

CALS Annual Statistical Report

2019

2019 Library Visits

	2019	% Change	Monthly Average	Daily Average
Brooks	8,953	-13%	746	25
Children's	107,752	26%	8,979	295
Dee Brown	119,955	-13%	9,996	329
Fletcher	192,803	11%	16,067	528
Maumelle	96,884	28%	8,074	265
McMath	88,151	-24%	7,346	242
Milam	43,902	-6%	3,659	120
Nixon	128,522	-10%	10,710	352
Rooker	57,244	-4%	4,770	157
Sanders	129,740	25%	10,812	355
Terry	110,795	-5%	9,233	304
Thompson	111,692	-15%	9,308	306
Williams	117,334	4%	9,778	321
Library Square	546,712	6%	45,559	1,498
<i>Main Library</i>	<i>303,915</i>	<i>3%</i>	<i>25,326</i>	<i>833</i>
<i>Bookstore</i>	<i>61,214</i>	<i>4%</i>	<i>5,101</i>	<i>168</i>
<i>Roberts Library</i>	<i>153,142</i>	<i>9%</i>	<i>12,762</i>	<i>420</i>
<i>Ron Robinson</i>	<i>28,441</i>	<i>13%</i>	<i>2,370</i>	<i>78</i>
SYSTEM	1,860,439	2%	155,037	5,097

2019 Programs and Program Attendance

	Children				Young Adult				Adult			
	#Programs	% Change	Attendance	% Change	#Programs	% Change	Attendance	% Change	#Programs	% Change	Attendance	% Change
System	6,782	18%	143,506	7%	2,999	23%	69,943	28%	2,915	15%	59,683	6%
Brooks	267	85%	1,970	77%	116	132%	555	71%	79	32%	478	-11%
Children's	1,558	5%	33,888	4%	97	-5%	975	-5%	9	-79%	222	-58%
Dee Brown	100	-68%	2,381	-74%	291	188%	6,151	283%	301	0%	3,353	14%
Fletcher	458	50%	10,288	16%	193	19%	6,457	28%	98	66%	1,911	57%
Maumelle	422	44%	8,011	6%	116	59%	2,818	52%	113	45%	982	46%
McMath	386	9%	5,104	18%	81	47%	1,484	89%	82	-14%	859	-2%
Milam	437	-1%	7,132	3%	51	-6%	302	32%	86	-9%	2,491	36%
Nixon	380	43%	7,824	14%	200	-2%	3,367	-20%	153	-21%	1,118	-11%
Rooker	390	81%	4,213	-25%	12	-14%	115	28%	53	10%	696	8%
Sanders	455	26%	20,368	24%	481	34%	10,242	14%	144	0%	3,660	-25%
Terry	561	34%	10,667	18%	51	-29%	212	-70%	128	29%	1,348	24%
Thompson	329	27%	10,096	88%	52	11%	739	27%	222	23%	2,695	17%
Williams	95	-14%	1,579	-9%	462	-6%	20,167	20%	228	50%	1,318	-5%
Library Square	944	22%	19,985	10%	796	23%	16,359	31%	1,219	22%	38,552	6%
<i>Roberts Library</i>	3	200%	298	893%	32	23%	2,758	32%	124	-39%	13,257	-33%
<i>Patron Services</i>	6	-40%	1,190	-62%	12	-25%	757	-27%	307	35%	5,975	3%
<i>Information Services</i>	4	-69%	104	-51%	19	27%	478	61%	373	89%	1,148	53%
<i>Digital Literacy</i>	4	100%	247	312%		NA		NA	237	-19%	1,178	3%
<i>Youth Services/L4</i>	916	24%	18,109	25%	728	25%	12,309	46%	2	NA	126	NA
<i>Ron Robinson</i>					5	400%	57	-90%	132	230%	13,288	170%
<i>Bookstore</i>	11	57%	37	-3%					44	19%	3,580	-3%

2019 Meeting Room Usage

	Meetings (Number of groups)		
	2019	2018	% Change
System	7,107	6,786	5%
Brooks	3	14	-79%
Children's	508	409	24%
Dee Brown	197	150	31%
Fletcher	1,354	1,223	11%
Maumelle	144	100	44%
McMath	243	222	9%
Milam	158	166	-5%
Nixon	96	132	-27%
Rooker	509	424	20%
Sanders	283	288	-2%
Terry	283	238	19%
Thompson	355	584	-39%
Williams	244	210	16%
Library Square	2,730	2,626	4%
<i>Main Library</i>	1,410	1,529	-8%
<i>Bookstore</i>	339	289	17%
<i>Roberts Library</i>	717	565	27%
<i>Ron Robinson</i>	75	69	9%
<i>Hillcrest Hall</i>	189	174	9%

NOTE: Maumelle and Sanders were each closed in early 2018 for construction/renovation, leading to a jump in the number of meetings scheduled in 2019. Main Library reduced the number of meeting rooms available to the public in 2019, which caused the 8% drop in the number of meetings at that location.

2019 Staff Assistance to Patrons

LOCATION	Reader adv./Ref Questions	Instructional	TOTAL	% Change	Directional	Notary	Acct. Assistance	TOTAL	% Change
System	209,048	376,725	585,773	7%	356,555	9,944	256,901	623,400	18%
Brooks	813	3,478	4,291	-19%	1,490	0	702	2,192	-15%
Children's	8,490	15,560	24,050	42%	12,100	22	7,263	19,385	45%
Dee Brown	10,263	30,186	40,449	47%	13,708	2,061	9,492	25,261	56%
Fletcher	21,021	55,824	76,845	56%	30,040	1,210	23,171	54,421	75%
Maumelle	23,951	25,449	49,400	-5%	22,459	401	26,901	49,761	15%
McMath	4,018	18,667	22,685	-16%	45,592	1,419	33,719	80,730	10%
Milam	6,087	5,176	11,263	-37%	9,253	8	6,802	16,063	-9%
Nixon	23,728	49,239	72,967	-33%	31,757	1,220	26,353	59,330	-20%
Rooker	12,094	15,658	27,752	3%	25,536	461	11,232	37,229	15%
Sanders	33,178	63,602	96,780	119%	27,180	577	29,772	57,529	128%
Terry	7,212	24,320	31,532	-24%	24,498	881	15,158	40,537	5%
Thompson	13,264	16,698	29,962	2%	9,390	462	15,574	25,426	31%
Williams	6,702	6,368	13,070	-9%	13,369	661	7,308	21,338	5%
Library Square	38,227	46,500	84,727	-1%	90,183	561	43,454	134,198	11%
<i>Roberts</i>	12,791	5,755	18,546	6%	9,890	0	0	9,890	-2%
<i>Patron Services</i>	8,317	3,467	11,784	-16%	41,011	338	17,179	58,528	13%
<i>Information Services</i>	7,028	35,634	42,662	4%	27,178	179	12,344	39,701	-1%
<i>Youth Svcs/Level 4</i>	10,091	1,644	11,735	-10%	12,104	44	13,931	26,079	40%

2019 Circulation Totals and Branch Percentages

LOCATION	Print	Nonprint	Digital Downloads	TOTAL	% Change from 2018	% Total 2019 Circulation	Daily Average Circulation
System	1,211,835	651,629	864,055	2,727,519	5%	100%	7,473
Digital Library			864,055	864,055	27%	32%	2,367
Brooks	2,559	10,642		13,201	0%	0%	36
Children's	68,137	10,120		78,257	-7%	3%	214
Dee Brown	41,632	20,088		61,720	-11%	2%	169
Fletcher	142,494	54,896		197,390	1%	7%	541
Main	199,214	131,469		330,683	-9%	12%	906
Maumelle	105,133	55,327		160,460	17%	6%	440
McMath	44,609	24,162		68,771	-12%	3%	188
Milam	39,265	36,775		76,040	-6%	3%	208
Nixon	72,972	76,338		149,310	-12%	5%	409
Rooker	56,547	35,081		91,628	-10%	3%	251
Sanders	108,209	53,065		161,274	14%	6%	442
Terry	175,258	82,937		258,195	-2%	9%	707
Thompson	141,612	52,060		193,672	-2%	7%	531
Williams	14,194	8,669		22,863	-14%	1%	63

NOTE: Maumelle and Sanders were closed during the first months of 2018 for construction, leading to double-digit growth for those locations in 2019.

2019 Circulation of Digital and Print Items

All Digital Materials

	2019	2018	%Change
eBooks	355,452	326,986	9%
Audiobooks	271,135	222,537	22%
Video	6,428	5,296	21%
Music	219,320	118,654	85%
Magazines	11,720	6,076	93%
Total Digital	864,055	679,549	27%

NOTES:

- The collection of digital magazines was enlarged in 2019.
- 2019 marked the first full year of music streaming.
- Sanders' and Maumelle's print circulation growth can be attributed to those locations having been closed part of 2018 for construction.

Print Materials LOCATION	All					TOTAL	% Change
	Adult Books	Children's Books	Young Adult Books	Juvenile Books	Print Magazines		
System	609,669	530,867	60,231	591,098	11,068	1,211,835	-1%
Brooks	673	1,319	249	1,568	318	2,559	-10%
Children's	1,308	64,118	2,657	66,775	54	68,137	-6%
Dee Brown	26,423	12,012	3,102	15,114	95	41,632	-9%
Fletcher	84,160	47,625	4,041	51,666	6,668	142,494	3%
Main	134,833	51,420	12,948	64,368	13	199,214	-5%
Maumelle	44,792	53,997	5,974	59,971	370	105,133	19%
McMath	26,613	15,149	2,731	17,880	116	44,609	-9%
Milam	19,003	17,288	1,681	18,969	1,293	39,265	-8%
Nixon	43,729	24,977	4,113	29,090	153	72,972	-14%
Rooker	30,963	22,222	3,160	25,382	202	56,547	-5%
Sanders	50,067	52,808	4,850	57,658	484	108,209	12%
Terry	80,501	87,654	6,643	94,297	460	175,258	0%
Thompson	57,655	76,508	7,211	83,719	238	141,612	-2%
Williams	8,949	3,770	871	4,641	604	14,194	-15%
% Change	-2%	-1%	2%	-1%	18%	-1%	

2019 Circulation of Nonbook Items

LOCATION	DVDs	CD Books	CD Music	Toys/Tools	Telescopes	Fishing Poles	Other	TOTAL	% Change
System	581,506	45,842	22,070	794	400	383	634	651,629	-6%
Brooks	10,610				3	11	18	10,642	3%
Children's	7,697	1,238	1,118		41	9	17	10,120	-13%
Dee Brown	18,344	1,128	279	292	28	16	1	20,088	-15%
Fletcher	48,799	5,999			34	51	13	54,896	-4%
Main	104,279	7,141	19,840		40	67	102	131,469	-15%
Maumelle	51,396	3,880			24	26	1	55,327	14%
McMath	22,503	1,620			29	4	6	24,162	-17%
Milam	34,628	1,858	213		12	29	35	36,775	-4%
Nixon	72,152	3,439	186	502	27	12	20	76,338	-9%
Rooker	32,197	2,793			24	32	35	35,081	-17%
Sanders	49,002	3,678			29	23	333	53,065	19%
Terry	74,659	8,210			32	35	1	82,937	-4%
Thompson	46,905	4,551	434		58	60	52	52,060	-2%
Williams	8,335	307			19	8	0	8,669	-12%
% Change	-4%	-16%	-4%		112%	-31%	144%	-6%	

NOTE: The other category includes such items as engravers, Kill-A-Watt meters, musical instruments, Weekend Bags for children, etc.

2019 In-House Use

LOCATION	Books	Periodicals	Fax	Microforms	Study rooms	Manuscripts	Games/Game Controllers	Other	TOTAL	% Change
System	238,850	24,313	22,529	1,172	70,284	2,915	16,973	350	377,386	1%
Brooks	529	204	157		364		4,420		5,674	70%
Children's	17,896	111	787		1,571				20,365	-3%
Dee Brown	7,814	107	2,486		4,880				15,287	-1%
Fletcher	22,126	6,864	5,094		6,670			166	40,920	19%
Maumelle	27,661	437	466		4,236				32,800	9%
McMath	7,978	2,203	3,271		5,347				18,799	1%
Milam	15,275	1,167	315	1	2,686				19,444	-39%
Nixon	19,156	1,376	1,938		3,936			2	26,408	-1%
Rooker	12,212	1,831	1,427		2,804				18,274	7%
Sanders	12,428	3,052	1,484		4,155				21,119	45%
Terry	20,357	1,597	1,029		5,787				28,770	-10%
Thompson	19,772	403	468		7,235				27,878	15%
Williams	4,272	330	961		1,098				6,661	-13%
Library Square	51,374	4,631	2,646	1,171	19,515	2,915	12,553	182	94,987	-1%
<i>Roberts</i>	6,580	292		269		2,915			10,056	-10%
<i>Patron Services</i>	28,067	4			9,937				38,008	-4%
<i>Information Services</i>	2,852	4,283	2,646	902	6,836			182	17,701	4%
<i>Youth Svcs/Level 4</i>	13,875	52		1,172	2,742	2,915	12,553		29,222	4%
% Change	-4%	8%	33%	-27%	0%	21%	62%	-20%		

2019 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	512,270	304,800	817,070	20,954	8,462	109,494	67,270	55,814	1,907	1,080,971
Millie Brooks	488	1,578	2,066	0	0	2,351			57	4,474
Children's	797	33,316	34,113	516	425	1,851			38	36,943
Dee Brown	22,637	17,163	39,800	699	130	2,539			358	43,526
Fletcher	42,596	26,334	68,930	2,240	0	10,629			35	81,834
Main	180,982	46,912	227,894	3,925	6,776	20,906			516	260,017
Maumelle	22,714	20,028	42,742	1,939	0	10,103			96	54,880
McMath	20,459	15,525	35,984	1,113	0	4,052			72	41,221
Milam	17,016	15,880	32,896	1,039	138	5,264			84	39,421
Nixon	32,990	22,902	55,892	1,835	124	8,959			290	67,100
Rooker	20,762	17,192	37,954	1,514	0	7,935			36	47,439
Sanders	22,314	24,246	46,560	1,490	0	8,569			85	56,704
Terry	46,185	31,211	77,396	2,999	0	16,376			91	96,862
Thompson	26,153	25,273	51,426	1,281	40	8,232			77	61,056
Williams	10,554	7,240	17,794	357	0	1,613			72	19,836
Roberts	45,623	0	45,623	7	829	115				46,574
System Titles			340,419	12,078	7,725	34,927	61,004	54,008	269	510,430

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

2019 Items Added to the Collection

LOCATION	Adult Books	Juvenile Books	CD Books	CD Music	DVDs	eBooks	Digital Audio	Other	TOTAL ITEMS ADDED
All Items	19,609	16,968	1,280	739	14,757	6,547	8,481	489	68,870
Millie Brooks	44	172	0	0	382			3	601
Children's	50	1,887	18	20	267			7	2,249
Dee Brown	1,149	732	59	14	403			313	2,670
Fletcher	2,513	1,465	165	0	930			7	5,080
Main	3,940	2,436	205	642	3,342			28	10,593
Maumelle	1,364	1,453	99	0	1,271			7	4,194
McMath	1,049	757	58	0	520			7	2,391
Milam	680	607	48	17	748			7	2,107
Nixon	1,537	1,218	102	29	1,891			88	4,865
Rooker	938	731	78	0	717			3	2,467
Sanders	1,443	1,858	114	0	1,144			3	4,562
Terry	2,230	1,879	209	0	1,872			7	6,197
Thompson	1,642	1,528	124	17	1,094			4	4,409
Williams	384	245	1	0	176			4	810
Roberts	646	0	0	0	0			1	647
System Titles	7,571	3,826	629	588	2,332	5,272	7,969	8	28,195

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

2019 Computer Use and WiFi Connections

LOCATION	Desktop Computers	Laptops	Total Computer Use	% Change Computer Use	WiFi Sessions
System	220,504	22,214	242,718	-1%	939,724
Brooks	1,472	44	1,516	-13%	15,706
Children's	11,831	275	12,106	-30%	23,211
Dee Brown	27,574	2,488	30,062	-3%	53,176
Fletcher	16,897	1,733	18,630	4%	49,998
Maumelle	9,558	325	9,883	20%	55,106
McMath	21,784	1,255	23,039	-5%	34,980
Milam	5,042	18	5,060	17%	16,895
Nixon	19,517	4,469	23,986	-18%	81,397
Rooker	11,009	451	11,460	-18%	19,906
Sanders	12,389	317	12,706	30%	23,620
Terry	12,916	371	13,287	-15%	44,983
Thompson	5,394	249	5,643	-9%	39,792
Williams	12,753	520	13,273	-3%	44,738
Library Square	52,368	9,699	62,067	18%	436,216
<i>Roberts</i>	2,680		2,680	743%	102,444
<i>Main Library-Info Services</i>	39,505	9,699	49,204	9%	330,193
<i>Main Library-Youth Services/L4</i>	10,183		10,183	36%	
<i>Hillcrest Hall</i>			-		3,579

NOTE: Main Library-Info Services WiFi Sessions includes Bookstore and Ron Robinson Theater.

2019 Use of Online Resources

RESOURCE		2019	2018	% Change
Encyclopedia of Arkansas	Visits	1,365,335	1,473,818	-7%
	Page Views	2,887,873	3,329,747	-13%
Butler Center	Digital Files Accessed	236,200	167,043	41%
Research Databases	Visits	109,131	133,552	-18%
	Page Views	467,627	399,105	17%
CALs Websites	Total Visits	523,023	356,250	47%
	Total Page Views	1,770,412	1,501,052	18%
<i>Main Website</i>	<i>Visits</i>	<i>481,301</i>	<i>314,477</i>	<i>53%</i>
	<i>Page Views</i>	<i>1,659,178</i>	<i>1,391,331</i>	<i>19%</i>
<i>Six Bridges Book Festival</i>	<i>Visits</i>	<i>15,009</i>	<i>13,646</i>	<i>10%</i>
	<i>Page Views</i>	<i>45,140</i>	<i>36,262</i>	<i>24%</i>
<i>Butler Center</i>	<i>Visits</i>	<i>26,713</i>	<i>28,127</i>	<i>-5%</i>
	<i>Page Views</i>	<i>66,094</i>	<i>73,459</i>	<i>-10%</i>