

**CLEVELAND PUBLIC LIBRARY  
MONTHLY ACTIVITY REPORT FOR SEPTEMBER 2020**

CIRCULATION ACTIVITY*	Monthly Total		Average Hourly		Year-to-Date		YTD
	2020	2019	2020	2019	2020	2019	Gain/Loss
Main Library	94,307	140,289	1,684	674	597,011	1,259,101	-52.6%
Branches	130,364	261,260	2,328	1,188	940,447	2,255,029	-58.3%
Mobile Units	158	2,617			1,431	21,940	-93.5%
Library for the Blind	32,167	38,554			217,962	364,772	-40.2%
OLBPD BARD	20,120	11,106			107,016	109,236	-2.0%
eMedia	65,147	51,465			567,073	450,890	25.8%
<b>TOTAL CIRCULATION</b>	<b>342,263</b>	<b>505,291</b>			<b>2,430,940</b>	<b>4,460,968</b>	<b>-46%</b>

ELECTRONIC MEDIA CIRCULATION*	Monthly Total		Year-to-Date		YTD
	2020	2019	2020	2019	Gain/Loss
eBook	34,397	24,283	291,922	222,532	31.2%
eAudiobook	20,790	18,738	180,856	158,905	13.8%
eMusic	4,815	4,840	43,466	42,328	2.7%
eVideo	3,537	2,005	37,243	12,190	205.5%
eMagazines	1,608	1,599	13,586	14,935	-9.0%
<b>TOTAL eCIRCULATION</b>	<b>65,147</b>	<b>51,465</b>	<b>567,073</b>	<b>450,890</b>	<b>25.8%</b>

Included in circulation activity

	Month	YTD
eCARDS ISSUED	331	3157
eMEDIA NEW USERS	1060	23931
CURBSIDE SERVICES	7328	28271

WIRELESS SESSIONS	Monthly Total		Year-to-Date		YTD
	2020	2019	2020	2019	Gain/Loss
<b>TOTAL SESSIONS</b>	<b>23,851</b>	<b>68,121</b>	<b>244,528</b>	<b>565,782</b>	<b>-57%</b>

VIRTUAL REFERENCE	Month	YTD
	Email/LibAnswers	205
ASK CPL Live Chat	656	5,255
FAQ Views	849	4,533
<b>TOTAL VIRTUAL REFERENCE</b>	<b>1,710</b>	<b>11,282</b>

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.

\*Computer usage was not available at the time of reporting

**CLEVELAND PUBLIC LIBRARY  
BRANCH TOTAL CIRCULATION FOR SEPTEMBER 2020**

<b>BRANCH</b>	<b>a</b> <b>Branch</b> <b>Circulation</b>	<b>b</b> <b>Sent from</b> <b>Other</b> <b>Branches</b>	<b>c</b> <b>Sent from</b> <b>Main</b>	<b>d</b> <b>Sent from</b> <b>Other</b> <b>CLEVNET</b> <b>Systems</b>	<b>e</b> <b>Total Direct</b> <b>Circulation</b> <b>(a+b+c+d)</b>	<b>f</b> <b>Sent to Other</b> <b>CLEVNET</b> <b>Systems</b>	<b>g</b> <b>Total</b> <b>Circulation</b> <b>(e+f)</b>
Addison	1,970	1,058	465	733	4,226	251	4,477
Brooklyn	1,542	710	195	424	2,871	322	3,193
Carnegie West	2,933	1,014	1,023	1,230	6,200	1,013	7,213
Collinwood	1,490	511	228	628	2,857	330	3,187
East 131st	523	284	146	133	1,086	310	1,396
Eastman	3,996	1,380	994	1,401	7,771	1,786	9,557
Fleet	2,050	574	431	644	3,699	439	4,138
Fulton	1,960	784	323	514	3,581	472	4,053
Garden Valley	728	281	47	92	1,148	161	1,309
Glenville	1,137	399	221	486	2,243	223	2,466
Harvard-Lee	1,723	241	336	450	2,750	440	3,190
Hough	1,835	557	196	271	2,859	361	3,220
Jefferson	1,637	538	620	843	3,638	571	4,209
Langston Hughes	1,288	857	339	561	3,045	370	3,415
Lorain	1,411	570	228	400	2,609	397	3,006
Martin Luther King, Jr.	929	380	363	531	2,203	467	2,670
Memorial-Nottingham	2,931	482	922	1,638	5,973	789	6,762
Mt. Pleasant	750	582	223	337	1,892	220	2,112
Rice	1,808	620	530	615	3,573	521	4,094
Rockport	5,213	1,341	1,261	1,757	9,572	1,274	10,846
South	3,049	865	526	491	4,931	2,391	7,322
South Brooklyn	5,031	1,087	1,713	2,451	10,282	1,520	11,802
Sterling	1,219	343	403	260	2,225	269	2,494
Union	706	327	192	310	1,535	242	1,777
Walz	2,621	889	969	1,362	5,841	644	6,485
West Park	4,140	1,178	2,372	3,502	11,192	1,546	12,738
Woodland	1,484	824	200	359	2,867	366	3,233
<b>TOTAL</b>	<b>56,104</b>	<b>18,676</b>	<b>15,466</b>	<b>22,423</b>	<b>112,669</b>	<b>17,695</b>	<b>130,364</b>

**CLEVELAND PUBLIC LIBRARY  
BRANCH TOTAL CIRCULATION COMPARATIVE FOR SEPTEMBER 2020**

BRANCH	Monthly Total		Year-to-Date		YTD	YTD
	2020	2019	2020	2019	Gain/Loss	%G/L
Addison	4,477	9,679	31,355	77,648	-46,293	-60%
Brooklyn	3,193	6,040	21,636	46,590	-24,954	-54%
Carnegie West	7,213	11,614	45,821	103,418	-57,597	-56%
Collinwood	3,187	7,801	27,315	65,925	-38,610	-59%
East 131st	1,396	3,776	13,499	36,021	-22,522	-63%
Eastman	9,557	15,415	63,694	141,153	-77,459	-55%
Fleet	4,138	11,167	36,955	94,487	-57,532	-61%
Fulton	4,053	9,983	34,538	82,330	-47,792	-58%
Garden Valley	1,309	4,081	11,077	34,302	-23,225	-68%
Glenville	2,466	8,644	27,247	71,376	-44,129	-62%
Harvard-Lee	3,190	7,808	24,283	59,522	-35,239	-59%
Hough	3,220	7,093	22,424	62,231	-39,807	-64%
Jefferson	4,209	5,971	27,704	56,396	-28,692	-51%
Langston Hughes	3,415	7,913	26,018	66,533	-40,515	-61%
Lorain	3,006	7,258	24,666	65,389	-40,723	-62%
Martin Luther King, Jr.	2,670	6,311	22,065	59,230	-37,165	-63%
Memorial-Nottingham	6,762	12,181	44,923	104,667	-59,744	-57%
Mt. Pleasant	2,112	5,634	15,736	42,078	-26,342	-63%
Rice	4,094	11,842	37,870	105,997	-68,127	-64%
Rockport	10,846	19,032	75,019	170,600	-95,581	-56%
South	7,322	10,343	46,414	92,917	-46,503	-50%
South Brooklyn	11,802	17,523	71,446	148,703	-77,257	-52%
Sterling	2,494	6,513	20,458	50,799	-30,341	-60%
Union	1,777	5,477	18,390	48,076	-29,686	-62%
Walz	6,485	13,701	45,062	120,140	-75,078	-62%
West Park	12,738	18,266	75,407	170,045	-94,638	-56%
Woodland	3,233	10,194	29,425	78,456	-49,031	-62%
<b>TOTAL</b>	<b>130,364</b>	<b>261,260</b>	<b>940,447</b>	<b>2,255,029</b>	<b>-1,314,582</b>	<b>-58%</b>

**CLEVELAND PUBLIC LIBRARY  
BRANCH ATTENDANCE SEPTEMBER 2020**

BRANCH	Monthly Total		Year-to-Date		YTD	YTD
	2020	2019	2020	2019	Gain/Loss	%G/L
Addison	1,950	4,369	12,528	38,714	-26,186	-68%
Brooklyn	1,363	3,230	9,386	28,925	-19,539	-68%
Carnegie West	2,914	6,069	18,225	63,998	-45,773	-72%
Collinwood	2,460	5,562	17,237	42,444	-25,207	-59%
East 131st	2,145	9,471	21,187	65,696	-44,509	-68%
Eastman	3,622	9,000	27,832	76,411	-48,579	-64%
Fleet	2,823	7,295	19,929	69,674	-49,745	-71%
Fulton	2,557	5,628	17,563	50,460	-32,897	-65%
Garden Valley	1,868	3,533	13,038	35,012	-21,974	-63%
Glenville	3,013	4,974	16,408	41,568	-25,160	-61%
Harvard-Lee	2,558	6,683	21,821	53,420	-31,599	-59%
Hough	2,274	6,976	17,215	55,247	-38,032	-69%
Jefferson	652	5,113	15,218	39,481	-24,263	-61%
Langston Hughes	1,687	6,284	13,603	50,561	-36,958	-73%
Lorain	2,531	5,233	14,745	47,559	-32,814	-69%
Martin Luther King, Jr.	1,443	4,982	16,549	42,240	-25,691	-61%
Memorial-Nottingham	2,225	4,831	16,778	45,130	-28,352	-63%
Mt. Pleasant	1,822	3,179	9,821	28,526	-18,705	-66%
Rice	2,063	11,965	30,609	85,408	-54,799	-64%
Rockport	4,456	9,116	28,236	68,456	-40,220	-59%
South	2,097	7,108	17,931	49,700	-31,769	-64%
South Brooklyn	3,615	10,474	30,314	93,505	-63,191	-68%
Sterling	2,913	7,802	22,163	69,147	-46,984	-68%
Union	1,247	6,424	15,337	51,970	-36,633	-70%
Walz	3,239	5,820	17,014	49,860	-32,846	-66%
West Park	3,419	7,075	20,851	63,638	-42,787	-67%
Woodland	3,821	6,967	24,497	65,068	-40,571	-62%
<b>TOTAL</b>	<b>66,777</b>	<b>175,163</b>	<b>506,035</b>	<b>1,471,818</b>	<b>-965,783</b>	<b>-66%</b>

\*The Library closed to the public on March 14, 2020 and reopened on August 24, 2020.

**CLEVELAND PUBLIC LIBRARY  
MONTHLY ACTIVITY REPORT FOR SEPTEMBER 2020**

<b>OTHER TRANSACTIONS</b>	<b>Monthly Total</b>		<b>Year-to-Date</b>		<b>YTD</b>
	<b>2020</b>	<b>2019</b>	<b>2020</b>	<b>2019</b>	<b>Gain/Loss</b>
<b>Loans* to:</b>					
<b>CLEVNET</b>	55,410	68,413	324,598	643,185	-50%
<b>Other Libraries</b>	0	577	401	3,518	-89%
	<b>55,410</b>	<b>68,990</b>	<b>324,999</b>	<b>646,703</b>	<b>-50%</b>

\*Totals included in Main Library and Branch circulation counts

<b>CHANGES IN PERMANENT COLLECTION</b>	<b>Monthly Total</b>		<b>Year-to-Date</b>		<b>YTD</b>
	<b>2020</b>	<b>2019</b>	<b>2020</b>	<b>2019</b>	<b>Gain/Loss</b>
<b>New Titles Added</b>	3,808	4,483	53,090	46,438	14%
<b>Total Items Added</b>	11,260	17,318	79,066	178,516	-56%

<b>HOURS OPEN</b>	<b>Monthly Total</b>		<b>Year-to-Date</b>		<b>YTD</b>
	<b>2020</b>	<b>2019</b>	<b>2020</b>	<b>2019</b>	<b>Gain/Loss</b>
<b>Main Library</b>	200	192	888	1,824	-51%
<b>Branches</b>	5,716	5,508	22,948	52,165	-56%

<b>OHIO BRAILLE &amp; AUDIO READING DOWNLOAD (BARD)</b>	<b>Monthly Total</b>		<b>Year-to-Date</b>		<b>YTD</b>
	<b>2020</b>	<b>2019</b>	<b>2020</b>	<b>2019</b>	<b>Gain/Loss</b>
<b>Downloads</b>	20,120	11,106	107,017	109,236	-2%
<b>Users</b>	733	673	6,000	5,963	1%