

2012 Patron Door Counts



	December		%	Year	Year	%
	2012	2011	of	To Date	To Date	of

Footnotes

Library	2012	2011	Change	2012	2011	Change
Alden (Ewell Free)	1,825	1,591	14.7%	24,395	24,281	0.5%
<i>Amherst</i>						
Audubon	13,764	14,667	-6.2%	217,557	214,237	1.5%
Clearfield	10,404	11,504	-9.6%	165,706	173,854	-4.7%
Eggertsville-Snyder	7,679	7,027	9.3%	105,527	101,641	3.8%
Williamsville	3,234	3,500	-7.6%	47,599	47,847	-0.5%
Angola	2,870	3,517	-18.4%	40,880	42,699	-4.3%
Aurora	7,409	7,733	-4.2%	104,930	108,614	-3.4%
Boston	2,484	3,021	-17.8%	32,407	37,417	-13.4%
<i>Cheektowaga</i>						
Julia Boyer Reinstein	11,736	12,390	-5.3%	184,271	170,656	8.0%
Reinstein Memorial	6,425	6,871	-6.5%	100,217	101,040	-0.8%
Clarence	9,561	10,735	-10.9%	144,729	149,226	-3.0%
Collins	2,156	2,145	0.5%	35,217	33,510	5.1%
Concord	4,019	5,161	-22.1%	60,779	58,541	3.8%
Eden	2,312	2,760	-16.2%	36,792	35,978	2.3%
Elma	4,058	4,132	-1.8%	60,991	57,155	6.7%
Grand Island Memorial	4,873	5,279	-7.7%	77,554	79,092	-1.9%
<i>Hamburg</i>						
Hamburg	11,671	12,843	-9.1%	162,069	160,345	1.1%
Lake Shore	4,072	4,569	-10.9%	62,023	62,006	0.0%
Lackawanna	4,215	6,051	-30.3%	63,131	65,455	-3.6%
Lancaster	8,080	8,534	-5.3%	107,089	116,631	-8.2%
Marilla	2,006	1,969	1.9%	30,413	29,111	4.5%
Newstead	3,005	3,108	-3.3%	43,930	44,638	-1.6%
North Collins	1,606	1,626	-1.2%	21,454	22,472	-4.5%
Orchard Park	15,413	14,347	7.4%	221,334	195,180	13.4%
City of Tonawanda	7,162	6,161	16.2%	95,829	81,709	17.3%
<i>Town of Tonawanda</i>						
Kenilworth	2,647	4,596	-42.4%	42,578	56,906	-25.2%
Kenmore	12,861	14,534	-11.5%	176,597	202,411	-12.8%
West Seneca	7,936	9,870	-19.6%	133,377	142,876	-6.6%
<i>Buffalo</i>						
Crane	6,471	7,494	-13.7%	93,155	95,713	-2.7%
Dudley	4,302	4,636	-7.2%	66,133	62,538	5.7%
East Clinton	2,873	2,664	7.8%	36,247	35,105	3.3%
East Delavan	5,504	5,625	-2.2%	73,219	76,773	-4.6%
Merriweather	8,957	9,852	-9.1%	126,809	105,443	20.3%
Niagara	5,699	3,695	54.2%	79,362	74,223	6.9%
North Park	4,935	4,484	10.1%	60,490	56,017	8.0%
Riverside	4,172	4,122	1.2%	59,267	60,095	-1.4%
<i>Central</i>						
Central Library	34,299	40,318	-14.9%	463,756	476,473	-2.7%
System Total	252,695	273,131	-7.5%	3,657,813	3,657,908	0.0%
Member Libraries	175,483	190,241	-7.8%	2,599,375	2,615,528	-0.6%
Buffalo Branches	42,913	42,572	0.8%	594,682	565,907	5.1%
Central Library	34,299	40,318	-14.9%	463,756	476,473	-2.7%

Weekly Open Hours of Service:
[PDF/1 Page](#)

System-wide - Various closings/shortened hours for the holidays.

Clearfield - Front door counter malfunction 12/29 and 12/31. Counts estimated.

East Delevan - Counter malfunction 12/1 and 12/3. Counts estimated.

Eden - Power outage 12/11. Count estimated.

Lackawanna - Delayed opening 3 hours due to weather 12/27.

Lancaster - Missing counts discovered in April. Difference added into December numbers to balance annual totals.

Lake Shore - Kennison side door counter blocked 12/20. Count estimated.

Merriweather - Counter malfunction 12/1-12/3. Counts estimated.

Orchard Park - After hours Holiday in the Park Festival 12/1.

Riverside - Counter malfunction. Counts estimated several days this month.

Williamsville - Village event 12/1.

All 2012 Footnotes in Chronological Order

Boston - Impacted by the snowstorm on 1/13/12 and 1/14/12.

Dudley - Estimated number based on an average of 3 previous months due to an inaccurate counter.

East Clinton - Estimated 1/20-1/30 when battery was replaced.

Kenmore - Closed for remodeling 1/23/12-2/7/12.

Kenilworth - Extended library hours during Kenmore Library's temporary closure 1/23/12 through 2/7/12.

Merriweather - Jefferson doors not working from Mon - Wed (1/9- 1/11).

Reinstein - Estimated number based on an average of 3 previous months due to an inaccurate counter.

Williamsville - There were 4 days toward the end of the month that the Front door counter wasn't recording due to obstruction.

Leap Year - Extra Day

Clearfield - Fri. 2/24/12 closed at 8:15 pm due to power failure from high winds.

Concord - Increased traffic with spring break from 2/20/12-2/25/12.

Kenmore - Closed for remodeling 1/23/12-2/7/12.

Kenilworth - Extended library hours during Kenmore Library's temporary closure 1/23/12 through 2/7/12.

Lackawanna - 11 more programs and increased meeting room usage from last year.

North Park - Increased traffic due to Kenmore remodeling.

Williamsville - Friday, February 10, WIL held it's Love Your Library Gala

Crane - Counter broken 3/29-3/31. Counts estimated for those days.

Dudley - Counter broken 3/24 and 3/29-3/31. Counts estimated for those days.

Eden - Power outage at 4:45pm 3/13.

Lancaster - Closed 3/19-4/1 for electrical updates and installation of new carpeting.

Marilla - Power outage at 4:30pm 3/8.

Newstead - Power was on and off the morning of 3/3.

Niagara - Last March, Niagara's back door counter was broken 11th-29th, which may account for the increase in 2012.

Reinstein - Closed 3/12-3/25 for installation of new windows.

Easter Holiday Sunday 4/8, and Good Friday Holiday for most libraries 4/6.

Alden - April 30 numbers counted in May totals.

Crane - Broken counter Crane 4/2-4/12. Counts estimated.

Dudley - Broken counter 4/2. Counts estimated.

Kenilworth - RFID Gate Installation on 4/10.

Lancaster - Closed 3/19-4/1 for electrical updates and installation of new carpeting.

Niagara - Broken counter 4/19-4/26. Counts estimated.

Orchard Park - 4/30-5/2 Sidewalk Construction. RFID Gated Entry Doors Inaccessible. Counts estimated.

Tonawanda - Side door counter inadvertently disabled by patron on 4/16. Front door counter was not turned on 4/28.

Clarence - Counter not working until afternoon on 5/3. Power outage erased counts 5/18. Counter accidentally unplugged 5/19. Electrician inadvertently shut off breaker for counter 5/24. Counts estimated.

Eden - Count lost 5/2 due to power outage at 7:55pm. Count estimated.

East Aurora - Counter turned off before actual count recorded 5/3. Count estimated. Closed for electrical work 5/9-5/10.

Kenilworth - Counter turned away from doorway so no counts recorded 5/3. Count estimated.

Merriweather - Jefferson Door Counter broken this month. Monthly total counts estimated.

North Collins - Closed 2 hours early 5/16 and closed 5/18 for carpet installation.

Orchard Park - 4/30-5/3 Sidewalk Construction. RFID Gated Entry Doors Inaccessible. Counts estimated.

Central - Washington Door Counter broken 6/1-6/4. Counts estimated.

Clarence - Estimated door count 6/29.

East Delevan - Closed 6/20 due to high heat/humidity and no air conditioning.

Eden - Brief power outage 6/12. Count estimated.

Kenmore and Kenilworth - Change from manual to RFID counts. Manual counters registered more staff activity.

Merriweather - Jefferson Door Counter broken 6/1-6/5. Counts estimated.

Niagara - Rear Niagara Door Counter broken 6/8-6/11. Counts estimated.

Orchard Park - Parking lot closed for construction 6/14-6/23.

Riverside - Prairie St. Counter Broken 6/7-6/12. Counts estimated.

Tonawanda - Change from manual to RFID counts.

Audubon - Counter batteries needed replacement. Counts estimated 7/2-7/10.

Dudley - Counter blocked. Counts estimated 7/26,7/28.

Eden - Two power outages the afternoon of 7/31. Count estimated.

Elma - Counter batteries needed replacement. Counts estimated 7/25-7/26.

Hamburg – Front door counter not on 7/9. Count estimated.

Merriweather - In 2011, automobile hit building 7/10 and Library closed for repairs 7/11-7/30.

North Park - Counter batteries needed replacement. Counts estimated 7/11-7/16.

Tonawanda – Closed at 4pm 7/17 because parking lot is used for Canal Fest parade.

Williamsville – Closed for Old Home Days parade 7/10. Parking lot door counter broken 7/2-7/3. Counts estimated. Front door counter broken (batteries and alignment) 7/9-7/13. Counts estimated.

System-wide – Server upgrade and data migration 8/21. All SIRSI Workflows and affiliated products down until 3:30pm.

Crane – Counter broken 8/4-8/7. Counts estimated. Due to a technical glitch, count also estimated 8/14.

Merriweather - In 2011, automobile hit building 7/10 and Library closed for repairs 7/11-8/7.

North Collins – Road in front of the library closed due to water line installation 8/21-8/22.

Orchard Park – West Highland Ave. closed for paving 1-5pm on 8/1. Due to a technical glitch, count estimated 8/14.

Tonawanda – Manual counts used this month. Side door counter not functioning as it should 8/14, 8/27, and 8/31. Counts estimated.

West Seneca - Union Road under construction this month. Lost power for a little over an hour on 8/2.

East Delevan - Main entrance door counter broken 9/21-9/26. Counts estimated.

Lakeshore - Kennison side door counter not working 9/8. Count estimated.

Collins - Concert and quilt show 10/19.

Concord - Closed due to weather 10/30.

Dudley - Counter broken 10/13-10/15. Counts estimated.

Lancaster - RFID gates went live 10/23.

Lake Shore - Kennison side sensor blocked 10/15 and 10/20. Counts estimated.

Merriweather - Hosted nationally known comedian/actor Mike Epps on 10/27.

Niagara - Counter malfunction 10/26-10/27. Counts estimated.

North Collins - Road closed to local traffic only for part of the day 10/2.

Tonawanda - Beginning this Fall, TON open a half hour earlier every day, 2.5 additional hours per week.

System-wide - No Sunday hours on 11/11 due to SIRSI upgrade.

The following libraries served as polling places 11/6 - **Dudley, Grand Island, Kenmore, and Riverside.**

Clearfield - Counter malfunction 11/26-11/30. Counts estimated.

East Aurora - Closed 11/14-11/16 for roof construction.

East Delevan - Door counter malfunction 11/14-11/30. Count estimated

Grand Island - Open an additional 4 hours on 11/6 from 5-9pm.

Julia Boyer Reinstein - Went live with RFID gates 11/8.

Lake Shore - Kennison side sensor blocked 11/3. Count estimated.

Riverside - Counter malfunction 11/24-11/30. Counts estimated.

Merriweather - Counter malfunction 11/30. Count estimated.

System-wide - Various closings/shortened hours for the holidays.

Clearfield - Front door counter malfunction 12/29 and 12/31. Counts estimated.

East Delevan - Counter malfunction 12/1 and 12/3. Counts estimated.

Eden - Power outage 12/11. Count estimated.

Lackawanna - Delayed opening 3 hours due to weather 12/27.

Lancaster - Missing counts discovered in April. Difference added into December numbers to balance annual totals.

Lake Shore - Kennison side door counter blocked 12/20. Count estimated.

Merriweather - Counter malfunction 12/1-12/3. Counts estimated.

Orchard Park - After hours Holiday in the Park Festival 12/1.

Riverside - Counter malfunction. Counts estimated several days this month.

Williamsville – Village event 12/1.