### 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.