

**CLEVELAND PUBLIC LIBRARY
MONTHLY VIRTUAL ACTIVITY REPORT FOR AUGUST 2020**

ELECTRONIC MEDIA CIRCULATION	Month	YTD
eBook	34,303	256,068
eAudiobook	19,959	158,935
eMusic	5,129	38,651
eVideo	4,431	33,704
eMagazines	1,359	11,953
TOTAL eCIRCULATION	65,181	499,311

STREAMING SERVICES	Month	YTD
Music	18,014	145,844
Movies	4,431	33,704
TOTAL STREAMING	22,445	179,548

VIRTUAL REFERENCE	Month	YTD
Email/LibAnswers	211	1,289
ASK CPL Live Chat	817	4,599
FAQ Views	1,130	3,684
TOTAL VIRTUAL REFERENCE	2,158	9,572

VIRTUAL PROGRAMMING	Month	YTD
Live Program Interactions	1,863	2,661
Recorded Program Views	2,100	10,468
TOTAL VIRTUAL PROGRAMMING	3,963	13,129

Patron Statistics	Month	YTD
eCards issued	412	2,397
eMedia New Users	3,498	22,871
Curbside Services Provided	9,994	20,943

All in-person interactions and physical circulation services ceased operation at the close of business on March 13, 2020 due to precautions related to the COVID-19 pandemic. Curbside and Walk-up Services began June 8, 2020. The Library reopened to the public on August 24, 2020

ASK CPL LibAnswers and LibChat virtual reference service launched on April 20, 2020.

WIFI CONNECTIONS	Month	YTD
Main Library	4,313	41,375
Public Administration Library	131	1,989
Addison	233	2,754
Brooklyn	206	4,448
Carnegie West	788	6,857
Collinwood	519	5,185
East 131st St	330	4,731
Eastman	349	4,456
Fleet	536	6,760
Fulton	407	7,334
Garden Valley	540	5,153
Glenville	1,057	9,664
Harvard Lee	480	7,980
Hough	796	5,515
Jefferson	173	2,644
Langston Hughes	417	4,208
Lorain	1,161	11,980
Martin Luther King, Jr.	242	4,826
Memorial-Nottingham	1,377	12,066
Mt. Pleasant	1,235	12,458
Rice	248	4,564
Rockport	547	6,598
South	464	6,518
South Brooklyn	222	3,942
Sterling	874	7,910
Union	622	6,364
Walz	723	5,845
West Park	262	3,553
Woodland	1,280	13,822
Total Wifi Usage	20,532	221,499