

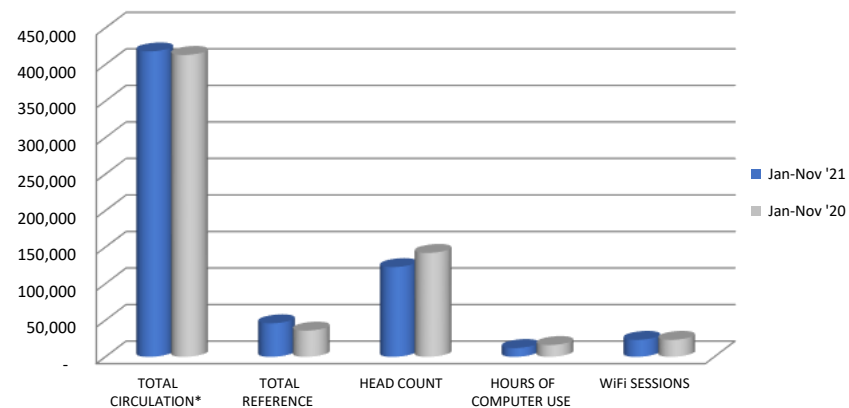
Central Library Statistics
YTD - NOVEMBER 2021

	Jan-Nov '21	Jan-Nov '20	Gain/Loss	Percent
TOTAL CIRCULATION*	418,079	413,159	4,920	1%
Curbside Appointments	687	916	(229)	-25%
REFERENCE QUESTIONS				
In Person	20,095	16,170	3,925	24%
Telephone	11,979	10,782	1,197	11%
IM/Chat	1,489	1,484	5	
Letter	9,792	4,956	4,836	98%
E-mail	2,501	2,478	23	1%
TOTAL REFERENCE	45,856	35,870	9,986	28%
PROGRAMS/VISITS				
Notary Services	908	695	213	31%
PROGRAMS				
PROGRAMS	828	652	176	27%
PROGRAM ATTENDANCE	19,061	8,574	10,487	122%
Virtual Attendance**	101	656	(555)	-85%
Tours	11	7	4	57%
Tour Attendance	41	73	(32)	-44%
HEAD COUNT				
HEAD COUNT	122,783	142,174	(19,391)	-14%
HOURS OPEN				
HOURS OPEN	1,856	1,101	755	69%
DAYS OPEN	231	151	80	53%
HOURS OF COMPUTER USE				
HOURS OF COMPUTER USE	12,072	16,188	(4,116)	-25%
WiFi SESSIONS				
WiFi SESSIONS	23,237	23,258	(21)	0%
NEW PATRON REGISTRATIONS				
NEW PATRON REGISTRATIONS	1,432	1,001	431	43%

*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

