### Central Library Statistics
April 2019

#### TOTAL CIRCULATION*
<table>
<thead>
<tr>
<th>April '19</th>
<th>April '18</th>
<th>Gain/Loss</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>71,906</td>
<td>67,693</td>
<td>4,213</td>
<td>6%</td>
</tr>
</tbody>
</table>

#### REFERENCE QUESTIONS

<table>
<thead>
<tr>
<th></th>
<th>April '19</th>
<th>April '18</th>
<th>Gain/Loss</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Person</td>
<td>5,122</td>
<td>5,791</td>
<td>-669</td>
<td>-12%</td>
</tr>
<tr>
<td>Telephone</td>
<td>2,047</td>
<td>2,078</td>
<td>-31</td>
<td>-1%</td>
</tr>
<tr>
<td>Letter</td>
<td>1,100</td>
<td>1,062</td>
<td>38</td>
<td>4%</td>
</tr>
<tr>
<td>E-mail</td>
<td>93</td>
<td>156</td>
<td>-63</td>
<td>-40%</td>
</tr>
<tr>
<td>TOTAL REFERENCE</td>
<td>8,362</td>
<td>9,087</td>
<td>-725</td>
<td>-8%</td>
</tr>
</tbody>
</table>

#### Notary Services
- April '19: 288
- April '18: 106
- Gain/Loss: 182
- Percent: 172%

#### PROGRAMS/VISITS

<table>
<thead>
<tr>
<th></th>
<th>April '19</th>
<th>April '18</th>
<th>Gain/Loss</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROGRAMS</td>
<td>171</td>
<td>209</td>
<td>-38</td>
<td>-18%</td>
</tr>
<tr>
<td>PROGRAM ATTENDANCE</td>
<td>2,761</td>
<td>2,908</td>
<td>-147</td>
<td>-5%</td>
</tr>
<tr>
<td>Virtual Attendance**</td>
<td>170</td>
<td>441</td>
<td>-271</td>
<td>-61%</td>
</tr>
<tr>
<td>Tours</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Tour Attendance</td>
<td>38</td>
<td>42</td>
<td>-4</td>
<td>-10%</td>
</tr>
</tbody>
</table>

#### HEAD COUNT
- April '19: 39,885
- April '18: 39,777
- Gain/Loss: 108
- Percent: 0%

#### HOURS OPEN
- April '19: 241
- April '18: 232
- Gain/Loss: 9
- Percent: 4%

#### DAYS OPEN
- April '19: 26
- April '18: 25
- Gain/Loss: 1
- Percent: 4%

#### HOURS OF COMPUTER USE
- April '19: 6,035
- April '18: 5,084
- Gain/Loss: 951
- Percent: 19%

#### WIFI SESSIONS
- April '19: 5,156
- April '18: 5,310
- Gain/Loss: -154
- Percent: -3%

#### NEW PATRON REGISTRATIONS
- April '19: 177
- April '18: 290
- Gain/Loss: -113
- Percent: -39%

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

**Number of people viewing live streamed programs via Internet