



## Five Year Data Comparison FY21 - FY25

Key Performance Indicator	FY21 <sup>1</sup>	FY22 <sup>2</sup>	FY23	FY24	FY25
Total Circulation Transactions	309,183	476,774	508,016	515,223	564,910
Children's Materials	68,843	140,015	157,473	162,820	161,971
Young Adult	6,546	9,640	10,267	9,780	10,200
Physical Audio Visual (DVDs, CDs) Materials	26,092	35,392	36,339	35,249	30,979
All Electronic Material (ebook & downloadable)	121,484	70,219	64,114	70,538	110,277
Network Transfers - Items Borrowed	75,254	63,950	61,254	70,098	62,812
Network Transfers - Items Loaned	144,384	111,997	110,367	107,687	105,386
Total Holdings <sup>3</sup>	1,334,585	1,631,221	374,380	377,663	235,457
Total Print Materials (Books, Periodicals)	230,671	224,228	216,691	210,438	210,873
Total Non Print (physical audio, video, microforms, misc) <sup>3</sup>	1,103,914	1,406,993	157,689	167,225	24,584
Library Attendance	67,585	245,368	357,200	349,529	357,513
Visits to Fowler Branch	16,928	56,385	58,800	70,191	75,078
Reference Questions <sup>4</sup>	2,560	4,272	9,683	38,079	38,817
Use of Meeting & Study Room	306	493	1,716	3,607	4,967
Use of Non Traditional Items (Library of Things, Museum Pass)	295	1,289	4,381	6,399	7,398
Use of Library Computers <sup>5</sup>	-	3,016	5,200	7,176	11,804
Use of Library Wireless Internet <sup>5</sup>	1,000	8,000	15,000	20,000	165,258
Use of Database and Online Learning Platforms <sup>6</sup>	134,786	109,955	152,601	157,075	103,674
Registered Borrowers (from all towns)	14,044	14,800	15,802	16,625	17,523
Percent of Concord Residents with Library Cards	67%	78%	79%	85%	89%
Hours Main Library Open	768	2,953	2,982	3,028	3,021
Full Time Equivalent Staff	27.85	29.28	31.38	31.38	31.38
Total Programs Offered	690	1,879	1,288	1,562	1,641
Total Program Attendance	9,759	44,090	31,101	42,162	40,865
Number of Volunteers	87	194	392	204	284
Volunteer Hours Worked	350	5,442	6,048	6,037	4,797

<sup>1</sup>FY21 reflects significant service reductions and closures due to COVID Pandemic; Public computers not available

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

<sup>3</sup>In 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

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

<sup>5</sup>In FY21-24 Counts for wireless sessions were estimates; FY25 Actual count of unique clients reported

<sup>6</sup>As of July 1, 2025 the Library is no longer required to report Database usage to the State; Usage is being tracked locally