



Key Performance Indicators Reported for 2010 – 2021

Output Measure	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Collection	1,829,961	1,856,240	1,907,152	1,940,733	2,059,110	2,108,815	2,188,689	2,307,401	2,460,233	2,172,051	2,063,788	2,076,610
Card Holders	410,109	425,540	304,431	325,303	346,363	373,481	294,505	296,417	251,578	264,732	273,355	323,625
Circulation	2,392,827	2,340,208	2,338,802	2,434,723	2,563,226	2,761,471	2,729,254	2,924,461	2,972,067	3,105,034	2,283,728	2,404,134
Gate Count	2,190,194	2,175,796	2,206,485	2,211,993	2,230,096	2,323,087	2,116,793	2,131,182	2,214,594	2,292,168	914,531	1,221,140
Meeting Room Use	3,109	2,442	2,777	3,631	4,154	6,670	6,517	6,723	6,444	6,364	1,406	1,986
Meeting Room Attendance	47,965	37,998	37,834	55,699	57,945	99,244	86,994	91,554	86,737	133,881	24,687	49,840
Study Room Use	-	-	-	-	6,447	7,809	15,818	19,179	19,985	19,071	10,930	10,988
Study Room Attendance	-	-	-	-	-	32,842	45,767	52,808	60,983	43,202	21,860	21,976
Reference / Information	879,514	971,205	868,222	885,764	898,255	1,007,100	847,860	1,003,595	1,020,679	970,069	788,952	881,721
In-House Library Programs	3,277	3,153	3,188	5,212	6,368	5,862	5,672	6,092	5,958	6,694	3,230	3,467
PC Logins, AWE, Wi-Fi Usage	813,792	878,944	848,364	1,244,648	1,436,558	1,737,344	1,427,374	1,331,859	1,304,982	1,751,328	900,316	974,686
Website Hits	1,265,706	1,504,250	1,988,926	1,855,891	2,036,970	2,033,178	2,224,154	3,107,733	2,887,931	3,652,039	6,689,952	8,006,118
Wi-Fi Logins	-	-	-	389,671	660,851	NA*	753,583	695,388	752,685	1,228,407	692,248	754,482
Database Sessions	238,829	743,782	1,837,841	2,198,448	3,654,984	5,539,232	2,782,179	2,302,285	1,414,323	1,818,122	2,306,118	3,019,560
Bookmobile Visits	502	856	1,153	1,635	1,836	2,266	1,958	2,125	2,218	2,363	1,142	1,702

*Wi-Fi reporting was interrupted in 2015

as of 7/15/2022

East Baton Rouge Parish Library Highlights for 2021

- Library services and programs remain impacted by the COVID-19 pandemic.
- The Library maintained slightly reduced service hours to allow for deep cleaning and to accommodate staff shortages due to quarantine.
- Digital Circulation leveled out at 1,029,771, less than half of our circulation total of 2,404,134. Many “digital” patrons returned in-person for physical items.
- The overall visitor Gate Count rose 33 % to 1,221,140; most of these visitors came inside the building to use library services and resources.
- The Library’s Collections remain stable, comprising more than 2 million items. Major new additions to the collection included several distinct collections for the BR Room’s Archive (including the African American Funeral Programs Database) and special online resources such as Black Life in America, Entrepreneurial Mindset, Ethnic Diversity Source, and the Wall Street Journal.
- BR City Key Website was revised in 2021 and included updated COVID and food disparities.
- The Library issued 61,916 new library cards in 2021, including new Student Computer-Use-Only cards. The total Patron Count increased to 323,625, which is 74 % of the parish population.
- Library staff produced 9,165 programming events and activities, with an estimated 398,470 people participating. Of these, 757 were Virtual programs with 79,072 viewers. 9,380 patrons participated in 3,160 Self-Directed Activities such as Grab and Geaux Bags. Highlights for the year: One Book One Community featuring *The Yellow House*; the Mid-City Micro Con; the 8th Annual BR Mini-Maker Faire®; the 44th Annual Author Illustrator Program featuring author Salina Yoon. Beanstack provided a virtual Summer Reading Club platform which was extended throughout the year. A new cohort of children “graduated” from *1000 Books Before Kindergarten*. Other Special Literacy Projects included the new *Reading is Elementary* program, which enrolled 566 children, the Literacy Calendar, and Garden Stories was expanded to Baker City Park. Library staff implemented the Home Library Pilot Project working with at-risk 3rd graders at five schools and began the Press Start! Ready, Set, Read! Initiative at all branches. The Library participated in the Conscious Kids Project. The Carver Branch Library was selected as a Maker-Ed pilot site by Knock Knock Children’s Museum. The Library continued its participation in the Urban Library Council’s Entrepreneurship Pilot Project and made plans to roll out circulating Wi-Fi Hotspots.
- Reference/information questions rose to 881,721, reflecting ability for patrons to come in person to any location to ask for assistance.
- Database sessions rose 31 %. Website activity continued to show increases, with activity related to the Library website up 19 %. Views and retrievals to the Library’s Online Catalog dropped, as patrons no longer needed to limit remotely search the catalog.
- Recording 754,482 logins, the Library’s Wi-Fi remained extended out into parking lots or public spaces at all locations; however, most of this usage took place inside library spaces or in the Plaza at the Main Library or at River Center Branch Library.
- Meeting Rooms were used 1,986 times with an estimated 49,840 in attendance. Civic groups began to return, but with reduced attendance.
- Study Rooms at Main, Baker, Bluebonnet, Delmont Gardens, Fairwood, Greenwell Springs, Jones Creek and River Center Branches were used 10,988 times.
- Outreach Service visits recorded 1,702 stops at pre-schools and day care centers, retirement centers, schools, and events.
- New Interactive Learning tables were placed on the public floor at each library location.
- Design Development continued for the new South Branch Library, which is expected to go out for bid in summer 2022.
- The new River Center Branch Library was named an American Libraries’ Design Showcase library and received the Gold Rose Members’ Choice award for architectural design.
- Furniture installations for the renovated Jones Creek Regional Branch were completed in first quarter of 2021.
- The Library was again recognized as a Star Library; this is the 9th year the East Baton Rouge Parish Library has been so designated.