

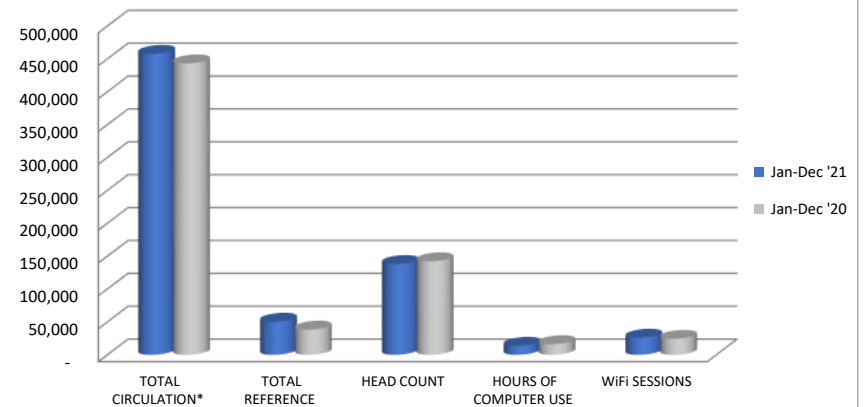
Central Library Statistics
YTD - DECEMBER 2021

	Jan-Dec '21	Jan-Dec '20	Gain/Loss	Percent
TOTAL CIRCULATION*	457,672	443,114	14,558	3%
Curbside Appointments	691	1,455	(764)	-53%
REFERENCE QUESTIONS				
In Person	22,793	16,388	6,405	39%
Telephone	12,810	11,789	1,021	9%
IM/Chat	1,594	1,704	(110)	
Letter	10,490	5,749	4,741	82%
E-mail	2,627	2,697	(70)	-3%
TOTAL REFERENCE	50,314	38,327	11,987	31%
PROGRAMS/VISITS				
Notary Services	1,009	1,234	(225)	-18%
PROGRAMS				
PROGRAMS	895	713	182	26%
PROGRAM ATTENDANCE	21,141	9,606	11,535	120%
Virtual Attendance**	102	656	(554)	-84%
Tours	11	10	1	10%
Tour Attendance	41	96	(55)	-57%
HEAD COUNT				
HEAD COUNT	138,129	142,174	(4,045)	-3%
HOURS OPEN				
HOURS OPEN	2,078	1,206	872	72%
DAYS OPEN				
DAYS OPEN	252	172	80	47%
HOURS OF COMPUTER USE				
HOURS OF COMPUTER USE	13,721	16,188	(2,467)	-15%
WiFi SESSIONS				
WiFi SESSIONS	26,052	24,276	1,776	7%
NEW PATRON REGISTRATIONS				
NEW PATRON REGISTRATIONS	1,575	1,038	537	52%

*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

