



AUDIT REPORT



To preserve the public trust as guardians of the people's records and assets

DATE July 22, 2021

NO. 2021-004

COMMUNITY SERVICES

LIBRARY REVENUES AND CONTROLS

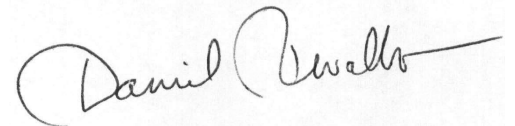
INTERNAL AUDIT DIVISION
ROGER D. EATON
CLERK OF THE CIRCUIT COURT AND COUNTY COMPTROLLER
CHARLOTTE COUNTY FLORIDA

Honorable Roger D. Eaton
Charlotte County Clerk of the Circuit Court and Comptroller
350 East Marion Avenue
Punta Gorda, Florida 33950

We have completed an audit of the Community Services – Library Revenues and Controls. The purpose of this audit was to verify that adequate controls exist and are operating effectively, and that activity is properly recorded and reported in the financial system.

The report details the current control environment and includes our comments and recommendations. Management response has been included and immediately follows the audit report.

Respectfully submitted,

A handwritten signature in black ink that reads "Daniel Revallo". The signature is written in a cursive style with a long horizontal stroke extending to the right.

Daniel Revallo
Internal Audit Director

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EXECUTIVE SUMMARY

The Internal Audit Division completed an audit of the processes related to the Charlotte County Libraries and Historical Division's revenue generating activities (a subdivision of the Community Services Division). The audit coverage period included revenue from Fiscal Year 2020, to include activity from October 1, 2019 through September 30, 2020.

The purpose of the audit was to assess the system of internal control over the Division's revenue generating activities, as well as to assess the overall compliance with the applicable Florida Statutes, Chapter 1-9 of the Code of Laws and Ordinances of Charlotte County, related policies and procedures/standard operating procedures (SOPs) and best practices, etc. A few specific control weaknesses were noted; generally however, controls evaluated are adequate, appropriate, and effective to provide reasonable assurance that risks are being managed and objectives should be met.

Based upon the results of our review, we offer a summary of recommendations. These recommendations are discussed in detail later in this report:

1. **We recommend** that a formal reconciliation be performed on the coin-op boxes (copy machines) and/or credit card transactions, as a part of the daily cash balancing procedures.
2. **We recommend** that management review and update the 2.01 Cash Handling SOP document.
3. **We recommend** that management implement daily procedures to reconcile the amounts recorded as "Food for Fines" and update the SOP on donations.
4. **We recommend** that management ensure the Chapter 1-9 Libraries ordinance is updated to refer to the resolution for the current fees, if appropriate.
5. **We recommend** management ensure compliance with the internal controls established within the 2.01 Cash Handling SOP and 7.02 Cash Handling Procedures documents.
6. **We recommend** compliance with the current and future Community Services Department Fee Schedule, which was amended and adopted by Resolution 2020-017 with an effective date of March 10, 2020.
7. **We recommend** that key duties be segregated and/or dual control procedures be implemented to help mitigate the risk of cash theft or fraudulent activity.
8. **We recommend** that management increase controls documented by SOP 2.02 Refund Requests.

BACKGROUND

The State of Florida, Statute 125.01 (1)(f) gives power to county commission to provide for public libraries. Chapter 1-9 of the Code of Laws and Ordinances of Charlotte County, Florida, also provides guidance. The Code provides for a penalty for the loss, damage, and/or late return of materials.

Charlotte County Libraries, within the Community Services Division, offers opportunities for the County's diverse community to learn, know, gather and grow by providing open and equal access to a wealth of materials, eResources, and many different types of programs for all ages and evolving technology and services.

While technology and services have certainly evolved to include many online resources, programs and services, such as an online Library Catalog, a Kids' Catalog, and online reservations, etc., it is remarkable to recognize that the Charlotte County Libraries continue to use the Dewey Decimal System, which was first published in the United States in 1876. Non-fiction inventory is cataloged using the Dewey Decimal System; whereas, fiction is by author and title.

The Charlotte County Library System consists of the Mid-County Regional Library, the Port Charlotte Public Library, the Punta Gorda Charlotte Library, as well as the Englewood Charlotte Public Library. Library Administration (or the “Main Library”) is located at the Mid-County Regional Library on Forrest Nelson Boulevard in Port Charlotte.

The Punta Gorda Charlotte Library is the County’s newest facility, located in Historic Punta Gorda, on Shreve Street. This facility opened to the public on August 26, 2019, and includes meeting rooms, a Friends of the Library area, youth and program space, a computer area with instructional classes and approximately 1,000 square feet for archive functions, etc. The \$7.8 million library was funded by proceeds from the 1% local option sales tax approved by voters in November 2014. The City of Punta Gorda and the Friends of Punta Gorda Library contributed approximately \$500,000 towards the project.

The other two (2) facilities are located on Aaron Street in Port Charlotte and the North Access Road in Englewood.

Library cards are issued free of charge to any Charlotte County resident. Non-residents may be issued a card for \$10.00 for three (3) months, \$20.00 for six (6) months, or \$35.00 for twelve (12) months. Children under the age of 16 must have a parent or legal guardian present to apply for a library card.

Hours/days of operation vary by facility location. All facilities are closed on Sundays. However, the Library System launched its “BLUEcloud Mobile” application in December 2019. This application provides for 24/7 access to manage accounts, search the catalog, renew and reserve books, etc.

The County offers a “Food for Fines Program”. One donated food item equates to \$1. The County partners with the local area food shelves.

Library funding comes primarily from the Charlotte County’s general revenue fund and from annual Florida State Aid to Libraries grants. Receipt of grant funds is dependent upon application and eligibility requirements that are completed annually.

In addition, each location is affiliated with a “Friends of the Library” group that plays a pivotal role in raising funds. Public donations are another source of revenues.

AUDIT OBJECTIVES

1. Review the accuracy and input timeliness of financial data, and reports processed and received by the Library Division.
2. Verify an adequate system of internal control exists to safeguard assets, maintain the integrity of reports on operations, and provide an adequate evaluation of the Division’s objectives and responsibilities, etc. Specifically, evaluating controls over key functions such as the collection of fees and receipt of donations.
3. Verify compliance with significant laws and regulations, including Florida Statutes, the Code of Laws and Ordinances of Charlotte County, Florida (Chapter 1-9), policies and procedures/SOPs, County Purchasing Manual and best practices, etc.

SCOPE AND METHODOLOGY

The audit coverage period included the County's Fiscal Year 2020 (October 1, 2019 through September 30, 2020). The audit evaluated compliance with applicable Florida Statutes, the Code of Laws and Ordinances of Charlotte County (Chapter 1-9), as well as considered the effectiveness of internal controls in place over the Library Division's revenue generating activities.

Internal Audit sampled a total of 10 days, at random. Each day's transactions and daily paperwork were evaluated for consistency and completeness, as well as for compliance with the established internal controls, standard operating procedures (SOPs), etc.

The population was also analyzed using data analytics software, CaseWare IDEA, in order to identify any irregularities and/or instances of non-compliance with the Board approved fee schedule.

COMMENTS AND RECOMMENDATIONS

1. Internal control weaknesses continue in reconciliation procedures of coin-op boxes (copy machines).

As follow-up to the coin-op box (copy machine) procedures observed and noted during the County-wide cash counts performed in March 2019, and reported May 16, 2019, reconciliation procedures need additional improvements to internal control (see also the "Follow Up on Prior Comments" section of this report).

Cash balancing procedures for the coin-op boxes (copy machines) do not include reconciliation procedures, only replenishment back to the daily starting amount.

We recommend that a formal reconciliation be performed on the coin-op boxes (copy machines) and/or credit card transactions, as part of the daily cash balancing procedures. Actual fees collected should be compared to reported totals (in this case, the coin-op machine totals reflected), and any discrepancies due to patrons depositing non-standard coins and/or not retrieving their change from the coin-op box, should be treated as an overage or shortage.

2. Standard Operating Procedures (SOP) document references obsolete software.

The Community Services *2.01 Cash Handling* SOP document, last amended on January 11, 2017, references TLC Software, the Library Division's former software used to catalogue and categorize paid funds. Reference to obsolete software may also indicate procedures are outdated and do not reflect current processes in place.

We recommend that management review and update the *2.01 Cash Handling* SOP document.

3. Food donations are reconciled on a monthly basis, not daily.

Staff count food donations from patrons on a daily basis, and procedures are performed monthly to validate the food counts to the amounts recorded within the Sirsi-Dynix program.

Cash payments could be fraudulently recorded as a "Food for Fines" donation and go undetected, especially if amounts are reconciled on a monthly basis, not daily.

We recommend that management implement daily procedures to reconcile the amounts recorded as "Food for Fines" and update the SOP on donations.

4. Non-Compliance with Chapter 1-9 – Libraries of the Charlotte County Code of Ordinances.

Chapter 1-9 – Libraries, Section 1-9-16 establishes late return fees of \$0.10 for books, records, pictures and magazines, and \$1.00 for video tapes. Section 1-9-17 establishes a penalty for the loss, destruction or damage of any item borrowed as the replacement value.

Library (Overdue Materials) Fines are currently assessed at \$0.25/day on all adult items, with a maximum of \$10.00 per item. No fines are currently assessed on children's items. Lost/Damaged items are recouped at the cost of the item, plus a \$3.00 processing fee.

We recommend that management ensure the *Chapter 1-9 Libraries* ordinance is updated to refer to the resolution for the current fees, if appropriate.

5. Some procedures noted do not comply with 2.01 Cash Handling SOP and 7.02 Cash Handling Procedures documents.

There were some procedures noted that do not comply with the internal controls established within the *2.01 Cash Handling SOP* and *Cash Handling Procedures* documents. Specifically;

- A. The *Cash Handling SOP* states, "Cash Fund Verification will be completed by each employee. Change funds and cash drawers will be counted by the employee and at the beginning and close of the shift."

Internal Audit determined that 36 of 63 required Cash Fund Verification forms (approx. 57.1%) for transactions sampled were not included in the daily paperwork. Mid-County Regional, Port Charlotte, and the Punta Gorda Charlotte Libraries were missing 21, 14 and 1 forms, respectively.

- B. The *Cash Handling SOP* states, "When entering donations in ActiveNet complete all of the requested fields. If the Donor is anonymous enter that in the name field and N/A in the address and phone fields. Include a copy of the check and a copy of the receipt with your Cash Receipts paperwork." The SOP also adds "Paperwork to be provided to the Accounting staff is a copy of the check and either a copy of the register receipt or the pink and yellow copies of the Hand-Written Receipt."

None (or 100%) of the six donation transactions identified in our sample included a copy of the check donation (where applicable) or a receipt copy, register or handwritten. In addition, donations processed in ActiveNet were all processed under a generic "Drop-In #1 Customer" option.

- C. The *2.01 Cash Handling SOP* states: "G. TRANSMITTALS AND DEPOSITS
 - 1. Deposits will be made in accordance with Charlotte County's cash handling policy.
 - 2. Deposit slips are dated the same date that the funds were taken in, not the date the deposit is being made.

3. Deposit slips must be legible. Deposit slips may not be altered. Do not try to darken information to make a correction. If there is an error the deposit slip is to be voided and a new one completed.
4. The bank may not alter deposit slips. If a deposit slip is incorrect it will be handled as a deposit correction by the bank and the Finance Department.
5. A deposit will be prepared for each day, regardless of the dollar amount to be deposited.
6. Daily Cash Receipt reports will be completed daily and submitted to the revenue accounting specialist daily, regardless of a deposit being taken to the bank.
7. Daily Cash reports will be sent in the format described in the Daily Cash Report Checklist attached to this SOP.
8. The facility supervisor will complete the deposit slip for each day's business in accordance with Charlotte County's cash handling procedures.
9. Traveler's Checks and Money Orders must be endorsed the same as checks and listed as a check on the deposit slip.
10. It is the facility supervisor's responsibility to ensure that the deposit matches the daily cash report."

Not Prepared on Same Date (See #2 above)

Internal Audit determined that 6 of 28 deposits sampled (approx. 21.4%) were not prepared on (dated for) the same date that the funds were taken in. In addition, 1 of 28 deposits didn't include a "Date Prepared" on the deposit slip. These were prepared at the Punta Gorda Charlotte and Port Charlotte Libraries, respectively.

Altered (See #3 above)

Sampled deposits identified 1 of 28 deposit slips that was altered. The altered deposit slip was prepared at the Mid-County Regional Library.

Deposits Not Daily (See #6 above)

25% of deposits (7 of 28 deposits sampled) were considered untimely. These deposits were made five or more days after collection, with the longest span being 18 days. About 42.9% of deposits (12 of 28 deposits sampled) were deposited between 2 day 4 days after collection. 10.7% or 3 deposits were made the next day, and 21.4% or 6 were deposited the same day. Of the 28 deposits, only 1 was under \$15. The untimely deposits primarily occurred at the Punta Gorda Charlotte Library (for 6 of the 7 deposits noted).

Completeness (See #8 above)

Some deposit slips (7 of 28 sampled) were considered incomplete because the "Deposited by" was left blank.

Reports Incomplete (See #6, #7 above)

The Daily Cash Receipt Summary reports (by location) required for the days sampled totaled 30 reports. Of the reports included in the daily paperwork, only 1 report was considered to be completed in its entirety. 29 of the 30 reports either didn't include a signature, a verified by signature, and/or counted totals. In addition, only 10 of the required 30 reports were generated in Activenet on the same day.

The Daily Cash Receipt Detail reports (by user) required for the days sampled totaled 57 reports. Of the required reports, only 21 reports (approx. 36.8%) were completed in their entirety and generated on the same day. Of the remaining 36 reports required, 1 report was completely blank and generated 19 days

after the transaction date. 7 of 36 reports were not completed or signed by the actual user (supervisor only). 21 of 36 reports were considered incomplete, as the forms didn't include a signature, a verified by signature, and/or counted totals. 6 of 36 reports were not included in the daily paperwork. In addition, while the majority of reports reviewed (by user) were generated on the same day, 3 reports were noted as generated the next day.

Library operations may not be occurring as intended by management. Procedures inconsistent with policy and established internal controls can present opportunities for fraud and/or misuse of assets; thereby, increasing risk.

We recommend management ensure compliance with the internal controls established within the *2.01 Cash Handling SOP* and *7.02 Cash Handling Procedures* documents.

6. Non-Compliance with the Board approved Fee Schedule.

Fees and fines collected during the audit period were not assessed consistently or in compliance with the current, Board approved *Community Services Department Fee Schedule*. Specifically;

- A. One transaction was identified for a 3-month non-resident card renewal with no fee collected. The fee is \$10 each per the approved fee schedule.
- B. Six transactions were identified for annual non-resident card renewals, four at \$10 each and two at \$30 each. The fee is \$35 each per the approved fee schedule.
- C. Eleven transactions were identified for overdue fines collected in dollar increments not consistent with the fee schedule. The fee is \$0.25/day per item per the approved fee schedule.
- D. Fifty-One transactions were identified for copies/prints in dollar increments not consistent with the fee schedule. The fee is \$0.20/page; \$0.50/color print per the approved fee schedule.
- E. Fees for copies and prints were noted as temporarily waived for "pandemic related reasons" without evidence of proper protocol and approval. In addition, despite the temporary waiver noted, Internal Audit identified one (1) transaction where fees were collected beyond the waiver (March 2020). (PGC Library, Receipt #1000376.045 8/25/2020)

We recommend compliance with the current and future *Community Services Department Fee Schedule*, which was amended and adopted by *Resolution 2020-017* with an effective date of March 10, 2020.

7. Segregation of duties weakness identified.

Internal Audit noted several instances (13 in total) where one individual was responsible for 1) the collections of fees and fines from patrons, 2) the daily cash balancing procedures for the location, as well as 3) the preparation and deposit of cash funds. In addition, procedures for the daily cash balancing were noted as performed by the location Supervisor or designee, and do not require dual control.

Risk of theft or fraudulent activity increases when key duties are not properly segregated and/or when dual control procedures are not employed to help mitigate risk when segregation of duties are not considered feasible.

We recommend that key duties be segregated and/or dual control procedures be implemented to help mitigate the risk of cash theft or fraudulent activity.

8. 2.02 Refund Requests SOP weakness identified.

Internal Audit identified a weakness in the *2.02 Refund Requests* SOP document last amended on January 11, 2017. Refunds may be issued for the return of a damage deposit, facility rental cancellation, lost books recovered, program registration cancellation, and customer service satisfaction. The *2.0 Refund Requests* SOP, which provides general guidance, does not address procedures for refunds when a formal request for refund has not been made, nor does it address when it may be allowable, and the circumstances thereof, to carry forward a refund for application towards future services and use. As a result, refunds may not be timely refunded to a customer.

We recommend that management increase controls documented by *SOP 2.02 Refund Requests*.

FOLLOW UP ON PRIOR COMMENTS

As part of this audit, we followed up on the county-wide cash counts memorandum that was issued on May 16, 2019, which reported weaknesses to the reconciliation process for the coin-op boxes (copy machines). The Community Services Division responded on June 20, 2019 with a memorandum, stating that all copy machines will be balanced daily, and each location will continue to maintain a daily log/spreadsheet. The log/spreadsheet tracks the money counted each day and the amount that was removed for deposit.

Status: Open/Partially Completed. Each location continues to maintain a daily log/spreadsheet; however, this balancing is not a reconciliation of all transactions. Refer also to Comment No. 1 in this report.

CONCLUSION

A few specific control weaknesses were noted; generally however, controls evaluated are adequate, appropriate, and effective to provide reasonable assurance that risks are being managed and objectives should be met.

ACKNOWLEDGEMENT

We would like to thank the County's Community Services and Fiscal Services Divisions, as well as the Comptroller's Finance Division for their assistance in the completion of this audit.

Audit performed by:
Misti Payette
Internal Auditor II
Charlotte County Clerk of Court and Comptroller



MEMORANDUM

Date: 7-15-21
To: Dan Revallo, Internal Audit Director
From: Tommy Scott, Director **TS**
CC: Emily Lewis, Deputy County Administrator
Subject: Libraries and History Division Audit Response

We appreciate the time and efforts of the Internal Audit Division and thank you for collaboration with our team. Below are our responses to the audit findings submitted to Community Services on July 9, 2021.

1. We recommend that a formal reconciliation be performed on the coin-op boxes (copy machines) and/or credit card transactions, as a part of the daily cash balancing procedures.

The coin – op box is currently being migrated to a “card only” machine in which the vendor will send what is due the County, (less a fee) to the library via check or direct deposit eliminating the possibility of theft. Cash will no longer be handled by staff.

2. We recommend that management review and update the 2.01 Cash Handling SOP document.

This is completed to include all recommendation in this audit. The SOP will be reviewed as needed to reflect changes in business practices, but no less than annually.

3. We recommend that management document SOPs to reconcile the amounts recorded as "Food for Fines" daily.

- a) Current tracking sheet is compiled using Sirisi Dynix program reports - See Attachment A as an example. Staffing levels prevent complete segregation of duties and compensating controls will be proposed in SOP update. Also getting the Food Banks to confirm receipts of number foods received has been a challenge.
- b) Food for Fines will be specifically incorporated in Donation SOP update.

4. We recommend that management ensure the Chapter 1-9 Libraries ordinance is updated to refer to the resolution for the current fees, if appropriate.

A ‘legal service request’ was submitted on July 13, 2021 to the County Attorney’s office to resolve this issue

5. We recommend management ensure compliance with the internal controls established within the 2.01 Cash Handling SOP and 7.02 Cash Handling Procedures documents.
 - a. Cash Fund Verification forms are no longer required to be completed and submitted with paperwork to Fiscal Services. The SOP will be revised to reflect this change.
 - b. Staff training will be conducted to reinforce procedures for accepting donations.
6. We recommend compliance with the current and future Community Services Department Fee Schedule, which was amended and adopted by Resolution 2020-017 with an effective date of March 10, 2020.

A revised fee schedule was approved by the Board of County Commissioners on July 13, 2021. Fees have been revised in ActiveNet to match the approved fee schedule.

7. We recommend that key duties be segregated and/or dual control procedures be implemented to help mitigate the risk of cash theft or fraudulent activity.

Staffing limitations do mitigate the ability to segregate duties. Staff training and an updated SOP will assist in minimizing risk.

8. We recommend that management increase controls documented by SOP 2.02 Refund Requests.

SOP 2.02 will be revised to ensure refunds are required to ensure \$ 0.00 balances on customer accounts.

Bill Breakdown
Payments grouped by payment library.
Produced Thu Jul 8 14:47:05 2021

FOR THE MONTH OF
June 2021

LIBRARY: MIDCOUNTY

	PROCESSFEE	OVERDUEX	LOSTX	DAMAGE	LOST
FOOD	\$12.00	\$73.75	\$15.95	\$25.49	\$1162.54
TOTAL	\$12.00	\$73.75	\$15.95	\$25.49	\$1162.54

	OVERDUE	TOTAL
FOOD	\$847.05	\$2136.78
TOTAL	\$847.05	\$2136.78

ATTACHMENT A

Monthly Statistics Report

Mid-County Regional Library

June 2021

<i>Days/Hours</i>	
Days Open	26
# of Hours Open	226.0
<i>Meeting Room</i>	
Number of Meeting Room Uses	60
Meeting Room Count	2,138
<i>Gate Counts</i>	
Gate Total In	5,168
<i>Door Counts</i>	
TrafSys (Actual)	9,091
<i>Curbside Holds Pick up</i>	
	516
<i>Public Computers</i>	
Public Computer Use	831
<i>Maker Space Usage</i>	
# of Users	0
# of Hours Open	0
<i>Volunteers</i>	
# of Volunteer Hours Worked	108
<i>Youth Programs</i>	
Number of Youth Programs	37
Youth Program Attendance Count	1,839
<i>Teen Programs</i>	
Number of Teen Programs	3
Teen Program Attendance Count	22
<i>Adult Programs</i>	
Number of Adult Programs	16
Adult Program Attendance Count	256
<i>Meetings and Rentals</i>	
Number of Meetings and Rentals	4
Meetings and Rental Attendance Count	21
<i>Reference Questions</i>	
Reference Questions	595
Technology Assistance	182
Email Reference	2
Homework Help	0
Total Questions	779

<i>Staff Technology Training</i>	
# of Staff Attending Workshops or On-Line Training	0
<i>Staff Non-Technology Training</i>	
# of Staff Attending Non-Tech Training Wkshops/Classes	0

<i>Outreach & School Visits Youth</i>	
# of Outreach Youth Programs	2
Outreach Youth Attendance	43
<i>Outreach & School Visits Teen</i>	
# of Outreach Teen Programs	0
Outreach Teen Attendance	0
<i>Outreach Adult Programs</i>	
# of Outreach Adult Programs	0
Outreach Adult Attendance	0

<i>Early Voting Stats</i>	
Room Uses	0
Attendance	0

<i>Voter's Registration</i>	
Registrations	0

<i>Notary Services</i>	
Patrons	0
Items	0

<i>Proctoring Exams</i>	
Students	0
Exams	0

<i>Food for Fine\$ Participation</i>	
# of Items Donated	2,546

DAY OF THE MONTH	Mid-County Regional Library						June 2021			DAY OF THE MONTH	Technology Training	Non-Technology	Reference					DAY OF THE MONTH		
	Days/Hours		Gate Counts	Door Counts	Curbside Holds Pick Up	Food for Fines	Public Computer Uses	Maker Space Usage					Volunteers	# of Staff Attending On-Line or Training Workshops	Number of Staff Attending Non-Technology Training	References Questions	Technology Assistance		Email Reference	Homework Help
	Days Open (1 or 0)	# of Hours Open	Gate Total In	Trans (Actual)	Curbside Holds Pick Up	# of Items Donated	Public Computer Use	# of Users	# of Hours				Number of Volunteer Hours Worked Today							
1	1	9	284	374	25.0	0	33			106	1		17	0	0	0	1			
2	1	9	218	284	27.0	150	27				2		12	2	0	0	2			
3	1	9	196	241	33.0	254	26				3		22	6	0	0	3			
4	1	8	224	284	23.0	33	23				4		20	6	0	0	4			
5	1	8	241	277	24.0	19	24				5		36	18	0	0	5			
6	0										6						6			
7	1	9	247	324	9.0	18	26				7		29	8	0	0	7			
8	1	9	313	429	25.0	22	33				8		22	6	0	0	8			
9	1	9	268	325	23.0	108	31				9		21	4	0	0	9			
10	1	9	265	321	18	57	34	0	0		10		33	12	0	0	10			
11	1	8	250	321	28	50	27	0	0		11		37	10	0	0	11			
12	1	8	219	261	23	0	21	0	0		12		15	3	0	0	12			
13	0										13						13			
14	1	9	251	339	7	100	33	0	0		14		27	8	0	0	14			
15	1	9	244	377	30	126	27	0	0		15		13	7	0	0	15			
16	1	9	367	415	15	59	28	0	0		16		24	3	0	0	16			
17	1	9	267	346	11	48	43	0	0		17		12	5	0	0	17			
18	1	8	281	415	26	42	40	0	0		18		32	8	0	0	18			
19	1	8	225	286	21	88	36	0	0		19		22	7	0	0	19			
20	0										20						20			
21	1	9	226	328	9	0	32	0	0	2	21		31	9	2	0	21			
22	1	9	331	450	28	213	34	0	0		22		26	7	0	0	22			
23	1	9	251	336	17	214	39	0	0		23		23	5	0	0	23			
24	1	9		379	20	135	39	0	0		24		27	9	0	0	24			
25	1	8		377	15	157	31				25		26	14	0	0	25			
26	1	8		415	24	25	33				26		22	10	0	0	26			
27	0										27						27			
28	1	9		332	17	109	34				28		18	3	0	0	28			
29	1	9		478	18	142	39				29		21	9	0	0	29			
30	1	9		377	16	377	38	0	0		30		7	3	0	0	30			
																	31			
Days/Hours	3M Gate Counts	Door Counts	Curbside Holds Pick Up	Food for Fines	Public Computer Uses	Maker Space Usage	Volunteer Hours	Staff Technology Training	Non-Technology Training	Reference										



Serving with compassion, expertise and efficiency in support of our community