

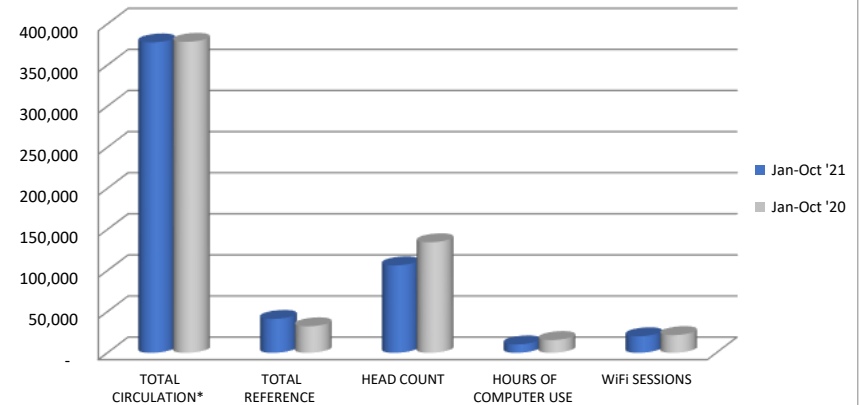
Central Library Statistics  
YTD - OCTOBER 2021

	Jan-Oct '21	Jan-Oct '20	Gain/Loss	Percent
<b>TOTAL CIRCULATION*</b>	377,595	378,329	(734)	0%
Curbside Appointments	684	860	(176)	-20%
<b>REFERENCE QUESTIONS</b>				
In Person	17,553	14,926	2,627	18%
Telephone	11,021	9,852	1,169	12%
IM/Chat	1,373	1,123	250	
Letter	8,924	3,867	5,057	131%
E-mail	2,361	2,278	83	4%
<b>TOTAL REFERENCE</b>	41,232	32,248	9,186	28%
<b>PROGRAMS/VISITS</b>				
Notary Services	862	663	199	30%
<b>PROGRAMS</b>				
<b>PROGRAMS</b>	731	596	135	23%
<b>PROGRAM ATTENDANCE</b>	15,980	7,405	8,575	116%
Virtual Attendance**	61	634	(573)	-90%
Tours	11	7	4	57%
Tour Attendance	41	73	(32)	-44%
<b>HEAD COUNT</b>				
<b>HEAD COUNT</b>	106,396	134,494	(28,098)	-21%
<b>HOURS OPEN</b>				
<b>HOURS OPEN</b>	1,630	977	653	67%
<b>DAYS OPEN</b>				
<b>DAYS OPEN</b>	207	130	77	59%
<b>HOURS OF COMPUTER USE</b>				
<b>HOURS OF COMPUTER USE</b>	10,273	15,552	(5,279)	-34%
<b>WiFi SESSIONS</b>				
<b>WiFi SESSIONS</b>	20,165	21,530	(1,365)	-6%
<b>NEW PATRON REGISTRATIONS</b>				
<b>NEW PATRON REGISTRATIONS</b>	1,218	917	301	33%

\*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

