

Central Library Statistics  
MAY 2021

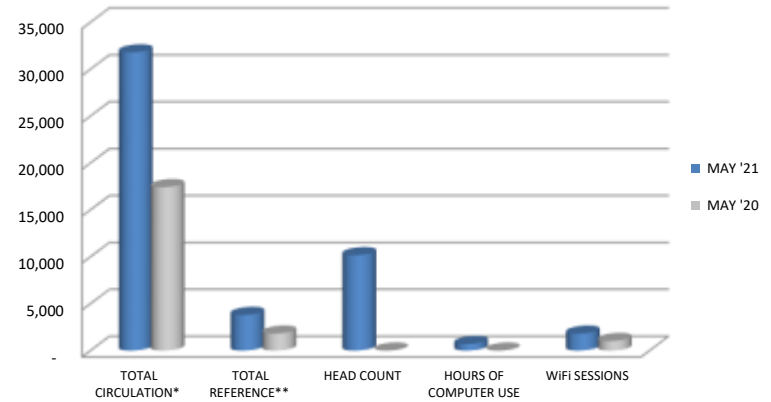
	MAY '21	MAY '20	Gain/Loss	Percent
<b>TOTAL CIRCULATION*</b>	31,794	17,427	14,367	82%
Curbside Appointments				
<i>REFERENCE QUESTIONS</i>				
In Person	1,463	5	1,458	29160%
Telephone	1,095	1,506	(411)	-27%
IM/Chat	95	162	(67)	
Letter	923	-	923	#DIV/0!
E-mail	229	143	86	
<b>TOTAL REFERENCE**</b>	3,805	1,816	1,989	110%
<i>PROGRAMS/VISITS</i>				
<b>PROGRAMS***</b>	81	1	80	8000%
<b>PROGRAM ATTENDANCE***</b>	2,885	-	2,885	#DIV/0!
Tours	1	-	1	
Tour Attendance	3	-	3	
<i>HEAD COUNT</i>				
<b>HEAD COUNT</b>	10,174	-	10,174	#DIV/0!
<i>HOURS OPEN</i>				
<b>HOURS OPEN</b>	148	-	148.0	#DIV/0!
DAYS OPEN	20	-	20	#DIV/0!
<i>HOURS OF COMPUTER USE</i>				
<b>HOURS OF COMPUTER USE</b>	701	-	701	#DIV/0!
<b>WiFi SESSIONS</b>	1,813	1,028	785	76%
<b>NEW PATRON REGISTRATIONS</b>	106	43	63	147%

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

\*\*Staff reported 734 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**

