

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

CIRCULATION ACTIVITY*	Monthly Total		Average Hourly		Year-to-Date		YTD Gain/Loss
	2020	2019	2020	2019	2020	2019	
Main Library	100,975	142,182	467	684	697,986	1,401,283	-50.2%
Branches	145,838	271,538	640	1,229	1,086,285	2,551,989	-57.4%
Mobile Units	239	3,484			1,670	25,424	-93.4%
Library for the Blind	34,536	41,373			272,836	406,146	-32.8%
OLBPD BARD	21,529	13,191			162,150	122,427	32.4%
eMedia	65,379	53,628			632,452	504,518	25.4%
TOTAL CIRCULATION	368,496	525,396			2,853,379	5,011,787	-43%

ELECTRONIC MEDIA CIRCULATION*	Monthly Total		Year-to-Date		YTD Gain/Loss
	2020	2019	2020	2019	
eBook	34,111	25,527	326,033	248,059	31.4%
eAudiobook	21,150	19,665	202,006	178,570	13.1%
eMusic	4,761	4,547	48,227	46,875	2.9%
eVideo	3,989	2,296	41,232	14,486	184.6%
eMagazines	1,368	1,593	14,954	16,528	-9.5%
TOTAL eCIRCULATION	65,379	53,628	632,452	504,518	25.4%

Included in circulation activity

COMPUTER USAGE	Number of Computers	Average Sessions	Number of Sessions		Hours in Use		YTD Gain/Loss
			2020	2019	2020	2019	
Main Library	107	56 minutes	18,180	64,021	21,247	72,438	-70.7%
Branches	591	42 minutes	136,032	518,657	114,711	443,688	-74.1%
TOTAL USAGE	698		154,212	582,678	135,958	516,126	-73.7%

Sessions less than 5 minutes excluded. Hours in use does not include grace periods computers are held for patrons.

WiFi Hotspot Checkouts	Monthly Total		Year-to-Date	
	2020	2019	2020	2019
	286	979	1775	7394

WALK-IN COUNT*	Monthly Total		Average Hourly		Year-to-Date		YTD Gain/Loss
	2020	2019	2020	2019	2020	2019	
Main Library	11,658	35,632	54	171	113,855	353,703	-67.8%
Branches	72,812	188,130	319	852	581,808	1,668,877	-65.1%
TOTAL VISITS	84,470	223,762			695,663	2,022,580	-65.6%

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.

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

BRANCH	a Branch Circulation	b Sent from Other Branches	c Sent from Main	d Sent from Other CLEVNET Systems	e Total Direct Circulation (a+b+c+d)	f Sent to Other CLEVNET Systems	g Total Circulation (e+f)
Addison	2,415	1,157	493	719	4,784	320	5,104
Brooklyn	1,992	899	239	359	3,489	418	3,907
Carnegie West	3,222	1,111	1,174	1,265	6,772	1,065	7,837
Collinwood	1,592	663	332	884	3,471	414	3,885
East 131st	441	459	167	153	1,220	271	1,491
Eastman	4,909	1,709	1,223	1,472	9,313	1,893	11,206
Fleet	2,929	659	556	762	4,906	412	5,318
Fulton	2,452	1,033	291	390	4,166	522	4,688
Garden Valley	620	198	44	107	969	133	1,102
Glenville	1,692	506	308	608	3,114	266	3,380
Harvard-Lee	1,807	327	327	490	2,951	572	3,523
Hough	1,862	629	209	259	2,959	355	3,314
Jefferson	1,818	774	630	834	4,056	579	4,635
Langston Hughes	1,754	1,243	284	412	3,693	313	4,006
Lorain	1,371	621	242	406	2,640	442	3,082
Martin Luther King, Jr.	1,152	432	430	597	2,611	436	3,047
Memorial-Nottingham	3,178	588	801	1,768	6,335	911	7,246
Mt. Pleasant	1,080	734	231	284	2,329	296	2,625
Rice	2,463	825	569	663	4,520	612	5,132
Rockport	5,814	1,274	1,364	1,851	10,303	1,346	11,649
South	3,087	885	549	610	5,131	2,338	7,469
South Brooklyn	5,468	1,339	1,632	2,393	10,832	1,628	12,460
Sterling	1,290	333	310	218	2,151	246	2,397
Union	1,094	281	240	312	1,927	332	2,259
Walz	3,306	1,201	1,283	1,408	7,198	782	7,980
West Park	4,559	1,368	2,365	3,688	11,980	1,616	13,596
Woodland	1,706	792	248	361	3,107	393	3,500
TOTAL	65,073	22,040	16,541	23,273	126,927	18,911	145,838

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

BRANCH	Monthly Total		Year-to-Date		YTD Gain/Loss	YTD %G/L
	2020	2019	2020	2019		
Addison	5,104	9,568	36,459	87,216	-50,757	-58%
Brooklyn	3,907	6,581	25,543	53,171	-27,628	-52%
Carnegie West	7,837	12,403	53,658	115,821	-62,163	-54%
Collinwood	3,885	8,198	31,200	74,123	-42,923	-58%
East 131st	1,491	4,481	14,990	40,502	-25,512	-63%
Eastman	11,206	16,761	74,900	157,914	-83,014	-53%
Fleet	5,318	12,160	42,273	107,959	-65,686	-61%
Fulton	4,688	9,511	39,226	90,527	-51,301	-57%
Garden Valley	1,102	3,708	12,179	38,010	-25,831	-68%
Glenville	3,380	8,283	30,627	79,659	-49,032	-62%
Harvard-Lee	3,523	7,688	27,806	67,210	-39,404	-59%
Hough	3,314	6,550	25,738	68,781	-43,043	-63%
Jefferson	4,635	6,222	32,339	62,618	-30,279	-48%
Langston Hughes	4,006	8,474	30,024	75,007	-44,983	-60%
Lorain	3,082	7,737	27,748	73,126	-45,378	-62%
Martin Luther King, Jr.	3,047	6,986	25,112	66,216	-41,104	-62%
Memorial-Nottingham	7,246	13,341	52,169	118,008	-65,839	-56%
Mt. Pleasant	2,625	5,369	18,361	47,447	-29,086	-61%
Rice	5,132	13,205	43,002	119,202	-76,200	-64%
Rockport	11,649	19,632	86,668	190,232	-103,564	-54%
South	7,469	11,751	53,883	104,668	-50,785	-49%
South Brooklyn	12,460	17,695	83,906	166,398	-82,492	-50%
Sterling	2,397	6,830	22,855	57,629	-34,774	-60%
Union	2,259	5,001	20,649	53,077	-32,428	-61%
Walz	7,980	13,420	53,042	133,560	-80,518	-60%
West Park	13,596	20,007	89,003	190,052	-101,049	-53%
Woodland	3,500	9,976	32,925	88,432	-55,507	-63%
TOTAL	145,838	271,538	1,086,285	2,526,565	-1,440,280	-57%

**CLEVELAND PUBLIC LIBRARY
BRANCH ATTENDANCE OCTOBER 2020**

BRANCH	Monthly Total		Year-to-Date		YTD Gain/Loss	YTD %G/L
	2020	2019	2020	2019		
Addison	2,294	4,583	14,914	43,518	-28,604	-66%
Brooklyn	1,533	3,724	11,015	32,787	-21,772	-66%
Carnegie West	3,350	6,300	21,707	70,554	-48,847	-69%
Collinwood	2,532	6,435	19,859	49,182	-29,323	-60%
East 131st	2,141	11,231	23,426	77,317	-53,891	-70%
Eastman	4,862	9,198	32,895	86,088	-53,193	-62%
Fleet	3,102	7,970	23,146	78,084	-54,938	-70%
Fulton	2,819	6,470	20,498	57,245	-36,747	-64%
Garden Valley	1,759	3,658	14,870	38,871	-24,001	-62%
Glenville	3,028	4,966	19,560	46,811	-27,251	-58%
Harvard-Lee	2,784	6,738	24,731	60,443	-35,712	-59%
Hough	2,497	7,642	19,816	63,228	-43,412	-69%
Jefferson	960	5,383	16,200	45,126	-28,926	-64%
Langston Hughes	2,081	5,975	15,738	56,830	-41,092	-72%
Lorain	2,185	5,407	16,941	53,275	-36,334	-68%
Martin Luther King, Jr.	1,557	5,598	18,179	48,107	-29,928	-62%
Memorial-Nottingham	2,549	5,328	19,439	50,710	-31,271	-62%
Mt. Pleasant	1,975	3,501	11,887	32,218	-20,331	-63%
Rice	2,485	12,809	33,199	98,868	-65,669	-66%
Rockport	4,043	9,228	32,492	78,136	-45,644	-58%
South	2,176	8,062	20,193	58,254	-38,061	-65%
South Brooklyn	4,410	10,644	34,919	104,666	-69,747	-67%
Sterling	3,080	8,151	25,337	77,659	-52,322	-67%
Union	1,426	6,408	16,813	58,684	-41,871	-71%
Walz	3,400	7,451	20,554	57,591	-37,037	-64%
West Park	3,738	7,876	24,729	71,849	-47,120	-66%
Woodland	4,046	7,394	28,751	72,776	-44,025	-60%
TOTAL	72,812	188,130	581,808	1,668,877	-1,087,069	-65%

**CLEVELAND PUBLIC LIBRARY
BRANCH RANKINGS OCTOBER 2020**

Branch	Total Circulation
1 West Park	13,596
2 South Brooklyn	12,460
3 Rockport	11,649
4 Eastman	11,206
5 Walz	7,980
6 Carnegie West	7,837
7 South	7,469
8 Memorial-Nottingham	7,246
9 Fleet	5,318
10 Rice	5,132
11 Addison	5,104
12 Fulton	4,688
13 Jefferson	4,635
14 Langston Hughes	4,006
15 Brooklyn	3,907
16 Collinwood	3,885
17 Harvard-Lee	3,523
18 Woodland	3,500
19 Glenville	3,380
20 Hough	3,314
21 Lorain	3,082
22 Martin Luther King, Jr.	3,047
23 Mt. Pleasant	2,625
24 Sterling	2,397
25 Union	2,259
26 East 131st	1,491
27 Garden Valley	1,102
	145,838

Branch	Attendance
1 Eastman	4,862
2 South Brooklyn	4,410
3 Woodland	4,046
4 Rockport	4,043
5 West Park	3,738
6 Walz	3,400
7 Carnegie West	3,350
8 Fleet	3,102
9 Sterling	3,080
10 Glenville	3,028
11 Fulton	2,819
12 Harvard-Lee	2,784
13 Memorial-Nottingham	2,549
14 Collinwood	2,532
15 Hough	2,497
16 Rice	2,485
17 Addison	2,294
18 Lorain	2,185
19 South	2,176
20 East 131st	2,141
21 Langston Hughes	2,081
22 Mt. Pleasant	1,975
23 Garden Valley	1,759
24 Martin Luther King, Jr.	1,557
25 Brooklyn	1,533
26 Union	1,426
27 Jefferson	960
	72,812

Branch	Population	
	2010	2000
1 South Brooklyn	32,043	34,217
2 West Park	27,814	29,398
3 Fleet	26,727	34,598
4 Eastman	23,674	25,873
5 Rockport	19,896	21,467
6 Fulton	19,647	22,575
7 Rice	19,462	25,893
8 Memorial-Nottingham	19,271	22,598
9 Harvard-Lee	17,655	21,246
10 Walz	16,063	18,497
11 Collinwood	14,769	19,377
12 Langston Hughes	14,439	21,224
13 Glenville	14,006	20,302
14 Addison	13,603	19,263
15 East 131st	13,025	18,001
16 Mt. Pleasant	12,792	17,155
17 Lorain	12,588	14,589
18 Martin Luther King, Jr.	12,392	15,483
19 Carnegie West	10,487	11,716
20 Union	8,416	12,603
21 Sterling	8,267	8,712
22 Woodland	7,946	7,213
23 South	6,325	7,729
24 Hough	5,667	7,845
25 Brooklyn	5,524	6,430
26 Jefferson	3,515	3,987
27 Garden Valley	2,310	3,220
28 Broadway*		1,966
	388,323	473,177

*Broadway and Fleet service areas merged

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

OTHER TRANSACTIONS		Monthly Total		Year-to-Date		YTD Gain/Loss
		2020	2019	2020	2019	
Loans* to:						
	CLEVNET	58,874	71,839	383,472	715,024	-46%
	Other Libraries	619	560	1,020	4,078	-75%
		59,493	72,399	384,492	719,102	-47%

*Totals included in Main Library and Branch circulation counts

REFERENCE QUESTION LOAD		Monthly Total		Year-to-Date		YTD Gain/Loss
		2020	2019	2020	2019	
	Projected	5,580	12,271	13,346	132,264	-90%
	Virtual Reference	920	596	7,669	5,450	41%
	Interlibrary Loan Requests	683	1,657	2,043	9,502	-78%
		7,183	14,524	23,058	147,216	-84%

CHANGES IN PERMANENT COLLECTION		Monthly Total		Year-to-Date		YTD Gain/Loss
		2020	2019	2020	2019	
	New Titles Added	5,328	4,831	58,418	51,326	14%
	Total Items Added	18,657	17,479	97,723	195,995	-50%

HOURS OPEN		Monthly Total		Year-to-Date		YTD Gain/Loss
		2020	2019	2020	2019	
	Main Library	216	208	1,488	2,032	-27%
	Branches	6,156	5,965	29,104	58,130	-50%

OHIO BRAILLE & AUDIO READING DOWNLOAD (BARD)		Monthly Total		Year-to-Date		YTD Gain/Loss
		2020	2019	2020	2019	
	Downloads	21,529	13,191	162,150	122,427	32%
	Users	744	689	7,467	6,652	12%

Included in circulation activity

STREAMING MEDIA		Monthly Total		Year-to-Date		YTD Gain/Loss
		2020	2019	2020	2019	
	Songs	18,550	17,009	182,345	156,710	16%
	Users	281	291	2,897	2,980	-3%