

Central Library Statistics  
**NOVEMBER 2021**

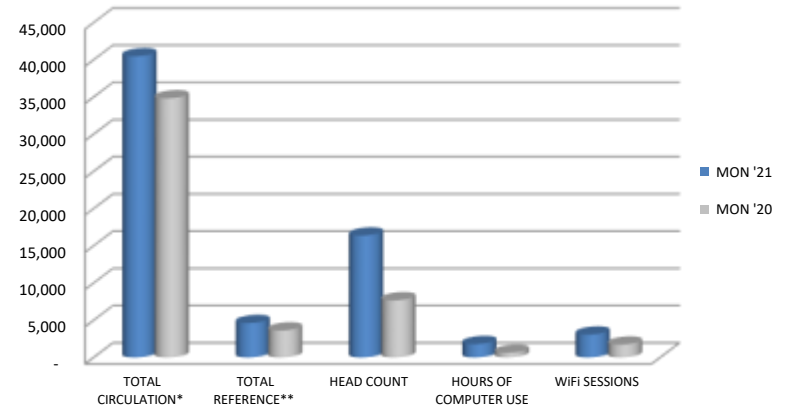
	MON '21	MON '20	Gain/Loss	Percent
<b>TOTAL CIRCULATION*</b>	40,484	34,830	5,654	16%
Curbside Appointments	3	56	(53)	-95%
<i>REFERENCE QUESTIONS</i>				
In Person	2,542	1,244	1,298	104%
Telephone	958	930	28	3%
IM/Chat	116	159	(43)	-27%
Letter	868	1,089	(221)	-20%
E-mail	140	200	(60)	-30%
<b>TOTAL REFERENCE**</b>	4,624	3,622	1,002	28%
<i>NOTARY SERVICES</i>				
Notary Services	46	32	14	44%
<i>PROGRAMS/VISITS</i>				
<b>PROGRAMS***</b>	97	56	41	73%
<b>PROGRAM ATTENDANCE***</b>	5,455	1,169	4,286	367%
Tours	-	-	-	
Tour Attendance	-	-	-	
<i>HEAD COUNT</i>				
HEAD COUNT	16,387	7,680	8,707	113%
<i>HOURS OPEN</i>				
HOURS OPEN	226	124	102.0	82%
DAYS OPEN	24	21	3	14%
<i>HOURS OF COMPUTER USE</i>				
HOURS OF COMPUTER USE	1,799	636	1,163	183%
<i>WiFi SESSIONS</i>				
WiFi SESSIONS	3,072	1,728	1,344	78%
<i>NEW PATRON REGISTRATIONS</i>				
NEW PATRON REGISTRATIONS	214	84	130	155%

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

\*\*Staff reported 979 non-reference transactions with patrons.

\*\*\*Includes online programming and attendance

**Central Circulation, Reference,  
Head Count, Hours of Computer Use, WiFi Sessions**



**Programs, Attendance, Hours Open,  
New Patron Registrations**

