

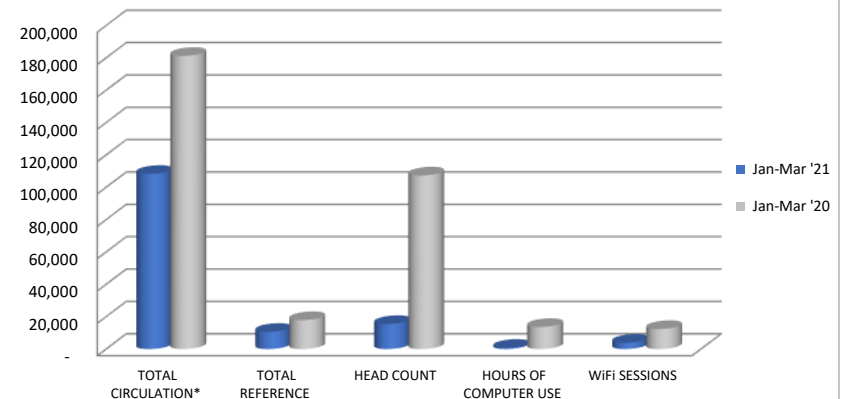
Central Library Statistics  
YTD - March 2021

	Jan-Mar '21	Jan-Mar '20	Gain/Loss	Percent
<b>TOTAL CIRCULATION*</b>	108,256	181,206	(72,950)	-40%
Curbside Appointments	601	-		
<b>REFERENCE QUESTIONS</b>				
In Person	2,739	10,378	(7,639)	-74%
Telephone	3,665	4,949	(1,284)	-26%
IM/Chat	496	-		
Letter	2,765	2,098	667	32%
E-mail	939	446	493	111%
<b>TOTAL REFERENCE</b>	10,604	17,871	(7,267)	-41%
Notary Services	449	494	(45)	-9%
<b>PROGRAMS/VISITS</b>				
<b>PROGRAMS</b>	205	444	(239)	-54%
<b>PROGRAM ATTENDANCE</b>	5,128	5,628	(500)	-9%
Virtual Attendance**	-	554	(554)	-100%
Tours	-	6	(6)	-100%
Tour Attendance	-	65	(65)	-100%
<b>HEAD COUNT</b>	15,453	107,289	(91,836)	-86%
<b>HOURS OPEN</b>	314.0	569.0	(255)	-45%
<b>DAYS OPEN</b>	52	66	(14)	-21%
<b>HOURS OF COMPUTER USE</b>	781	13,650	(12,869)	-94%
<b>WiFi SESSIONS</b>	3,855	12,344	(8,489)	-69%
<b>NEW PATRON REGISTRATIONS</b>	167	519	(352)	-68%

\*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

