

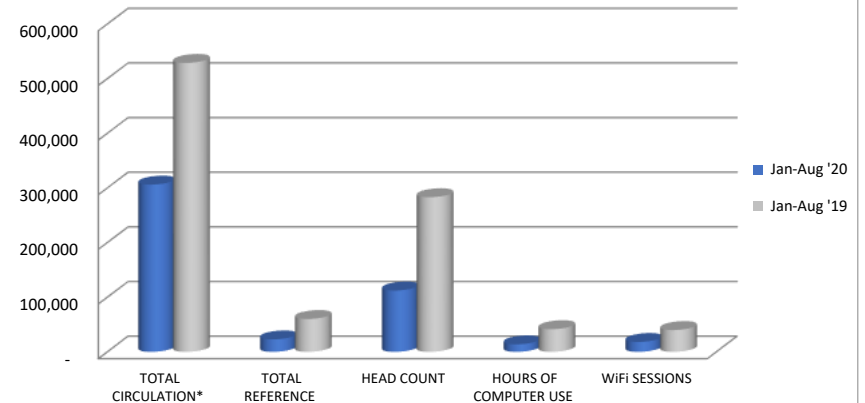
Central Library Statistics
YTD - August 2020

	Jan-Aug '20	Jan-Aug '19	Gain/Loss	Percent
TOTAL CIRCULATION*	306,135	528,807	(222,672)	-42%
<i>REFERENCE QUESTIONS</i>				
In Person	10,831	36,639	(25,808)	-70%
Telephone	7,612	13,784	(6,172)	-45%
IM/Chat	766	-	766	
Letter	2,116	7,790	(5,674)	-73%
E-mail	1,370	751	619	82%
TOTAL REFERENCE	22,844	60,135	(36,269)	-62%
<i>PROGRAMS/VISITS</i>				
PROGRAMS	471	1,231	(760)	-62%
PROGRAM ATTENDANCE	6,647	21,164	(14,517)	-69%
Virtual Attendance**	596	1,276	(680)	-53%
Tours	6	19	(13)	-68%
Tour Attendance	65	350	(285)	-81%
HEAD COUNT	112,246	283,037	(170,791)	-60%
HOURS OPEN	665	1,803	(1,138)	-63%
DAYS OPEN	82	195	(113)	-58%
HOURS OF COMPUTER USE	13,824	41,465	(27,641)	-67%
WiFi SESSIONS	18,126	39,894	(21,768)	-55%
NEW PATRON REGISTRATIONS	772	1,707	(935)	-55%

*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

