

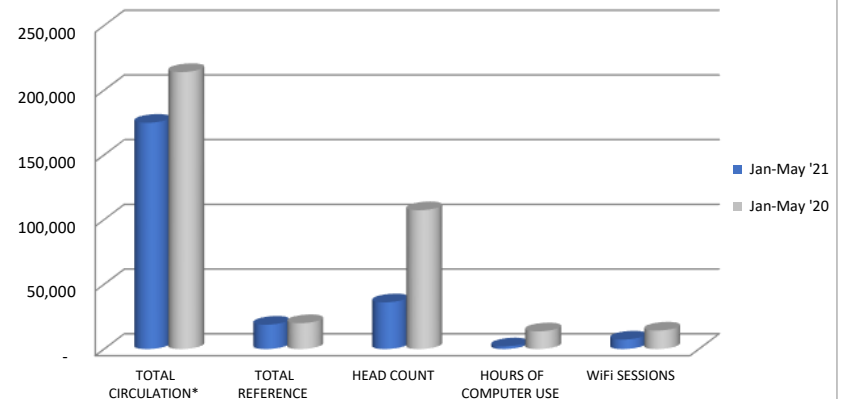
Central Library Statistics
YTD - May 2021

	Jan-May '21	Jan-May '20	Gain/Loss	Percent
TOTAL CIRCULATION*	174,866	214,070	(39,204)	-18%
Curbside Appointments	652	-	652	
REFERENCE QUESTIONS				
In Person	6,106	10,385	(4,279)	-41%
Telephone	5,931	6,522	(591)	-9%
IM/Chat	723			
Letter	4,605	2,099	2,506	119%
E-mail	1,428	842	586	70%
TOTAL REFERENCE	18,793	20,010	(1,778)	-9%
Notary Services	506	494	12	2%
PROGRAMS/VISITS				
PROGRAMS	352	446	(94)	-21%
PROGRAM ATTENDANCE	8,208	5,678	2,530	45%
Virtual Attendance**	-	554	(554)	-100%
Tours	1	6	(5)	-83%
Tour Attendance	3	65	(62)	-95%
HEAD COUNT	36,087	107,289	(71,202)	-66%
HOURS OPEN	624	569	55	10%
DAYS OPEN	94	66	28	42%
HOURS OF COMPUTER USE	2,046	13,650	(11,604)	-85%
WiFi SESSIONS	7,345	14,279	(6,934)	-49%
NEW PATRON REGISTRATIONS	416	631	(215)	-34%

*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

