## SERVICE REPORT
### DANIEL BOONE REGIONAL LIBRARY
#### JULY 2014

### CIRCULATION STATISTICS

<table>
<thead>
<tr>
<th>MONTH</th>
<th>2014</th>
<th>2013</th>
<th>% Change</th>
<th>2014</th>
<th>2013</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Columbia Public Library Circulation*</td>
<td>160,294</td>
<td>169,553</td>
<td>-5.5%</td>
<td>984,099</td>
<td>1,051,392</td>
<td>-6.4%</td>
</tr>
<tr>
<td>Callaway County Public Library Circulation</td>
<td>14,977</td>
<td>17,562</td>
<td>-14.7%</td>
<td>95,223</td>
<td>109,327</td>
<td>-12.9%</td>
</tr>
<tr>
<td>Outreach Circulation</td>
<td>6,833</td>
<td>7,900</td>
<td>-13.5%</td>
<td>45,931</td>
<td>50,515</td>
<td>-9.1%</td>
</tr>
<tr>
<td>SoBoCo Public Library Circulation</td>
<td>7,104</td>
<td>8,447</td>
<td>-15.9%</td>
<td>45,265</td>
<td>54,510</td>
<td>-17.0%</td>
</tr>
<tr>
<td>Library-To-Go Circulation</td>
<td>1,155</td>
<td>695</td>
<td>66.2%</td>
<td>8,962</td>
<td>5,190</td>
<td>72.7%</td>
</tr>
<tr>
<td>Digital Branch (eBks, downloadable audiobks &amp; magazines)</td>
<td>23,640</td>
<td>15,822</td>
<td>49.4%</td>
<td>151,384</td>
<td>95,490</td>
<td>58.5%</td>
</tr>
<tr>
<td>Total Materials Circulated</td>
<td>214,003</td>
<td>219,979</td>
<td>-2.7%</td>
<td>1,330,864</td>
<td>1,366,424</td>
<td>-2.6%</td>
</tr>
</tbody>
</table>

### LIBRARY VISITS

<table>
<thead>
<tr>
<th>Service</th>
<th>2014</th>
<th>2013</th>
<th>% Change</th>
<th>2014</th>
<th>2013</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookmobile</td>
<td>782</td>
<td>956</td>
<td>-18.2%</td>
<td>5,918</td>
<td>6,297</td>
<td>-6.0%</td>
</tr>
<tr>
<td>Delivery Services</td>
<td>185</td>
<td>205</td>
<td>-9.8%</td>
<td>1,284</td>
<td>1,344</td>
<td>-4.5%</td>
</tr>
<tr>
<td>Columbia Public Library</td>
<td>49,551</td>
<td>62,067</td>
<td>-20.2%</td>
<td>288,346</td>
<td>390,893</td>
<td>-26.2%</td>
</tr>
<tr>
<td>Average Per Day</td>
<td>1,652</td>
<td>2,069</td>
<td>-20.2%</td>
<td>164</td>
<td>207</td>
<td>-20.8%</td>
</tr>
<tr>
<td>Average Per Hour</td>
<td>11,140</td>
<td>15,282</td>
<td>-27.1%</td>
<td>429</td>
<td>588</td>
<td>-27.0%</td>
</tr>
<tr>
<td>Callaway County Public Library</td>
<td>429</td>
<td>588</td>
<td>-27.0%</td>
<td>39</td>
<td>55</td>
<td>-29.1%</td>
</tr>
<tr>
<td>Average Per Day</td>
<td>2,262</td>
<td>2,685</td>
<td>-15.8%</td>
<td>87</td>
<td>103</td>
<td>-15.5%</td>
</tr>
<tr>
<td>Average Per Hour</td>
<td>9</td>
<td>11</td>
<td>-18.2%</td>
<td>9</td>
<td>11</td>
<td>-18.2%</td>
</tr>
</tbody>
</table>

### ELECTRONIC SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>2014</th>
<th>2013</th>
<th>% Change</th>
<th>2014</th>
<th>2013</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>DBRL Web Site Visits</td>
<td>68,719</td>
<td>68,176</td>
<td>0.8%</td>
<td>460,533</td>
<td>464,541</td>
<td>-0.9%</td>
</tr>
<tr>
<td>Database Uses</td>
<td>3,391</td>
<td>3,708</td>
<td>-8.5%</td>
<td>24,468</td>
<td>25,853</td>
<td>-5.4%</td>
</tr>
<tr>
<td>Internet Computer Sessions</td>
<td>19,763</td>
<td>18,031</td>
<td>9.6%</td>
<td>111,636</td>
<td>110,299</td>
<td>1.2%</td>
</tr>
<tr>
<td>Wireless Access Point Uses</td>
<td>9,532</td>
<td>9,061</td>
<td>5.2%</td>
<td>61,470</td>
<td>58,730</td>
<td>4.7%</td>
</tr>
</tbody>
</table>

### MEETING ROOM STATISTICS

<table>
<thead>
<tr>
<th>Service</th>
<th>2014</th>
<th>2013</th>
<th>% Change</th>
<th>2014</th>
<th>2013</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Groups Using Rooms (CPL)</td>
<td>53</td>
<td>76</td>
<td>-30.3%</td>
<td>486</td>
<td>534</td>
<td>-9.0%</td>
</tr>
<tr>
<td>Library-related Uses (CPL)**</td>
<td>33</td>
<td>32</td>
<td>3.1%</td>
<td>355</td>
<td>287</td>
<td>23.7%</td>
</tr>
<tr>
<td>Community Groups Using Rooms (CCPL)</td>
<td>8</td>
<td>12</td>
<td>-33.3%</td>
<td>72</td>
<td>90</td>
<td>-20.0%</td>
</tr>
<tr>
<td>Library-related Uses (CCPL)**</td>
<td>41</td>
<td>30</td>
<td>36.7%</td>
<td>225</td>
<td>212</td>
<td>6.1%</td>
</tr>
<tr>
<td>Community Groups Using Rooms (SBCPL)</td>
<td>13</td>
<td>9</td>
<td>44.4%</td>
<td>115</td>
<td>66</td>
<td>74.2%</td>
</tr>
<tr>
<td>Library-related Uses (SBCPL)**</td>
<td>20</td>
<td>18</td>
<td>11.1%</td>
<td>142</td>
<td>138</td>
<td>2.9%</td>
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</tbody>
</table>

*Includes ILL circulation
** Includes use by the Friends groups, library boards and committees, staff meetings, and library programs.
<table>
<thead>
<tr>
<th>MONTH</th>
<th>PROGRAMS / COMMUNITY EVENTS</th>
<th>CUMULATIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2014</td>
<td>2013</td>
</tr>
<tr>
<td></td>
<td>173</td>
<td>144</td>
</tr>
<tr>
<td></td>
<td>4,948</td>
<td>5,350</td>
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<tr>
<td></td>
<td>33</td>
<td>37</td>
</tr>
<tr>
<td></td>
<td>1,871</td>
<td>889</td>
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<table>
<thead>
<tr>
<th>REFERENCE / OTHER CONTACTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>19,343</td>
</tr>
<tr>
<td>7,651</td>
</tr>
<tr>
<td>11,692</td>
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<tr>
<td>3,075</td>
</tr>
<tr>
<td>1,890</td>
</tr>
<tr>
<td>1,185</td>
</tr>
<tr>
<td>2,203</td>
</tr>
<tr>
<td>1,400</td>
</tr>
<tr>
<td>803</td>
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</tbody>
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<table>
<thead>
<tr>
<th>MATERIALS STATISTICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>428,726</td>
</tr>
<tr>
<td>24,698</td>
</tr>
<tr>
<td>34,375</td>
</tr>
<tr>
<td>31,211</td>
</tr>
<tr>
<td>765</td>
</tr>
<tr>
<td>37,679</td>
</tr>
<tr>
<td>557,454</td>
</tr>
<tr>
<td>7,435</td>
</tr>
<tr>
<td>4,681</td>
</tr>
</tbody>
</table>

***A Reference Transaction is an information contact that involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff.