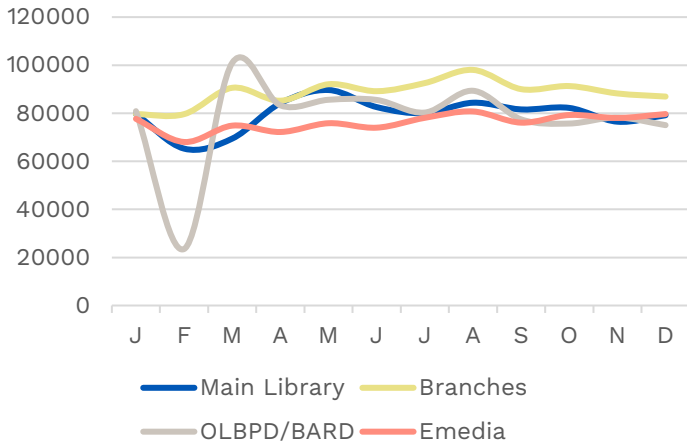




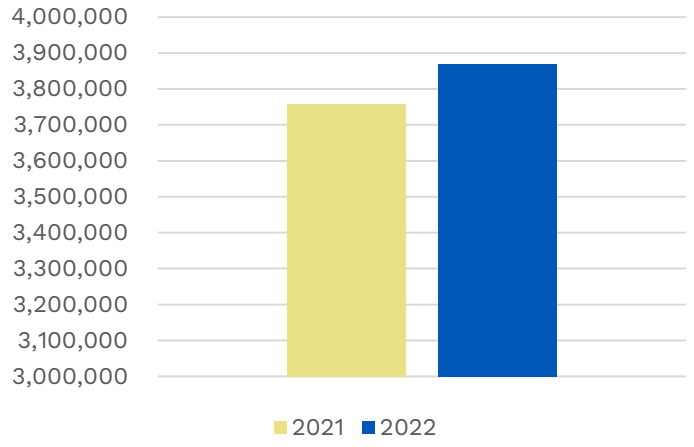
2022 Year End Report

Circulation

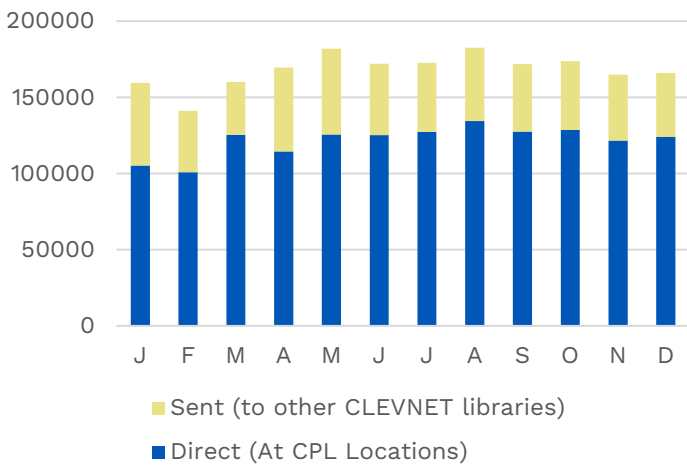
Total Circulation



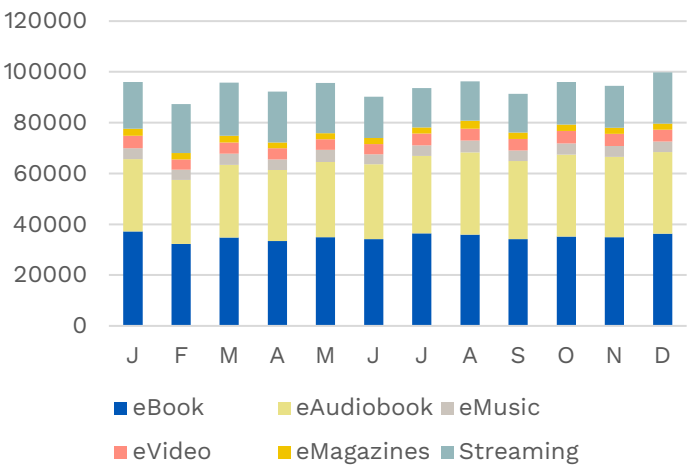
Circulation Trend



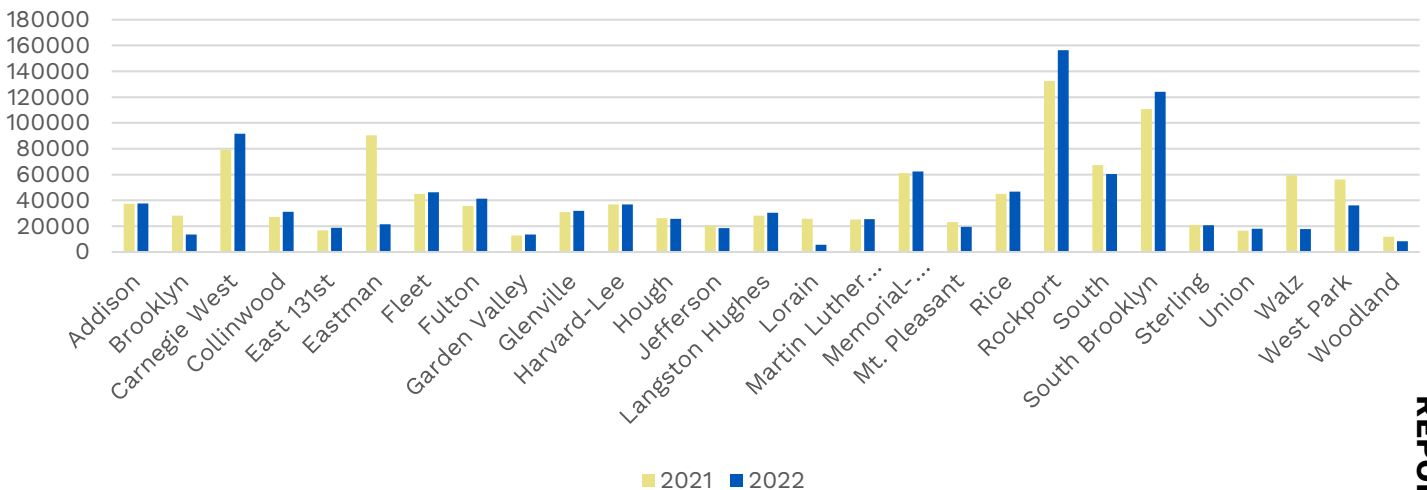
Physical Circulation



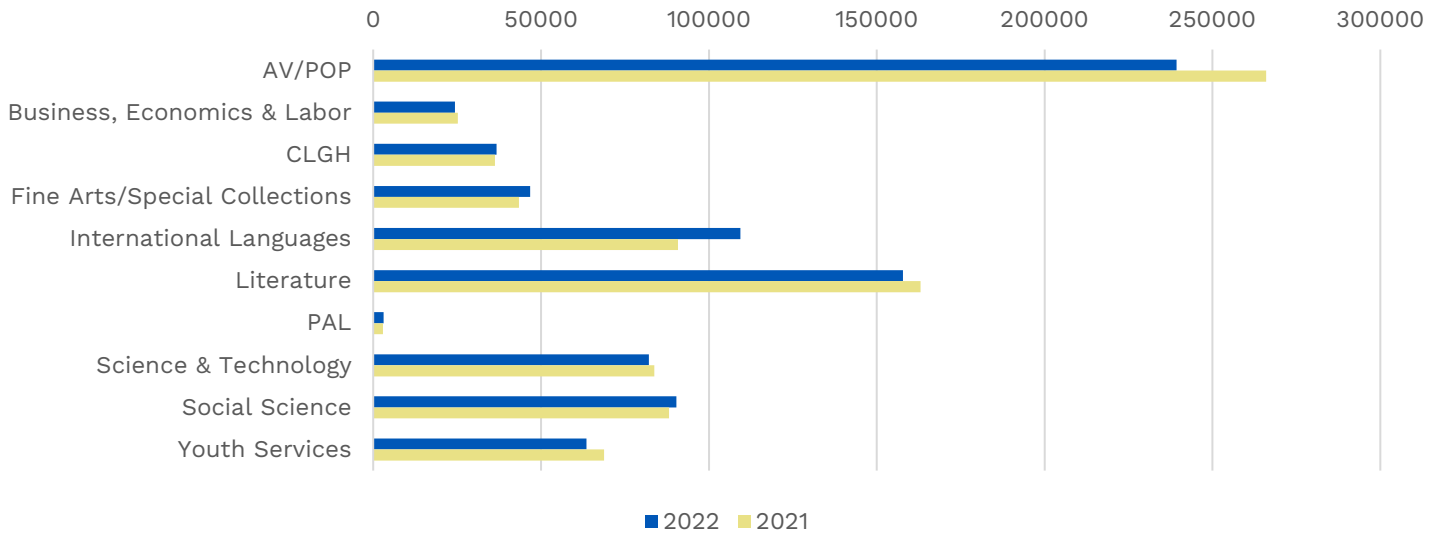
Emedia Circulation



Branch Circulation

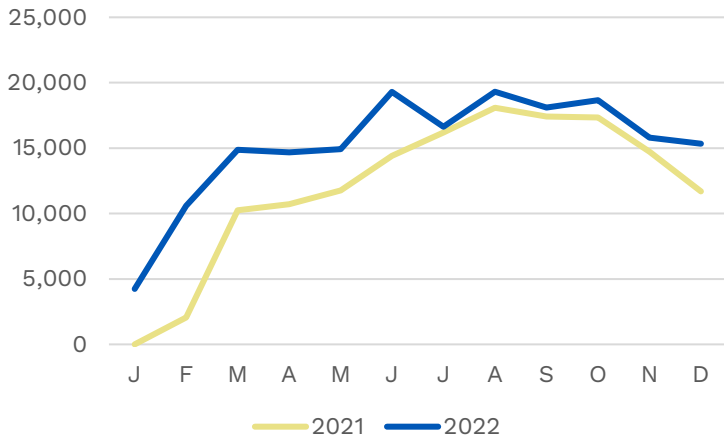


Main Library Departments

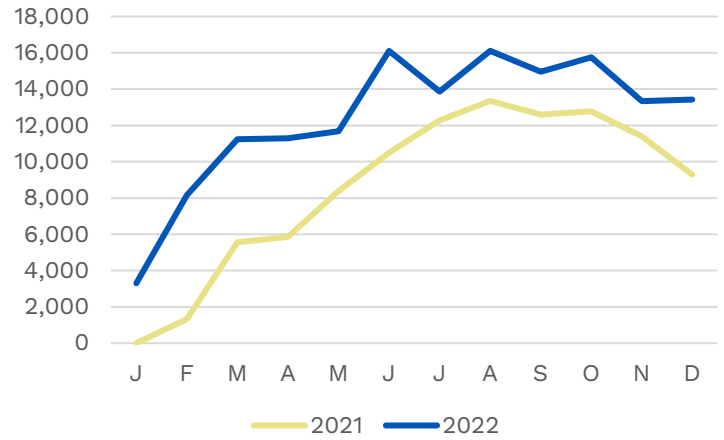


Technology & Services

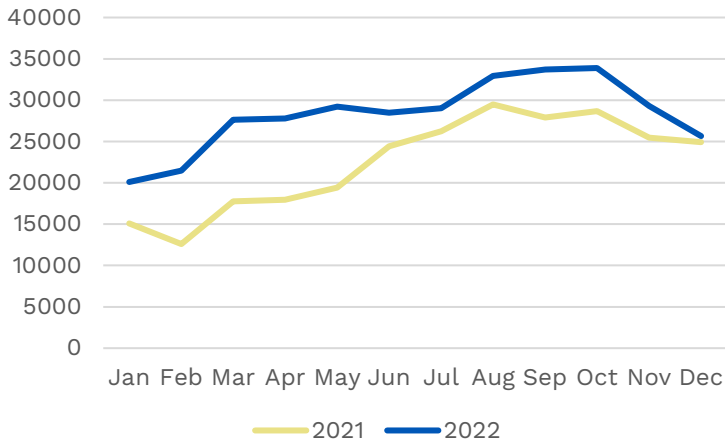
Computer Sessions



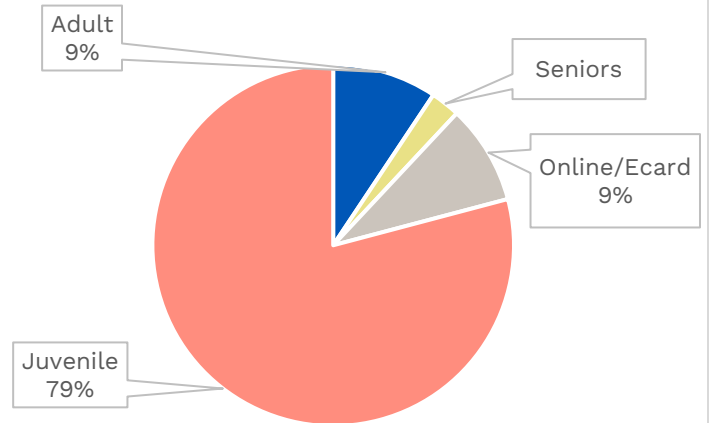
Computer Hours in Use

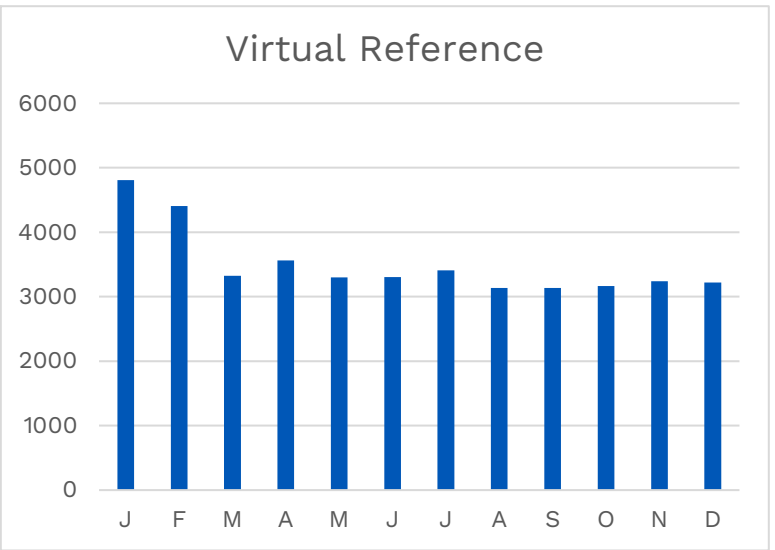
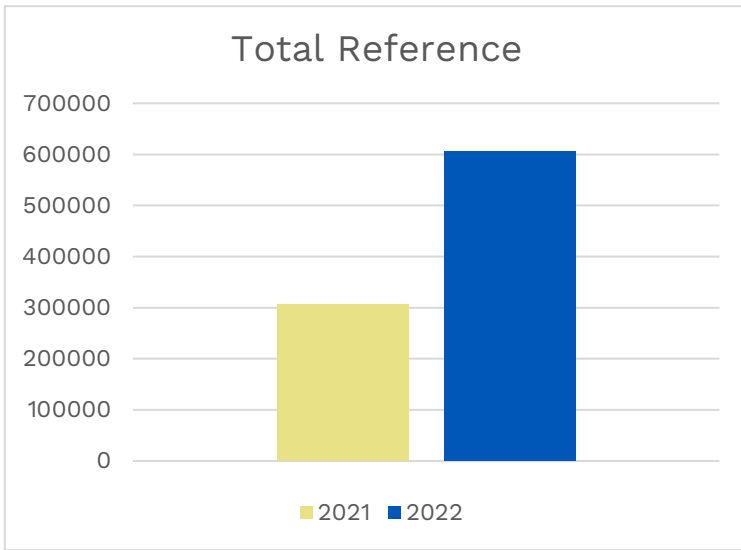


Wifi Sessions

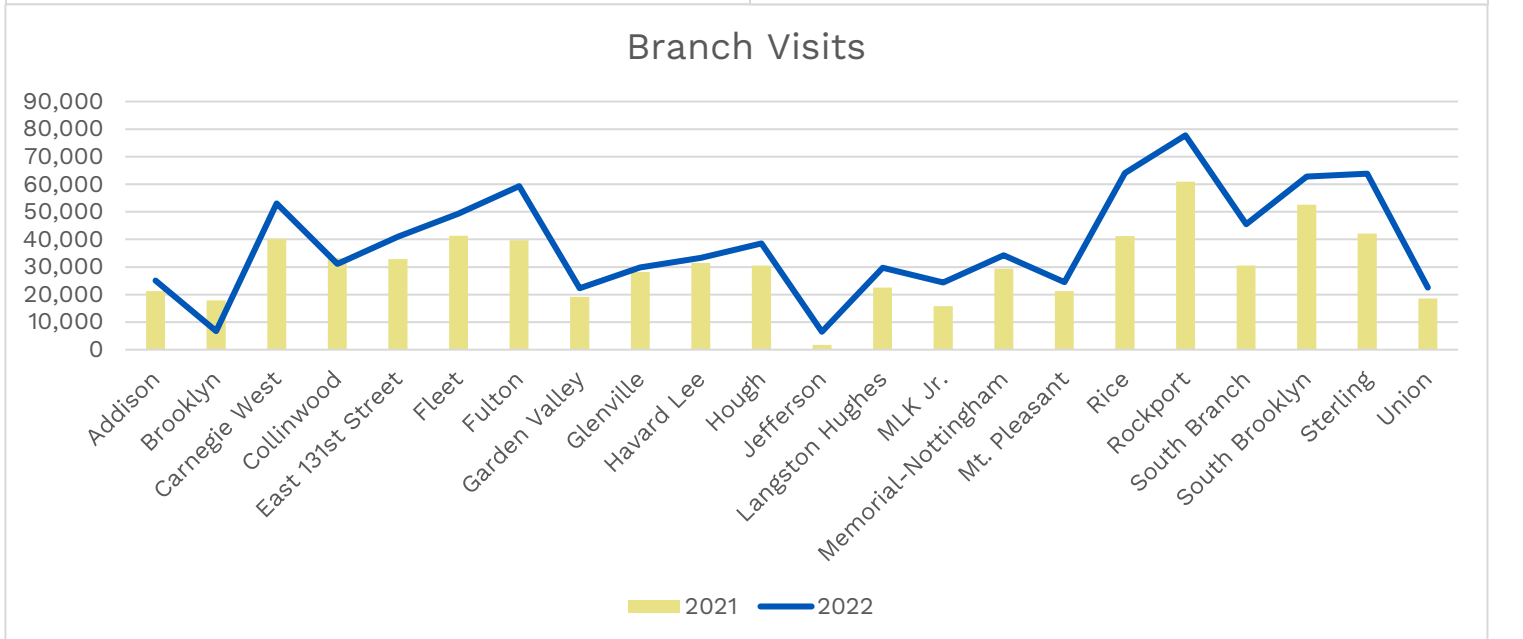
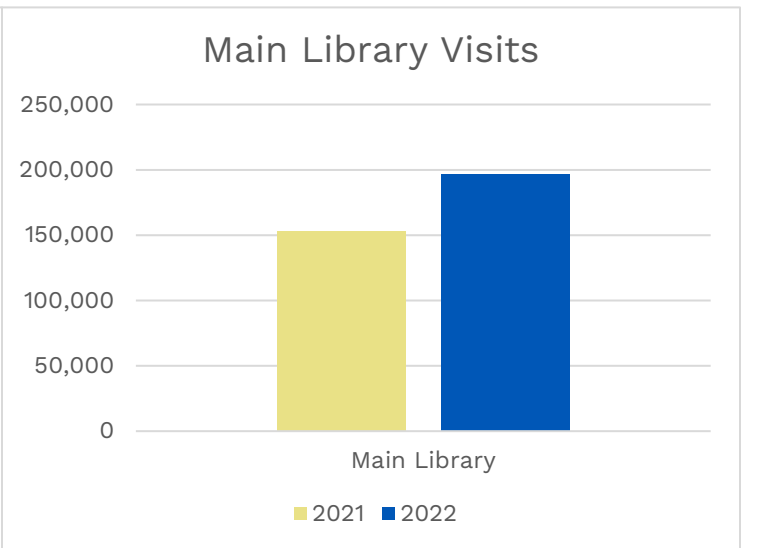
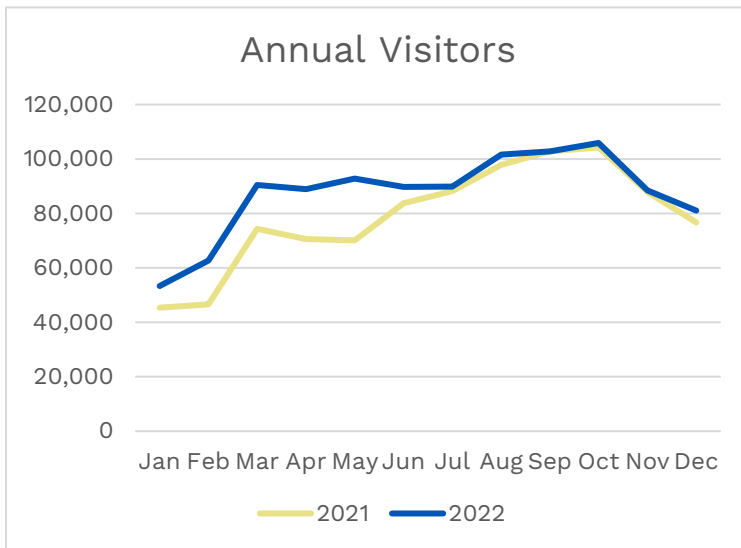


New Cards Issued



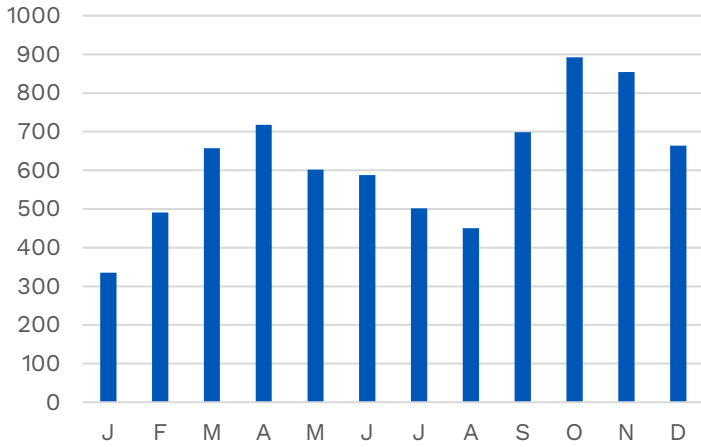


Patron Visits

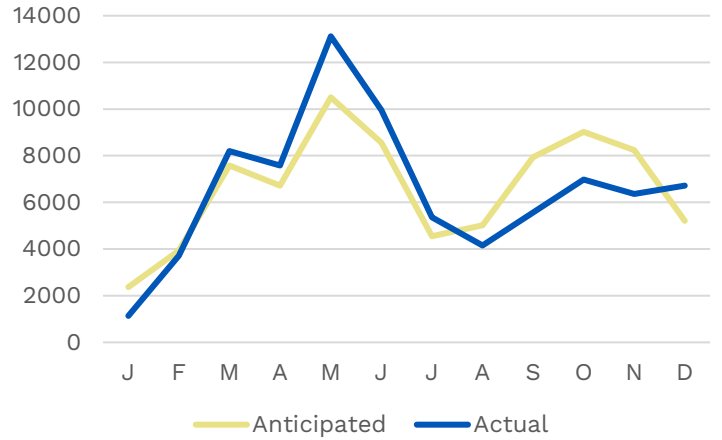


Programming

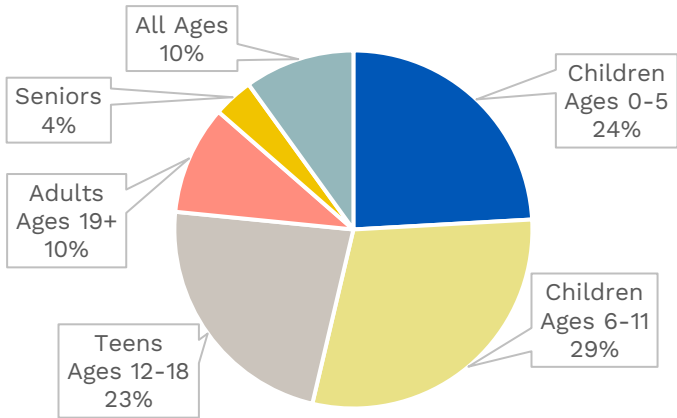
Programs & Events



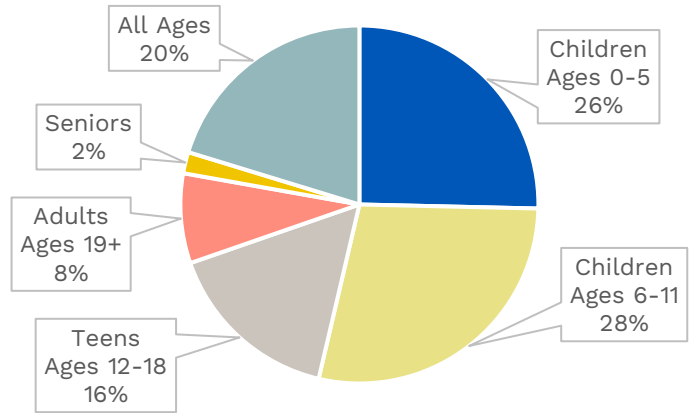
Attendance



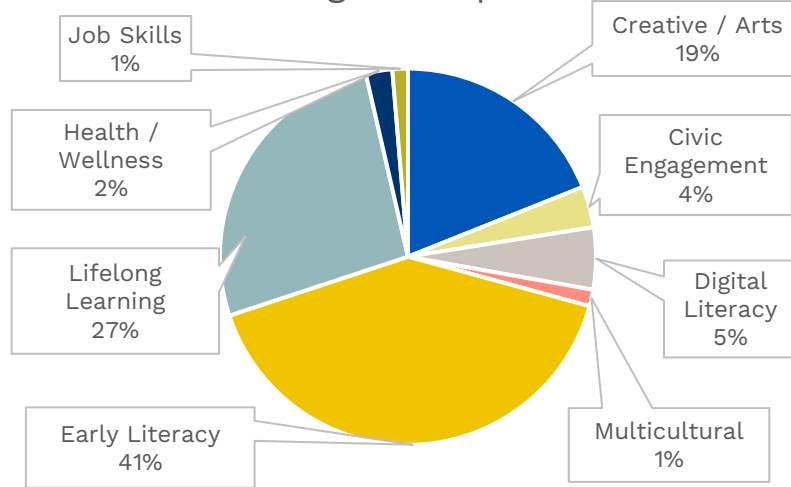
Programs by Target Audience



Attendance by Target Audience



Program Topics



Patron Interests

2022 Top 10

Adult

Fear No Evil
 The 1619 Project
 Death of the Black Widow
 Life After Death
 The 6:20 Man
 Where the Crawdads Sing
 The Coast-to-Coast Murders
 Finding Me
 Run, Rose, Run
 Sparring Partners

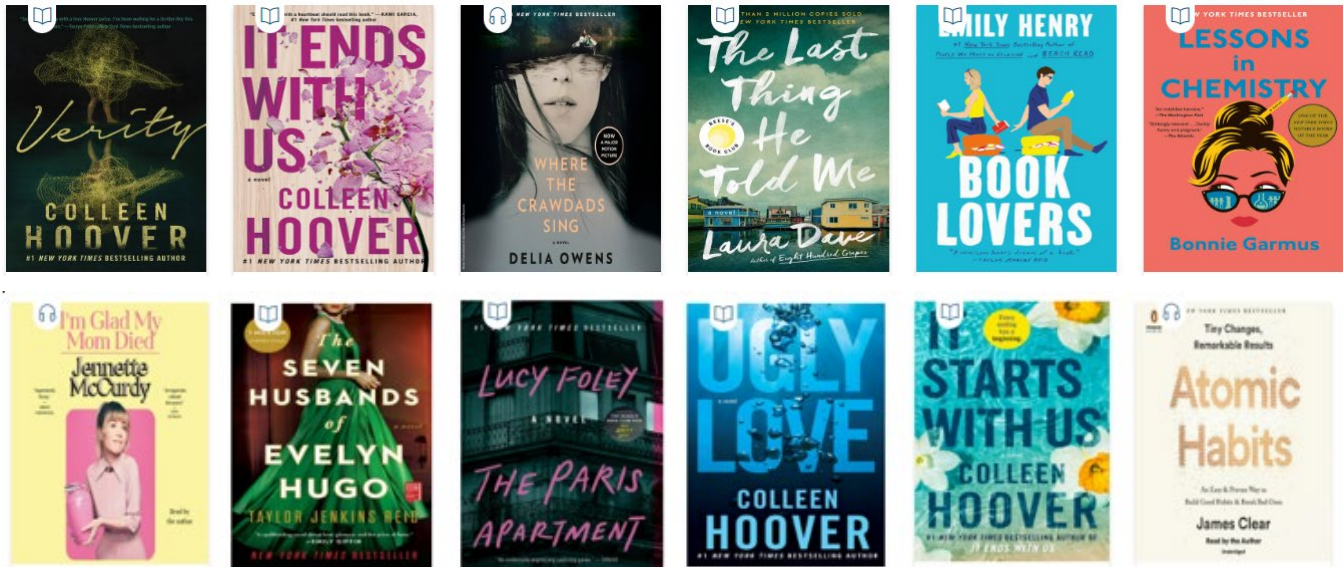
James Patterson
 Nikole Hannah Jones
 James Patterson
 Sister Souljah
 David Baldacci
 Delia Owens
 James Patterson
 Viola Davis
 Dolly Parton
 John Grisham

Juvenile

Bob Books
 Splatoon
 Dog Man
 Peppa Pig Phonics
 Paw Patrol Phonics
 Pete the Cat
 Fancy Nancy
 Pinkalicious
 Big Shot
 Teenage Mutant Ninja Turtles

Bobby Lynn Maslen
 Sankichi Hinodeya
 Dav Pilkey
 Lorraine Gregory
 Jennifer Liberts
 James Dean
 Jane O'Connor
 Victoria Kann
 Jeff Kinney
 Jennifer Liberts

2022 OverDrive Top Titles



Facilities Master Plan Closures: Jefferson, West Park, and Woodland Branches closed for construction as of 4/5/2021. Lorain Branch closed for construction as of 10/9/2021. Eastman Branch closed for construction as of 12/13/2021. Walz Branch closed for construction as of 3/5/2022. Brooklyn Branch closed for construction as of 5/7/2022. Jefferson Branch reopened 10/15/22. Hough Branch reopened 11/12/22

COVID Closures: No services offered: 3/14-6/7/2020; Curbside/walk-up services only: 6/8-8/23/2020, 11/21/2020-2/21/2021; 12/27/2021-1/17/2022; Open with occupancy restrictions/time limits: 8/24-11/20/2020, 2/22-12/25/21, 1/18/22-11/5/22.



2022 Year End Activity Report

Circulation

DVDs and books make up the bulk of the library's physical circulation. Audio, including both CDs and audiobooks are a distant third, with magazines and miscellaneous items such as hotspots at the bottom. The library circulated hotspots 4,775 times this year.

Overall, circulation held steady throughout the year and was very evenly distributed among Main Library, branch locations, OLBDP/BARD, and emedia. The dip in OLBDP/BARD in February is attributed to a one-time change in how that circulation is counted by the State. The total circulation of all formats and locations for the year was 3,868,486. This is a 3% increase over the previous year, mostly attributed to OLBDP/BARD and emedia.

Direct circulation is defined as items that are borrowed at a CPL location and accounts for approximately 75% of the library's circulation. The remainder is CPL-owned materials that are borrowed at other CLEVNET member libraries.

Emedia circulation has held steady throughout the year. Ebooks and eaudiobooks remain at the top and streaming music continues to be very popular. Evideo has performed well as the options available to patrons (such as Kanopy and Hoopla) have increased.

Branch circulation has taken a slight dip from the previous year, as several branches have been closed for Facilities Master Plan construction¹. Emedia circulation is attributed to the patron's home location, so branches will still report circulation even if they are closed. With the exception of Literature, Popular, and Youth Services, Main Library Departments either held steady or showed a slight decrease from 2021 circulation.

Technology and Services

The Library has 567 computers available to patrons; 54 at the Main Library and 513 at our branches. Computer sessions are up overall for the year for a total of 182,444

¹ **Facilities Master Plan Closures:** Jefferson, West Park, and Woodland Branches closed for construction as of 4/5/2021. Lorain Branch closed for construction as of 10/9/2021. Eastman Branch closed for construction as of 12/13/2021. Walz Branch closed for construction as of 3/5/2022. Brooklyn Branch closed for construction as of 5/7/2022. Jefferson Branch reopened 10/15/22. Hough Branch reopened 11/12/22

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sessions. This is a 26% increase over last year. The total hours of computer use rose 44% this year for a total of 149,205 hours.

WiFi access continues to be a vital service for our patrons, with a total of over 339,000 sessions, a 26% increase in sessions compared to last year. Unique visitors, which is the number of distinct individuals that connect, is up by 33% over 2021 for a total of nearly 103,000 patrons.

Nearly 52,000 new patrons have registered for library cards so far this year. Through a partnership with Cleveland Metropolitan School District, every CMSD student can now use their student ID to access CPL materials and services. 37,742 students were registered in August, before the start of the school year. There have also been nearly 5,000 new ecards issued, which can be obtained by filling out the library's online application or by registering through OverDrive.

Reference help is provided to our patrons through many avenues, including in-person, by phone or text message, or through email and online chat sessions. In 2022, the demand for reference nearly doubled over the previous year. Virtual reference is provided through email, text message, and the Ask Us online chat service. As our libraries eased COVID-19 restrictions, there was a noticeable drop in requests. However, there is still a significant demand for this type of service, as the Library answers over 3,000 requests a month.

Patron Visits

As COVID-19 restrictions eased, our patrons returned to the library. Overall, total visits rose by 10% for 2022. With 7 of 28 branches closed for all or part of the year, the increase in branch visits was a modest 7%. However, visitors returned in full force to the Main Library, with an increase of nearly 30% for the year.

Programming

While programming started off slow at the beginning of the year, we have made significant gains the number of programs offered. 7,452 programs were held in 2022, with a total attendance of nearly 80,000. Notably, actual attendance is at 99% of the estimated attendance. Estimated attendance is a new metric collected by our staff and represents the number of attendees that can be reasonably expected to attend a given event or program. The high ratio of actual attendees is a great indication that our message is reaching the public and our staff public services staff are presenting quality programming.

Children up to the age of 18 make up over 75% of our program audience. Various literacy and learning programs constitute the bulk of programming. Literacy programs include storytime, summer reading club, and early childhood literacy classes. Digital literacy programs include MakerLabs, classes on learning digital skills, and CPL PLAY programming. Education and lifelong learning programs encompass everything from book discussions and author visits to genealogy and local history events.

Patron Interests

The top adult circulated titles consist of perennial New York Times fiction bestsellers, including James Patterson, David Baldacci, and John Grisham. The top non-fiction title was *The 1619 Project* by Nikole Hannah-Jones, whom the Library hosted at the Writers & Readers series on November 19th, 2022. Juvenile titles include many phonics and learn-to-read titles featuring current children's pop characters such as Peppa Pig and Paw Patrol.

The top ebook titles on OverDrive were also bestselling authors, including titles by Colleen Hoover, Lucy Foley, and Evelyn Hugo. *Where the Crawdads Sing*, written by Delia Owens and released as a movie in 2022 spent much of the year at the top of the CPL chart.

*Compiled by Nancy Mocsiran | Strategy Office
1/13/23*