

# CALS Annual Statistical Report

2020

# 2020 Library Visits

	2020	% Change	Monthly Average	Daily Average
<b>Brooks</b>	<b>2,224</b>	<b>-75%</b>	<b>185</b>	<b>6</b>
<b>Children's</b>	<b>37,757</b>	<b>-65%</b>	<b>3,146</b>	<b>103</b>
<b>Dee Brown</b>	<b>53,858</b>	<b>-55%</b>	<b>4,488</b>	<b>148</b>
<b>Fletcher</b>	<b>73,502</b>	<b>-62%</b>	<b>6,125</b>	<b>201</b>
<b>Maumelle</b>	<b>34,655</b>	<b>-64%</b>	<b>2,888</b>	<b>95</b>
<b>McMath</b>	<b>42,816</b>	<b>-51%</b>	<b>3,568</b>	<b>117</b>
<b>Milam</b>	<b>12,358</b>	<b>-72%</b>	<b>1,030</b>	<b>34</b>
<b>Nixon</b>	<b>48,995</b>	<b>-62%</b>	<b>4,083</b>	<b>134</b>
<b>Rooker</b>	<b>21,249</b>	<b>-63%</b>	<b>1,771</b>	<b>58</b>
<b>Sanders</b>	<b>44,628</b>	<b>-66%</b>	<b>3,719</b>	<b>122</b>
<b>Terry</b>	<b>57,759</b>	<b>-48%</b>	<b>4,813</b>	<b>158</b>
<b>Thompson</b>	<b>55,986</b>	<b>-50%</b>	<b>4,666</b>	<b>153</b>
<b>Williams</b>	<b>43,614</b>	<b>-63%</b>	<b>3,634</b>	<b>119</b>
<b>Library Square</b>	<b>134,098</b>	<b>-75%</b>	<b>11,175</b>	<b>367</b>
<i>Main Library</i>	<i>84,914</i>	<i>-72%</i>	<i>7,076</i>	<i>233</i>
<i>Bookstore</i>	<i>11,804</i>	<i>-81%</i>	<i>984</i>	<i>32</i>
<i>Roberts Library</i>	<i>34,155</i>	<i>-78%</i>	<i>2,846</i>	<i>94</i>
<i>Ron Robinson</i>	<i>3,225</i>	<i>-89%</i>	<i>269</i>	<i>9</i>
<b>SYSTEM</b>	<b>663,499</b>	<b>-64%</b>	<b>55,292</b>	<b>1,818</b>

NOTE: Totals include in-house and curbside visits.

# 2020 Programs and Program Attendance

	Children				Young Adult				Adult			
	#Programs	% Change	Attendance	% Change	#Programs	% Change	Attendance	% Change	#Programs	% Change	Attendance	% Change
<b>System</b>	<b>2,271</b>	<b>-67%</b>	<b>87,780</b>	<b>-39%</b>	<b>801</b>	<b>-73%</b>	<b>26,252</b>	<b>-62%</b>	<b>1,231</b>	<b>-58%</b>	<b>31,356</b>	<b>-47%</b>
Brooks	21	-92%	48	-98%	1	-99%	13	-98%	2	-97%	25	-95%
Children's	461	-70%	18,864	-44%	9	-91%	105	-89%	11	22%	241	9%
Dee Brown	30	-70%	1,049	-56%	63	-78%	1,579	-74%	47	-84%	432	-87%
Fletcher	126	-72%	13,595	32%	68	-65%	1,403	-78%	28	-71%	2,387	25%
Maumelle	96	-77%	2,003	-75%	53	-54%	1,037	-63%	31	-73%	402	-59%
McMath	91	-76%	918	-82%	28	-65%	458	-69%	23	-72%	338	-61%
Milam	130	-70%	2,507	-65%	9	-82%	93	-69%	74	-14%	1,270	-49%
Nixon	184	-52%	3,262	-58%	87	-57%	1,500	-55%	102	-33%	3,053	173%
Rooker	154	-61%	3,976	-6%	10	-17%	360	213%	24	-55%	1,204	73%
Sanders	313	-31%	14,953	-27%	153	-68%	6,523	-36%	47	-67%	1,468	-60%
Terry	221	-61%	4,633	-57%	12	-76%	48	-77%	64	-50%	1,220	-9%
Thompson	72	-78%	1,551	-85%	11	-79%	52	-93%	68	-69%	656	-76%
Williams	12	-87%	192	-88%	73	-84%	5,524	-73%	30	-87%	424	-68%
Main Library/ Library Square	<b>360</b>	<b>-62%</b>	<b>20,229</b>	<b>1%</b>	<b>224</b>	<b>-72%</b>	<b>7,557</b>	<b>-54%</b>	<b>680</b>	<b>-44%</b>	<b>18,236</b>	<b>-53%</b>

NOTE: Programs counted include in-person, live virtual, and recorded video programs. Passive and Grab-and-Go programs are not included.

# 2020 Meeting Room Usage

	Meetings (Number of groups)		
	2020	2019	% Change
<b>System</b>	<b>1,443</b>	<b>7,107</b>	<b>-80%</b>
Brooks	1	3	-67%
Children's	90	508	-82%
Dee Brown	73	197	-63%
Fletcher	267	1,354	-80%
Maumelle	31	144	-78%
McMath	82	243	-66%
Milam	21	158	-87%
Nixon	21	96	-78%
Rooker	49	509	-90%
Sanders	38	283	-87%
Terry	80	283	-72%
Thompson	104	355	-71%
Williams	61	244	-75%
<b>Library Square</b>	<b>525</b>	<b>2,730</b>	<b>-81%</b>
<i>Main Library</i>	240	1,410	-83%
<i>Bookstore</i>	78	339	-77%
<i>Roberts Library</i>	149	717	-79%
<i>Ron Robinson</i>	15	75	-80%
<i>Hillcrest Hall</i>	43	189	-77%

NOTE: The COVID-19 pandemic required closing access to all meeting rooms across the library system after March 13, 2020.

# 2020 Staff Assistance to Patrons

LOCATION	Reader adv./Ref Questions	Instructional	TOTAL	% Change	Directional	Notary	Acct. Assistance	TOTAL	% Change
<b>System</b>	<b>66,835</b>	<b>115,504</b>	<b>182,339</b>	<b>-37%</b>	<b>190,532</b>	<b>6,284</b>	<b>124,712</b>	<b>321,528</b>	<b>-61%</b>
Brooks	294	521	815	-36%	344	0	149	493	-70%
Children's	2,577	7,192	9,769	-26%	7,028	22	3,187	10,237	-69%
Dee Brown	3,077	4,980	8,057	-38%	7,769	1,425	2,819	12,013	-77%
Fletcher	6,709	18,260	24,969	-27%	22,722	588	24,016	47,326	-49%
Maumelle	4,099	6,416	10,515	-39%	8,646	264	11,392	20,302	-44%
McMath	1,156	9,237	10,393	-11%	15,152	1,348	9,587	26,087	-63%
Milam	2,208	1,349	3,557	-62%	5,146	13	3,837	8,996	-57%
Nixon	6,350	16,832	23,182	-27%	30,232	367	11,015	41,614	-74%
Rooker	2,925	4,525	7,450	-39%	10,383	245	4,348	14,976	-71%
Sanders	7,231	11,059	18,290	-40%	11,542	582	6,762	18,886	-64%
Terry	7,411	5,776	13,187	-56%	20,424	280	15,230	35,934	-58%
Thompson	3,436	5,886	9,322	-37%	7,216	295	8,356	15,867	-47%
Williams	1,771	2,831	4,602	-38%	7,830	228	2,123	10,181	-79%
<b>Library Square</b>	<b>17,591</b>	<b>20,640</b>	<b>38,231</b>	<b>-46%</b>	<b>36,098</b>	<b>627</b>	<b>21,891</b>	<b>58,616</b>	<b>-63%</b>
<i>Roberts</i>	<i>5,410</i>	<i>1,839</i>	<i>7,249</i>	<i>-75%</i>	<i>3,257</i>	<i>0</i>	<i>0</i>	<i>3,257</i>	<i>-100%</i>
<i>Patron Services</i>	<i>3,625</i>	<i>1,304</i>	<i>4,929</i>	<i>-74%</i>	<i>15,700</i>	<i>127</i>	<i>7,367</i>	<i>23,194</i>	<i>-68%</i>
<i>Information Services</i>	<i>6,722</i>	<i>17,214</i>	<i>23,936</i>	<i>-28%</i>	<i>14,473</i>	<i>491</i>	<i>11,855</i>	<i>26,819</i>	<i>-56%</i>
<i>Youth Svcs/Level 4</i>	<i>1,834</i>	<i>283</i>	<i>2,117</i>	<i>-87%</i>	<i>2,668</i>	<i>9</i>	<i>2,669</i>	<i>5,346</i>	<i>-50%</i>

NOTE: Totals include in-person, phone, email, and web chat assistance.

# 2020 Circulation Totals and Branch Percentages

LOCATION	Print	Nonprint	Digital Downloads	TOTAL	% Change from 2019	% Total 2020 Circulation	Daily Average Circulation
<b>System</b>	<b>697,188</b>	<b>306,909</b>	<b>947,793</b>	<b>1,951,890</b>	<b>-28%</b>	<b>100%</b>	<b>5,333</b>
<b>Digital Library</b>			947,793	947,793	10%	49%	2,590
<b>Brooks</b>	716	2,680		3,396	-74%	0%	9
<b>Children's</b>	36,401	3,808		40,209	-49%	2%	110
<b>Dee Brown</b>	25,422	10,698		36,120	-41%	2%	99
<b>Fletcher</b>	84,594	28,878		113,472	-43%	6%	310
<b>Main</b>	108,878	61,857		170,735	-48%	9%	466
<b>Maumelle</b>	58,056	27,268		85,324	-47%	4%	233
<b>McMath</b>	27,839	9,520		37,359	-46%	2%	102
<b>Milam</b>	22,967	16,374		39,341	-48%	2%	107
<b>Nixon</b>	41,423	29,313		70,736	-53%	4%	193
<b>Rooker</b>	34,889	17,186		52,075	-43%	3%	142
<b>Sanders</b>	60,759	26,880		87,639	-46%	4%	239
<b>Terry</b>	101,989	42,650		144,639	-44%	7%	395
<b>Thompson</b>	84,624	26,520		111,144	-43%	6%	304
<b>Williams</b>	8,631	3,277		11,908	-48%	1%	33

# 2020 Circulation of Digital and Print Items

## All Digital Materials

	2020	2019	%Change
eBooks/comics	411,555	355,514	16%
Audiobooks	294,418	271,135	9%
Video	15,786	6,428	146%
Music	217,415	219,320	-1%
Magazines	8,619	11,720	-26%
<b>Total Digital</b>	<b>947,793</b>	<b>864,055</b>	<b>10%</b>

Print Materials LOCATION	All					TOTAL	% Change
	Adult Books	Children's Books	Young Adult Books	Juvenile Books	Print Magazines		
System	360,716	299,968	31,217	331,185	5,287	697,188	-42%
Brooks	208	386	56	442	66	716	-72%
Children's	932	34,215	1,151	35,366	103	36,401	-47%
Dee Brown	16,313	7,432	1,579	9,011	98	25,422	-39%
Fletcher	51,575	29,208	2,749	31,957	1,062	84,594	-41%
Main	75,712	28,094	4,518	32,612	554	108,878	-45%
Maumelle	26,497	28,577	2,717	31,294	265	58,056	-45%
McMath	16,195	9,684	1,577	11,261	383	27,839	-38%
Milam	10,903	10,856	855	11,711	353	22,967	-42%
Nixon	25,631	13,205	2,313	15,518	274	41,423	-43%
Rooker	20,270	12,608	1,624	14,232	387	34,889	-38%
Sanders	29,101	28,013	2,906	30,919	739	60,759	-44%
Terry	48,094	49,562	3,896	53,458	437	101,989	-42%
Thompson	34,094	45,690	4,342	50,032	498	84,624	-40%
Williams	5,191	2,438	934	3,372	68	8,631	-39%
% Change	-41%	-43%	-48%	-44%	-52%	-42%	

# 2020 Circulation of Nonbook Items

LOCATION	DVDs	CD Books	CD Music	Toys/Tools	Telescopes	Fishing Poles	Other	TOTAL	% Change
System	273,337	20,967	9,576	717	148	253	1,911	306,909	-53%
Brooks	2,679						1	2,680	-75%
Children's	2,795	533	448		10	5	17	3,808	-62%
Dee Brown	9,298	563	139	655	17	2	24	10,698	-47%
Fletcher	25,037	2,574			9	20	1,238	28,878	-47%
Main	49,855	3,108	8,847		20	3	24	61,857	-53%
Maumelle	25,081	2,149			6	13	19	27,268	-51%
McMath	8,702	780			12	9	17	9,520	-61%
Milam	15,426	756	49		3	96	44	16,374	-55%
Nixon	27,522	1,599	92	62	8	17	13	29,313	-62%
Rooker	15,738	1,410			14	10	14	17,186	-51%
Sanders	25,005	1,703			8	9	155	26,880	-49%
Terry	38,998	3,600			15	32	5	42,650	-49%
Thompson	24,062	2,064	1		24	37	332	26,520	-49%
Williams	3,139	128			2		8	3,277	-62%
% Change	-53%	-54%	-57%		-63%	-34%	201%	-53%	

NOTE: The other category includes such items as engravers, Kill-A-Watt meters, musical instruments, Weekend Bags for children, etc. Toys, tools, telescopes, and fishing pole circulation was limited for several months due to the COVID-19 pandemic.

# 2020 In-House Use

LOCATION	Books	Periodicals	Fax	Microforms	Study rooms	Manuscripts	Games/Game Controllers	Other	TOTAL	% Change
<b>System</b>	<b>66,788</b>	<b>5,287</b>	<b>7,604</b>	<b>646</b>	<b>14,250</b>	<b>2,991</b>	<b>2,109</b>	<b>8,597</b>	<b>108,272</b>	<b>-71%</b>
Brooks	58	66	35		60		139	111	469	-92%
Children's	4,454	103	459		179			397	5,592	-73%
Dee Brown	2,552	98	1,494		946			379	5,469	-64%
Fletcher	8,772	1,062	385		1,060			1,023	12,302	-70%
Maumelle	6,643	265	352		772			130	8,162	-75%
McMath	3,217	383	1,165		1,188			1,335	7,288	-61%
Milam	3,046	353	137		306			621	4,463	-77%
Nixon	5,418	274	1,180		757			1,357	8,986	-66%
Rooker	1,901	387	511		621			280	3,700	-80%
Sanders	3,702	739	335		1,355			561	6,692	-68%
Terry	9,730	437	309		1,240			188	11,904	-59%
Thompson	7,260	498	187		1,482			333	9,760	-65%
Williams	867	68	754		231			110	2,030	-70%
<b>Library Square</b>	<b>9,168</b>	<b>554</b>	<b>301</b>	<b>646</b>	<b>4053</b>	<b>2,991</b>	<b>1970</b>	<b>1,772</b>	<b>21,455</b>	<b>-77%</b>
<i>Roberts</i>	2,385	162		51		2,991		798	6,387	-36%
<i>Patron Services</i>	2,830	4	4		1,962			339	5,139	-8%
<i>Information Services</i>	770	378	297	595	1,479			465	3,984	-77%
<i>Youth Svcs/Level 4</i>	3,183	10			612		1,970	170	5,945	-80%
<b>% Change</b>	<b>-72%</b>	<b>-78%</b>	<b>-66%</b>	<b>-45%</b>	<b>-80%</b>	<b>3%</b>	<b>-88%</b>	<b>2356%</b>	<b>-71%</b>	

# 2020 Total Items in the Collection

LOCATION	Adult Books	Juvenile Books	Total Books	CD Books	CD Music	DVDs	eBooks	Digital Audio	Other	TOTAL COLLECTION
<b>All Items</b>	<b>467,253</b>	<b>295,941</b>	<b>763,194</b>	<b>20,336</b>	<b>9,029</b>	<b>112,602</b>	<b>77,046</b>	<b>65,967</b>	<b>3,101</b>	<b>1,051,275</b>
Millie Brooks	271	127	398	0	0	2,150			36	2,584
Children's	818	32,841	33,659	514	417	1,728			74	36,392
Dee Brown	21,022	16,340	37,362	673	129	2,342			506	41,012
Fletcher	40,825	26,485	67,310	2,206	0	10,675			691	80,882
Main	145,073	45,297	190,370	4,100	7,248	21,392			612	223,722
Maumelle	22,636	20,373	43,009	1,943	0	10,616			53	55,621
McMath	19,411	15,384	34,795	1,106	0	3,773			95	39,769
Milam	16,086	15,165	31,251	911	142	5,545			136	37,985
Nixon	31,359	21,640	52,999	1,640	142	8,863			232	63,876
Rooker	20,861	16,030	36,891	1,514	0	8,071			47	46,523
Sanders	22,394	23,758	46,152	1,356	0	9,329			106	56,943
Terry	45,723	31,223	76,946	3,010	0	17,136			58	97,150
Thompson	25,891	25,494	51,385	1,285	0	9,316			294	62,280
Williams	8,783	5,784	14,567	73	0	1,547			85	16,272
Roberts	46,100	0	46,100	5	951	119			76	47,251
System Titles	255,458	89,125	344,583	12,007	8,345	36,897	68,971	56,193	NA	526,996

NOTE: Other includes such items as print periodicals, 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.

# 2020 Items Added to the Collection

LOCATION	Adult Books	Juvenile Books	CD Books	CD Music	DVDs	eBooks	Digital Audio	Other	TOTAL ITEMS ADDED
<b>All Items</b>	<b>15,875</b>	<b>15,091</b>	<b>318</b>	<b>761</b>	<b>10,324</b>	<b>9,776</b>	<b>10,153</b>	<b>1,418</b>	<b>63,716</b>
Millie Brooks	6	46	0	0	55			4	111
Children's	68	1,389	7	8	174			37	1,683
Dee Brown	862	730	7	4	336			173	2,112
Fletcher	2,011	1,395	45	0	742			666	4,859
Main	2,648	1,818	42	568	2,287			25	7,388
Maumelle	1,123	1,384	28	0	889			25	3,449
McMath	810	774	15	0	402			18	2,019
Milam	539	845	13	6	484			111	1,998
Nixon	1,241	1,087	29	5	1,169			33	3,564
Rooker	982	873	22	0	580			25	2,482
Sanders	1,207	1,493	31	0	1,063			9	3,803
Terry	1,834	1,526	48	0	1,185			11	4,604
Thompson	1,317	1,477	30	0	812			256	3,892
Williams	301	254	1	0	145			25	726
Roberts	926	0	0	170	1			0	1,097
System Titles	6,616	3,289	181	675	1,870	7,967	2,185	0	22,783

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.

# 2020 Computer Use and WiFi Connections

LOCATION	Desktop Computers	Laptops	Total Computer Use	% Change Computer Use	WiFi Sessions	% Change WiFi Sessions
<b>System</b>	<b>66,947</b>	<b>4,022</b>	<b>70,969</b>	<b>-71%</b>	<b>343,456</b>	<b>-63%</b>
Brooks	290	1	291	-81%	5,937	-62%
Children's	2,734	64	2,798	-77%	8,693	-63%
Dee Brown	9,028	493	9,521	-68%	22,331	-58%
Fletcher	4,929	285	5,214	-72%	14,909	-70%
Maumelle	2,872	108	2,980	-70%	24,206	-56%
McMath	8,156	265	8,421	-63%	17,169	-51%
Milam	1,410	20	1,430	-72%	8,141	-52%
Nixon	5,451	659	6,110	-75%	24,650	-70%
Rooker	3,571	81	3,652	-68%	5,910	-70%
Sanders	3,927	106	4,033	-68%	10,398	-56%
Terry	4,099	69	4,168	-69%	14,091	-69%
Thompson	1,663	61	1,724	-69%	13,457	-66%
Williams	3,503	136	3,639	-73%	14,806	-67%
<b>Library Square</b>	<b>15,314</b>	<b>1,674</b>	<b>16,988</b>	<b>-73%</b>	<b>158,758</b>	<b>-64%</b>
<i>Roberts</i>	<i>574</i>		<i>574</i>	<i>-79%</i>	<i>32,748</i>	<i>-68%</i>
<i>Main Library-Info Services</i>	<i>12,660</i>	<i>1,674</i>	<i>14,334</i>	<i>-71%</i>	<i>122,778</i>	<i>-63%</i>
<i>Main Library-Youth Services/L4</i>	<i>2,080</i>		<i>2,080</i>	<i>-80%</i>		
<i>Hillcrest Hall</i>					<i>3,232</i>	<i>-10%</i>

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

## 2020 Use of Online Resources

RESOURCE		2020	2019	% Change
Encyclopedia of Arkansas	Visits	1,658,205	1,365,335	21%
Butler Center	Digital Files Accessed	260,263	236,200	10%
Research Databases	Hits/Page Views	387,617	301,503	29%
CALS Websites	Visits	728,660	523,023	39%
Facebook	1-Minute Video Views	14,322	NA	NA
	Hours Watched	1,851	NA	NA
	Engagements	293,964	NA	NA
YouTube	Number of Views	39,441	NA	NA
	Hours Watched	2,310	NA	NA
	Impressions	533,501	NA	NA