DEFINITIONS

Circulation: Includes the circulation of all library materials both over the desk and virtual/e-content.

Library Cards: New patron registrations. Excludes renewals.

Service Hours: Hours the library is open to the public.

Visits: Door count of persons entering the library.

Reference Questions: Questions requiring staff to recommend, interpret, evaluate, instruct, etc.

Non-reference: Directional questions. E.g., What are the hours? Where is ___?

Notary: Notary Public acts. Each signature counts as one act.

Computer Hours: Hours patrons used the public PCs.

WiFi Uses: Number of log-ins to the public WiFi.

Group Programs: In-person and online programs. Excludes one-on-one programs and take-n-make.

Program Attendance: Attendance at Group Programs. Excludes staff and presenters.