

Central Library Statistics  
**JANUARY 2021**

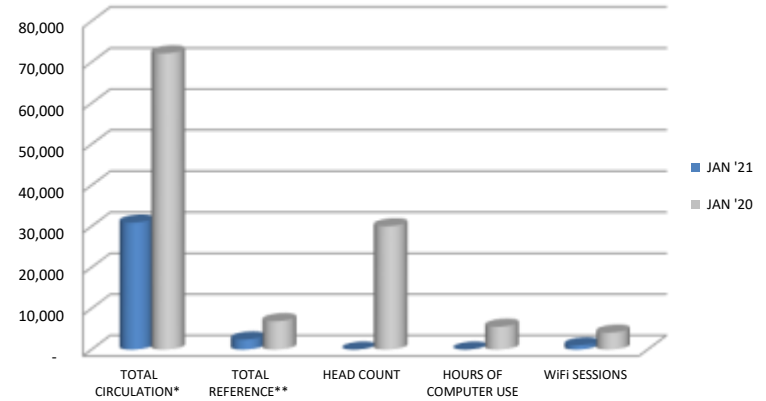
	JAN '21	JAN '20	Gain/Loss	Percent
<b>TOTAL CIRCULATION*</b>	30,946	72,171	(41,225)	-57%
Curbside Appointments	377			
<i>REFERENCE QUESTIONS</i>				
In Person	5	4,172	(4,167)	-100%
Telephone	999	1,744	(745)	-43%
IM/Chat	216	-	216	
Letter	873	920	(47)	-5%
E-mail	366	99	267	
<b>TOTAL REFERENCE**</b>	2,459	6,935	(4,476)	-65%
<i>PROGRAMS/VISITS</i>				
<b>PROGRAMS***</b>	55	215	(160)	-74%
<b>PROGRAM ATTENDANCE***</b>	3,228	2,287	941	41%
Tours	-	2	(2)	
Tour Attendance	-	16	(16)	
<i>HEAD COUNT</i>				
<b>HEAD COUNT</b>	-	30,061	(30,061)	-100%
<i>HOURS OPEN</i>				
<b>HOURS OPEN</b>	116	225	(108.5)	-48%
DAYS OPEN	19	25	(6)	-24%
<i>HOURS OF COMPUTER USE</i>				
<b>HOURS OF COMPUTER USE</b>	-	5,582	(5,582)	-100%
<i>WiFi SESSIONS</i>				
<b>WiFi SESSIONS</b>	1,034	4,135	(3,101)	-75%
<i>NEW PATRON REGISTRATIONS</i>				
<b>NEW PATRON REGISTRATIONS</b>	35	236	(201)	-85%

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

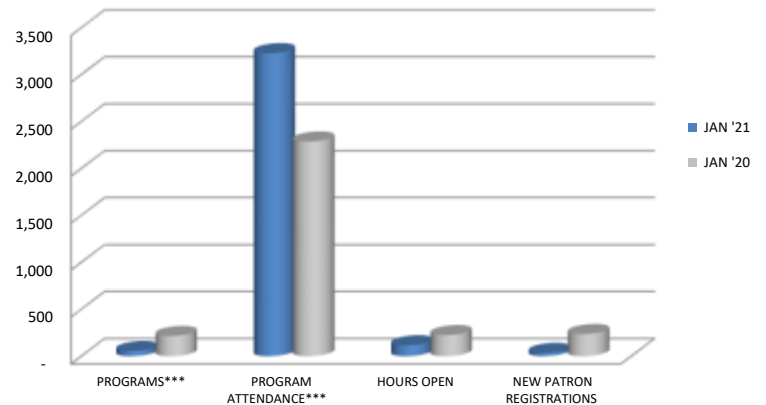
\*\*Staff reported 186 non-reference transactions with patrons.

\*\*\*Includes online programming and attendance

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



**Programs, Attendance, Hours Open, New Patron Registrations**



Central Library Statistics  
MONTH 2020

**ONLINE PROGRAMS**

Target Audience	No. of Programs	Live Views	Total Views
J	6	14	25
YA	0	0	0
A	48	579	1571
Combination	1	3	3
<b>Totals</b>	<b>55</b>	<b>596</b>	<b>1599</b>

Media Platform	No. of Programs	Live Views	Total Views
Facebook	4	0	324
Zoom	41	587	658
YouTube	9	0	608
Instagram	0	0	0
MS Teams	0	0	0
Crowdpurr	1	9	9
Other	0	0	0
<b>Totals</b>	<b>55</b>	<b>596</b>	<b>1599</b>

