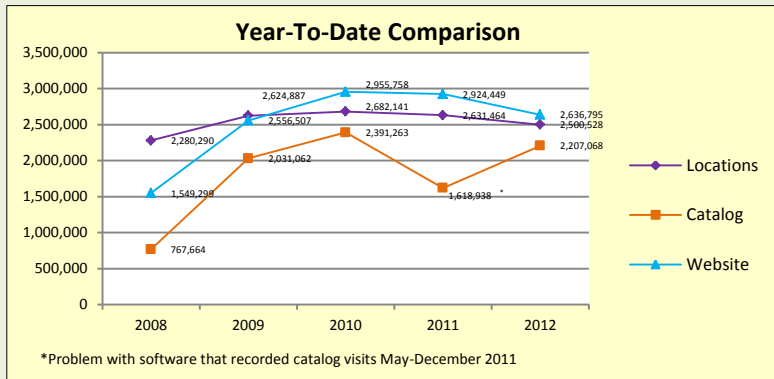


CUSTOMER SERVICE/PHILANTHROPY DASHBOARD - DECEMBER

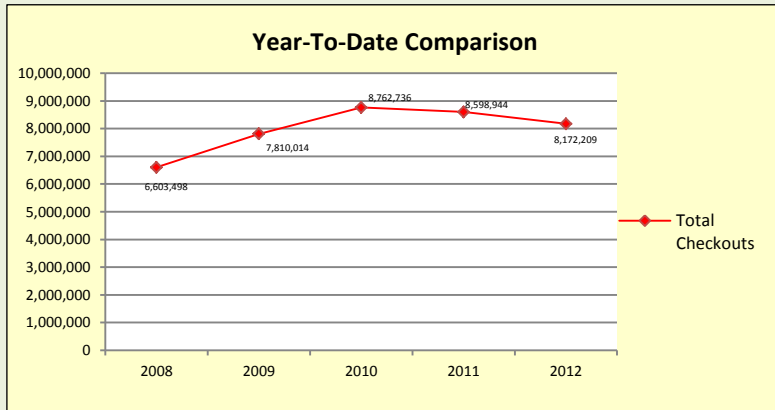
VISITS



	December		
	2011	2012	% Change
Door Count	200,700	174,510	-13.05%
Catalog	141,372	168,411	19.13%
Website	210,935	191,759	-9.09%
Job & Business Portal	1,144	1,971	72.29%
Military Portal*	0	169	NA
Total	554,151	536,820	-3.13%

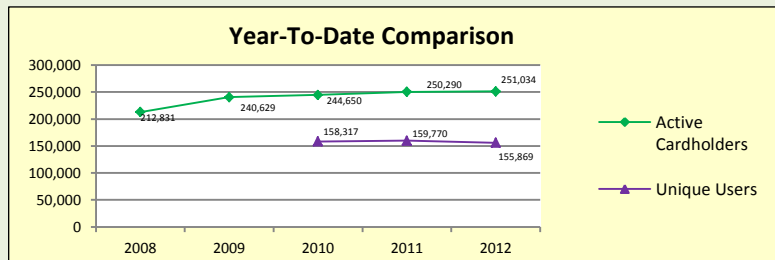
*Launched March 2012

CHECKOUTS



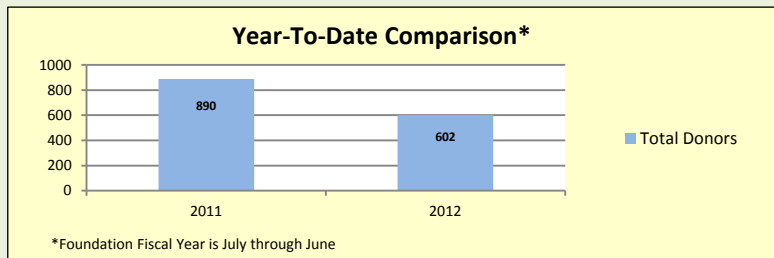
	December		
	2011	2012	% Change
Checkouts	672,279	595,609	-11.40%
eBook Downloads	41,212	49,694	20.58%
Total	713,491	645,303	-9.56%

CUSTOMERS



	December		
	2011	2012	% Change
Active Cardholders	250,290	251,034	0.30%
New Cards	4,316	2,756	-36.14%
Checkout Transactions	102,594	89,557	-12.71%
Unique Users	47,151	41,974	-10.98%

PHILANTHROPY



	December		
	2011	2012	% Change
Foundation Donors	432	482	11.57%
New Foundation Donors	175	225	28.57%
\$ Raised by Foundation	\$43,205	\$84,199	94.88%
\$ Provided by Friends	\$1,014	\$0	-100.00%

BRANCH CLOSURES

2011		2012	
Sumner*	1/1-7/31 (212 Days)	Snow Closures	1/17-1/23 (7 Days)
Milton	1/1-1/12 (12 Days)	Bonney Lk	2/13-2/26 (13 Days)
UP	1/1-2/6 (37 Days)	Graham	3/21-4/5 (15 Days)
Lakewood	8/22-9/5 (14 Days)	South Hill	4/9-5/6 (27 Days)
Gig Harbor	10/12-10/31 (19 Days)	Tillicum	7/3-8/5 (33 Days)
Parkland	12/5-12/8 (4 Days)	Sumner	7/30-9/3 (35 Days)
		Summit	9/17-9/30 (13 Days)
		Steilacoom	10/17-11/14 (28 Days)
		Bookmobile Svc. Ended	11/11
		Key Center	11/14-2/3/13 (81 Days)

*Impacted by major road construction August 2010-July 2011