

Central Library Statistics  
MARCH 2021

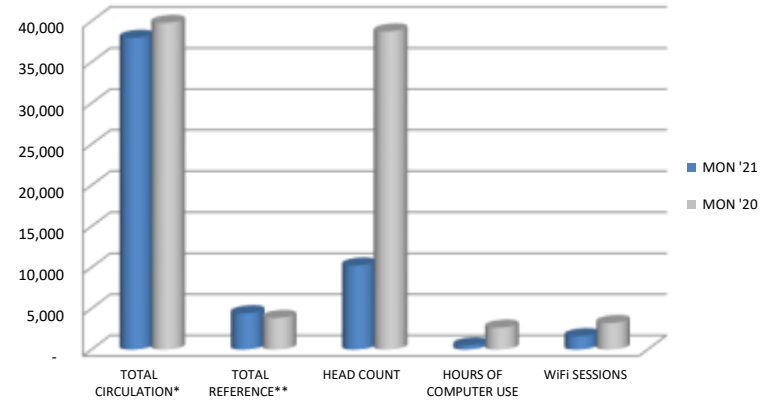
	MON '21	MON '20	Gain/Loss	Percent
<b>TOTAL CIRCULATION*</b>	37,973	39,800	(1,827)	-5%
Curbside Appointments	52			
<i>REFERENCE QUESTIONS</i>				
In Person	1,734	2,095	(361)	-17%
Telephone	1,254	1,455	(201)	-14%
IM/Chat	163	-	163	
Letter	977	91	886	974%
E-mail	299	212	87	
<b>TOTAL REFERENCE**</b>	4,427	3,853	574	15%
<i>PROGRAMS/VISITS</i>				
Notary Services	56	55	1	2%
<i>PROGRAMS/VISITS</i>				
<b>PROGRAMS***</b>	73	59	14	24%
<b>PROGRAM ATTENDANCE***</b>	3,279	1,435	1,844	129%
Tours	-	1	(1)	
Tour Attendance	-	11	(11)	
<i>HEAD COUNT</i>				
<b>HEAD COUNT</b>	10,242	38,750	(28,508)	-74%
<i>HOURS OPEN</i>				
<b>HOURS OPEN</b>	138	122	16.5	14%
<i>DAYS OPEN</i>				
<b>DAYS OPEN</b>	23	16	7	44%
<i>HOURS OF COMPUTER USE</i>				
<b>HOURS OF COMPUTER USE</b>	521	2,681	(2,160)	-81%
<i>WiFi SESSIONS</i>				
<b>WiFi SESSIONS</b>	1,634	3,240	(1,606)	-50%
<i>NEW PATRON REGISTRATIONS</i>				
<b>NEW PATRON REGISTRATIONS</b>	79	103	(24)	-23%

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

\*\*Staff reported 641 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**

