

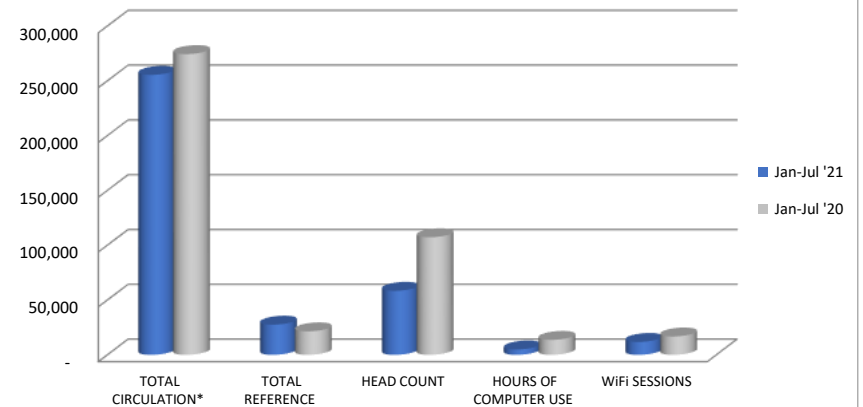
Central Library Statistics
YTD - July 2021

	Jan-Jul '21	Jan-Jul '20	Gain/Loss	Percent
TOTAL CIRCULATION*	255,457	274,395	(18,938)	-7%
Curbside Appointments	673	768	(95)	-12%
REFERENCE QUESTIONS				
In Person	10,325	10,387	(62)	-1%
Telephone	7,937	6,922	1,015	15%
IM/Chat	968	766	202	26%
Letter	6,444	2,106	4,338	206%
E-mail	1,858	1,250	608	49%
TOTAL REFERENCE	27,532	21,431	6,101	28%
PROGRAMS/VISITS				
Notary Services	636	500	136	27%
PROGRAMS				
PROGRAMS	520	463	57	12%
PROGRAM ATTENDANCE	10,949	6,378	4,571	72%
Virtual Attendance**	-	596	(596)	-100%
Tours	2	6	(4)	-67%
Tour Attendance	4	65	(61)	-94%
HEAD COUNT				
HEAD COUNT	58,428	107,289	(48,861)	-46%
HOURS OPEN				
HOURS OPEN	979	569	410	72%
DAYS OPEN				
DAYS OPEN	137	66	71	108%
HOURS OF COMPUTER USE				
HOURS OF COMPUTER USE	4,878	13,650	(8,772)	-64%
WiFi SESSIONS				
WiFi SESSIONS	11,771	16,738	(4,967)	-30%
NEW PATRON REGISTRATIONS				
NEW PATRON REGISTRATIONS	685	714	(29)	-4%

*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

