

Date: February 27, 2012  
To: Chair Steve Albers and members of the Board of Trustees  
From: Georgia Lomax, Deputy Director  
Subject: January 2012 statistical snapshot

This year we will be focusing on developing data management practices that support our ability to report, analyze and use statistics to inform our decisions. A team of staff have been working for the past year to identify where our data is stored, and who is responsible for it.

This year we will be implementing three products to help staff access, manipulate and analyze information about services and collections, who uses them and how they are used. We will also be able to quickly and easily generate reports on a regular basis. One of those reports will be a monthly information for the Board.

Until these are operational, I will provide a monthly snapshot of key use information for you.

Attached are comparisons of key use and service statistics for January 2011 and January 2012.

Please let me know if this information is useful to you, and if there is anything else you would like in these interim reports? After we have completed implementing the new software and service, I will work with you in more depth on the kinds of information you would like to see on a regular basis.

**Of note:** “Reference questions” – includes only reader’s help, job and business help and reference questions as defined by IMLS. It does not include many other questions or help staff provide to customers.

“PC hours in use” – capacity varies among locations depending on the number of PCs available, the time limits on each, and the open hours of the location.

Snapshot Detail  
January 2012

Location	Checkout	Visits	New Customers	Reference Questions answered	Computer Sessions	Computer Hours used	Wi-Fi Sessions	Wi-Fi hours used
<b>Branches</b>								
Bonney Lake	34,779	9839	268	912	2330	1509.61	358	321.10
Buckley	16,691	5175	89	177	1062	550.37	294	1087.74
DuPont	17,548	3969	111	34	746	587.58	187	136.03
Eatonville	17,144	6019	52	303	1217	688.93	338	133.81
Fife	18,596	7081	369	80	2845	1871.58	202	399.18
Gig Harbor	76,961	9671	447	820	4098	3115.48	1568	821.28
Graham	36,643	10,530	207	873	2689	1779.57	893	1684.60
Key Center	25,543	6877	82	369	985	629.18	315	503.04
Lakewood	53,957	23,658	559	955	10435	7271.87	3551	1267.25
Milton/Edgewood	23,015	8607	234	174	1849	1115.39	236	147.12
Orting	16,801	6197	88	463	1407	818.02	232	202.28
Parkland/Spanaway	57,591	20,360	585	1106	8967	6648.14	1429	775.11
South Hill	79,953	20,085	571	1351	7010	6395.76	1945	1087.06
Stellacoom	17,877	6614	98	289	1661	879.50	211	183.91
Summit	43,436	11,940	200	810	3693	2193.27	657	389.97
Summer	34,717	11,829	223	741	4167	3276.76	564	340.00
Tillicum	8,922	3889	40	194	1041	490.37	200	185.40
University Place	67,452	22,660	492	1151	7732	5810.10	1139	1072.83
<b>Community</b>								
Outreach	12,021	1178	183	67				
Daycare	2,621							
<b>PAC</b>								
Interlibrary Loan	598		4					
Staff	1,964		1					

Snapshot Detail  
January 2011

Location	Checkout	Visits	New Customers	Questions answered	Computer Sessions	Computer hours in use	Wi-Fi Sessions	Wi-Fi hours in use
<b>Branches</b>								
Bonney Lake	39,572	10,236	237		2723	1769.29		
Buckley	21,291	6495	85		1247	778.96		
DuPont	21,071	5292	104		1081	685.67		
Eatonville	19,084	6925	58		1430	892.99		
<b>Fife</b>								
Gig Harbor	84,556	25,077	422		5849	3900.93		
Graham	40,276	12,200	250		3482	2306.55		
Key Center	28,840	8249	84		1274	743.36		
Lakewood	55,030	26,923	603		10748	7800.41		
*Milton/Edgewood	24,883	8247	555		1602	898.00		
Orting	19,476	6717	82		1564	893.07		
Parkland/Spanaway	67,171	24,147	575		10207	7551.99		
South Hill	92,937	23,899	597		8915	7358.63		
Steilacoom	20,198	7557	95		1949	1039.00		
Summit	44,314	13,056	207		4129	2406.37		
Sumner	40,913	13,737	193		4903	3653.81		
Tillicum	8,571	3906	51		1195	541.26		
**University Place	47,413	16,230	272		4139	2666.86		
<b>Community</b>								
Outreach	17,760	1456	151					
Daycare	1,484							
<b>PAC</b>								
Interlibrary Loan	613		2					
Staff	4,086		5					

\*Milton/Edgewood closed Dec. 20, 2010 through Jan. 12, 2011 to move into new, expanded location. Grand Opening: January 12, 2011

\*\*University Place operated with reduced service 12/13/2010 – 02/06/2011 to move to a new location. Grand Opening: February 12, 2011