306	88%	8,886	220%	162	33%	5,053	60%	59	4%	1,219	9%
Maumelle	294	15%	7,569	7%	73	12%	1,848	16%	78	28%	674	-37%
McMath	355	31%	4,332	33%	55	-43%	787	-15%	95	0%	877	3%
Milam	440	7%	6,932	8%	54	-14%	229	-65%	94	22%	1,832	-38%
Nixon	265	-22%	6,848	-38%	204	-6%	4,229	-23%	194	9%	1,260	-15%
Rooker	216	-11%	5,631	42%	14	0%	90	-34%	48	30%	647	23%
Sanders	360	-15%	16,479	0%	359	461%	8,983	552%	144	-3%	4,877	37%
Terry	420	-2%	9,031	-27%	72	7%	702	66%	99	-7%	1,090	-67%
Thompson	259	16%	5,367	-11%	47	27%	582	64%	180	34%	2,306	17%
Williams	111	-20%	1,737	-25%	489	-7%	16,737	5%	152	65%	1,392	88%
Library Square	774	28%	18,233	28%	647	57%	12,451	75%	997	32%	36,203	16%
<i>Roberts Library</i>	1	-67%	30	-73%	26	44%	2,090	352%	204	74%	19,873	7%
<i>Patron Services</i>	10	-72%	3,120	-12%	16	78%	1,044	4%	227	-4%	5,801	-3%
<i>Information Services</i>	13	86%	213	145%	15	-32%	296	-10%	197	1213%	752	433%
<i>Digital Literacy</i>	2	NA	60	NA	NA	NA	NA	NA	292	-8%	1,146	32%
<i>Youth Services/L4</i>	739	33%	14,506	42%	584	60%	8,408	58%	NA	NA	NA	NA
<i>Ron Robinson</i>	2	-33%	266	17%	1	NA	590	NA	40	-17%	4,928	34%
<i>Bookstore</i>	7	600%	38	1167%	NA	NA	NA	NA	37	48%	3,703	103%

Meeting Room Usage

	Meetings			Meeting Attendance		
	2018	2017	% Change	2018	2017	% Change
System	6,786	6,085	12%	171,292	127,298	35%
Brooks	14	136	-90%	54	635	-91%
Children's	409	378	8%	9,924	8,250	20%
Dee Brown	150	204	-26%	5,879	4,557	29%
Fletcher	1,223	447	174%	21,300	7,431	187%
Maumelle	100	116	-14%	1,094	1,179	-7%
McMath	222	287	-23%	15,270	5,551	175%
Milam	166	77	116%	1,284	1,001	28%
Nixon	132	115	15%	2,161	2,102	3%
Rooker	424	501	-15%	7,955	7,988	0%
Sanders	288	366	-21%	5,820	5,926	-2%
Terry	238	280	-15%	4,694	5,566	-16%
Thompson	584	440	33%	24,383	6,262	289%
Williams	210	169	24%	10,208	2,994	241%
Library Square	2,626	2,569	2%	61,266	67,856	-10%
<i>Main Library</i>	1,529	1,321	16%	26,740	23,420	14%
<i>Bookstore</i>	289	344	-16%	4,390	5,210	-16%
<i>Roberts Library</i>	565	600	-6%	7,090	8,345	-15%
<i>Ron Robinson</i>	69	106	-35%	17,986	23,691	-24%
<i>Hillcrest Hall</i>	174	198	-12%	5060	7,190	-30%

NOTE: Dee Brown, McMath, Thompson, and Williams all hosted early voting in 2018, leading to a larger than usual increase in meeting attendance.

Circulation Totals and Branch Percentages

LOCATION	Print	Nonprint	Digital Downloads	TOTAL	% Change from 2017	% Total 2018 Circulation
System	1,227,361	693,397	679,549	2,600,307	1%	100%
Digital Library			679,549	679,549	28%	26%
Brooks	2,836	10,353		13,189	-9%	1%
Children's	72,276	11,670		83,946	-14%	3%
Dee Brown	45,635	23,626		69,261	-13%	3%
Fletcher	138,832	57,351		196,183	40%	8%
Main	209,462	153,898		363,360	-11%	14%
Maumelle	88,535	48,379		136,914	-11%	5%
McMath	49,239	28,985		78,224	-18%	3%
Milam	42,535	38,247		80,782	-15%	3%
Nixon	84,529	84,308		168,837	-7%	6%
Rooker	59,286	42,403		101,689	-11%	4%
Sanders	96,821	44,545		141,366	-7%	5%
Terry	176,066	86,351		262,417	-13%	10%
Thompson	144,663	53,384		198,047	11%	8%
Williams	16,646	9,897		26,543	-9%	1%

NOTES: Fletcher's growth may be partly attributed to the fact that they were closed for renovation during part of 2017. Maumelle and Sanders were closed during the first months of 2018 for construction.

Circulation of Digital and Print Items

All Digital Materials

	2018	2017	%Change
eBooks	326,986	284,268	15%
Audiobooks	222,537	173,834	28%
Video	5,296	5,736	-8%
Music	118,654	59,617	99%
Magazines	6,076	6,545	-7%
Total Digital	679,549	530,000	28%

NOTE: Music streaming via Freegal was added in July 2018, which contributed to the 99% increase in usage of digital music.

NOTE: This is the first year that Children's and Young Adult print materials have been reported separately, so percent change is available only for the total. Maumelle and Sanders were closed during the first part of the year.

Print Materials LOCATION	Adult Books	Juvenile Books			Print Magazines	TOTAL	% Change
		Children	Young Adult	All Juvenile			
System	621,103	537,721	59,150	596,871	9,387	1,227,361	-3%
Brooks	871	1,421	245	1,666	299	2,836	-24%
Children's	1,443	68,071	2,507	70,578	255	72,276	-12%
Dee Brown	28,492	14,188	2,919	17,107	36	45,635	-9%
Fletcher	84,291	46,787	4,239	51,026	3,515	138,832	44%
Main	141,233	55,292	12,926	68,218	11	209,462	-4%
Maumelle	37,106	46,264	4,892	51,156	273	88,535	-12%
McMath	27,920	18,172	3,057	21,229	90	49,239	-15%
Milam	21,119	17,511	1,871	19,382	2,034	42,535	-19%
Nixon	49,475	29,956	4,989	34,945	109	84,529	-10%
Rooker	33,416	22,057	3,404	25,461	409	59,286	-6%
Sanders	45,282	45,670	5,014	50,684	855	96,821	-2%
Terry	83,618	85,823	6,030	91,853	595	176,066	-13%
Thompson	56,674	81,654	6,198	87,852	137	144,663	13%
Williams	10,163	4,855	859	5,714	769	16,646	-4%
Systemwide +/-%	-3%			-3%	-3%	-3%	

Circulation of Nonbook Items

LOCATION	DVDs	CD Books	CD Music	Games/Game Controllers	Telescopes	Fishing Poles	Other	TOTAL	% Change
System	604,569	54,364	22,988	10,468	189	559	260	693,397	-11%
Brooks	10,143	40	0	120	17	32	1	10,353	-3%
Children's	8,954	1,298	1,393		20		5	11,670	-23%
Dee Brown	21,822	1,401	378		13	11	1	23,626	-19%
Fletcher	50,417	6,861			20	50	3	57,351	29%
Main	113,823	9,712	19,902	10,348	10	84	19	153,898	-19%
Maumelle	44,368	3,928			19	64		48,379	-8%
McMath	26,801	2,158				26		28,985	-22%
Milam	35,779	2,119	286		7	53	3	38,247	-10%
Nixon	79,281	4,328	428		11	42	218	84,308	-4%
Rooker	38,939	3,405			18	41		42,403	-17%
Sanders	40,696	3,811			11	27		44,545	-18%
Terry	76,653	9,627			14	49	8	86,351	-14%
Thompson	47,447	5,277	601		16	41	2	53,384	8%
Williams	9,446	399			13	39		9,897	-17%
Systemwide +/- %	-9%	-16%	-14%	-61%		84%		-11%	

NOTE: The other category includes such items as toys, engravers, Kill-A-Watt meters, etc. We stopped circulating video games at the end of 2017, which accounts for the large decrease in that category. Game controllers and games are now checked out for in-house use only.

Staff Assistance to Patrons

LOCATION	Reader adv./Ref Questions	Instructional	TOTAL	% Change	Directional	Notary	Acct. Assistance	TOTAL	% Change
System	204,166	342,062	546,228	-29%	328,574	8,000	192,237	528,811	21%
Brooks	1,076	4,202	5,278	-26%	1,697	0	891	2,588	17%
Children's	6,618	10,302	16,920	-11%	9,403	70	3,873	13,346	52%
Dee Brown	7,174	20,337	27,511	-44%	8,348	1,578	6,216	16,142	-39%
Fletcher	15,954	33,455	49,409	48%	18,180	1,038	11,873	31,091	92%
Lib Square	42,660	43,157	85,817	-45%	86,178	670	33,717	120,565	28%
<i>Roberts</i>	13,847	3,704	17,551	-23%	10,041	NA	NA	10,041	-7%
<i>Patron Services</i>	8,241	5,791	14,032	-57%	36,667	512	14,701	51,880	25%
<i>Info Services</i>	9,978	31,155	41,133	-52%	26,812	149	13,115	40,076	41%
<i>YS/L4</i>	10,594	2,507	13,101	-8%	12,658	9	5,901	18,568	40%
Maumelle	24,153	27,577	51,730	-20%	18,887	223	24,259	43,369	624%
McMath	5,226	21,707	26,933	-61%	52,345	1,083	20,141	73,569	39%
Milam	7,473	10,545	18,018	-80%	11,347	0	6,384	17,731	-73%
Nixon	36,581	71,829	108,410	-6%	46,144	880	27,376	74,400	8%
Rooker	11,327	15,507	26,834	-10%	22,446	342	9,696	32,484	5%
Sanders	13,159	31,091	44,250	22%	12,164	359	12,674	25,197	101%
Terry	11,794	29,641	41,435	-29%	19,853	835	17,971	38,659	27%
Thompson	14,700	14,658	29,358	9%	8,680	278	10,464	19,422	124%
Williams	6,271	8,054	14,325	-10%	12,902	644	6,702	20,248	54%

Total Items in the Collection

LOCATION	Adult Books	Juvenile Books	Total Books	CD Books	CD Music	DVDs	eBooks	Digital Audio	Other	TOTAL COLLECTION
All Items	524,999	312,654	837,653	20,866	8,428	107,122	60,505	48,330	1,541	1,084,445
Millie Brooks	475	1,501	1,976	0	0	2,098			50	4,124
Children's	846	33,743	34,589	522	530	1,861			48	37,550
Dee Brown	25,051	19,643	44,694	664	192	2,648			44	48,242
Fletcher	42,536	26,027	68,563	2,340	0	10,493			37	81,433
Main	182,426	47,295	229,721	3,726	6,279	19,803			499	260,028
Maumelle	22,400	19,546	41,946	1,900	0	9,512			93	53,451
McMath	20,585	18,144	38,729	1,090	0	4,754			35	44,608
Milam	20,147	16,748	36,895	1,022	207	5,043			75	43,242
Nixon	31,804	23,286	55,090	1,783	182	8,894			203	66,152
Rooker	26,988	17,516	44,504	1,469	0	7,740			34	53,747
Sanders	22,409	24,179	46,588	1,413	0	7,979			43	56,023
Terry	45,836	31,353	77,189	3,004	0	15,575			39	95,807
Thompson	26,605	26,284	52,889	1,564	209	8,889			32	63,583
Williams	10,901	7,389	18,290	362	0	1,719			75	20,446
Butler Center	45,990	0	45,990	7	829	114			0	46,940
System Titles			376,295	11,523	7,475	33,021	55,903	47,106	257	531,580

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

Items Added to the Collection

LOCATION	Adult Books	Juvenile Books	CD Books	CD Music	DVDs	eBooks	Digital Audio	Other	TOTAL ITEMS ADDED
All Items	22,371	18,423	1,694	1,046	16,205	9,619	31,376	287	101,021
Millie Brooks	59	206	2	0	281			4	552
Children's	67	2,091	34	45	363			11	2,611
Dee Brown	1,309	760	71	26	611			9	2,786
Fletcher	2,547	1,309	167	0	956			7	4,986
Main	4,856	2,733	371	808	3,105			60	11,933
Maumelle	1,411	1,405	138	0	1,501			11	4,466
McMath	1,218	824	79	0	867			12	3,000
Milam	929	757	75	29	999			5	2,794
Nixon	1,812	1,432	158	27	2,342			122	5,893
Rooker	1,088	1,106	102	0	877			11	3,184
Sanders	1,610	1,991	135	0	1,244			18	4,998
Terry	2,401	2,007	244	0	1,699			8	6,359
Thompson	1,730	1,541	108	32	999			4	4,414
Williams	543	261	10	0	346			5	1,165
Butler Center	791	0	0	79	15			0	885
System Titles	9,291	4,252	800	821	2,314	8,140	31,106	0	56,724

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

In-House Use

LOCATION	Books	Periodicals	Public Fax	Microforms	Study Rooms	Manuscripts	Other	TOTAL	% Change
System	248,342	22,518	16,926	1,613	70,240	2,413	439	362,491	-1%
Brooks	740	257	86		2,141		1	3,225	18%
Children's	18,522	200	665		1,559		-	20,946	-8%
Dee Brown	8,409	227	2,573		4,230		-	15,439	-18%
Fletcher	21,120	4,798	1,702		6,657		187	34,464	163%
Library Square	55,374	5,502	1,825	1,606	18,543	2,413	230	85,493	-8%
<i>Roberts Library</i>	8,067	393		273		2,413		11,146	12%
<i>Patron Services</i>	29,869				9,769			39,638	-13%
<i>Information Services</i>	2,884	4,898	1,825	1,333	5,852		230	17,022	-2%
<i>Youth Services/L4</i>	14,554	211			2,922			17,687	-10%
Maumelle	26,348	162	568		3,084		-	30,162	-2%
McMath	7,825	2,509	2,804		5,460		18	18,616	3%
Milam	24,777	2,439	297	7	4,320		-	31,840	-26%
Nixon	19,699	899	2,129		4,001		3	26,731	10%
Rooker	10,912	1,925	1,268		3,041		-	17,146	-2%
Sanders	8,866	1,974	721		2,957		-	14,518	-15%
Terry	23,891	1,173	833		6,132		-	32,029	-15%
Thompson	16,784	134	452		6,840		-	24,210	18%
Williams	5,075	319	1,003		1,275		-	7,672	-10%

Computer Use and WIFI Connections

LOCATION	Desktop Computers	Laptop	Total Computer Use	% Change Computer Use	WIFI Connections
System	223,568	22,226	245,794	-1%	449,652
Brooks	1,659	82	1,741	12%	11,350
Children's	16,848	337	17,185	-13%	17,617
Dee Brown	28,201	2,642	30,843	2%	27,085
Fletcher	16,869	1,064	17,933	68%	35,297
Library Square	45,729	7,070	52,799	-2%	153,080
<i>Roberts Library</i>	<i>318</i>		<i>318</i>	<i>-85%</i>	<i>21,501</i>
<i>Main Library/ Info. Services</i>	<i>37,947</i>	<i>7,070</i>	<i>45,017</i>	<i>-3%</i>	<i>131,579</i>
<i>Youth Services/L4</i>	<i>7,464</i>		<i>7,464</i>	<i>30%</i>	
Maumelle	7,814	399	8,213	-21%	22,873
McMath	23,196	1,116	24,312	-11%	20,144
Milam	4,322	3	4,325	-12%	10,164
Nixon	22,445	6,798	29,243	11%	47,760
Rooker	13,339	592	13,931	-8%	12,757
Sanders	9,594	198	9,792	-14%	14,822
Terry	14,695	859	15,554	-3%	23,586
Thompson	5,823	349	6,172	14%	30,839
Williams	13,034	717	13,751	-13%	22,278

Use of Online Resources

RESOURCE		2018	2017	% Change
Encyclopedia of Arkansas	Visits	1,473,818	1,767,009	-17%
	Page Views	3,329,747	3,407,254	-2%
Butler Center	Digital Files Accessed	167,043	174,909	-4%
	Podcasts Listened to	5,953	10,179	-42%
Research Databases	Visits	133,552	87,811	52%
	Page Views	399,105	470,893	-15%
CALs Websites	Total Visits	376,109	397,717	-5%
	Total Page Views	1,535,972	1,443,308	6%
<i>Main Website</i>	<i>Visits</i>	<i>314,477</i>	<i>329,061</i>	<i>-4%</i>
	<i>Page Views</i>	<i>1,391,331</i>	<i>1,285,392</i>	<i>8%</i>
<i>Literary Festival/ Arkansas Sounds/ Ron Robinson/Podcasts</i>	<i>Visits</i>	<i>33,505</i>	<i>35,946</i>	<i>-7%</i>
	<i>Page Views</i>	<i>71,182</i>	<i>74,945</i>	<i>-5%</i>
<i>Butler Center</i>	<i>Visits</i>	<i>28,127</i>	<i>32,710</i>	<i>-14%</i>
	<i>Page Views</i>	<i>73,459</i>	<i>82,971</i>	<i>-11%</i>