

OCT NOV DEC JAN FEB MAR APR MAY JUN JUL AUG SEP YTD TREND

| Patron Counts by Type by Status | | | | | | | | | | | | | |
|---------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|----------|----------|----------|----------|--|
| Individuals | 532 | 532 | 537 | 539 | 543 | 537 | 527 | 513 | - | - | - | - | |
| Active | 491 | 489 | 493 | 495 | 498 | 492 | 480 | 463 | | | | | |
| BARD only | 41 | 42 | 43 | 43 | 44 | 44 | 46 | 47 | | | | | |
| On Hold | - | 1 | 1 | 1 | 1 | 1 | 1 | 3 | | | | | |
| Organizations/Institutions | 39 | 39 | 39 | 39 | 39 | 39 | 41 | 44 | - | - | - | - | |
| Active | 38 | 38 | 38 | 38 | 38 | 38 | 40 | 43 | | | | | |
| BARD only | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | |
| On Hold | - | - | - | - | - | - | - | - | | | | | |
| Total | 571 | 571 | 576 | 578 | 582 | 576 | 568 | 557 | 0 | 0 | 0 | 0 | |

| Patron Activity over the last Month | | | | | | | | | | | | | |
|-------------------------------------|---|----|---|----|----|---|----|----|---|---|---|---|----|
| New Individuals Added | 7 | 7 | 6 | 15 | 9 | 8 | 9 | 6 | | | | | 67 |
| New Institutions Added | 1 | - | - | - | - | - | 1 | - | | | | | 2 |
| Reinstated (Reactivated) | 1 | - | 1 | - | 2 | 3 | - | - | | | | | 7 |
| Transfer | 2 | 2 | 1 | 2 | - | 1 | 1 | 1 | - | - | - | - | 10 |
| In | 1 | 1 | 1 | 2 | - | - | - | - | | | | | 5 |
| Out | 1 | 1 | - | - | - | 1 | 1 | 1 | | | | | 5 |
| Suspended | 9 | 10 | 7 | 8 | 11 | 7 | 17 | 25 | - | - | - | - | 94 |
| Deceased | - | 8 | 4 | 5 | 5 | 4 | 9 | 8 | | | | | 43 |
| Cancelled Services | 9 | 2 | 3 | 3 | 6 | 3 | 8 | 17 | | | | | 51 |

| Patron Contacts | | | | | | | | | | | | | |
|-----------------|------------|------------|------------|------------|------------|------------|------------|------------|----------|----------|----------|----------|--------------|
| Phone Calls | 97 | 89 | 74 | 83 | 111 | 139 | 229 | 150 | - | - | - | - | 972 |
| In | 46 | 43 | 45 | 46 | 64 | 42 | 75 | 52 | | | | | 413 |
| Out | 51 | 46 | 29 | 37 | 47 | 97 | 154 | 98 | | | | | 559 |
| Emails | 174 | 96 | 80 | 319 | 277 | 185 | 211 | 262 | - | - | - | - | 1,604 |
| In | 68 | 45 | 47 | 80 | 38 | 83 | 66 | 131 | | | | | 558 |
| Out | 106 | 51 | 33 | 239 | 239 | 102 | 145 | 131 | | | | | 1,046 |
| Postal Mail | 174 | 38 | 60 | 47 | 566 | 42 | 73 | 41 | - | - | - | - | 1,041 |
| In | 13 | 20 | 38 | 23 | 46 | 20 | 26 | 15 | | | | | 201 |
| Out | 161 | 18 | 22 | 24 | 520 | 22 | 47 | 26 | | | | | 840 |
| Walk-Ins | 1 | 2 | 2 | 2 | 2 | 2 | - | - | | | | | 11 |
| Total | 446 | 225 | 216 | 451 | 956 | 368 | 513 | 453 | - | - | - | - | 3,628 |

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| Web Site Traffic | | | | | | | | | | | | | | |
|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|---|---|---|---|-------|--|
| Visits | 102 | 86 | 109 | 94 | - | 182 | 149 | 135 | - | - | - | - | 857 | |
| Unique visits | 84 | 80 | 100 | 88 | 105 | 169 | 136 | 125 | - | - | - | - | 887 | |
| Page views | 159 | 140 | 142 | 160 | - | 333 | 221 | 300 | - | - | - | - | 1,455 | |
| Unique page views | 121 | 102 | 117 | 113 | 137 | 239 | 169 | 187 | - | - | - | - | 1,185 | |

| Local Inventory | | | | | | | | | | | | | |
|---|-----|----|-----|----|----|----|----|----|---|---|---|---|-----|
| DB cartridges loaded with digital books | 25 | 22 | 13 | 19 | 2 | 4 | 5 | 3 | | | | | 93 |
| DB Welcome Letter | 10 | 2 | 15 | 2 | 2 | 3 | 5 | 5 | | | | | 44 |
| DB Biannual Newsletter | 75 | 75 | 75 | 75 | 75 | 75 | 75 | 75 | | | | | 600 |
| Total | 110 | 99 | 103 | 96 | 79 | 82 | 85 | 83 | - | - | - | - | 737 |

| Outreach | | | | | | | | | | | | | |
|--|-----|----|----|-----|-----|----|-----|----|---|---|---|---|-------|
| Email News Release Reading Disability | 27 | - | - | - | - | - | - | - | - | - | - | - | 27 |
| Letter Campaign to Service Providers | 150 | - | - | - | - | - | - | - | - | - | - | - | 150 |
| Email to SUPERLIB Five First Friday Zoom | - | 50 | 50 | 50 | 50 | 50 | - | - | - | - | - | - | 250 |
| First Five Fridays Zoom with SUPERLIB | - | - | 1 | 1 | 2 | - | - | - | - | - | - | - | 4 |
| Email Notice about TBT2 Unavailable | - | - | - | 239 | - | - | - | - | - | - | - | - | 239 |
| Email Newsletter Winter 2022 | - | - | - | - | 239 | - | - | - | - | - | - | - | 239 |
| Mail Newsletter Winter 2022 | - | - | - | - | 430 | - | - | - | - | - | - | - | 430 |
| Audio Cartridge Newsletter 2022 | - | - | - | - | 70 | - | - | - | - | - | - | - | 70 |
| By mail responses to Newsletter | - | - | - | - | 32 | - | - | - | - | - | - | - | 32 |
| Call all new patrons in 21-22 FY | - | - | - | - | - | 47 | | - | - | - | - | - | 47 |
| Email Notice about TBT2 Unavailable | - | - | - | - | - | - | 54 | - | - | - | - | - | 54 |
| Call - Inactive patron list | - | - | - | - | - | - | 108 | 25 | - | - | - | - | 133 |
| Email - Inactive patron list | - | - | - | - | - | - | 23 | | | | | | 23 |
| Email TBT May June | | | | | | | | | | | | | - |
| | | | | | | | | | | | | | - |
| | - | - | - | - | - | - | | - | - | - | - | - | - |
| Total | 177 | 50 | 51 | 290 | 823 | 97 | 185 | 25 | - | - | - | - | 1,698 |

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BARD Circulation

| | | | | | | | | | | | | | | |
|--|----|----|----|----|-----|----|----|----|---|---|---|---|-----|--|
| Count of MI1D recorded/produced DBC digital books downloaded from BARD mobile. | 4 | 1 | 4 | 4 | 108 | 8 | 3 | 4 | - | - | - | - | 136 | |
| # of Active BARD Accounts | 77 | 78 | 81 | 83 | 79 | 82 | 85 | 87 | | | | | | |
| # of Individuals Approved for BARD DL | 1 | 1 | 1 | 1 | 4 | 4 | 4 | 2 | | | | | 18 | |
| # of Inst approved for BARD DL | 1 | - | - | 1 | 2 | - | 1 | 2 | | | | | 7 | |
| # of "Demo Only" approved for BARD DL | - | - | - | - | - | - | - | - | | | | | - | |
| # of New Mobile Devices | 4 | 6 | 6 | 5 | 2 | 4 | 8 | 5 | | | | | 40 | |
| # of new Mobile Device Users | 4 | 5 | 6 | 5 | 2 | 4 | 4 | 5 | | | | | 35 | |

Patrons who:

| | | | | | | | | | | | | | | |
|---|----|----|----|----|----|----|----|----|--|--|--|--|-----|--|
| DL at least 1 (non music) item in Braille | 2 | 2 | 2 | 3 | 2 | 4 | 3 | 2 | | | | | 20 | |
| DL at least 1 (non music) item in Audio | 40 | 37 | 40 | 38 | 43 | 36 | 46 | 37 | | | | | 317 | |
| DL at least 1 music item in Braille | - | - | - | - | - | - | - | - | | | | | - | |
| DL at least 1 music item in Audio | - | 1 | - | 2 | 1 | 2 | 1 | 1 | | | | | 8 | |





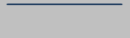





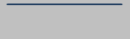


Institutions who:










| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|--|--|--|--|----|--|
| DL at least 1 (non music) item in Braille | - | - | - | 1 | - | - | - | - | | | | | 1 | |
| DL at least 1 (non music) item in Audio | 2 | 3 | 1 | 2 | 2 | 1 | 2 | 2 | | | | | 15 | |
| DL at least 1 music item in Braille | - | - | - | - | - | - | - | - | | | | | - | |
| DL at least 1 music item in Audio | - | - | - | - | - | - | - | - | | | | | - | |


Patron activity:


| | | | | | | | | | | | | | | |
|--------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|--|--|--|--|-------|--|
| book (non music) DL in Braille | 7 | 6 | 8 | 9 | 2 | 35 | 11 | 6 | | | | | 84 | |
| book (non music) DL in Audio | 579 | 666 | 668 | 584 | 635 | 568 | 593 | 692 | | | | | 4,985 | |
| magazine DL in Braille | - | - | - | - | 38 | 3 | - | - | | | | | 41 | |
| magazine DL in Audio | 12 | 5 | 16 | 13 | 28 | 17 | 15 | 4 | | | | | 110 | |
| music DL in Braille | - | - | - | - | - | - | - | - | | | | | - | |
| music DL in Audio | - | 1 | - | 2 | 1 | 2 | 1 | 2 | | | | | 9 | |







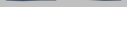
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| BARD Circulation (continued) | | | | | | | | | | | | | | |
|-------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|---|---|---|---|-------|---|
| Institution activity: | | | | | | | | | | | | | | |
| book (non music) DL in Braille | - | - | - | 1 | - | - | - | - | - | - | - | - | 1 |  |
| book (non music) DL in Audio | 7 | 7 | 6 | 5 | 7 | 3 | 4 | 7 | | | | | 46 |  |
| magazine DL in Braille | - | - | - | - | - | - | - | - | | | | | - |  |
| magazine DL in Audio | - | - | - | 1 | - | - | - | - | | | | | 1 |  |
| music DL in Braille | - | - | - | - | - | - | - | - | | | | | - |  |
| music DL in Audio | - | - | - | - | - | - | - | - | | | | | - |  |
| Staff activity: | | | | | | | | | | | | | | |
| book (non music) DL in Braille | - | - | - | - | - | - | - | - | | | | | - |  |
| book (non music) DL in Audio | 1 | 1 | 1 | 2 | 4 | - | 2 | 1 | | | | | 12 |  |
| magazine DL in Braille | - | - | - | - | - | - | - | - | | | | | - |  |
| magazine DL in Audio | - | 2 | - | - | 1 | - | 1 | - | | | | | 4 |  |
| music DL in Braille | - | - | - | - | - | - | - | - | | | | | - |  |
| music DL in Audio | - | - | - | - | - | - | - | - | | | | | - |  |
| Total | 606 | 688 | 699 | 617 | 716 | 628 | 627 | 712 | - | - | - | - | 5,293 |  |

| Non-BARD Circulation to our patrons by the regional library in Lansing (MI1A) | | | | | | | | | | | | | | |
|--|-------|-------|-------|-------|-------|-------|-------|-------|---|---|---|---|--------|---|
| DB - Digital books | 5,908 | 5,431 | 4,568 | 5,960 | 4,819 | 4,708 | 4,284 | 4,731 | | | | | 40,409 |  |
| DBC - Locally Recorded Books | 249 | 246 | 201 | 188 | 203 | 547 | 241 | 268 | | | | | 2,143 |  |
| DBE - Marrakesh Treaty Books | - | - | - | - | - | - | - | - | | | | | |  |
| DBF - Marrakesh Treaty Books | - | - | - | - | - | - | 1 | - | | | | | |  |
| DBG - Marrakesh Treaty Books | 1 | 3 | 1 | - | - | - | 2 | 1 | | | | | 8 |  |
| Total | 6,158 | 5,680 | 4,770 | 6,148 | 5,022 | 5,255 | 4,528 | 5,000 | - | - | - | - | 42,561 | |
| Physical Collections | | | | | | | | | | | | | | |
| BR - Braille books by mail | 5 | 4 | - | 2 | - | 5 | 5 | 16 | | | | | 37 |  |
| DV - Described videos by mail | - | 2 | - | 2 | 5 | 4 | 1 | 2 | | | | | 16 |  |
| MB - Board Books | - | - | - | - | - | - | 2 | 2 | | | | | 4 |  |
| Total | 6,163 | 5,686 | 4,770 | 6,152 | 5,027 | 5,264 | 4,536 | 5,020 | - | - | - | - | 42,618 |  |

| | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | YTD | TREND |
|--|------|------|------|------|------|------|------|------|-----|-----|-----|-----|--------|---|
| Total Circulation (BARD + Non-BARD) | | | | | | | | | | | | | | |
| Total | 6769 | 6374 | 5469 | 6769 | 5743 | 5892 | 5163 | 5732 | 0 | 0 | 0 | 0 | 47,911 |  |

| Duplication on Demand (DOD) - Cartridges with more than one book each circulated by the regional library in Lansing (MI1A) | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|--|--|--|--|-------|---|
| Total | 528 | 479 | 404 | 537 | 457 | 472 | 445 | 469 | | | | | 3,791 |  |

| Count of locally produced books downloaded from BARD | | | | | | | | | | | | | | |
|---|---|---|---|---|-----|---|---|---|---|---|---|---|-----|---|
| The Last Northwoods Reader | 2 | 1 | 2 | 2 | 5 | 1 | - | - | | | | | 13 |  |
| Laughing Whitefish | 2 | - | 2 | 2 | 2 | 1 | 2 | 1 | | | | | 12 |  |
| Northwoods Reader Vol. 1 Wit & Wisdom | - | - | - | - | 69 | 4 | 1 | 2 | | | | | 76 |  |
| Copper Empire | - | - | - | - | 32 | 1 | - | 1 | | | | | 34 |  |
| Dandelion Cottage | - | - | - | - | - | - | - | - | | | | | - |  |
| The Cinder Pond | - | - | - | - | - | - | - | - | | | | | - |  |
| Total | 4 | 1 | 4 | 4 | 108 | 7 | 3 | 4 | - | - | - | - | 135 |  |