

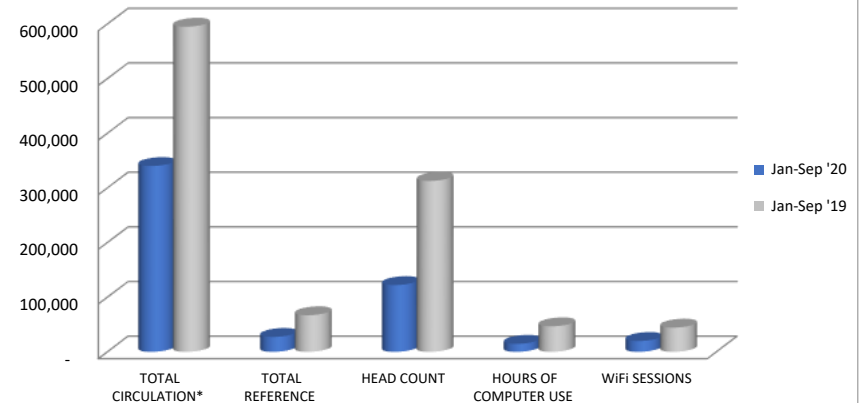
Central Library Statistics
YTD - SEPTEMBER 2020

	Jan-Sep '20	Jan-Sep '19	Gain/Loss	Percent
TOTAL CIRCULATION*	340,073	595,003	(254,930)	-43%
<i>REFERENCE QUESTIONS</i>				
In Person	12,821	41,407	(28,586)	-69%
Telephone	8,770	14,903	(6,133)	-41%
IM/Chat	1,123	-	1,123	
Letter	2,968	8,688	(5,720)	-66%
E-mail	1,615	856	759	89%
TOTAL REFERENCE	27,297	67,025	(38,557)	-59%
<i>PROGRAMS/VISITS</i>				
Notary Services	591	1,602	(1,011)	-63%
<i>PROGRAMS/VISITS</i>				
PROGRAMS	497	1,376	(879)	-64%
PROGRAM ATTENDANCE	6,857	23,644	(16,787)	-71%
Virtual Attendance**	634	1,355	(721)	-53%
Tours	6	19	(13)	-68%
Tour Attendance	65	350	(285)	-81%
<i>HEAD COUNT</i>				
HEAD COUNT	122,161	312,806	(190,645)	-61%
<i>HOURS OPEN</i>				
HOURS OPEN	809	2,023	(1,214)	-60%
DAYS OPEN	105	219	(114)	-52%
<i>HOURS OF COMPUTER USE</i>				
HOURS OF COMPUTER USE	14,607	46,706	(32,099)	-69%
WiFi SESSIONS	19,835	44,331	(24,496)	-55%
NEW PATRON REGISTRATIONS	833	1,923	(1,090)	-57%

*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

