City of
Sherwood
Oregon

Home of the Tualatin River National Wildlife Refuge

LIBRARY ADVISORY BOARD MEETING PACKET

FOR

Wednesday, January 15, 2025

Sherwood City Hall
22560 SW Pine Street
Sherwood, Oregon

6:30 pm Library Advisory Board Meeting

City of Sherwood Oregon

Home of the Tualatin River National Wildlife Refuge

1. **CALL TO ORDER**—6:30 p.m.

2. **ROLL CALL** (Garland)
   Board members / City Council Liaison / Staff

3. **ADJUSTMENTS TO AGENDA** (Garland)

4. **APPROVAL OF MINUTES** (Garland)
   December 18, 2024 minutes

5. **CITIZEN COMMENTS** (Doman Calkins)

6. **OLD BUSINESS**—6:35 p.m.
   A. WCCLS Funding and Governance Evaluation Project (Doman Calkins)
   B. SSD Student Cards Dataload updates (Doman Calkins)

7. **NEW BUSINESS**—7:00 p.m.
   A. Budget updates
   B. Connections Report for 2024
   C. July-December stats report
   D. Updates on hearing from other Library Advisory Boards
   E. 2025 business, working document

8. **COUNCIL LIAISON REPORT**—7:45 p.m. (Councilor Giles)

9. **NEXT MEETINGS:** February 19, 6:30-8:00 p.m. Our 2025 meetings continue as 3rd Wednesday of the month, 6:30-8:00 p.m. with no meeting in June or August. December meetings are TBD.

10. **ADJOURN**

This agenda and packet are online at www.sherwoodoregon.gov/libraryboard

How to Provide Citizen Comments:
Citizen comments may be provided in person, in writing, or by telephone. In-person comments may be made during the dedicated time on the agenda. Written comments may be submitted at least 24 hours in advance of the scheduled meeting start time by email to Adrienne Doman Calkins, Library Manager, at domancalkinsa@sherwoodoregon.gov and clearly state that it is intended as a general Citizen Comment for this meeting. To provide comment by phone during the live meeting, email

domancalkinsa@sherwoodoregon.gov or call 503-625-4272 at least 24 hours in advance of the meeting start time in order to receive dial-in instructions. In-person and telephone comments are limited to 4 minutes per person. Per Council Rules Ch. 2 Section (V)(D)(5), Citizen Comments, "Speakers shall identify themselves by their name and by their city of residence." Anonymous comments will not be accepted into the meeting record.

ADA Accommodations:
To request ADA accommodations for this public meeting, please contact Adrienne Doman Calkins, Library Manager, at domancalkinsa@sherwoodoregon.gov or call 503-625-4272, preferably at least 48 hours in advance of the scheduled meeting time.

Interpretation Services:
Free language interpretation is available through Washington County Cooperative Library Services in twenty different languages. To inquire, contact Adrienne Doman Calkins, Library Manager, at domancalkinsa@sherwoodoregon.gov or call 503-625-4272, preferably at least 48 hours in advance of the scheduled meeting time.

1. CALL TO ORDER
The meeting was called to order at 6:31 p.m. by Chair Sean Garland.

2. ROLL CALL

Board Members Present: Maggi Gerhard, Randy Mifflin (Vice Chair), Marilee Ratliff Ponangi, Fritz Kaliszewski (Rural Rep), Amanda Bryan (attended virtually), Brie Scrivner, Sean Garland (Chair, attended virtually), Shruti Pawaskar (High School Rep.), Deb Diers.

City Council Liaison— absent

Staff Present: Adrienne Doman Calkins (Library Manager), Crystal Garcia (Librarian II, Secretary).

Guest: Tracey Enright

3. ADJUSTMENTS TO AGENDA— none.

4. APPROVAL OF MINUTES
Deb Diers moved to approve the December 18, 2024, minutes. Fritz Kaliszewski seconded. Motion passed by all members in attendance.

5. PUBLIC COMMENT— none.

6. OLD BUSINESS

A. WCCLS Funding and Governance Evaluation Project
Doman Calkins said updates will be available once the Board of County Commissioner's meeting on this topic is published on the county's website. The meeting is currently scheduled for January 31. The first round of levy polling has been moved to after the presidential inauguration on January 20th. Polling will be conducted for a 10¢ increase and also a 15¢ increase. Polling was just completed for the Public Service levy which included an 18¢ increase and polled positively. Doman Calkins said all levy information provided through voter education will first be submitted for approval by the Secretary of State.

B. SSD Student Cards Dataload updates
Doman Calkins passed around sample welcome letters and welcome kits that Sherwood students receive after signing up for a library card through this annual project. WCCLS will be tracking student card usage and provide statistics. Students with library cards will also have access to Sora, once SSD implements it. Sora is the school version of Libby ebooks and audiobooks.

7. NEW BUSINESS

A. Budget updates
Doman Calkins shared the City is moving to a 2-year budget cycle and the budget process is starting earlier this year. The 2-year budget cycles will sometimes straddle a levy cycle given the levy is on a 5-year cycle. The FY25-27 budget for the library will include the last year of the current levy cycle and the first year of the next levy cycle, pending the November 2025 election. We will use the supplemental budget process mid-cycle to adjust for FY26-27 once we know more. The draft budget narrative for the library includes a brief review of services the library provides and highlights key achievements and goals in alignment with City Council goals.

B. Connections Report for 2024
Doman Calkins reviewed the [Connections Report for 2024](). The report describes five levels of library partnerships with 42 local, regional, and national groups, including the newly formed Sherwood Library Foundation (SHELF), and information about the expanded partnership with the Sherwood School District (SSD) to provide student library cards. The report has been helpful to document work that is harder to measure with traditional metrics. Members discussed ways to increase visibility of the report. Doman Calkins will share the report with partners.

C. July-December stats report
Doman Calkins reviewed the July-December statistics report, highlights include:
- 6,000 new items added to the collection
- 512 volunteer hours
- 97,000 visitors so far this fiscal year, approximately 80% of pre-pandemic numbers.

D. Updates on hearing from other Library Advisory Boards
Doman Calkins reached out to Library Directors from Lake Oswego and Tualatin libraries to ask about a joint meeting or inviting guests to one of our LAB meetings, as recommended by our members to connect with other similar boards in the region. There is interest so far and Doman Calkins will be meeting the directors to have a deeper conversation about how we might structure this opportunity to share information about training, goal setting, and intellectual freedom.

8. COUNCIL LIAISON REPORT
No Councilor present. Doman Calkins shared an update that City Council will be voting on council liaisons to board and commissions at their next meeting (this is typically done annually).

9. Next Meeting
The next meeting will be on February 19th at 6:30 p.m.

10. Adjourn
Chair Garland adjourned the meeting at 7:58 p.m.

Minutes submitted by Crystal Garcia.

Approved on _____2/19/25_____
               Date

Crystal Garcia
Chair or transcriptionist Signature

2024 Connections Report

We are grateful for the rich network of community and national support to make our library even better. Sherwood Public Library (SPL) engages in six levels of partnerships with 42 total local, regional and national groups. These connections help us to provide high-quality services both within and outside the library walls. Funding through partnerships is forecast at over $1.63 million this year, not including support that can't be measured in dollars.

The levels of partnerships are:
- Core Funding Partners
- Support Funding Partners
- Service & Outreach Partners
- Initiatives Partners
- Donating Partners

Core Funding Partners

SPL is a member library of Washington County Cooperative Library Services (WCCLS) and a department of the City of Sherwood. Our funding is primarily from these two agencies. **Total Core Funding this year is forecast as $1,610,405**

1. **Washington County Cooperative Library Services**—Sherwood Public Library is one of 13 member libraries of WCCLS and a founding member since 1976. WCCLS funds 64.5% of SPL'S local operating budget. Intergovernmental agreements exist between the City of Sherwood, all member libraries, and WCCLS. Total FY24-25 direct support to us is $1,041,836. WCCLS funding comes from the County's general fund (approximately 52%), a local option levy for countywide library services (approximately 43%), and WCCLS fund reserves (5%). WCCLS retains 33% for centralized operations and distributes 67% to member libraries.

   Additionally:
   - Sherwood patrons can access over 1.5 million items from the cooperative, e-books, downloadable audiobooks, streaming movies, electronic resources, and books by mail.
   - WCCLS funded giveaway books to distribute offsite during summer reading, through the Library Foundation of Washington County.
   - We have local representation on WCCLS Executive Board and Policy Group to advise on policies and budget, and subject matter expert groups to foster countywide collaboration. This year the groups are working with WCCLS and Merina + Co consultants on a Funding and Governance Evaluation Project.
   - WCCLS patrons are eligible for free library cards at Clackamas County, Multnomah County, and Fort Vancouver Libraries through the MIX agreement

and at any Oregon libraries participating in the Oregon Library Passport Program, including at Newberg and McMinnville.

2. **City of Sherwood**—SPL is part of the Community Services Division of the city and receives 35% of our funding from the city, not including administrative overhead. Total FY24-25 direct support is forecast as $568,569. Additionally:
   - The City provides facilities, IT, utilities, HR, payroll, administrative and legal support, parks and shelters for outdoor events.
   - Sherwood Police Department respond to incidents and provide training.
   - Library staff coordinate the City of Sherwood Library Advisory Board meetings to review policies, strategic planning, facility master planning, and assessments.
   - Library staff assist with public access to City information, general City Hall customer service, and directions in English and Spanish.
   - Library staff participate on the City's Safety Committee, records retention, and promote City events.

Support Funding Partners
Provided financial support to enhance library services in significant ways. **Total Funding Partner support: $13,882**

1. **Friends of Sherwood Public Library**—Advocacy, support, program funding. Total support this year: $9555, including credit at Powell's City of Books from book sales.
2. **Oregon State Library**—Ready-to-Read grant for Summer Reading. Total grant: $4,327. The State Library also funds library trainings, access to electronic resources and professional collections, and consulting services. This year the State funded participation in a Libraries Leading with Equity cohort we were able to participate in.
3. **Sherwood Library Foundation**—A newly established 501(c)(3) nonprofit to complement public funding with private donations. SHELF is focusing on a funding campaign to purchase and install a freestanding study pod in the library.

Service & Outreach Partners
Helped us expand our offerings and our reach while building a stronger community.

1. **Sherwood School District**
   - Through a partnership with SSD and WCCLS, we issued nearly 800 new WCCLS Student Cards to students whose parent/guardians opted them in.
   - SHARE Center staff hosted Digital Literacy Workshops (DLW) presented in English and Spanish by library staff and a contracted presenter. Coordinated child-care, promoted the series to SHARE Center families.
   - SHARE Center staff table at Bilingual Storytime in the Park.
   - Library staff present the annual Books & Bricks Winter Reading Program in partnership with elementary schools.
   - Library staff provide interactive tours for various classes.
   - Sherwood High School (SHS) student rep on the Library Advisory Board.
   - Students volunteer on TeenLAB, a volunteer club to help with library projects.

- The Library was a drop-off location for SHARE Center holiday gifts and needs drive and the back-to-school backpack drive.
- Students volunteered to provide childcare at the DLW series.
- Students create monthly bulletin boards displays in the Children's area.
- Key Club student volunteers at library events.
- Library staff participate in the SSD's Early Learning Fair.
- SSD promotes our summer reading program and library card registration.

2. **Sherwood Center for the Arts**
   - Coordinates the Old Town Art Walks twice a year. The Library has been an Art Walk stop since its inception in 2015.
   - Curate exhibits in the library display case for Diwali and Lunar New Year.
   - Host location for Juneteenth event presented by Sherwood Public Library.
3. **YMCA**—
   - Provided physical activities and games at Bilingual Storytime in the Park.
   - Library staff participate at outreach events.
   - Library staff drop off summer reading books at the YMCA.
4. **Robin Hood Festival Association**
   - The Library coordinates a Miniature Castle Making Contest and displays during festival month. RHFA promotes library events and directs traffic to us. Maid Marions help with voting.
   - Maid Marians helped with a Bilingual Storytime in the Park storytime and met children and families during the craft and games.
   - RHFA shares library materials at the Winter Festival through Santa bags.
5. **Helping Hands**—Provided lunches at storytimes in the park, distribute library newsletters, receives food donations during library's annual Food Drive**.**
6. **Mission:Citizen**—Volunteers present citizenship class series at the Library.
7. **AmeriCorp**-- A partnership between WCCLS, Washington County, and AmeriCorp has led to a Digital Navigator this year. The DN visits Sherwood 1-2 times a month.
8. **Washington County Department of Disability, Aging, and Veteran Services**—provides social service referral information. Member of our Library Advisory Board.
9. **George Fox University**—Students and staff volunteer for a day of service at the library.
10. **MudPuddles Toys & Books**—Bilingual Storytimes in the Park activity table and support.
11. **P.A.W. Prints**—Bilingual Storytimes in the Park activity table.
12. **Portland Area Canine Therapy Teams—**Volunteer service dogs handlers bring their dogs to Read to the Dogs.
13. **Sherwood Marjorie Stewart Community Senior Center**—Hosted library staff for a tour. Reciprocal referral services.
14. **Sherwood Historical Society**—The Library archives local printed newspapers donated by the Sherwood Historical Society. Reciprocal referral services.
15. **Chamber of Commerce**—Library staff participated in Cruisin' Sherwood's Kid Zone. Chamber provides Sherwood tourism information and promotes the library as a community resource.

16. **Washington County Severe Weather Shelter**—The Library is an information site and has extended hours as a warming and cooling location.
17. **St. Francis**—Recipient of food collected during the Library's Food Drive. Library staff provide presentations and tours to classrooms.
18. **Sherwood Main Street**—The Library participates in the Halloween in Old Town event.
19. **Operation Home Front**—Library staff and other local agencies provided family resources at a military family back-to-school event.
20. **Community Advantage**—Print marketing of library events and services sent to all local households.
21. **Willowbrook Food Pantry**—Recipient of food collected during the Library's Food Drive.
22. **Tualatin Valley Creates**—Marketing for cultural and creative events and opportunities.
23. **Tualatin Valley Tourism**—provides local tourism information.
24. **Washington County Community Development**—The library hosts a display for Community Development week to highlight Community Development Block Grant-funded projects in Sherwood.

Initiatives Partners

Helped us align our work with the best practices of the library profession.
1. **Oregon Library Association**—We use the OLA Public Library Standards to measure and evaluate our library services, facility, governance, and engagement. Our Library Youth Services Librarian II is the Chair of the Children's Services Division. Library staff attend the annual Oregon Library Association conference. We've been able to have two librarians participate in the Leadership Institute of OLA (LIOLA).
2. **American Library Association (ALA)**:
   - National Library Week—A week-long campaign to highlight what libraries do.
   - Pride Book Month—An initiative of the ALA Office for Diversity, Literacy and Outreach Services, as well as the ALA Rainbow Round Table.
   - Banned Books Week—A campaign to raise awareness of censorship and the freedom to read.
   - Provide professional resources for policy development, intellectual freedom, and best practices.
3. **Public Library Association (PLA)**—We use DigitalLearn resources for classes and Project Outcome to measure the impact of our programs.
4. **Edge Assessment**—Measures public-facing technology services and programs and allows for customized action plans.
5. **Federal Government**—Government forms distribution site, including US Tax Forms. We promote and use Census data.
6. **National Poetry Month**—The largest literary celebration in the world. We celebrated with our ninth annual "6 Word Story".
7. **United for Libraries**—National Friends of Library Week celebration. Online trainings for Library Advisory Board and Foundation development
8. **Welcoming Week**—A national celebration from Welcoming America.

Donating Partners
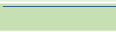
These additional donations enrich our programming, events, and library. **<u>This year we received donated support valued at $10,900</u>**
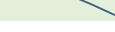
1. **Early Learning Washington County & United Way of the Columbia-Willamette**—The library distributed 80 early literacy STEM kits to local families. Valued at $8000.
2. **Helping Hands**—Donated lunches for Storytime in the Park, valued at $1100.
3. **Robin Hood Garden Club**—Monthly floral arrangements, valued at $600.
4. **Rotary Club of Sherwood**—Donated $500 for Summer Reading prizes
5. **Rebekah Lodge**—Donated $500 to support Summer Reading book giveaways.
6. **Literary Arts**—donated Oregon book award winners and nominated titles.
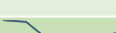
Submitted by Adrienne Doman Calkins, Library Manager

Sherwood Public Library Statistics
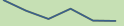
Snapshot stats

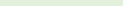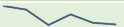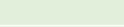| Monthly Circulation	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Sparkline	FY Totals
Total check outs this FY (includes digital)	**39,803**	**39,697**	**37,145**	**39,412**	**36,432**	**37,763**		**230,252**
Total check outs prev. year	39,003	38,322	36,055	36,101	34,274	34,948		436,377
% change	2.1%	3.6%	3.0%	9.2%	6.3%	8.1%		-47.2%
Total check outs pre-pandemic (FY18-19)	33,372	33,269	30,040	31,810	30,009	28,646		373,844
Change from pre-pandemic	19.3%	19.3%	23.7%	23.9%	21.4%	31.8%		-38%
Physical check outs & renewals this FY	**27,045**	**26,817**	**25,154**	**27,045**	**23,788**	**24,572**		**154,421**
Initial checkouts	14,080	13,144	12,366	14,080	12,290	11,628		77,588
Renewals	12,965	13,673	12,788	12,965	11,498	12,944		76,833
Total physical check outs/ren. prev. year	28,475	28,026	26,166	26,001	24,355	24,503		306,749
% change	-5.0%	-4.3%	-3.9%	4.0%	-2.3%	0.3%		-49.7%
Total physical check outs/ren. (FY18-19)	29,360	29,123	26,171	27,616	25,991	24,290		321,138
Change from pre-pandemic	-7.9%	-7.9%	-3.89%	-2.1%	-8.5%	1.2%		-52%
Self-checkouts only	9,049	8,304	7,859	7,840	7,946	7,604		48,602
% of total physical @ self-check	33%	31%	31%	29%	33%	31%		31.5%
% of initial ckos @ self-check	64%	63%	64%	56%	65%	65%		63%
Digital check outs (Overdrive)	**12,758**	**12,880**	**11,991**	**12,367**	**12,644**	**13,191**		**75,831**
% of total checkouts that are digital	32.1%	32.4%	32.3%	31.4%	34.7%	34.9%		32.9%
Total digital check outs prev. year	10,528	10,296	9,889	10,100	9,919	10,445		96,190
% change	21.2%	25.1%	21.3%	22.4%	27.5%	26.3%		-21%
Total digital check outs pre-pandemic (FY18	4,012	4,146	3,869	4,194	4,018	4,356		52,706
Change from pre-pandemic	218%	211%	210%	195%	215%	203%		44%
Held items in Co. owned by SPL	3,861	3,696	3,956	4,061	3,753	3,945		23,272
Held items @ SPL	5,238	5,462	6,234	5,702	5,658	5,554		33,848
% of total physical checkouts	19%	20%	25%	21%	24%	23%		22%
% of initial physical checkouts	37%	42%	50%	40%	46%	48%		44%
Check ins	14,184	14,456	12,347	14,184	12,369	13,059		80,599
Service Area Population	24,750	24,750	24,750	24,750	24,750	24,750		24,807
Checkouts per capita	1.6	1.6	1.5	1.6	1.5	1.5		9.3
Checkouts per card holder	2.9	2.9	2.7	2.7	2.5	2.6		16.7
FTE	11.08	11.08	11.08	11.08	11.08	11.08		11.1
Checkouts per FTE	3,592	3,583	3,352	3,557	3,288	3,408		20,781
Value of checkouts (estimated)	$ 857,755	$ 855,470	$ 800,475	$ 849,329	$ 785,110	$ 813,793		$ 4,961,931

Collection Development	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Sparkline	FY Totals
Count of items added	95	566	623	467	448	226		2,425
Items added last year	170	952	281	491	278	191		6,054
Items added FY22-23 (before budget cuts)	525	885	560	542	622	526		7,067
Change from FY22-23	-81.9%	-36.0%	11.3%	-13.8%	-28.0%	-57.0%		-65.7%
Count of items withdrawn	244	487	629	462	1130	669		3,621
Items withdrawn last year	722	385	464	579	501	588		7,297
Total collection size	52,345	52,424	52,513	52,507	52,079	51,818		
% of items "in" at end of the month	69.8%	71.0%	70.7%	72.2%	71.8%	73.4%		
% of items "lost" at end of the month	2.6%	2.6%	2.6%	2.7%	2.4%	2.1%		
# of items "lost" at end of the month	1,380	1,375	1,374	1,435	1,260	1,072		

Volunteers	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Sparkline	FY Totals
Hours (does not include Friends & Foundation)	108	69	93	74	77	92		512
TeenLAB hours	-	-	8.00	16	25	22		71
Better Impact Hours	94	69	73	46	38	56		376
Serve Day(s) (George Fox, etc.)	-	-	-	-		-		-
Library Advisory Board hours	13.50	-	12.00	12.00	13.50	13.50		65
Equivalent FTE	0.62	0.40	0.54	0.43	0.44	0.53		0.25
# of volunteers	24	12	29	35	41	44		31
TeenLAB volunteers	-	-	8.00	16	25	22		71
BetterImpact volunteers	15	12	13	11	7	13		71
Serve Day(s) (George Fox, etc.)	-	-	-	-	-	-		-
Library Advisory Board members & liaison	9	-	8	8	9	9.00		43
Hours last year	63	42	95	76	74	75		946
% change	71%	64%	-2%	-3%	3%	22%		-46%

Public computer usage	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Sparkline	FY Totals
Uses this FY	1,137	1,226	1,020	1,076	790	790		6,039
Uses last FY	1,157	1,014	1,096	1,091	910	888		12,151
% change	-1.7%	20.9%	-6.9%	-1.4%	-13.2%	-11.0%		-50.3%
Uses pre-pandemic	1,056	1,278	1,249	1,312	1,136	1,013		13,948
% change	7.7%	-4.1%	-18.3%	-18.0%	-30.5%	-22.0%		-57%
Uses per 100 visits	6.0	7.3	6.8	6.3	5.4	5.4		6.2
Hours	813	917	654	765	574	550		4,273.00
Hours last FY	925	857	832	789	632	627		8,896
Hours pre-pandemic	709	983	819	970	838	694		9,957
% change	14.7%	-6.7%	-20.1%	-21.1%	-31.5%	-20.8%		-10.7%

Visits & Hours	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Sparkline	FY Totals
Door count this FY	19,088	16,725	14,924	17,209	14,635	14,539		97,120
Curbside visits								-
Total visits	19,088	16,725	14,924	17,209	14,635	14,539		97,120
Door count last year	17,986	16,136	13,708	14,664	12,891	12,372		179,629
% change	6%	4%	9%	17%	14%	18%		-85%
Curbside visits last year	2	1	0	0	0	0		9
Total visits last year	17,988	16,137	13,708	14,664	12,891	12,372		177,692
Total visits pre-pandemic (FY18-19)	23,251	20,919	20,008	21,663	19,231	18,978		251,335
% change from pre-pandemic	-18%	-20%	-25%	-21%	-24%	-23%		-61%
Open hours	260	266	244	260	228	245		1,503
Open days	30	31	29	31	27	30		178
People/hour	73	63	61	66	64	59		64.6
People/hour last year	71	58	54	58	56	50		60
% change	2.8%	7.3%	12.5%	12.8%	13.1%	15.3%		7.7%
People/day	636	540	515	555	542	485		545
People/day last year	600	521	457	489	477	427		509
% change	5.8%	3.5%	11.2%	11.9%	11.9%	12.0%		7%
Total cko & renewals / hour	153.1	149.2	152.2	151.6	159.8	154.1		153
Visits per capita	0.77	0.68	0.60	0.70	0.59	0.59		0.60

Programs & outreach	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Sparkline	FY Totals
TOTAL # of Events	30	22	21	48	39	32		192
Total # last year	32	26	27	44	41	31		419
% change	-6%	-15%	-22%	9%	-5%	3%		-54%
Total Participation	2,771	1,435	700	2,748	1,287	1,503		10,444
Total participation last year	3,593	3,059	792	2,321	1,133	863		22,792
% change	-23%	-53%	-12%	18%	14%	74%		-54%
Tech help sessions	12	11	14	10	10	11		68
3D print requests								-
Test proctoring	6	0	3	6	2	7		24

Monthly Library Accounts	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Sparkline	FY Totals
Total registered patrons	13,514	13,650	13,755	14,587	14,488	14,582		13,494
Total registered patrons last year	16,472	16,573	16,669	16,750	16,833	16,933		13,479
% change	-18%	-18%	-17%	-13%	-14%	-14%		0.1%
Accounts active this month	393	516	658	3,899	4,062	3,977		2,251
% of accounts active	3%	4%	5%	27%	28%	27%		17%
Accounts active last year	3,836	3,821	630	1,773	3,692	3,652		3,093
% of accounts last year	23%	23%	4%	11%	22%	22%		23%
New library cards	155	136	105	832	92	60		1,380
New library cards last year	127	103	108	81	83	100		1,189
% change	18.1%	24.3%	-2.9%	90.3%	9.8%	-66.7%		16.1%

Reference & Reader's Advisory	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Sparkline	FY Totals
Reference & Reader's Advisory stats	382	594	406	397	329	354		2462
Ref & RA stats last year	367	484	387	318	514	431		4967
% change	4.1%	22.7%	4.9%	24.8%	-36.0%	-17.9%		-50.4%

Tentative #s