

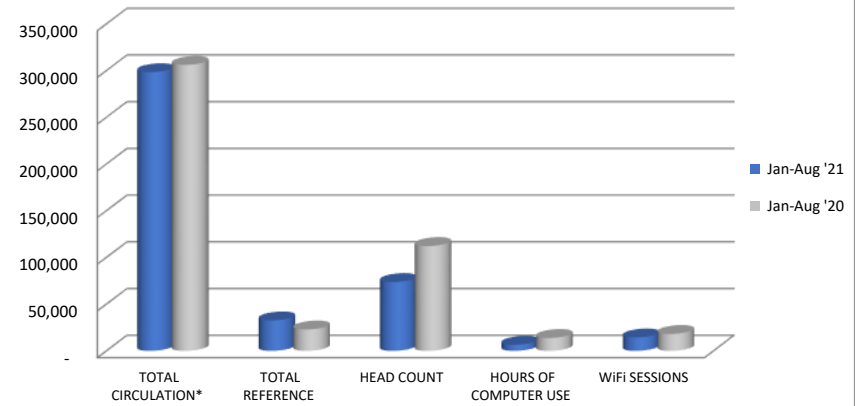
Central Library Statistics  
YTD - August 2021

|                                 | Jan-Aug '21 | Jan-Aug '20 | Gain/Loss | Percent |
|---------------------------------|-------------|-------------|-----------|---------|
| <b>TOTAL CIRCULATION*</b>       | 298,393     | 306,135     | (7,742)   | -3%     |
| Curbside Appointments           | 675         | 860         | (185)     | -22%    |
| <i>REFERENCE QUESTIONS</i>      |             |             |           |         |
| In Person                       | 12,997      | 10,831      | 2,166     | 20%     |
| Telephone                       | 9,141       | 7,612       | 1,529     | 20%     |
| IM/Chat                         | 1,098       | 915         | 183       |         |
| Letter                          | 7,332       | 2,116       | 5,216     | 247%    |
| E-mail                          | 2,035       | 1,418       | 617       | 44%     |
| <b>TOTAL REFERENCE</b>          | 32,603      | 22,892      | 9,711     | 42%     |
| <i>PROGRAMS/VISITS</i>          |             |             |           |         |
| Notary Services                 | 712         | 537         | 175       | 33%     |
| <i>PROGRAMS/VISITS</i>          |             |             |           |         |
| <b>PROGRAMS</b>                 | 573         | 471         | 102       | 22%     |
| <b>PROGRAM ATTENDANCE</b>       | 12,582      | 6,647       | 5,935     | 89%     |
| Virtual Attendance**            | -           | 596         | (596)     | -100%   |
| Tours                           | 6           | 6           | -         | 0%      |
| Tour Attendance                 | 16          | 65          | (49)      | -75%    |
| <b>HEAD COUNT</b>               |             |             |           |         |
|                                 | 73,733      | 112,246     | (38,513)  | -34%    |
| <b>HOURS OPEN</b>               |             |             |           |         |
|                                 | 1,192       | 665         | 527       | 79%     |
| <b>DAYS OPEN</b>                |             |             |           |         |
|                                 | 159         | 82          | 77        | 94%     |
| <b>HOURS OF COMPUTER USE</b>    |             |             |           |         |
|                                 | 6,522       | 13,824      | (7,302)   | -53%    |
| <b>WiFi SESSIONS</b>            |             |             |           |         |
|                                 | 14,401      | 18,126      | (3,725)   | -21%    |
| <b>NEW PATRON REGISTRATIONS</b> |             |             |           |         |
|                                 | 847         | 772         | 75        | 10%     |

\*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

