

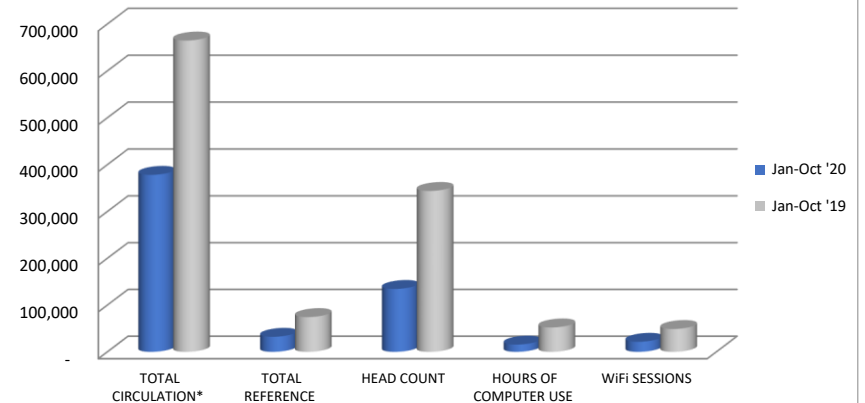
Central Library Statistics  
YTD - OCTOBER 2020

	Jan-Oct '20	Jan-Oct '19	Gain/Loss	Percent
<b>TOTAL CIRCULATION*</b>	378,329	664,751	(286,422)	-43%
<i>REFERENCE QUESTIONS</i>				
In Person	14,926	46,054	(31,128)	-68%
Telephone	9,852	16,374	(6,522)	-40%
IM/Chat	1,325	-	1,325	
Letter	3,867	9,763	(5,896)	-60%
E-mail	2,230	994	1,236	124%
<b>TOTAL REFERENCE</b>	32,200	74,356	(40,985)	-57%
<i>PROGRAMS/VISITS</i>				
<b>PROGRAMS</b>	596	1,563	(967)	-62%
<b>PROGRAM ATTENDANCE</b>	7,405	27,518	(20,113)	-73%
Virtual Attendance**	634	1,570	(936)	-60%
Tours	7	20	(13)	-65%
Tour Attendance	73	363	(290)	-80%
<i>HEAD COUNT</i>				
<b>HEAD COUNT</b>	134,494	343,977	(209,483)	-61%
<i>HOURS OPEN</i>				
<b>HOURS OPEN</b>	977	2,250	(1,273)	-57%
<b>DAYS OPEN</b>	130	244	(114)	-47%
<i>HOURS OF COMPUTER USE</i>				
<b>HOURS OF COMPUTER USE</b>	15,552	52,172	(36,620)	-70%
<i>WiFi SESSIONS</i>				
<b>WiFi SESSIONS</b>	21,530	48,836	(27,306)	-56%
<i>NEW PATRON REGISTRATIONS</i>				
<b>NEW PATRON REGISTRATIONS</b>	917	2,135	(1,218)	-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

