



Five Year Data Comparison FY22 - FY26

Key Performance Indicator	FY22 ²	FY23	FY24	FY25	FY26
Total Circulation Transactions	476,774	508,016	515,223	549,301	560,013
Children's Materials	140,015	157,473	162,820	161,971	162,419
Young Adult	9,640	10,267	9,780	10,200	9,148
Physical Audio Visual (DVDs, CDs) Materials	35,392	36,339	35,249	30,979	27,135
All Electronic Material (ebook & downloadable)	70,219	64,114	70,538	110,277	122,581
Network Transfers - Items Borrowed	63,950	61,254	70,098	62,812	59,872
Network Transfers - Items Loaned	111,997	110,367	107,687	105,386	105,523
Total Holdings ³	1,631,221	374,380	377,663	235,457	235,022
Total Print Materials (Books, Periodicals)	224,228	216,691	210,438	210,873	210,697
Total Non Print (physical audio, video, microforms, misc) ³	1,406,993	157,689	167,225	24,584	24,325
Library Attendance	245,368	357,200	349,529	357,513	356,100
Visits to Fowler Branch	56,385	58,800	70,191	75,078	76,418
Reference Questions ⁴	4,272	9,683	38,079	38,817	38,757
Use of Meeting & Study Room	493	1,716	3,607	4,967	5,380
Use of Non Traditional Items (Library of Things, Museum Pass) ¹	1,289	4,381	6,399	7,398	12,245
Use of Library Computers ⁵	3,016	5,200	7,176	11,804	11,180
Use of Library Wireless Internet ⁵	8,000	15,000	20,000	165,258	206,210
Materials Checked Out Per Capita for Residents	26	28	29	30	31
Registered Borrowers (from all towns)	14,800	15,802	16,625	17,523	14,405
Percent of Concord Residents with Library Cards ⁶	78%	79%	85%	89%	68%
Hours Main Library Open	2,953	2,982	3,028	3,021	2,997
Full Time Equivalent Staff	29.28	31.38	31.38	31.38	31.38
Total Programs Offered	1,879	1,288	1,562	1,641	1,716
Total Program Attendance	44,090	31,101	42,162	40,865	45,943
Number of Volunteers	194	392	204	284	189
Volunteer Hours Worked	5,442	6,048	6,037	4,797	4,792

¹In FY26 Library increased video games and Workshop tool collection and added Hoopla games

²In FY22 & 23 the Main Library was under construction; access to some collections, programs and services impacted

³In FY21 Non Print Holdings included all ebooks and downloadable audio; FY21-22 included all electronic & streaming holdings; in FY23-24 included only individually leased electronic titles; in FY25 no longer included any electronic books or audio; incl. only circulating software, physical audio & video, microforms, and misc. items

⁴FY24 Reference transaction counts improved with new tracking software and estimating questions at additional service desks opened after Main Library Expansion

⁵FY21-24 Counts for wireless sessions were estimates; FY25 Actual count of unique clients reported

⁶FY20 was 75%; MLN purges unused library cards every 5 years; Decrease likely due to registration surge during covid and 2022 renovation now expiring