

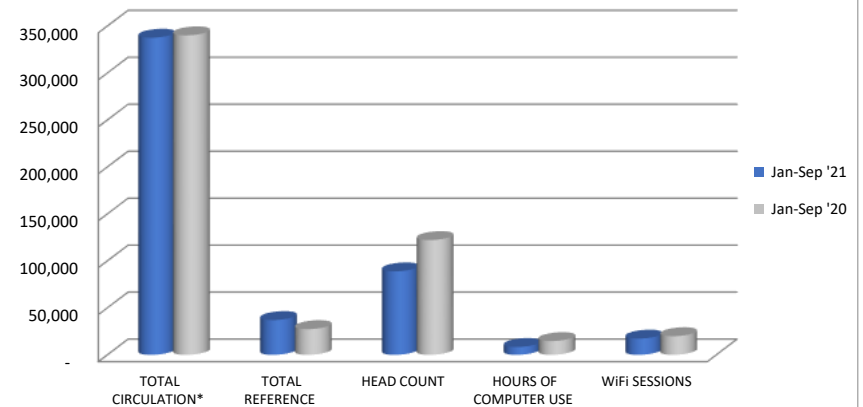
Central Library Statistics
YTD - SEPTEMBER 2021

	Jan-Sep '21	Jan-Sep '20	Gain/Loss	Percent
TOTAL CIRCULATION*	337,581	340,073	(2,492)	-1%
Curbside Appointments	678	860	(182)	-21%
REFERENCE QUESTIONS				
In Person	15,335	12,821	2,514	20%
Telephone	10,048	8,770	1,278	15%
IM/Chat	1,258	1,123	135	
Letter	8,183	2,968	5,215	176%
E-mail	2,179	1,663	516	31%
TOTAL REFERENCE	37,003	27,345	9,658	35%
PROGRAMS/VISITS				
Notary Services	797	591	206	35%
PROGRAMS				
PROGRAMS	643	497	146	29%
PROGRAM ATTENDANCE	14,224	6,857	7,367	107%
Virtual Attendance**	30	634	(604)	-95%
Tours	9	6	3	50%
Tour Attendance	35	65	(30)	-46%
HEAD COUNT				
HEAD COUNT	88,861	122,161	(33,300)	-27%
HOURS OPEN				
HOURS OPEN	1,423	809	614	76%
DAYS OPEN	184	105	79	75%
HOURS OF COMPUTER USE				
HOURS OF COMPUTER USE	8,353	14,607	(6,254)	-43%
WiFi SESSIONS				
WiFi SESSIONS	17,285	19,835	(2,550)	-13%
NEW PATRON REGISTRATIONS				
NEW PATRON REGISTRATIONS	1,025	833	192	23%

*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

