

**CLEVELAND PUBLIC LIBRARY  
MONTHLY ACTIVITY REPORT FOR SEP 2018**

| CIRCULATION<br>ACTIVITY  | Monthly Total  |                | Average Hourly |       | Year-to-Date     |                  | YTD<br>Gain/Loss |
|--------------------------|----------------|----------------|----------------|-------|------------------|------------------|------------------|
|                          | 2018           | 2017           | 2018           | 2017  | 2018             | 2017             |                  |
| Main Library             | 130,456        | 102,577        | 679            | 513   | 1,063,032        | 973,939          | 9.1%             |
| Branches*                | 226,388        | 216,651        | 1,279          | 1,027 | 1,937,405        | 1,976,145        | -2.0%            |
| Mobile Units             | 2,966          | 4,170          |                |       | 32,044           | 25,890           | 23.8%            |
| Library for the Blind    | 44,181         | 40,827         |                |       | 325,478          | 400,524          | -18.7%           |
| OLBPD BARD               | 12,830         | 10,009         |                |       | 102,250          | 110,049          | -7.1%            |
| eMedia                   | 40,818         | 31,569         |                |       | 353,914          | 295,642          | 19.7%            |
| <b>TOTAL CIRCULATION</b> | <b>457,639</b> | <b>405,803</b> |                |       | <b>3,814,123</b> | <b>3,782,189</b> | <b>1%</b>        |

| ELECTRONIC MEDIA<br>CIRCULATION | Monthly Total |               | Year-to-Date   |                | YTD<br>Gain/Loss                              |
|---------------------------------|---------------|---------------|----------------|----------------|---|
|                                 | 2018          | 2017          | 2018           | 2017           |   |
| eBook                           | 22,657        | 17,595        | 199,931        | 174,049        | 14.9%   |
| eAudiobook                      | 15,164        | 11,973        | 129,683        | 100,663        | 28.8%   |
| eMusic                          | 323           | 311           | 2,917          | 4,641          | -37.1%  |
| eVideo                          | 998           | 586           | 6,250          | 5,224          | 19.6%   |
| eMagazines                      | 1,676         | 1,104         | 15,133         | 11,065         | 36.8%   |
| <b>TOTAL eCIRCULATION</b>       | <b>40,818</b> | <b>31,569</b> | <b>353,914</b> | <b>295,642</b> | <b>19.7%</b> Included in circulation activity |

| COMPUTER<br>USAGE  | Number of<br>Computers | Average<br>Sessions | Number of Sessions |                | Hours in Use   |                | YTD<br>Gain/Loss |
|--------------------|------------------------|---------------------|--------------------|----------------|----------------|----------------|------------------|
|                    |                        |                     | 2018               | 2017           | 2018           | 2017           |                  |
| Main Library       | 107                    | 50 minutes          | 72,893             | 90,574         | 63,275         | 68,688         | -7.9%            |
| Branches           | 569                    | 40 minutes          | 525,980            | 618,049        | 359,999        | 415,748        | -13.4%           |
| <b>TOTAL USAGE</b> | <b>676</b>             |                     | <b>598,873</b>     | <b>708,623</b> | <b>423,274</b> | <b>484,436</b> | <b>-12.6%</b>    |

Sessions less than 5 minutes excluded. Hours in use does not include grace periods computers are held for patrons.

**WIRELESS SESSIONS**

New wifi session tracking program implemented in August 2018. Complete datasets unavailable at time of reporting.

| WALK-IN<br>COUNT    | Monthly Total  |                | Average Hourly |      | Year-to-Date     |                  | YTD<br>Gain/Loss |
|---------------------|----------------|----------------|----------------|------|------------------|------------------|------------------|
|                     | 2018           | 2017           | 2018           | 2017 | 2018             | 2017             |                  |
| Main Library        | 35,271         | 39,608         | 184            | 198  | 306,326          | 341,471          | -10%             |
| Branches*           | 165,704        | 186,683        | 936            | 885  | 1,457,593        | 1,702,999        | -14%             |
| <b>TOTAL VISITS</b> | <b>200,975</b> | <b>226,291</b> |                |      | <b>1,763,919</b> | <b>2,044,470</b> | <b>-13.7%</b>    |

**REPORT M**

\*Branch closures due to Revitalization Project: Glenville 2/5-4/16/18; Lorain 2/5-4/14/18; Harvard Lee 4/15-6/14/18; Jefferson 4/18-8/6/18; Addison 6/14-9/24/18; Carnegie West beginning 8/20; Fulton beginning 9/4; Langston Hughes beginning 9/17; Collinwood beginning 9/21.

**CLEVELAND PUBLIC LIBRARY  
BRANCH TOTAL CIRCULATION FOR SEP 2018**

| Branch                  | a<br>Branch<br>Circulation | b<br>Sent from<br>Other<br>Branches | c<br>Sent from<br>Main | d<br>Sent from<br>Other<br>CLEVNET<br>Systems | e<br>Total Direct<br>Circulation<br>(a+b+c+d) | f<br>Sent to Other<br>CLEVNET<br>Systems | g<br>Total<br>Circulation<br>(e+f) |
|-------------------------|----------------------------|-------------------------------------|------------------------|---|---|--|------------------------------------|
| Addison*                | 777                        | 1,945                               | 473                    | 1,069   | 4,264   | 7  | 4,271                              |
| Brooklyn                | 3,623                      | 882                                 | 457                    | 775   | 5,737   | 380                                      | 6,117                              |
| Carnegie West*          | 417                        | 1,388                               | 919                    | 628   | 3,352   | 389                                      | 3,741                              |
| Collinwood              | 2,591                      | 1,385                               | 417                    | 1,842   | 6,235   | 438                                      | 6,673                              |
| East 131st              | 2,627                      | 724                                 | 302                    | 625   | 4,278   | 299                                      | 4,577                              |
| Eastman                 | 10,496                     | 2,006                               | 1,235                  | 2,049   | 15,786  | 1,848                                    | 17,634                             |
| Fleet                   | 6,400                      | 1,505                               | 897                    | 1,323   | 10,125  | 650                                      | 10,775                             |
| Fulton                  | 1,109                      | 1,529                               | 280                    | 346   | 3,264   | 524                                      | 3,788                              |
| Garden Valley           | 2,052                      | 574                                 | 273                    | 285   | 3,184   | 209                                      | 3,393                              |
| Glenville               | 3,637                      | 1,172                               | 480                    | 1,649   | 6,938   | 454                                      | 7,392                              |
| Harvard-Lee             | 3,347                      | 1,055                               | 724                    | 1,256   | 6,382   | 795                                      | 7,177                              |
| Hough                   | 3,970                      | 943                                 | 376                    | 946   | 6,235   | 325                                      | 6,560                              |
| Jefferson*              | 3,052                      | 813                                 | 938                    | 999   | 5,802   | 608                                      | 6,410                              |
| Langston Hughes         | 2,721                      | 1,306                               | 472                    | 1,178   | 5,677   | 509                                      | 6,186                              |
| Lorain                  | 4,365                      | 1,055                               | 528                    | 947   | 6,895   | 560                                      | 7,455                              |
| Martin Luther King, Jr. | 2,609                      | 913                                 | 601                    | 958   | 5,081   | 563                                      | 5,644                              |
| Memorial-Nottingham     | 6,112                      | 965                                 | 1,196                  | 3,168   | 11,441  | 1,119                                    | 12,560                             |
| Mt. Pleasant            | 1,755                      | 915                                 | 388                    | 918   | 3,976   | 236                                      | 4,212                              |
| Rice                    | 6,725                      | 1,366                               | 915                    | 2,322   | 11,328  | 807                                      | 12,135                             |
| Rockport                | 10,401                     | 1,450                               | 1,425                  | 2,225   | 15,501  | 1,450                                    | 16,951                             |
| South                   | 4,916                      | 1,322                               | 718                    | 980   | 7,936   | 504                                      | 8,440                              |
| South Brooklyn          | 8,967                      | 1,416                               | 1,458                  | 2,200   | 14,041  | 1,347                                    | 15,388                             |
| Sterling                | 3,388                      | 971                                 | 403                    | 550   | 5,312   | 281                                      | 5,593                              |
| Union                   | 2,891                      | 830                                 | 276                    | 565   | 4,562   | 405                                      | 4,967                              |
| Walz                    | 7,498                      | 1,681                               | 1,126                  | 1,942   | 12,247  | 821                                      | 13,068                             |
| West Park               | 8,033                      | 1,503                               | 2,368                  | 3,455   | 15,359  | 1,847                                    | 17,206                             |
| Woodland                | 4,806                      | 1,221                               | 595                    | 904   | 7,526   | 549                                      | 8,075                              |
| <b>TOTAL</b>            | <b>119,285</b>             | <b>32,835</b>                       | <b>20,240</b>          | <b>36,104</b>                                 | <b>208,464</b>                                | <b>17,924</b>                            | <b>226,388</b>                     |

\*Branch closures due to Revitalization Project: Glenville 2/5-4/16/18; Lorain 2/5-4/14/18; Harvard Lee 4/15-6/14/18; Jefferson 4/18-8/6/18; Addison 6/14-9/24/18; Carnegie West beginning 8/20; Fulton beginning 9/4; Langston Hughes beginning 9/17; Collinwood beginning 9/21.

**CLEVELAND PUBLIC LIBRARY  
BRANCH TOTAL CIRCULATION COMPARATIVE FOR SEP 2018**

| BRANCH                  | Monthly Total  |                | Year-to-Date     |                  | YTD            | YTD        |
|-------------------------|----------------|----------------|------------------|------------------|----------------|------------|
|                         | 2018           | 2017           | 2018             | 2017             | Gain/Loss      | %G/L       |
| Addison*                | 4,271          | 7,498          | 53,246           | 65,481           | -12,235        | -19%       |
| Brooklyn                | 6,117          | 4,395          | 41,314           | 39,552           | 1,762          | 4%         |
| Carnegie West*          | 3,741          | 10,230         | 90,422           | 105,898          | -15,476        | -15%       |
| Collinwood              | 6,673          | 5,298          | 55,085           | 47,819           | 7,266          | 15%        |
| East 131st              | 4,577          | 4,152          | 39,510           | 33,257           | 6,253          | 19%        |
| Eastman                 | 17,634         | 14,636         | 143,891          | 140,134          | 3,757          | 3%         |
| Fleet                   | 10,775         | 10,297         | 95,718           | 85,869           | 9,849          | 11%        |
| Fulton                  | 3,788          | 12,547         | 75,167           | 96,829           | -21,662        | -22%       |
| Garden Valley           | 3,393          | 3,689          | 29,566           | 28,510           | 1,056          | 4%         |
| Glenville               | 7,392          | 5,523          | 36,952           | 47,225           | -10,273        | -22%       |
| Harvard-Lee             | 7,177          | 7,045          | 48,981           | 67,961           | -18,980        | -28%       |
| Hough                   | 6,560          | 4,970          | 48,127           | 37,007           | 11,120         | 30%        |
| Jefferson*              | 6,410          | 6,437          | 35,931           | 57,772           | -21,841        | -38%       |
| Langston Hughes         | 6,186          | 6,126          | 62,702           | 55,204           | 7,498          | 14%        |
| Lorain                  | 7,455          | 7,264          | 44,115           | 61,744           | -17,629        | -29%       |
| Martin Luther King, Jr. | 5,644          | 4,842          | 48,290           | 49,896           | -1,606         | -3%        |
| Memorial-Nottingham     | 12,560         | 10,926         | 105,404          | 97,417           | 7,987          | 8%         |
| Mt. Pleasant            | 4,212          | 3,401          | 35,305           | 29,953           | 5,352          | 18%        |
| Rice                    | 12,135         | 9,284          | 87,476           | 83,131           | 4,345          | 5%         |
| Rockport                | 16,951         | 14,321         | 146,372          | 139,893          | 6,479          | 5%         |
| South                   | 8,440          | 7,035          | 71,018           | 64,739           | 6,279          | 10%        |
| South Brooklyn          | 15,388         | 13,614         | 137,914          | 135,734          | 2,180          | 2%         |
| Sterling                | 5,593          | 4,312          | 40,437           | 37,023           | 3,414          | 9%         |
| Union                   | 4,967          | 3,418          | 37,510           | 37,152           | 358            | 1%         |
| Walz                    | 13,068         | 12,149         | 109,189          | 112,054          | -2,865         | -3%        |
| West Park               | 17,206         | 16,699         | 155,144          | 153,748          | 1,396          | 1%         |
| Woodland                | 8,075          | 6,543          | 62,619           | 65,143           | -2,524         | -4%        |
| <b>TOTAL</b>            | <b>226,388</b> | <b>216,651</b> | <b>1,937,405</b> | <b>1,976,145</b> | <b>-38,740</b> | <b>-2%</b> |

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**CLEVELAND PUBLIC LIBRARY  
BRANCH ATTENDANCE SEP 2018**

| BRANCH                  | Monthly Total  |                | Year-to-Date     |                  | YTD             | YTD         |
|-------------------------|----------------|----------------|------------------|------------------|-----------------|-------------|
|                         | 2018           | 2017           | 2018             | 2017             | Gain/Loss       | %G/L        |
| Addison*                | 1              | 5,215          | 24,440           | 46,583           | -22,143         | -48%        |
| Brooklyn                | 4,021          | 3,432          | 28,206           | 32,871           | -4,665          | -14%        |
| Carnegie West*          | 0              | 8,034          | 63,329           | 81,388           | -18,059         | -22%        |
| Collinwood              | 3,855          | 5,246          | 43,995           | 52,681           | -8,686          | -16%        |
| East 131st              | 8,324          | 9,116          | 65,284           | 62,107           | 3,177           | 5%          |
| Eastman                 | 9,779          | 10,518         | 81,852           | 90,575           | -8,723          | -10%        |
| Fleet                   | 8,562          | 8,353          | 74,829           | 81,546           | -6,717          | -8%         |
| Fulton                  | 1,243          | 7,176          | 54,504           | 65,941           | -11,437         | -17%        |
| Garden Valley           | 4,955          | 4,288          | 38,181           | 32,918           | 5,263           | 16%         |
| Glenville               | 5,334          | 5,565          | 28,882           | 44,670           | -15,788         | -35%        |
| Harvard-Lee             | 5,752          | 7,733          | 40,706           | 69,935           | -29,229         | -42%        |
| Hough                   | 7,268          | 7,774          | 60,310           | 62,510           | -2,200          | -4%         |
| Jefferson*              | 4,724          | 5,832          | 23,062           | 43,670           | -20,608         | -47%        |
| Langston Hughes         | 3,397          | 7,261          | 55,739           | 62,696           | -6,957          | -11%        |
| Lorain                  | 6,382          | 6,261          | 37,124           | 57,671           | -20,547         | -36%        |
| Martin Luther King, Jr. | 4,910          | 5,385          | 42,554           | 56,189           | -13,635         | -24%        |
| Memorial-Nottingham     | 6,487          | 5,705          | 48,135           | 51,310           | -3,175          | -6%         |
| Mt. Pleasant            | 3,227          | 4,194          | 31,785           | 37,599           | -5,814          | -15%        |
| Rice                    | 11,800         | 11,314         | 83,686           | 96,759           | -13,073         | -14%        |
| Rockport                | 8,791          | 8,179          | 64,276           | 74,172           | -9,896          | -13%        |
| South                   | 5,944          | 4,941          | 46,124           | 52,973           | -6,849          | -13%        |
| South Brooklyn          | 13,559         | 7,319          | 97,941           | 102,074          | -4,133          | -4%         |
| Sterling                | 8,035          | 8,549          | 66,364           | 78,200           | -11,836         | -15%        |
| Union                   | 5,450          | 5,900          | 51,075           | 47,875           | 3,200           | 7%          |
| Walz                    | 7,329          | 8,321          | 66,156           | 73,231           | -7,075          | -10%        |
| West Park               | 8,795          | 7,041          | 69,137           | 66,494           | 2,643           | 4%          |
| Woodland                | 7,780          | 8,031          | 69,917           | 78,361           | -8,444          | -11%        |
| <b>TOTAL</b>            | <b>165,704</b> | <b>186,683</b> | <b>1,457,593</b> | <b>1,702,999</b> | <b>-245,406</b> | <b>-14%</b> |

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**CLEVELAND PUBLIC LIBRARY  
BRANCH RANKINGS SEP 2018**

| Branch                            | Total Circulation |
|-----------------------------------|-------------------|
| 1 <b>Eastman</b>                  | 17,634            |
| 2 <b>West Park</b>                | 17,206            |
| 3 <b>Rockport</b>                 | 16,951            |
| 4 <b>South Brooklyn</b>           | 15,388            |
| 5 <b>Walz</b>                     | 13,068            |
| 6 <b>Memorial-Nottingham</b>      | 12,560            |
| 7 <b>Rice</b>                     | 12,135            |
| 8 <b>Fleet</b>                    | 10,775            |
| 9 <b>South</b>                    | 8,440             |
| 10 <b>Woodland</b>                | 8,075             |
| 11 <b>Lorain</b>                  | 7,455             |
| 12 <b>Glenville</b>               | 7,392             |
| 13 <b>Harvard-Lee</b>             | 7,177             |
| 14 <b>Collinwood</b>              | 6,673             |
| 15 <b>Hough</b>                   | 6,560             |
| 16 <b>Jefferson*</b>              | 6,410             |
| 17 <b>Langston Hughes</b>         | 6,186             |
| 18 <b>Brooklyn</b>                | 6,117             |
| 19 <b>Martin Luther King, Jr.</b> | 5,644             |
| 20 <b>Sterling</b>                | 5,593             |
| 21 <b>Union</b>                   | 4,967             |
| 22 <b>East 131st</b>              | 4,577             |
| 23 <b>Addison*</b>                | 4,271             |
| 24 <b>Mt. Pleasant</b>            | 4,212             |
| 25 <b>Fulton</b>                  | 3,788             |
| 26 <b>Carnegie West*</b>          | 3,741             |
| 27 <b>Garden Valley</b>           | 3,393             |
|                                   | <b>226,388</b>    |

| Branch                         | Attendance     |
|--------------------------------|----------------|
| <b>South Brooklyn</b>          | 13,559         |
| <b>Rice</b>                    | 11,800         |
| <b>Eastman</b>                 | 9,779          |
| <b>West Park</b>               | 8,795          |
| <b>Rockport</b>                | 8,791          |
| <b>Fleet</b>                   | 8,562          |
| <b>East 131st</b>              | 8,324          |
| <b>Sterling</b>                | 8,035          |
| <b>Woodland</b>                | 7,780          |
| <b>Walz</b>                    | 7,329          |
| <b>Hough</b>                   | 7,268          |
| <b>Memorial-Nottingham</b>     | 6,487          |
| <b>Lorain</b>                  | 6,382          |
| <b>South</b>                   | 5,944          |
| <b>Harvard-Lee</b>             | 5,752          |
| <b>Union</b>                   | 5,450          |
| <b>Glenville</b>               | 5,334          |
| <b>Garden Valley</b>           | 4,955          |
| <b>Martin Luther King, Jr.</b> | 4,910          |
| <b>Jefferson*</b>              | 4,724          |
| <b>Brooklyn</b>                | 4,021          |
| <b>Collinwood</b>              | 3,855          |
| <b>Langston Hughes</b>         | 3,397          |
| <b>Mt. Pleasant</b>            | 3,227          |
| <b>Fulton</b>                  | 1,243          |
| <b>Addison*</b>                | 1              |
| <b>Carnegie West*</b>          | 0              |
|                                | <b>165,704</b> |

| Branch                            | Population     |                |
|-----------------------------------|----------------|----------------|
|                                   | 2010           | 2000           |
| 1 <b>South Brooklyn</b>           | 32,043         | 34,217         |
| 2 <b>West Park</b>                | 27,814         | 29,398         |
| 3 <b>Fleet*</b>                   | 26,727         | 34,598         |
| 4 <b>Eastman</b>                  | 23,674         | 25,873         |
| 5 <b>Rockport</b>                 | 19,896         | 21,467         |
| 6 <b>Fulton</b>                   | 19,647         | 22,575         |
| 7 <b>Rice</b>                     | 19,462         | 25,893         |
| 8 <b>Memorial-Nottingham</b>      | 19,271         | 22,598         |
| 9 <b>Harvard-Lee</b>              | 17,655         | 21,246         |
| 10 <b>Walz</b>                    | 16,063         | 18,497         |
| 11 <b>Collinwood</b>              | 14,769         | 19,377         |
| 12 <b>Langston Hughes</b>         | 14,439         | 21,224         |
| 13 <b>Glenville</b>               | 14,006         | 20,302         |
| 14 <b>Addison</b>                 | 13,603         | 19,263         |
| 15 <b>East 131st</b>              | 13,025         | 18,001         |
| 16 <b>Mt. Pleasant</b>            | 12,792         | 17,155         |
| 17 <b>Lorain</b>                  | 12,588         | 14,589         |
| 18 <b>Martin Luther King, Jr.</b> | 12,392         | 15,483         |
| 19 <b>Carnegie West</b>           | 10,487         | 11,716         |
| 20 <b>Union</b>                   | 8,416          | 12,603         |
| 21 <b>Sterling</b>                | 8,267          | 8,712          |
| 22 <b>Woodland</b>                | 7,946          | 7,213          |
| 23 <b>South</b>                   | 6,325          | 7,729          |
| 24 <b>Hough</b>                   | 5,667          | 7,845          |
| 25 <b>Brooklyn</b>                | 5,524          | 6,430          |
| 26 <b>Jefferson</b>               | 3,515          | 3,987          |
| 27 <b>Garden Valley</b>           | 2,310          | 3,220          |
| 28 <b>Broadway*</b>               |                | 1,966          |
|                                   | <b>388,323</b> | <b>473,177</b> |

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\*Broadway and Fleet service areas merged

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**CLEVELAND PUBLIC LIBRARY  
MONTHLY ACTIVITY REPORT FOR SEP 2018**

| OTHER TRANSACTIONS<br>Loans* to: | Monthly Total |               | Year-to-Date   |                | YTD        |
|----------------------------------|---------------|---------------|----------------|----------------|------------|
|                                  | 2018          | 2017          | 2018           | 2017           | Gain/Loss  |
| CLEVNET                          | 63,318        | 55,981        | 514,587        | 562,707        | -9%        |
| Other Libraries                  | 410           | 507           | 4,034          | 4,078          | -1%        |
| <b>TOTAL</b>                     | <b>63,728</b> | <b>56,488</b> | <b>518,621</b> | <b>566,785</b> | <b>-8%</b> |

\*Totals included in Main Library and Branch circulation counts

| ANALYSIS OF MAIN LIBRARY<br>REFERENCE QUESTION LOAD | Monthly Total |               | Year-to-Date   |                | YTD       |
|---|---------------|---------------|----------------|----------------|-----------|
|   | 2018          | 2017          | 2018           | 2017           | Gain/Loss |
| Projected   | 11,408        | 15,493        | 146,794        | 145,147        | 1%        |
| Mail and Email Reference                            | 495           | 526           | 3,194          | 3,516          | -9%       |
| Interlibrary Loan Requests                          | 893           | 1,250         | 8,598          | 8,446          | 2%        |
| <b>TOTAL</b>  | <b>12,796</b> | <b>17,269</b> | <b>158,586</b> | <b>157,109</b> | <b>1%</b> |

| CHANGES IN PERMANENT<br>COLLECTION | Monthly Total |        | Year-to-Date |         | YTD       |
|------------------------------------|---------------|--------|--------------|---------|-----------|
|                                    | 2018          | 2017   | 2018         | 2017    | Gain/Loss |
| New Titles Added                   | 3,840         | 4,529  | 37,384       | 40,407  | -7%       |
| Total Items Added                  | 17,299        | 19,446 | 170,676      | 187,518 | -9%       |

| HOURS OPEN   | Monthly Total |       | Year-to-Date |        | YTD       |
|--------------|---------------|-------|--------------|--------|-----------|
|              | 2018          | 2017  | 2018         | 2017   | Gain/Loss |
| Main Library | 192           | 200   | 1,824        | 1,832  | 0%        |
| Branches     | 4,780         | 5,696 | 48,657       | 52,400 | -7%       |

| OHIO BRAILLE & AUDIO<br>READING DOWNLOAD (BARD) | Monthly Total |        | Year-to-Date |         | YTD       |
|---|---------------|--------|--------------|---------|-----------|
|   | 2018          | 2017   | 2018         | 2017    | Gain/Loss |
| Downloads                                       | 12,830        | 10,009 | 102,250      | 110,049 | -7%       |
| Users   | 642           | 630    | 5,217        | 5,770   | -10%      |

Included in circulation activity