

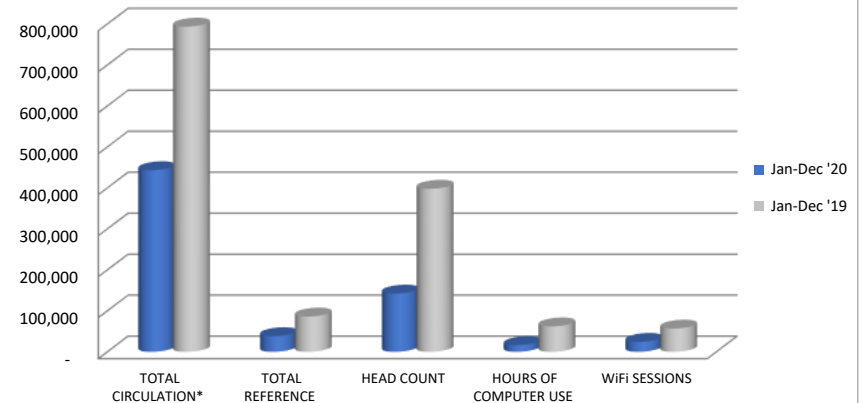
Central Library Statistics
YTD - DECEMBER 2020

| | Jan-Dec '20 | Jan-Dec '19 | Gain/Loss | Percent |
|---------------------------------|---------------|---------------|-----------------|-------------|
| TOTAL CIRCULATION* | 443,114 | 793,509 | (350,395) | -44% |
| <i>REFERENCE QUESTIONS</i> | | | | |
| In Person | 16,187 | 53,192 | (37,005) | -70% |
| Telephone | 12,040 | 18,918 | (6,878) | -36% |
| IM/Chat | 1,703 | - | 1,703 | |
| Letter | 5,749 | 11,650 | (5,901) | -51% |
| E-mail | 2,634 | 1,168 | 1,466 | 126% |
| TOTAL REFERENCE | 38,313 | 86,099 | (46,615) | -56% |
| <i>PROGRAMS/VISITS</i> | | | | |
| PROGRAMS | 722 | 1,901 | (1,179) | -62% |
| PROGRAM ATTENDANCE | 9,596 | 35,341 | (25,745) | -73% |
| Virtual Attendance** | 656 | 1,687 | (1,031) | -61% |
| Tours | 10 | 22 | (12) | -55% |
| Tour Attendance | 96 | 386 | (290) | -75% |
| <i>HEAD COUNT</i> | | | | |
| HEAD COUNT | 142,174 | 397,979 | (255,805) | -64% |
| <i>HOURS OPEN</i> | | | | |
| HOURS OPEN | 1,206 | 2,686 | (1,480) | -55% |
| DAYS OPEN | 172 | 292 | (120) | -41% |
| <i>HOURS OF COMPUTER USE</i> | | | | |
| HOURS OF COMPUTER USE | 16,188 | 62,025 | (45,837) | -74% |
| WiFi SESSIONS | 24,276 | 56,717 | (32,441) | -57% |
| NEW PATRON REGISTRATIONS | 1,038 | 2,448 | (1,410) | -58% |

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

**Number of people viewing live streamed programs via Internet

Central Circulation, Reference,
Head Count, Hours of Computer Use, WiFi Sessions



Programs, Attendance, Hours Open,
New Patron Registrations

