



# WAUKESHA PUBLIC LIBRARY

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Bruce Gay, Library Director  
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February 4, 2021

To: Library Board of Trustees  
From: Bruce Gay, Library Director  
Re: Amended visitor counts for 2020

<b>VISTOR COUNT 2020</b>	<b>Reported</b>	<b>Reported</b>	<b>Amended</b>	<b>Amended</b>	<b>Monthly</b>	<b>Year to Date</b>	<b>2019</b>	
	<b>Visitor</b>	<b>Year to Date</b>	<b>Visitor</b>	<b>Year to Date</b>			<b>Patron</b>	<b>2019 YTD</b>
	<b>Count</b>	<b>Count</b>	<b>Count</b>	<b>Count</b>	<b>Difference</b>	<b>Difference</b>	<b>Count</b>	
<b>JANUARY</b>	31,127	31,127	31,127	31,127	0	0	30,309	30,309
<b>FEBRUARY</b>	31,852	62,979	31,852	62,979	0	31,127	32,600	62,909
<b>MARCH</b>	13,589	76,568	13,589	76,568	0	62,979	34,869	97,778
<b>APRIL</b>	0	76,568	0	76,568	0	76,568	33,587	131,365
<b>MAY</b>	0	76,568	0	76,568	0	76,568	30,375	161,740
<b>JUNE</b>	9,249	85,817	9,249	85,817	0	76,568	32,965	194,705
<b>JULY</b>	10,944	96,761	16,034	101,851	5,090	5,090	36,909	231,614
<b>AUGUST</b>	10,902	107,663	16,576	118,427	5,674	10,764	31,287	262,901
<b>SEPTEMBER</b>	14,109	121,772	15,359	133,786	1,250	12,014	29,994	292,895
<b>OCTOBER</b>	9,728	131,500	14,728	148,514	5,000	17,014	33,109	326,004
<b>NOVEMBER</b>	8,199	139,699	12,497	161,011	4,298	21,312	29,486	355,490
<b>DECEMBER</b>	6,768	146,467	11,538	172,549	4,770	26,082	24,772	380,262
<b>TOTAL</b>	<b>146,467</b>		<b>172,549</b>		<b>26,082</b>		<b>380,262</b>	

The Library counts visitors using a door counter which staff must record each day manually. In March the library closed because of the pandemic and reopened on June 8, 2020. In July 2020, staff followed the normal procedure for copying the formula to record the visitor count, not readjusting the formula to include the dates 1-7. This meant the library was not recording the first week of each month (August 1-7, September 1-7) through the rest of the year, though the daily visitor count was accurately kept.

When staff created the new 2021 visitor count they noticed a much higher visitor count for January 2021 than December 2020 and discovered the original mistake. The amended monthly counts are shown above in gray, along with the originally reported counts and the 2019 counts. The library's amended total visitors for 2020 is 172,549, which is 26,082 higher than previously reported.