

Central Library Statistics
FEBRUARY 2021

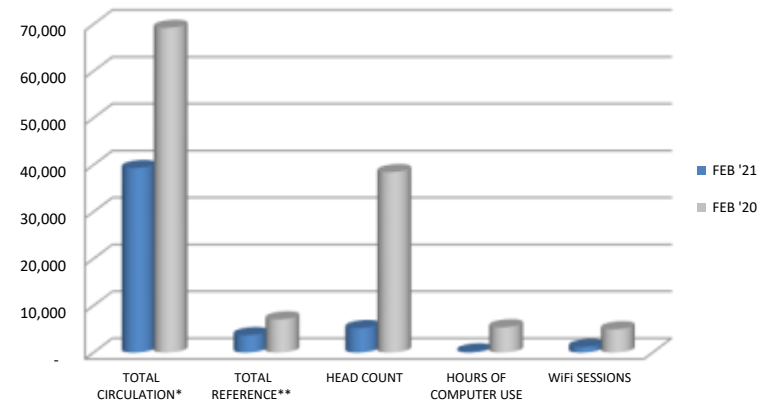
	FEB '21	FEB '20	Gain/Loss	Percent
TOTAL CIRCULATION*	39,337	69,235	(29,898)	-43%
Curbside Appointments	172			
<i>REFERENCE QUESTIONS</i>				
In Person	1,000	4,111	(3,111)	-76%
Telephone	1,412	1,750	(338)	-19%
IM/Chat	117	-	117	
Letter	915	1,087	(172)	-16%
E-mail	274	135	139	
TOTAL REFERENCE**	3,718	7,083	(3,365)	-48%
<i>PROGRAMS/VISITS</i>				
Notary Services	16	169	(153)	-91%
<i>PROGRAMS/VISITS</i>				
PROGRAMS***	77	170	(93)	-55%
PROGRAM ATTENDANCE***	3,299	1,906	1,393	73%
Tours	-	3	(3)	
Tour Attendance	-	38	(38)	
<i>HEAD COUNT</i>				
HEAD COUNT	5,211	38,478	(33,267)	-86%
<i>HOURS OPEN</i>				
HOURS OPEN	60	223	(163.0)	-73%
DAYS OPEN	10	25	(15)	-60%
<i>HOURS OF COMPUTER USE</i>				
HOURS OF COMPUTER USE	260	5,387	(5,127)	-95%
WiFi SESSIONS	1,187	4,969	(3,782)	-76%
NEW PATRON REGISTRATIONS	53	180	(127)	-71%

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

**Staff reported 487 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**

