### Central Library Statistics
**SEPTEMBER 2021**

#### TOTAL CIRCULATION*
<table>
<thead>
<tr>
<th></th>
<th>SEP '21</th>
<th>SEP '20</th>
<th>Gain/Loss</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>39,188</td>
<td>33,938</td>
<td>5,250</td>
<td>15%</td>
</tr>
</tbody>
</table>

#### REFERENCE QUESTIONS

<table>
<thead>
<tr>
<th>Method</th>
<th>SEP '21</th>
<th>SEP '20</th>
<th>Gain/Loss</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Person</td>
<td>2,338</td>
<td>1,990</td>
<td>348</td>
<td>17%</td>
</tr>
<tr>
<td>Telephone</td>
<td>907</td>
<td>1,158</td>
<td>(251)</td>
<td>-22%</td>
</tr>
<tr>
<td>IM/Chat</td>
<td>160</td>
<td>208</td>
<td>(48)</td>
<td>-23%</td>
</tr>
<tr>
<td>Letter</td>
<td>851</td>
<td>852</td>
<td>(1)</td>
<td>0%</td>
</tr>
<tr>
<td>E-mail</td>
<td>144</td>
<td>245</td>
<td>(101)</td>
<td>-41%</td>
</tr>
<tr>
<td><strong>TOTAL REFERENCE</strong></td>
<td>4,400</td>
<td>4,453</td>
<td>(53)</td>
<td>-1%</td>
</tr>
</tbody>
</table>

#### Notary Services
- SEP '21: 85
- SEP '20: 54
- Gain: 31
- Percent: 57%

#### PROGRAMS/VISITS

<table>
<thead>
<tr>
<th>Category</th>
<th>SEP '21</th>
<th>SEP '20</th>
<th>Gain/Loss</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROGRAMS***</td>
<td>70</td>
<td>26</td>
<td>44</td>
<td>169%</td>
</tr>
<tr>
<td>PROGRAM ATTENDANCE***</td>
<td>2,790</td>
<td>210</td>
<td>2,580</td>
<td>1229%</td>
</tr>
<tr>
<td>Tours</td>
<td>3</td>
<td>-</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Tour Attendance</td>
<td>19</td>
<td>-</td>
<td>19</td>
<td></td>
</tr>
</tbody>
</table>

#### HEAD COUNT
- SEP '21: 15,128
- SEP '20: 9,915
- Gain: 5,213
- Percent: 53%

#### HOURS OPEN
- SEP '21: 232
- SEP '20: 144
- Gain: 87.5
- Percent: 61%

#### DAYS OPEN
- SEP '21: 25
- SEP '20: 23
- Gain: 2
- Percent: 9%

#### HOURS OF COMPUTER USE
- SEP '21: 1,831
- SEP '20: 783
- Gain: 1,048
- Percent: 134%

#### WIFI SESSIONS
- SEP '21: 2,884
- SEP '20: 1,709
- Gain: 1,175
- Percent: 69%

#### NEW PATRON REGISTRATIONS
- SEP '21: 178
- SEP '20: 61
- Gain: 117
- Percent: 192%

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

**Staff reported 856 non-reference transactions with patrons.

***Includes online programming and attendance.