## LIBRARY BOARD MEETING TUESDAY May 23, 2023, 6:30 pm LOCATION: LIBRARY PROGRAM ROOM



#### STREAM VIA ZOOM

https://us02web.zoom.us/j/82878944071?pwd=OVRrUXdiS0YvYWNiejJ3V2llankrQT09

Board of Trustees	Attended
Name, Position Title, Year Board Term Expires	
Jennifer Livingston, President, 2018-2024	
Sarah Leinweber, Vice President, 2017-2026	
Jay Balachandran, Village Board Representative, 2022-2024	
Sandy Saltzstein, School District Representative, 2021-2024	
Erin Jelenchick, Member, 2020-2024	
Ellie Gettinger, Member, 2019-2025	
Claire Flannery, Member, 2020-2026	
Staff	
Nyama Reed, Library Director	

Time Estimate	Item	Action Desired	1st	2nd	Pass
	CALL TO ORDER				
6:30	Statement of Public Notice	n/a			
6:30-6:35	2. Public Comment – limit to five minutes; the Board	n/a			
	cannot discuss or act on any issue that is not duly				
	noticed on the agenda.				
	TOPICS REQUIRING DISCUSSION & APPROVAL				
6:35-6:40	3. Minutes of April 25, 2023 meeting	Motion			
6:40-7:00	4. Finance Report Through April 20, 2023	Motion			
	TOPICS REQUIRING DISCUSSION ONLY				
7:00-7:15	5. 2019-2022 MCFLS Circulation	Discuss			
7:15-7:30	6. Informational Items	Discuss			
	ADJOURNMENT				

## IMPORTANT DATES - BOARD MEETINGS

- June 5, Monday, 6:00 pm Village of WFB Board of Trustees, @Village Hall
- June 12, Monday, 6:00pm WFBPL Foundation Board of Directors, @Library
- June 21, Wednesday, 6:00 pm Friends of the Library Board of Directors, @Library
- June 27, Tuesday, 6:30 pm Library Board of Trustees, @Library

## **CONFERENCES AND VACATIONS**

- June 2, Wisconsin/Illinois Innovative User Group Conference, Lombard, IL. Theresa
- June 22-26, ALA Annual Conference, Chicago, IL. Attending Sharon, Nyama, TBD
- July 12-14, Nyama Vacation (Pittsburgh)
- August 14-27, Nyama Vacation (Alaska = spotty connection)

LIBRARY BOARD MEETING
Minutes of APR 25, 2023
Pending at MAY 23, 2023
Location Library Program Room with Zoom Stream



Board of Trustees	Attended
Name, Position Title, Year Board Term Expires	
Jennifer Livingston, President, 2018-2024	In-person
Sarah Leinweber, Vice President, 2017-2023	In-person
Jay Balachandran, Village Board Representative, 2022-2023	In-person
Sandy Saltzstein, School District Representative, 2021-2023	Zoom
Claire Flannery, Member, 2020-2023	Zoom
Erin Jelenchick, Member, 2020-2024	In-person
Ellie Gettinger, Member, 2019-2025	In-person
Staff	
Nyama Reed, Library Director	In-person

Public: Students from WFB high school: 4 in-person and 2 Zoom.

	ltem	Action Desired	1st	2nd	Pass
	CALL TO ORDER 6:37pm				
	Statement of Public Notice	n/a			
	2. Public Comment – limit to five minutes; the Board cannot discuss or act on any issue that is not duly noticed on the agenda.	n/a			
	TOPICS REQUIRING DISCUSSION & APPROVAL				
	3. Minutes of FEB 28, 2023 meeting	Motion	Leinweber	Gettinger	Unanimous
Motion to an	pprove minutes as presented.				
	4. Finance Report Through MAR 31, 2023	Motion	Gettinger	Balachandran	Unanimous
Motion to ap	oprove finance report as presented.			•	
	TOPICS REQUIRING DISCUSSION ONLY				
	5. Informational Items	Discuss			
Discussion	of department reports and statistics as presented in pack	et.			
	ADJOURNMENT 7:16pm		Jelenchick	Gettinger	Unanimous

		END BALANCE	2023	YTD BALANCE	AVAILABLE		
GL NUMBER	DESCRIPTION	12/31/2022	ORIGINAL	04/30/2023	BALANCE	% BDGT	NOTES
Taxes				Above Target: 44%+		Under Target: 22-%	
13-00000-41100	PROPERTY TAXES	716,744	901,360	0	901,360		
Taxes		716,744	901,360	0	901,360	0%	Ok
Intergovernmental	I Revenue						
13-00000-43793	Library MCFLS RB Payment	31,181	13,733	13,869	-136	101%	
Intergovernmenta		31,181	13,733		-136	101%	
	Set Revenue	747,925	915,093	13,869	901,224		Ok
Fines, Fees, Pena							
13-00000-45209		22,400		10,529	12,471	46%	
	Library Replacement Cards	138	150	22	128	15%	
	LIBRARY DAMAGE RECOVERY	62	0	0	0	, 🔾	
Fines, Fees, Pena	alties	22,600	23,150	10,551	12,599	46%	Ok
Public Charges fo	r Services						
							Estimate \$4k due
	LIBRARY ROOM RENT	2,051	1,500	1,200	300	80%	two WC
13-00000-46713	LIBRARY COPY AND FAX FEES	3,325	2,500	1,560	940	62%	
13-00000-46714	LIBRARY DVD RENTALS	352	0	0	0	n/a	
	MISCELLANEOUS REVENUE	2,401	0		0		
Public Charges fo	r Services	8,129	4,000	2,760	1,240	69%	Ok
Miscellaneous Re	venue						
	LIBRARY DONATIONS	3,140	2,000	471	1,529	24%	Ok
13-00000-48901		1,637	0	0	0		
Miscellaneous Re		4,777	2,000	471	1,529	24%	
	Variable Revenue	35,506	29,150	13,782	15,368	47%	Ok
TOTAL REVENUE	ES	783,431	944,243	27,651	916,592	3%	Ok
		END BALANCE	2023	YTD BALANCE	AVAILABLE		
GL NUMBER	DESCRIPTION	12/31/2022	ORIGINAL	04/30/2023	BALANCE	% BDGT	NOTES
Dept 93000 - LIBF	RARY SALARIES		YTD: 33%	Above Target: 44%+	On Target: 23-43%	Under Target: 22-%	
13-93000-50100		473,229	574,171	175,048	399,123	30%	
13-93000-50150	FICA Tax	35,844	43,924	13,130	30,794		
	Health/Dental Insurance Premium	44,875	59,585	19,862	39,723	33%	
	Health Insurance Deductible (Direct Pay)	930	1,800	60	1,740	3%	
	Retirement Contribution - ER portion	23,191	28,871	8,982	19,889	31%	
13-93000-50180	Group Life Insurance Premium	1,075	1,272	418	854	33%	
	Disability Insurance Premium	0	1,272	0	1,272	0%	
Total Dept 93000	- LIBRARY SALARIES	579,144	710,895	217,499	493,396	31%	Ok

GL NUMBER	DESCRIPTION	END BALANCE 12/31/2022	2023 ORIGINAL	YTD BALANCE 04/30/2023	AVAILABLE BALANCE	% BDGT	NOTES
Dept 93200 - LIBF		12/31/2022	YTD: 25%	Above Target: 44%+	On Target: 23-43%	Under Target: 22-%	NOTES
	Training/Meetings/Travel	3,891	4,500	2,013	2,487	45%	Ok
	Membership Dues	568	1,000	1,103		110%	Need to investigate
	Personnel Related Expenses	761	700	0		0%	
	Professional/consulting serv	7,500	0	0		0%	
	Utilities	44,536	43,000	13,504	29,496	31%	Estimate \$51k
13-93200-50251	Telephone/Internet	5,230	4,500	1,429	3,071	32%	Estimate \$5,700
13-93200-50300	Office Supplies	2,215	2,000	741	1,259	37%	
	Printing/Publishing/Copies	0		265	235	53%	Bookmarks
13-93200-50302	Postage	11	25	0	25	0%	
	Covid Supplies	303	500	50	450	10%	
	Building Maintenance (ex. Gardens)	12,685	10,000	1,980	8,020	20%	
	Sales Tax	194	200	70		35%	
Total Dept 93200	- LIBRARY ADM EXP	77,894	66,925	21,154	45,771	32%	Ok
	RARY EQUIPMENT	17.101	40.500	0.455	45.045	400/	
	IT Support Contract Services	17,121	18,500	3,455	15,045	19%	
	Copier Maintenance/Repair Material Processing/Repairs	2,651 3,382	3,200 3,000	755 1,847	2,445 1,153	24% 62%	Stocked up
	Maintenance Service & Supplies (i.e. Cleaners)	32,063	34,050	5,800	28,250	17%	Only 2 months
	Custodial Supplies	2,230	2,200	774	1,426	35%	Offig 2 months
13-93300-50351	MCFLS Supplies	1.071	1,000	199	801	20%	
Total Dept 93300	- LIBRARY EQUIPMENT	58,519	61,950	12,831	49,119	21%	OK
Total Bopt cocco	EIBTO II CT E QUI INEITT	00,010	01,000	12,001	10,110	2170	O.C.
Dept 93400 - LIBF	R PROG/SERVICES						
,							OK: Pay full year in
13-93400-50401	MCFLS Membership	20,915	23,223	21,423	1,800	92%	, , , Q1
13-93400-50402		473	500	213	287	43%	Ok
	Programs - Children	126	500	157	343	31%	Ok
	Programs - Young Adults	0	_00	0		0%	
Total Dept 93400	- LIBR PROG/SERVICES	21,515	24,473	21,793	2,680	89%	Ok
	RARY COLLECTIONS						
	Library Collection Materials	70,560	80,000	32,296	47,704	40%	
13-93500-50413		457	0	169	-169		OK: Magazines and
	Fund 22	27,662	25,000	0	,		Databases paid for
	- LIBRARY COLLECTIONS	98,679	,	32,465	72,535		whole year in Q1
TOTAL EXPENDI	TURES	808,088	944,243	305,741	638,502	32%	Ok
Fund 12 Library	L Special Revenue Fund:						
TOTAL REVENUE		783,431	944,243	27,651	938,049	3%	Ok
TOTAL EXPENDI		808,088		305,741	886,640	32%	Ok Ok
	IES & EXPENDITURES	-24,657	J77,27J	303,741	000,040	3270	OK.
BEG. FUND BALA		71,950					
END FUND BALA		47,293					
E. ID I OIID DALA	102	17,200					

GL NUMBER	DESCRIPTION	END BALANCE 12/31/2022	2023 ORIGINAL	YTD BALANCE 04/30/2023		
TOTAL REVENUE	ES .	4,154	0	3,962		
93500 - LIBRARY	COLLECTIONS	27,662	25,000	0		
93900 - LIBRARY	EXPANSION PROJECT	32,500	0	0		
TOTAL EXPENDIT	TURES	60,162	25,000	0		
NET OF REVENU	ES & EXPENDITURES	-56,009	-25,000	3,962		
BEG. FUND BALA	ANCE	132,865	76,857			
END FUND BALA	NCE	76,857		80,819		
GL NUMBER	DESCRIPTION	END BALANCE 12/31/2022		YTD BALANCE 04/30/2023		
01-55500-50350-1	Maitenance Services (Contracts)	13,115		6,359		
01-55500-50360-1	Building Maintenance (Repairs)	40,286		7,131		

To: Whitefish Bay Public Library Board of Trustees

From: Nyama Y. Reed, Library Director

Date: May 23, 2023 Meeting

Re: 2019-2022 MCFLS Circulation



#### Mission

The Whitefish Bay Public Library, as a cornerstone of the community, is dedicated to connecting all people of ages, inspiring a love of learning and providing access to ideas, information and resources.

#### **Background**

As many are aware, the onset of the COVID pandemic in 2020 upended library usage and patterns of use. Now that we are transitioning to a post-pandemic environment, it is a good time to analyze circulation patterns from 2019-2022 to see if we can discern any take-aways from the data.

#### **Analysis**

In-Building Circulation is circulation of all items at a library location regardless of ownership. The table below indicates that despite a drop in overall circulation at all libraries, Whitefish Bay circulation accounted for a larger percentage of total circulation *during* the pandemic than before the pandemic. While it felt like we lost ground, we held strong in relation to other libraries.

Table 1

	In-Building							
Library	Circ							
	2019	2020	2021	2022	2019	2020	2021	2022
BD	174,847	95,155	77,003	87,572	2.9%	2.9%	1.9%	2.1%
CU	1,941,268	654,545	773,466	1,008,104	32.7%	20.0%	19.6%	24.0%
FR	144,372	81,975	106,041	102,345	2.4%	2.5%	2.7%	2.4%
GD	495,289	320,501	369,140	357,817	8.3%	9.8%	9.3%	8.5%
GF	117,181	79,326	94,131	85,747	2.0%	2.4%	2.4%	2.0%
HC	294,692	151,227	196,271	219,109	5.0%	4.6%	5.0%	5.2%
MK	257,253	170,614	198,641	192,878	4.3%	5.2%	5.0%	4.6%
NS	373,943	244,735	304,239	298,716	6.3%	7.5%	7.7%	7.1%
OC	223,655	144,184	178,638	181,147	3.8%	4.4%	4.5%	4.3%
SH	239,965	182,823	199,690	195,225	4.0%	5.6%	5.1%	4.7%
SM	288,570	172,120	232,119	237,936	4.9%	5.3%	5.9%	5.7%
ST	103,761	71,485	92,192	89,903	1.7%	2.2%	2.3%	2.1%
WA	299,956	234,940	274,383	264,035	5.1%	7.2%	6.9%	6.3%
WE	792,901	541,524	686,952	705,311	13.4%	16.5%	17.4%	16.8%
WH	187,738	131,161	169,177	171,010	3.2%	4.0%	4.3%	4.1%

Referencing Table 2, circulation changes from 2019-2020 indicate WFBPL's in-building circulation dropped more than the MCFLS average drop. Plus, our collection circulation dropped more than our in-building circulation. I interpret this to reflect that our residents continued to check-out pick items at WFB, whether our items or loaned items from other libraries. However, our items were not going out to other libraries to fill their holds as much before.

Circulation changes from 2020-2021 indicate WFBPL rebounded significantly in comparison to other libraries, ranged from a 9% drop for in-building circulation at Greendale to a 50% drop at Brown Deer. Whitefish Bay is in the top tier of rebounding with *only* an 18% drop. Average for the whole system was a 29% drop.

Circulation changes from 2021-2022 indicated WFBPL continued to rebound though to a smaller extent. Fyi, city of Milwaukee libraries returned to regular hours in 2022 which provided them with a significant rebound. Also, Brown Deer library was closed during a move to a new location and while that location was renovated during the pandemic. Their surge in 2022 reflects returning to full hours at their new location.

Table 2

Library	In-Building Circ	In-Building Circ	In-Building Circ	In-Building Circ
	2019 to 2020	2020 to 2021	2021 to 2022	2019 to 2022
	Change	Change	Change	Change
BD	-46%	-19%	14%	-50%
CU	-24%	9%	-2%	-19%
FR	-35%	24%	-2%	-20%
GD	-30%	29%	1%	-9%
GF	-34%	16%	-3%	-25%
HC	-32%	19%	-9%	-27%
MK	-66%	18%	30%	-48%
NS	-36%	24%	1%	-19%
OC	-49%	30%	12%	-26%
SH	-22%	17%	-4%	-12%
SM	-43%	29%	-3%	-29%
ST	-31%	29%	-2%	-13%
WA	-32%	27%	3%	-11%
WE	-35%	15%	-3%	-28%
WH	-40%	35%	3%	-18%
MCFLS Total	-37%	20%	2%	-29%

To: Whitefish Bay Public Library Board of Trustees

From: Nyama Y. Reed, Library Director

Date: April 25, 2023 Meeting

Re: Department Reports, March and April



## Director (Reed)

- 1) Donations and Fundraising
  - a) Met with potential donor who is interested in donating to renovate WFBPL's storytime room to add windows to long wall for better light and use of space. Need to obtain rough estimate of cost before seeking Library Board and Village Board approval.
  - b) Woman's Club 2023 donation.
- 2) Building Regular maintenance is occurring per schedule.
- 3) Friends Friends May book sale generated \$5,800 in revenue.
- 4) LDAC/MCFLS
  - a) North Shore Library broke ground on their new building.

    <a href="https://www.jsonline.com/story/communities/northshore/2023/05/10/developers-break-ground-north-shore-library-project-bayside/70200600007/">https://www.jsonline.com/story/communities/northshore/2023/05/10/developers-break-ground-north-shore-library-project-bayside/70200600007/</a>
  - b) Milwaukee Public Library broke ground on the new Martin Luther King Library branch. <a href="https://urbanmilwaukee.com/2023/05/19/friday-photos-construction-underway-on-greenest-library-in-milwaukee/">https://urbanmilwaukee.com/2023/05/19/friday-photos-construction-underway-on-greenest-library-in-milwaukee/</a>
  - c) Greenfield Public Library's director, Sheila O'Brien, announced her retirement last week.
- 5) WAPL Conference, April 27, Oshkosh, WI
  - a) Director Reed attended the Wisconsin Association of Public Libraries (WAPL) Conference in Oshkosh April 27. It was nice to attend programs and connect with colleagues without the hectic pace of being President.
    - i) Opening Keynote speaker was author Lori M. Lee. Ms. Lee discussed how books and writing became a haven and a source of healing for her as a child who didn't fit in due to being Asian in small town WI.
    - Dr. Darrell Williams, newly appointed Assistant State Superintendent for the Division for Libraries and Technology for the Department of Public Instruction, delivered an inspirational message for National Library Week.
    - iii) Tomas Lipinski, Professor, School of Information Studies, University of Wisconsin-Milwaukee specializing in Information and Internet law and policy in the United States. Dr. Lipinski gave an excellent, fast paced, presentation on "Legal Foundations of Patron Involvement in Collection Building and Maintenance: Reconsideration, Relocation and Restriction Requests."
  - b) Tammi Blomberg, Director at Rib Lake Public Library, talked about what she learned about teamwork, delegation, and leading the library through a life-threatening illness, with a grieving staff.
- 6) ALA Annual Conference, June 22-26, Chicago, IL
  - a) As mentioned last month, WFBPL received \$2,000 from SEWI (=public library systems in South Eastern Wisconsin, coordinate continuing education and professional development for library staff) for attendance at this year's ALA conference.
  - b) So far Director Reed and Sharon Nagel, Adult Services Librarian, will be attending, though likely not all five days.
  - c) Also, ALA offered 3 free registrations to each state's library association. Director Reed received free full conference registration via WLA, equaling \$440.

### Adult Services (Lenski)

## **National Library Week**

April 23-29 was National Library Week. To celebrate, we had the public vote on their favorite fictional librarian. Nearly 140 folks voted and the winner was Librarian Irma Pince from Harry Potter. Everyone who voted was entered into a drawing for a \$25 gift card from the Mixed Bag store on Silver Spring.

Library staff participated in spirit days throughout the week including wearing their favorite book themed shirt, favorite Wisconsin sports team, and also Blue Dukes blue day. Staff also created a video that explained how library books get to a library shelf. The video was shared on social media and was seen by over 1,800 people.

### **Programming**

This year the library hosted the 8<sup>th</sup> Annual Edible Book Festival. Patrons created entries made entirely out of edible ingredients based on their favorite books and book characters. This year we had 14 entries, which was nearly a record! Entries are on display for folks to stop by and vote on their favorites. This is always a very popular program, and we see young children, teens, adults as well as entire families participating.

Our monthly Mystery Book Club has also been garnering a good group. Our May meeting saw 8 participants in person and 1 virtual, and also included the author of the book. Plus, the Tea Time Book Club continues to garner a similar number of attendees.

Our most recent Whitefish Bay TALKS was from an author writing about her grief as a young widow. We had 15 people attend this event. It was a very moving conversation and the small group of participants seemed very grateful for the author's perspective.

## **Collection Development**

We are preparing to make some changes in the fiction department. This summer we are planning on pulling out all of the romance books currently shelved in regular fiction and shelving them in a separate section. In preparation for this, we are currently weeding fiction, mystery, science fiction as well as audiobooks and Playaways to make room and to clean things up before having to shift each area.

## Circulation Services (Hoge)

### **Technology**

We continue to see significant utilization of the Smart Lockers and (knock on wood!) have had no more technical issues with our unit.

As a part of the 2023 Technology Plan, we will be replacing the public computers in the Youth Services Department. I will be working with Katie Kiekhaefer and Valerie Morris to select hardware that best works with the new renovation that is occurring in that space.

Additionally, we will be replacing 5 staff computers and are looking at the possibility of purchasing laptops instead of desktop PCs for staff based on each person's preference.

#### Innovative User Group Conference (IUG) 2023

With the assistance of a financial scholarship provided by MCFLS, I was able to attend this year's IUG Conference in Phoenix, AZ. Innovative is our vendor for Sierra, the core system for our ILS (Integrated Library System). Some highlights from the conference:

To open the conference, the Keynote speaker discussed AI and CHAT-GPT and their impact on libraries. It was very thought provoking as she advised that libraries will need to be 'validators of the truth' when it comes to AI. Everyone has access to knowledge (via AI) but we still need wisdom!

I attended a session covering the discovery product Aspen (i.e. phone app) which MCFLS will be purchasing to replace our current discovery product Encore which supports patron access to our catalog Countycat.

I learned about some new enhancements to Sierra coming in version 6.0 (we are currently running v5.6). At a Consortia forum we discussed delivery within a consortia and the pros and cons to internal delivery drivers vs independent companies, along with how library systems share services such as staff and materials. Fyi,

Sierra is the software product that manages patron and collection data. Patrons view this online via CountyCat or on the Encore app (seen to be Aspen app).

I also attended a number of technology related sessions and visited with vendors in the Vendor Hall to discuss new products and how they might serve our library.

## Wisconsin/Illinois Innovative User Group Conference (WILIUG) 2023

At the June 2<sup>nd</sup> WILIUG Conference to be held at the Helen Plum Library in Lombard, IL I will be giving a presentation on our use of Smart Lockers and Sierra to provide an alternative for after hours and contactless pick up to our patrons. I'm partnering with Emily Vieyra, Assistant Director at Shorewood Public Library and Jen Schmidt, System Administrator at MCFLS.

## **MCFLS Circulation Services Committee**

The last MCFLS Circulation Services Committee meeting was May 18<sup>th</sup> and my commitment as the Chair and previously as the Recorder has ended. During this meeting we discussed the following:

Sierra has an app called 'Mobile Worklists' that provides staff the ability to use hand held devices such as smart phone or tablets to pull holds, weed collections, search for missing items, and other collection projects. The Manager and Circulation Supervisors from the Good Hope Branch and Central presented on this and showed us how they utilize this tool.

Our MCFLS System Administrator provided information on work being done to provide email notices in Spanish and the transition to Patron Point for Hold Pick Up Notices. MCFLS is also discontinuing the mailing of paper hold pick up notices if attempts to notify a patron by email and/or phone are unsuccessful. The maximum fine/fee amount on a patron's account that will still allow materials to be checked out will be increased to \$10.00 as of 7/1/23.

## **Staffing**

We have hired 2 student shelvers to replace our graduating seniors and also an adult shelver who will be working in the mornings as our current adult shelver, Jeff Lindsey, cuts back on his hours per his request. We welcomed Tienna Lambrecht, Isaac Kang and Linda Rosland to the WFBPL staff the week of May 15<sup>th</sup> as they began their training.

### Youth Services (Kiekhaefer)

## **Programming**

 Our first bilingual storytime was a great success. It was well attended and we received really great feedback. As part of the storytime, Liza created handouts so the attendees could practice their Spanish at home, and she also put together a book display of books in Spanish as well as Spanish/English bilingual books. The next storytime will take place on Saturday, May 27<sup>th</sup>.

#### Outreach

- A daycare group from Casa de Corazon in Shorewood came to the library at the end of April for a storytime with me and Liza, who was able to sing some songs in Spanish with them. The group also donated a number of books to the library
- We are working with a student from the Nicolet high school special education group so he can volunteer with the library this summer.
- Tree of Life preschool in WFB came to the library for a special storytime with me.
- The "It's Me, Margaret" Menstrual Product Drive was a big success. We filled the plastic bin four times over and we did not receive any sort of negative feedback.
- In May, I will be visiting Cumberland and Richards Elementary, as well as WFB Middle School and St. Monica to talk about summer reading program.

## WHITEFISH BAY PUBLIC LIBRARY

# **STATISTICS**

<b>TOTAL CI</b>	IRCULATION	STATISTIC	S : PHYSI	CAL + DIG	ITAL CIRC	ULATION								
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	26,157	25,032	27,691	25,447	25,072	29,976	31,686	29,097	24,573	26,165	23,270	23,040	317,206	104,327
2020	25,549	25,190	14,532	6,060	7,863	15,552	20,299	20,078	22,432	23,366	21,281	17,571	219,773	71,331
2021	17,605	19,988	25,455	23,669	22,465	25,495	27,170	26,371	22,763	22,113	22,032	20,686	275,812	86,717
2022		22,170	24,425		22,903	25,558	25,625	26,370	21,209	22,194	22,669	20,682	281,460	94,250
2023		23,698	26,785											99,755
2019-23		-5%	-3%	-5%										-4%
2022-23		7%	10%	1%	-100%	-100%	-100%	-100%	-100%	-100%	-100%	-100%	-100%	6%
PHYSICA	L CIRCULAT													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019		23,055	25,216	23,087	22,782	27,654	29,165	26,579	22,115	23,659	20,829	20,641	288,570	95,146
2020		22,555	10,790		2,666	11,263	15,775	15,793	18,798	19,688	17,423	13,706		57,007
2021	13,265	16,102	21,547	19,831	18,945	21,991	23,506	22,639	19,451	18,938	18,775	17,129	232,119	70,745
2022		18,547	20,451	20,110	18,997	21,695	21,937	22,513	17,664	18,418	19,114	17,078	236,434	79,018
2023		19,896	22,525	20,148										83,705
2019-23		-14%	-11%	-13%										-12%
2022-23		7%	10%	0%										6%
DIGITAL (	CIRCULATIO				RBDigital									
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019		1,977	2,475		2,290	2,322	2,521	2,518	2,458	2,506	2,441	2,399	28,636	9,181
2020		2,635	3,742		5,197	4,289	4,524	4,285	3,634	3,678	3,858	3,865	47,654	14,324
2021		3,886	3,908	3,838	3,520	3,504	3,664	3,732	3,312	3,175	3,257	3,557	43,693	15,972
2022		3,623	3,974		3,906	3,863	3,688	3,857	3,545	3,776	3,555	3,604	45,026	15,232
2023 2019-23		3,802 92%	4,260 72%	3,904 65%										16,050
2019-23		92% 5%	72%	4%										75% 5%
	CIRCULATIO				II ATION (	Libby DD	Hoonla)							370
DIGITAL	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019		8.6%	9.8%	10.2%	10.1%	8.4%	8.6%	9.5%	11.1%	10.6%	11.7%	11.6%	9.9%	10%
2019		11.7%	34.7%		194.9%	38.1%	28.7%	9.5% 27.1%	19.3%	18.7%	22.1%	28.2%	27.7%	174%
2020	32.7%	24.1%	18.1%	19.4%	18.6%	15.9%	15.6%	16.5%	17.0%	16.8%	17.3%	20.8%	18.8%	24%
2021		19.5%	19.4%	18.7%	20.6%	17.8%	16.8%	17.1%	20.1%	20.5%	18.6%	20.070	19.0%	19%
2022		19.1%	18.9%	19.4%	20.070	17.070	10.070	17.170	20.170	20.070	10.070		13.076	19%
														1370
LIBBY (Fo					Music)									
LIBBY (Fo	ormerly Over	drive. Print I	books, Au	dio books		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
	ormerly Over Jan	drive. Print I Feb	books, Au Mar	dio books. Apr	May	<b>Jun</b>	<b>Jul</b> 1.914	<b>Aug</b>	<b>Sep</b>	Oct 1,757	<b>Nov</b>	<b>Dec</b>	Yearly Total	YTD Total
2019	Jan 1,666	drive. Print I Feb 1,371	books, Au Mar 1,665	dio books, Apr 1,592	<b>May</b> 1,660	1,684	1,914	1,862	1,797	1,757	1,688	1,791	20,447	6,294
2019	7 Jan 1,666 1,965	rdrive. Print I Feb 1,371 1,851	Mar 1,665 2,505	dio books, Apr 1,592 3,299	May 1,660 3,214	1,684 2,887	1,914 3,031	1,862 2,943	1,797 2437	1,757 2,423	1,688 2,569	1,791 2,604	20,447 31,728	6,294 9,620
2019 2020 2021	Jan 1,666 1,965 2,703	rive. Print I Feb 1,371 1,851 2,546	Mar 1,665 2,505 3,042	dio books Apr 1,592 3,299 2,904	May 1,660 3,214 2,703	1,684 2,887 2,663	1,914 3,031 2,676	1,862 2,943 2,612	1,797 2437 2,382	1,757 2,423 2,365	1,688 2,569 2,429	1,791 2,604 2,670	20,447 31,728 31,695	6,294 9,620 11,195
2019 2020 2021 2022	Jan 1,666 1,965 2,703 3,000	reb 1,371 1,851 2,546 2,734	Mar 1,665 2,505 3,042 3,033	<b>Apr</b> 1,592 3,299 2,904 2,858	May 1,660 3,214	1,684 2,887	1,914 3,031	1,862 2,943	1,797 2437	1,757 2,423	1,688 2,569	1,791 2,604	20,447 31,728	6,294 9,620 11,195 11,625
2019 2020 2021	Jan 1,666 1,965 2,703 3,000 3,101	rive. Print I Feb 1,371 1,851 2,546	Mar 1,665 2,505 3,042	dio books Apr 1,592 3,299 2,904	May 1,660 3,214 2,703	1,684 2,887 2,663	1,914 3,031 2,676	1,862 2,943 2,612	1,797 2437 2,382	1,757 2,423 2,365	1,688 2,569 2,429	1,791 2,604 2,670	20,447 31,728 31,695	6,294 9,620 11,195

## WHITEFISH BAY PUBLIC LIBRARY

## **STATISTICS**

HOOPLA (	(Print Books	, Audio Boo	ks, Music,	Movies)		Hoopla cut	from 6 to 4	l checkouts	s per perso	n per month	)			
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	293	228	323	271	237	218	249	204	227	262	255	237	3,004	1,115
2020	277	251	484	755	705	419	403	339	342	275	416	316	4,982	1,767
2021	616	353	377	329	335	305	318	383	287	278	309	351	4,241	1,675
2022	347	350	347	302	339	315	319	350	305	349	350	352	4,025	1,346
2023	408	326	400	379										1,513
2019-23	39%	43%	24%	40%										36%
2022-23	18%	-7%	15%	25%										12%
DIGITAL N	MAGAZINES 2	021 switched	d to actual	checkout in	stead of au	tomatic ch	eckout = dr	op in circ.						
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	410	378	487	497	393	420	358	452	434	487	498	371	5,185	1,772
2020	354	428	455	795	773	576	667	604	618	720	593	594	7,177	2,032
2021	616	609	181	280	218	252	263	237	235	211	219	261	3,582	1,686
2022	275	260	322	319	275	266	239	249	244	297	270	242	3,258	1,176
2023	289	293	334	264										1,180
2019-23	-30%	-22%	-31%	-47%										-33%
2022-23	5%	13%	4%	-17%										0%
KANOPY (	` '								_					
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2020	112	105	298	390	505	407	423	399	237	260	280	351	3,767	905
2021	405	378	308	325	264	284	407	500	408	321	300	275	4,175	1,416
2022	258	279	272	276	301	312	240	262	256	316	194	291	3,257	1,085
2023	286	278	228	232										1,024
2022-23	11%	0%	-16%	-16%										-6%
KANOPY	(Unique Use													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2020	21	30	97	106	125	133	139	132	126	113	102	74	,	254
2021	68	67	59	52	53	59	69	72	68	57	55	66	745	246
2022	62	60	60	49	57	59	62	58	57	56	51	61	692	231
2023	66	59	53	56										234
2022-23	6%	-2%	-12%	14%										1%
	<mark>anopy accide</mark> i						cted in Nov							
SELF-CHE	ECK CIRCUL							_	_					\
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	8,068	7,486	8,738	8,490	7,765	11,167	11,922	10,658	8,224	8,748	7,408	7,416	106,090	32,782
2020	7,929	8,220	3,883	1	1	1,596	3,587	4,104	5,486	5,760	4,450	710	45,727	20,033
2021	40	3,175	7,030	7,005	7,181	8,464	9,851	8,974	7,913	7,533	7,498	6,037	80,701	17,250
2022	7,333	7,137	8,534	8,421	8,146	9,692	10,133	10,466	8,352	7,886	7,996	6,766	100,862	31,425
2023	8,504	6,562	8,869	7,522										31,457
2019-23	5%	-12%	1%	-11%										-4%
2022-23	16%	-8%	4%	-11%										0%
SELF-CHE	ECK AS % OI	Feb	MAL CIRC		Mess	lum	Jul	A1:~	Con	Oct	Nov	Dec	Yearly Total	YTD Total
2019	<b>Jan</b> 34%	32%	35%	<b>Apr</b> 37%	<b>May</b> 34%	<b>Jun</b> 40%	41%	<b>Aug</b> 40%	<b>Sep</b> 37%	Oct 37%	36%	36%	, , , , , , , , , , , , , , , , , , , ,	34%
2019	35%	36%	36%	0%	34% 0%	14%	23%	26%	29%	29%	26%	5%	27%	27%
2020	0%	20%	33%	35%	38%	38%	42%	40%	41%	40%	40%	35%	35%	22%
2021	37%	38%	33% 42%	42%	43%	36% 45%	46%	40% 46%	47%	40%	40%	40%	41%	40%
2022	40%	33%	39%	37%	43%	45%	40%	40%	41 70	4370	4Z 70	40%	41%	37%
2023	40%	აა%	<b>39%</b>	31%										3/%

## WHITEFISH BAY PUBLIC LIBRARY

## **STATISTICS**

STAFF-CH	IECK CIRCI	JLATION ST	ATISTICS	FOR WHIT	EFISH BA	Y LIBRARY	/							
<u> </u>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	15,720	15,569	16,478	14,597	15,017	16,487	17,243	15,921	13,891	14,911	13,421	13,225	182,480	62,364
2020	14,912	14,335	6,907	820	2,665	9,667	12,188	11,689	13,312	13,928	12,973	12,996	126,392	36,974
2021	13,225	12,927	14,517	12,826	11,764	13,527	13,655	13,665	11,538	11,405	11,277	11,092	151,418	53,495
2022	12,577	11,410	11,917	11,689	10,851	12,003	11,804	12,047	9,312	10,532	11,118	10,312	135,572	47,593
2023	12,612	13,104	13,193	12,292	,	,	,	,	-,	,	,	,	,	51,201
2019-23	-20%	-16%	-20%	-16%										-18%
2022-23	0%	15%	11%	5%										8%
<b>MOBILE A</b>														
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2022	0	0	0			7	1	56	27	33	19	3	146	0
2023	20	22	39		,		-							105
LOCKER (	_													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2023	3	208	424	310				7149	Jop		-1101		rouny rotai	635
	S (Clients p		72.7	010										000
WIIKE E E	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
2019	4,162	3,802	4,505		4,829	4,740	4,882	4,747	4,787	5,694	4,630	4,561	56,105	17,235
2020	5,216	3,002		eraki offline		4,740	1,519	1,860	1,950	2,108	1,710	1,215	15,578	5,216
2020	1,465	1,552	2,092		2,385	2,609	2,898	2,824	3,175	3,532	3,423	3,069	31,266	7,351
2021	2,892	2,729	3,165	3,439	3,824	3,699	3,495	3,732	3,712	4,532	4,109	3,406	42,734	12,225
2023	4,801	4,102	4,248	4,490	3,024	3,033	3,433	3,732	3,7 12	4,552	4,103	3,400	42,734	17,641
2019-23	15%	8%	-6%	-6%										2%
2022-23	66%	50%	34%	31%										44%
		30 /0	J <del>+</del> /0	3170										77 /0
IPC USER	SESSIONS	- # OF ADUI	T SESSIO	NS										
		- # OF ADUL Feb			Mav	Jun	Jul	Aua	Sep	Oct	Nov	Dec	Yearly Total	YTD Total
Year	Jan	Feb	Mar	Apr	<b>May</b> 1 739	Jun 1 570	<b>Jul</b>	<b>Aug</b>	Sep 1 721	Oct	Nov Lost in sen	Dec	Yearly Total	YTD Total
<b>Year</b> 2019	<b>Jan</b> 1,188	<b>Feb</b> 1,241	<b>Mar</b> 1,404	<b>Apr</b> 1,410	1,739	1,570	1,716	1,619	1,721	1,788	Lost in ser	ver transiti	15,396	5,243
Year 2019 2020	<b>Jan</b> 1,188 1,838	Feb 1,241 1,783	<b>Mar</b> 1,404 836	Apr 1,410 Closed	1,739 Closed	1,570 10	1,716 27	1,619 42	1,721 57	1,788 68	Lost in ser	<mark>ver transiti</mark> 0	15,396 4,664	5,243 4,457
Year 2019 2020 2021	<b>Jan</b> 1,188 1,838 0	Feb 1,241 1,783 21	Mar 1,404 836 56	Apr 1,410 Closed 60	1,739 Closed 72	1,570 10 76	1,716	1,619	1,721	1,788	Lost in ser	ver transiti	15,396	5,243 4,457 137
Year 2019 2020 2021 2022	Jan 1,188 1,838 0 72	Feb 1,241 1,783 21 125	Mar 1,404 836 56 375	1,410 Closed 60 420	1,739 Closed	1,570 10	1,716 27	1,619 42	1,721 57	1,788 68	Lost in ser	<mark>ver transiti</mark> 0	15,396 4,664	5,243 4,457 137 992
Year 2019 2020 2021 2022 2023	Jan 1,188 1,838 0 72 1,317	Feb 1,241 1,783 21 125 1,277	Mar 1,404 836 56 375 1,331	Apr 1,410 Closed 60 420 1,237	1,739 Closed 72	1,570 10 76	1,716 27	1,619 42	1,721 57	1,788 68	Lost in ser	<mark>ver transiti</mark> 0	15,396 4,664	5,243 4,457 137 992 5,162
Year 2019 2020 2021 2022 2023 2019-23	Jan 1,188 1,838 0 72 1,317 11%	Feb 1,241 1,783 21 125 1,277 3%	Mar 1,404 836 56 375 1,331	Apr 1,410 Closed 60 420 1,237 -12%	1,739 Closed 72	1,570 10 76	1,716 27	1,619 42	1,721 57	1,788 68	Lost in ser	<mark>ver transiti</mark> 0	15,396 4,664	5,243 4,457 137 992 5,162
Year 2019 2020 2021 2022 2023 2019-23 2022-23	Jan 1,188 1,838 0 72 1,317 11% 1729%	Feb 1,241 1,783 21 125 1,277 3% 922%	Mar 1,404 836 56 375 1,331 -5% 255%	Apr 1,410 Closed 60 420 1,237 -12% 195%	1,739 Closed 72	1,570 10 76	1,716 27	1,619 42	1,721 57	1,788 68	Lost in ser	<mark>ver transiti</mark> 0	15,396 4,664	5,243 4,457 137 992 5,162
Year 2019 2020 2021 2022 2023 2019-23 2022-23 PC USER	Jan 1,188 1,838 0 72 1,317 11% 1729%	Feb 1,241 1,783 21 125 1,277 3% 922% -# OF KIDS 3	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS	Apr 1,410 Closed 60 420 1,237 -12% 195%	1,739 Closed 72 447	1,570 10 76 457	1,716 27 84	1,619 42 67	1,721 57 60	1,788 68	Lost in ser	<mark>ver transiti</mark> 0	15,396 4,664 721	5,243 4,457 137 992 5,162 -2% 420%
Year 2019 2020 2021 2022 2023 2019-23 2022-23 PC USER Year	Jan 1,188 1,838 0 72 1,317 11% 1729% SESSIONS Jan	Feb  1,241 1,783 21 125 1,277 3% 922% -# OF KIDS 3	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS Mar	Apr 1,410 Closed 60 420 1,237 -12% 195% Apr	1,739 Closed 72 447 May	1,570 10 76 457 Jun	1,716 27 84 Jul	1,619 42 67 Aug	1,721 57 60 Sep	1,788 68 69 Oct	Lost in ser 3 85 Nov	ver transition 0 71 Dec	15,396 4,664 721 Yearly Total	5,243 4,457 137 992 5,162 -2% 420% YTD Total
Year 2019 2020 2021 2022 2023 2019-23 2022-23 PC USER Year 2019	Jan 1,188 1,838 0 72 1,317 11% 1729% SESSIONS Jan 615	Feb  1,241 1,783 21 125 1,277 3% 922% -# OF KIDS: Feb 662	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS Mar 794	Apr 1,410 Closed 60 420 1,237 -12% 195% S Apr 734	1,739 Closed 72 447 May 609	1,570 10 76 457	1,716 27 84 Jul 1,038	1,619 42 67	1,721 57 60	1,788 68 69 Oct	Lost in ser 3 85	ver transition 0 71 Dec	15,396 4,664 721 Yearly Total 8,009	5,243 4,457 137 992 5,162 -2% 420% YTD Total 2,805
Year 2019 2020 2021 2022 2023 2019-23 2022-23 PC USER Year 2019 2020	Jan 1,188 1,838 0 72 1,317 11% 1729% SESSIONS Jan	Feb  1,241 1,783 21 125 1,277 3% 922% -# OF KIDS 3	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS Mar 794	Apr 1,410 Closed 60 420 1,237 -12% 195% S Apr 734 Closed	1,739 Closed 72 447 May	1,570 10 76 457 <b>Jun</b> 758	1,716 27 84 Jul	1,619 42 67 Aug 1,174	1,721 57 60 Sep	1,788 68 69 Oct	Lost in ser 3 85 Nov Lost in ser	ver transition  71  Dec ver transition	15,396 4,664 721 Yearly Total	5,243 4,457 137 992 5,162 -2% 420% YTD Total
Year 2019 2020 2021 2022 2023 2019-23 2022-23 PC USER Year 2019	Jan 1,188 1,838 0 72 1,317 11% 1729% SESSIONS Jan 615 964	Feb  1,241 1,783 21 125 1,277 3% 922% - # OF KIDS Feb 662 823	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS Mar 794 291	Apr 1,410 Closed 60 420 1,237 -12% 195% Apr 734 Closed 1	1,739 Closed 72 447  May 609 Closed 1	1,570 10 76 457 <b>Jun</b> 758 1	1,716 27 84 <b>Jul</b> 1,038	1,619 42 67 Aug 1,174	1,721 57 60 Sep 747	1,788 68 69 Oct 878	Nov Lost in ser 3 85	ver transition  71  Dec ver transition 0	15,396 4,664 721 Yearly Total 8,009 2,084	5,243 4,457 137 992 5,162 -2% 420% YTD Total 2,805 2,078
Year 2019 2020 2021 2022 2023 2019-23 2022-23 PC USER Year 2019 2020 2021	Jan 1,188 1,838 0 72 1,317 11% 1729% SESSIONS Jan 615 964 0	Feb 1,241 1,783 21 125 1,277 3% 922% -# OF KIDS: Feb 662 823 0 0	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS Mar 794 291	Apr 1,410 Closed 60 420 1,237 -12% 195% Apr 734 Closed 1	1,739 Closed 72 447 May 609	1,570 10 76 457 <b>Jun</b> 758	1,716 27 84 <b>Jul</b> 1,038	1,619 42 67 Aug 1,174	1,721 57 60 Sep 747	1,788 68 69 Oct 878	Nov Lost in ser 3 85	ver transition  71  Dec ver transition 0	15,396 4,664 721 Yearly Total 8,009 2,084	5,243 4,457 137 992 5,162 -2% 420% YTD Total 2,805 2,078 1
Year 2019 2020 2021 2022 2023 2019-23 2022-23 PC USER Year 2019 2020 2021 2022 2023	Jan 1,188 1,838 0 72 1,317 11% 1729% SESSIONS Jan 615 964 0 0 333	Feb 1,241 1,783 21 125 1,277 3% 922% -# OF KIDS: Feb 662 823 0 0 381	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS Mar 794 291 0 36 699	Apr 1,410 Closed 60 420 1,237 -12% 195% Apr 734 Closed 1 75 666	1,739 Closed 72 447  May 609 Closed 1	1,570 10 76 457 <b>Jun</b> 758 1	1,716 27 84 <b>Jul</b> 1,038	1,619 42 67 Aug 1,174	1,721 57 60 Sep 747	1,788 68 69 Oct 878	Nov Lost in ser 3 85	ver transition  71  Dec ver transition 0	15,396 4,664 721 Yearly Total 8,009 2,084	5,243 4,457 137 992 5,162 -2% 420% YTD Total 2,805 2,078 1 111 2,079
Year 2019 2020 2021 2022 2023 2019-23 2022-23 PC USER Year 2019 2020 2021 2022 2023 2019-23	Jan 1,188 1,838 0 72 1,317 11% 1729% SESSIONS Jan 615 964 0 0 333 -46%	Feb 1,241 1,783 21 125 1,277 3% 922% -# OF KIDS 3 Feb 662 823 0 0 381 -42%	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS Mar 794 291 0 36 699 -12%	Apr 1,410 Closed 60 420 1,237 -12% 195% S Apr 734 Closed 1 75 666 -9%	1,739 Closed 72 447 May 609 Closed 1 120	1,570 10 76 457 <b>Jun</b> 758 1	1,716 27 84 <b>Jul</b> 1,038	1,619 42 67 Aug 1,174	1,721 57 60 Sep 747	1,788 68 69 Oct 878	Nov Lost in ser 3 85	ver transition  71  Dec ver transition 0	15,396 4,664 721 Yearly Total 8,009 2,084	5,243 4,457 137 992 5,162 -2% 420%  YTD Total 2,805 2,078 1 111 2,079 -26%
Year 2019 2020 2021 2022 2023 2019-23 2022-23 PC USER Year 2019 2020 2021 2022 2023 2019-23 2019-23 2022-23	Jan 1,188 1,838 0 72 1,317 11% 1729% SESSIONS Jan 615 964 0 0 333 -46% n/a	Feb 1,241 1,783 21 125 1,277 3% 922% - # OF KIDS 5 Feb 662 823 0 0 381 -42% n/a	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS Mar 794 291 0 36 699 -12% 1842%	Apr 1,410 Closed 60 420 1,237 -12% 195% S Apr 734 Closed 1 75 666 -9% 788%	1,739 Closed 72 447 May 609 Closed 1 120	1,570 10 76 457 <b>Jun</b> 758 1 1 146	1,716 27 84 <b>Jul</b> 1,038 0	1,619 42 67 Aug 1,174 0	1,721 57 60 Sep 747	1,788 68 69 Oct 878	Nov Lost in ser 3 85	ver transition  71  Dec ver transition 0	15,396 4,664 721 Yearly Total 8,009 2,084	5,243 4,457 137 992 5,162 -2% 420% YTD Total 2,805 2,078 1 111 2,079
Year 2019 2020 2021 2022 2023 2019-23 2022-23 PC USER Year 2019 2020 2021 2022 2023 2019-23 2019-23 2022-23	Jan 1,188 1,838 0 72 1,317 11% 1729% SESSIONS Jan 615 964 0 0 3333 -46% n/a	Feb 1,241 1,783 21 125 1,277 3% 922% -# OF KIDS 3 Feb 662 823 0 0 381 -42% n/a	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS Mar 794 291 0 36 699 -12% 1842%	Apr 1,410 Closed 60 420 1,237 -12% 195% S Apr 734 Closed 1 75 666 -9% 788% r Counter (	1,739 Closed 72 447 May 609 Closed 1 120 Quit Worki	1,570 10 76 457 <b>Jun</b> 758 1 1 146	1,716 27 84 <b>Jul</b> 1,038	1,619 42 67 Aug 1,174 0 1	1,721 57 60 Sep 747 1	1,788 68 69 Oct 878	Nov Lost in ser  3  85	ver transition  71  Dec ver transition 0	15,396 4,664 721 Yearly Total 8,009 2,084 4	5,243 4,457 137 992 5,162 -2% 420%  YTD Total 2,805 2,078 1 111 2,079 -26%
Year 2019 2020 2021 2022 2023 2019-23 2022-23 PC USER Year 2019 2020 2021 2022 2023 2019-23 2019-23 2019-23 DOOR CO	Jan 1,188 1,838 0 72 1,317 11% 1729% SESSIONS Jan 615 964 0 0 3333 -46% n/a	Feb 1,241 1,783 21 125 1,277 3% 922% -# OF KIDS 3 Feb 662 823 0 0 381 -42% n/a IONTH Feb	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS Mar 794 291 0 36 699 -12% 1842% 2020 Dool	Apr 1,410 Closed 60 420 1,237 -12% 195% Apr 734 Closed 1 75 666 -9% 788% r Counter ( Apr	1,739 Closed 72 447 May 609 Closed 1 120 Quit Worki May	1,570 10 76 457 Jun 758 1 1 146 ng. Didn't	1,716 27 84 Jul 1,038 0 0	1,619 42 67 Aug 1,174 0 1	1,721 57 60 Sep 747 1 0	1,788 68 69 Oct 878 1 0	Nov Lost in ser  3  Nov Nov Nov Nov	Dec ver transitio  Dec ver transitio  0  Dec	15,396 4,664 721 Yearly Total 8,009 2,084 4 Yearly Total	5,243 4,457 137 992 5,162 -2% 420%  YTD Total 2,805 2,078 1 111 2,079 -26% 1773%
Year 2019 2020 2021 2022 2023 2019-23 2022-23 PC USER Year 2019 2020 2021 2022 2023 2019-23 2019-23 2022-23 DOOR CO	Jan 1,188 1,838 0 72 1,317 11% 1729% SESSIONS Jan 615 964 0 0 333 -46% n/a UNT PER M Jan 15,345	Feb 1,241 1,783 21 125 1,277 3% 922% -# OF KIDS 3 Feb 662 823 0 0 381 -42% n/a	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS Mar 794 291 0 36 699 -12% 1842% 2020 Doop	Apr 1,410 Closed 60 420 1,237 -12% 195% S Apr 734 Closed 1 75 666 -9% 788% r Counter ( Apr	1,739 Closed 72 447 May 609 Closed 1 120 Quit Worki	1,570 10 76 457 Jun 758 1 1 146 ng. Didn't	1,716 27 84 Jul 1,038 0 0	1,619 42 67 Aug 1,174 0 1	1,721 57 60 Sep 747 1	1,788 68 69 Oct 878 1	Nov Lost in ser  3  85	ver transition  Dec ver transition  0	15,396 4,664 721 Yearly Total 8,009 2,084 4 Yearly Total 191,088	5,243 4,457 137 992 5,162 -2% 420%  YTD Total 2,805 2,078 1 111 2,079 -26% 1773%
Year	Jan 1,188 1,838 0 72 1,317 11% 1729% SESSIONS Jan 615 964 0 0 3333 -46% n/a	Feb 1,241 1,783 21 125 1,277 3% 922% -# OF KIDS 3 Feb 662 823 0 0 381 -42% n/a IONTH Feb 14,237	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS Mar 794 291 0 36 699 -12% 1842% 2020 Dooi Mar 16,934	Apr 1,410 Closed 60 420 1,237 -12% 195% Apr 734 Closed 1 75 666 -9% 788% Counter ( Apr 15,794	1,739 Closed 72 447 May 609 Closed 1 120 Quit Worki May 16,213	1,570 10 76 457 Jun 758 1 1 146 ng. Didn't Jun 17,811	1,716 27 84 Jul 1,038 0 0 replace un Jul 18,751	1,619 42 67 Aug 1,174 0 1 til 2021. Aug 16,902	1,721 57 60 Sep 747 1 0 Sep 14,390	1,788 68 69 Oct 878 1 0 Oct 16,125	Nov Lost in ser  Nov Lost in ser  Nov 14,852	Dec ver transition 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	15,396 4,664 721 Yearly Total 8,009 2,084 4 Yearly Total 191,088 15,473	5,243 4,457 137 992 5,162 -2% 420%  YTD Total 2,805 2,078 1 111 2,079 -26% 1773% 62,310 15,473
Year	Jan 1,188 1,838 0 72 1,317 11% 1729% SESSIONS Jan 615 964 0 0 333 -46% n/a UNT PER M Jan 15,345 15,473	Feb 1,241 1,783 21 125 1,277 3% 922% -# OF KIDS 3 Feb 662 823 0 0 381 -42% n/a IONTH Feb 14,237	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS Mar 794 291 0 36 699 -12% 1842% 2020 Dooi Mar 16,934	Apr 1,410 Closed 60 420 1,237 -12% 195% Apr 734 Closed 1 75 666 -9% 788% Counter ( Apr 15,794	1,739 Closed 72 447 May 609 Closed 1 120 Quit Worki May 16,213	1,570 10 76 457 Jun 758 1 1 146 ng. Didn't Jun 17,811	1,716 27 84 Jul 1,038 0 0	1,619 42 67 Aug 1,174 0 1 1 til 2021. Aug 16,902	1,721 57 60 Sep 747 1 0 Sep 14,390 8,530	1,788 68 69 Oct 878 1 0 Oct 16,125	Nov Lost in ser  3  Nov Lost in ser  4  Nov 14,852	Dec ver transitio  Dec ver transitio  0  Dec 13,734	15,396 4,664 721 Yearly Total 8,009 2,084 4 Yearly Total 191,088 15,473 94,904	5,243 4,457 137 992 5,162 -2% 420%  YTD Total 2,805 2,078 1 111 2,079 -26% 1773% 62,310 15,473 22,673
Year	Jan 1,188 1,838 0 72 1,317 11% 1729% SESSIONS Jan 615 964 0 0 333 -46% n/a UNT PER N Jan 15,345 15,473 0 8,200	Feb 1,241 1,783 21 125 1,277 3% 922% -# OF KIDS 3 Feb 662 823 0 0 381 -42% n/a IONTH Feb 14,237 5,000 8,328	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS Mar 794 291 0 36 699 -12% 1842% 2020 Dooi Mar 16,934 9,144 9,303	Apr 1,410 Closed 60 420 1,237 -12% 195% Apr 734 Closed 1 75 666 -9% 788% r Counter ( Apr 15,794 8,529 9,797	1,739 Closed 72 447  May 609 Closed 1 120  Quit Worki May 16,213 8,755 9,985	1,570 10 76 457 Jun 758 1 1 146 ng. Didn't Jun 17,811	1,716 27 84 Jul 1,038 0 0 replace un Jul 18,751	1,619 42 67 Aug 1,174 0 1 til 2021. Aug 16,902	1,721 57 60 Sep 747 1 0 Sep 14,390	1,788 68 69 Oct 878 1 0 Oct 16,125	Nov Lost in ser  Nov Lost in ser  Nov 14,852	Dec ver transition 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	15,396 4,664 721 Yearly Total 8,009 2,084 4 Yearly Total 191,088 15,473	5,243 4,457 137 992 5,162 -2% 420%  YTD Total 2,805 2,078 1 111 2,079 -26% 1773% 62,310 15,473 22,673 35,628
Year	Jan 1,188 1,838 0 72 1,317 11% 1729% SESSIONS Jan 615 964 0 0 333 -46% n/a UNT PER M Jan 15,345 15,473	Feb 1,241 1,783 21 125 1,277 3% 922% -# OF KIDS 3 Feb 662 823 0 0 381 -42% n/a IONTH Feb 14,237	Mar 1,404 836 56 375 1,331 -5% 255% SESSIONS Mar 794 291 0 36 699 -12% 1842% 2020 Dooi Mar 16,934	Apr 1,410 Closed 60 420 1,237 -12% 195% Apr 734 Closed 1 75 666 -9% 788% r Counter ( Apr 15,794 8,529 9,797	1,739 Closed 72 447  May 609 Closed 1 120  Quit Worki May 16,213 8,755 9,985	1,570 10 76 457 Jun 758 1 1 146 ng. Didn't Jun 17,811	1,716 27 84 Jul 1,038 0 0 replace un Jul 18,751	1,619 42 67 Aug 1,174 0 1 1 til 2021. Aug 16,902	1,721 57 60 Sep 747 1 0 Sep 14,390 8,530	1,788 68 69 Oct 878 1 0 Oct 16,125	Nov Lost in ser  3  Nov Lost in ser  4  Nov 14,852	Dec ver transitio  Dec ver transitio  0  Dec 13,734	15,396 4,664 721 Yearly Total 8,009 2,084 4 Yearly Total 191,088 15,473 94,904	5,243 4,457 137 992 5,162 -2% 420%  YTD Total 2,805 2,078 1 111 2,079 -26% 1773% 62,310 15,473 22,673