

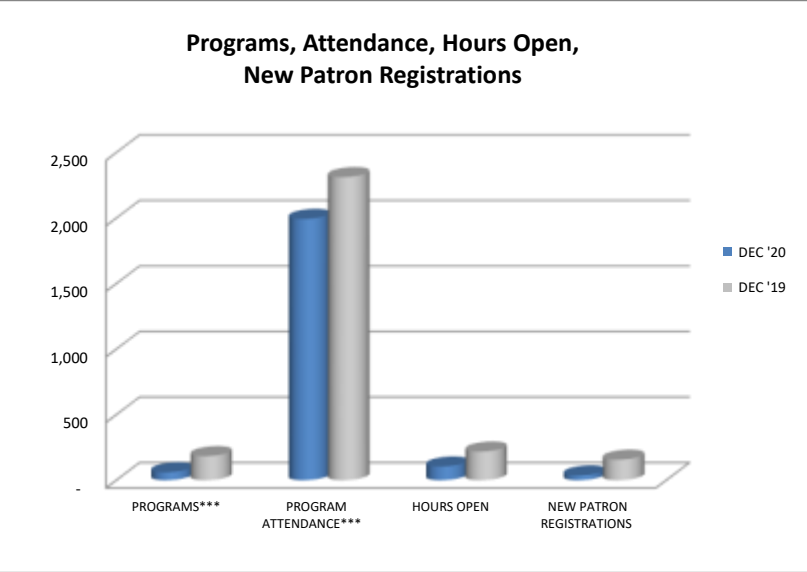
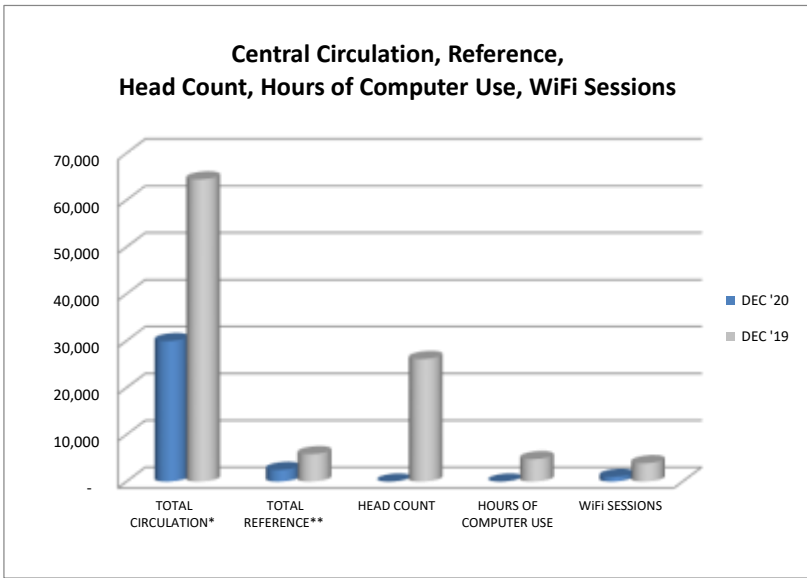
Central Library Statistics
December 2020

	DEC '20	DEC '19	Gain/Loss	Percent
TOTAL CIRCULATION*	29,955	64,431	(34,476)	-54%
<i>REFERENCE QUESTIONS</i>				
In Person	17	3,442	(3,425)	-100%
Telephone	1,258	1,279	(21)	-2%
IM/Chat	219	-	219	
Letter	793	1,044	(251)	-24%
E-mail	204	90	114	
TOTAL REFERENCE**	2,491	5,855	(3,364)	-57%
<i>PROGRAMS/VISITS</i>				
Notary Services	539	128	411	321%
<i>PROGRAMS/VISITS</i>				
PROGRAMS***	61	184	(123)	-67%
PROGRAM ATTENDANCE***	1,994	2,313	(319)	-14%
Tours	3	-	3	
Tour Attendance	23	-	23	
<i>HEAD COUNT</i>				
HEAD COUNT	-	26,131	(26,131)	-100%
<i>HOURS OPEN</i>				
HOURS OPEN	105	219	(114.0)	-52%
<i>DAYS OPEN</i>				
DAYS OPEN	21	24	(3)	-13%
<i>HOURS OF COMPUTER USE</i>				
HOURS OF COMPUTER USE	-	4,789	(4,789)	-100%
<i>WiFi SESSIONS</i>				
WiFi SESSIONS	1,018	3,920	(2,902)	-74%
<i>NEW PATRON REGISTRATIONS</i>				
NEW PATRON REGISTRATIONS	37	157	(120)	-76%

*Includes online and telephone renewals of all formats and in-house circulation.

**Staff reported 232 non-reference transactions with patrons.

***Includes online programming and attendance



MONTH 2020

ONLINE PROGRAMS

Target Audience	No. of Programs	Live Views	Total Views
J	5	55	193
YA	0	0	0
A	54	284	769
Combination	0	0	0
Totals	59	339	962

Media Platform	No. of Programs	Live Views	Total Views
Facebook	5	0	344
Zoom	44	273	304
YouTube	8	0	248
Instagram	0	0	0
MS Teams	0	0	0
Crowdpurr	1	11	11
Other	1	55	55
Totals	59	339	962

