

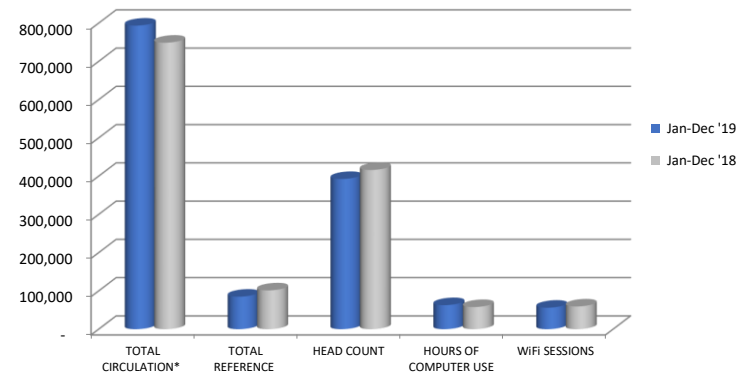
Central Library Statistics
YTD - December 2019

	Jan-Dec '19	Jan-Dec '18	Gain/Loss	Percent
TOTAL CIRCULATION*	793,509	748,876	44,633	6%
<i>REFERENCE QUESTIONS</i>				
In Person	53,192	64,071	(10,879)	-17%
Telephone	18,918	23,604	(4,686)	-20%
Letter	11,650	11,978	(328)	-3%
E-mail	1,168	1,694	(526)	-31%
TOTAL REFERENCE	84,928	101,347	(16,419)	-16%
<i>PROGRAMS/VISITS</i>				
PROGRAMS	1,873	2,440	(567)	-23%
PROGRAM ATTENDANCE	34,333	42,525	(8,192)	-19%
Virtual Attendance**	1,583	2,161	(578)	-27%
Tours	20	28	(8)	-29%
Tour Attendance	380	344	36	10%
<i>HEAD COUNT</i>				
HEAD COUNT	392,595	416,102	(23,507)	-6%
<i>HOURS OPEN</i>				
HOURS OPEN	2,686	2,679	7	0%
DAYS OPEN	292	292	-	0%
<i>HOURS OF COMPUTER USE</i>				
HOURS OF COMPUTER USE	62,804	57,830	4,974	9%
WiFi SESSIONS	56,086	59,345	(3,259)	-5%
<i>NEW PATRON REGISTRATIONS</i>				
NEW PATRON REGISTRATIONS	2,407	2,878	(471)	-16%

*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**

