Central Library Statistics
MAY 2021

<table>
<thead>
<tr>
<th></th>
<th>MAY '21</th>
<th>MAY '20</th>
<th>Gain/Loss</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL CIRCULATION</strong>*</td>
<td>31,794</td>
<td>17,427</td>
<td>14,367</td>
<td>82%</td>
</tr>
<tr>
<td>Curtiside Appointments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**REFERENCE QUESTIONS**

<table>
<thead>
<tr>
<th></th>
<th>In Person</th>
<th>Telephone</th>
<th>IM/Chat</th>
<th>Letter</th>
<th>E-mail</th>
<th>TOTAL REFERENCE**</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In Person</strong></td>
<td>1,463</td>
<td>1,095</td>
<td>95</td>
<td>923</td>
<td>229</td>
<td>3,805</td>
</tr>
<tr>
<td><strong>Telephone</strong></td>
<td>5</td>
<td>1,506</td>
<td>162</td>
<td>-</td>
<td>143</td>
<td>1,816</td>
</tr>
<tr>
<td><strong>IM/Chat</strong></td>
<td></td>
<td>(411)</td>
<td>(67)</td>
<td></td>
<td></td>
<td>(27%)</td>
</tr>
<tr>
<td><strong>Letter</strong></td>
<td></td>
<td></td>
<td></td>
<td>923</td>
<td></td>
<td>989</td>
</tr>
<tr>
<td><strong>E-mail</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>#DIV/0!</td>
</tr>
<tr>
<td><strong>TOTAL REFERENCE</strong></td>
<td>3,805</td>
<td>1,816</td>
<td>1,989</td>
<td>110%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Notary Services     | 25        | -        | 25       | #DIV/0! |

**PROGRAMS/VISITS**

| **PROGRAMS***    | 81        | 1        | 80       | 8000%   |
| **PROGRAM ATTENDANCE*** | 2,885 | -       | 2,885   | #DIV/0! |
| Tours             | 1         | -        | 1        |
| Tour Attendance   | 3         | -        | 3        |

| **HEAD COUNT**    | 10,174    | -        | 10,174   | #DIV/0! |

| **HOURS OPEN**    | 148       | -        | 148.0    | #DIV/0! |
| **DAYS OPEN**     | 20        | -        | 20       | #DIV/0! |

| **HOURS OF COMPUTER USE** | 701 | - | 701 | #DIV/0! |
| **WIFI SESSIONS**       | 1,813 | 1,028 | 785 | 76% |
| **NEW PATRON REGISTRATIONS** | 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