

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

CIRCULATION ACTIVITY	Monthly Total		Average Hourly		Year-to-Date		YTD
	2020	2019	2020	2019	2020	2019	Gain/Loss
Main Library	97,545	131,990	610	687	795,531	1,533,273	-48.1%
Branches	130,650	249,709	764	1,237	1,216,933	2,776,274	-56.2%
Mobile Units	122	3,612			1,792	29,036	-93.8%
Library for the Blind	28,082	34,708			300,918	440,853	-31.7%
OLBPD BARD	16,958	11,395			179,108	133,822	33.8%
eMedia	64,333	50,333			696,785	554,851	25.6%
<b>TOTAL CIRCULATION</b>	<b>337,690</b>	<b>481,747</b>			<b>3,191,067</b>	<b>5,468,109</b>	<b>-42%</b>

ELECTRONIC MEDIA CIRCULATION	Monthly Total		Year-to-Date		YTD
	2020	2019	2020	2019	Gain/Loss
eBook	34,186	23,714	360,219	271,773	32.5%
eAudiobook	19,498	18,521	221,504	197,091	12.4%
eMusic	5,009	4,315	53,236	51,190	4.0%
eVideo	4,244	2,275	45,476	16,761	171.3%
eMagazines	1,396	1,508	16,350	18,036	-9.3%
<b>TOTAL eCIRCULATION</b>	<b>64,333</b>	<b>50,333</b>	<b>696,785</b>	<b>554,851</b>	<b>25.6%</b>

Included in circulation activity

	Month	YTD
eCARDS ISSUED	395	4458
eMEDIA NEW USERS	632	25224
CURBSIDE SERVICES	5161	36178

WIRELESS SESSIONS	Monthly Total		Year-to-Date		YTD
	2020	2019	2020	2019	Gain/Loss
<b>TOTAL SESSIONS</b>	<b>23,318</b>	<b>56,601</b>	<b>294,737</b>	<b>692,952</b>	<b>-57%</b>

VIRTUAL REFERENCE	Month	YTD
Email/LibAnswers*	748	3,654
ASK CPL Live Chat*	176	5,726
FAQ Views	617	5,851
<b>TOTAL VIRTUAL REFERENCE</b>	<b>1,541</b>	<b>15,231</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 but returned to curbside and walk-up services only beginning November 21, 2020.

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

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

	a	b	c	d	e	f	g
<b>BRANCH</b>	<b>Branch Circulation</b>	<b>Sent from Other Branches</b>	<b>Sent from Main</b>	<b>Sent from Other CLEVNET Systems</b>	<b>Total Direct Circulation (a+b+c+d)</b>	<b>Sent to Other CLEVNET Systems</b>	<b>Total Circulation (e+f)</b>
<b>Addison</b>	2,138	1,140	425	669	4,372	294	4,666
<b>Brooklyn</b>	1,329	694	174	292	2,489	379	2,868
<b>Carnegie West</b>	2,624	1,273	1,046	1,190	6,133	1,090	7,223
<b>Collinwood</b>	1,395	515	306	885	3,101	425	3,526
<b>East 131st</b>	438	460	134	118	1,150	305	1,455
<b>Eastman</b>	3,301	1,740	1,032	1,382	7,455	1,818	9,273
<b>Fleet</b>	2,611	680	525	697	4,513	459	4,972
<b>Fulton</b>	1,842	957	282	447	3,528	457	3,985
<b>Garden Valley</b>	573	273	58	113	1,017	144	1,161
<b>Glenville</b>	1,573	689	281	607	3,150	301	3,451
<b>Harvard-Lee</b>	1,427	378	313	496	2,614	543	3,157
<b>Hough</b>	1,702	510	222	238	2,672	366	3,038
<b>Jefferson</b>	1,923	633	669	851	4,076	553	4,629
<b>Langston Hughes</b>	1,421	958	427	367	3,173	310	3,483
<b>Lorain</b>	1,700	537	169	297	2,703	437	3,140
<b>Martin Luther King, Jr.</b>	778	479	489	509	2,255	383	2,638
<b>Memorial-Nottingham</b>	2,729	570	862	1,559	5,720	948	6,668
<b>Mt. Pleasant</b>	747	637	284	452	2,120	285	2,405
<b>Rice</b>	2,125	780	474	593	3,972	653	4,625
<b>Rockport</b>	4,741	1,381	1,238	1,900	9,260	1,355	10,615
<b>South</b>	2,787	983	493	565	4,828	1,946	6,774
<b>South Brooklyn</b>	4,161	1,029	1,338	1,813	8,341	1,598	9,939
<b>Sterling</b>	947	326	283	215	1,771	271	2,042
<b>Union</b>	907	476	198	300	1,881	259	2,140
<b>Walz</b>	2,872	1,358	936	1,072	6,238	769	7,007
<b>West Park</b>	3,720	1,273	2,296	3,287	10,576	1,632	12,208
<b>Woodland</b>	1,669	849	225	388	3,131	431	3,562
<b>TOTAL</b>	<b>54,180</b>	<b>21,578</b>	<b>15,179</b>	<b>21,302</b>	<b>112,239</b>	<b>18,411</b>	<b>130,650</b>

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

BRANCH	Monthly Total		Year-to-Date		YTD	YTD
	2020	2019	2020	2019	Gain/Loss	%G/L
Addison	4,666	9,018	41,125	96,234	-55,109	-57%
Brooklyn	2,868	5,972	28,411	59,143	-30,732	-52%
Carnegie West	7,223	11,722	60,881	127,543	-66,662	-52%
Collinwood	3,526	7,259	34,726	81,382	-46,656	-57%
East 131st	1,455	4,112	16,445	44,614	-28,169	-63%
Eastman	9,273	15,714	84,173	173,628	-89,455	-52%
Fleet	4,972	10,015	47,243	117,974	-70,731	-60%
Fulton	3,985	8,652	43,211	99,179	-55,968	-56%
Garden Valley	1,161	3,471	13,340	41,481	-28,141	-68%
Glenville	3,451	7,559	34,078	87,218	-53,140	-61%
Harvard-Lee	3,157	6,681	30,963	73,891	-42,928	-58%
Hough	3,038	6,348	28,776	75,129	-46,353	-62%
Jefferson	4,629	5,836	36,968	68,454	-31,486	-46%
Langston Hughes	3,483	7,242	33,507	82,249	-48,742	-59%
Lorain	3,140	8,044	30,888	81,170	-50,282	-62%
Martin Luther King, Jr.	2,638	6,113	27,750	72,329	-44,579	-62%
Memorial-Nottingham	6,668	12,281	58,837	130,289	-71,452	-55%
Mt. Pleasant	2,405	4,436	20,766	51,883	-31,117	-60%
Rice	4,625	11,900	47,627	131,102	-83,475	-64%
Rockport	10,615	19,214	97,283	209,446	-112,163	-54%
South	6,774	10,221	60,657	114,889	-54,232	-47%
South Brooklyn	9,939	17,521	93,845	183,919	-90,074	-49%
Sterling	2,042	5,893	24,897	63,522	-38,625	-61%
Union	2,140	4,934	22,789	58,011	-35,222	-61%
Walz	7,007	11,921	60,049	145,481	-85,432	-59%
West Park	12,208	18,821	101,211	208,873	-107,662	-52%
Woodland	3,562	8,809	36,487	97,241	-60,754	-62%
<b>TOTAL</b>	<b>130,650</b>	<b>249,709</b>	<b>1,216,933</b>	<b>2,776,274</b>	<b>-1,559,341</b>	<b>-56%</b>

**CLEVELAND PUBLIC LIBRARY  
BRANCH ATTENDANCE NOVEMBER 2020**

BRANCH	Monthly Total		Year-to-Date		YTD	YTD
	2020	2019	2020	2019	Gain/Loss	%G/L
Addison	1,724	3,642	16,684	47,307	-30,623	-65%
Brooklyn	1,089	2,985	12,154	35,903	-23,749	-66%
Carnegie West	2,706	4,825	24,479	75,606	-51,127	-68%
Collinwood	2,248	4,499	22,172	53,909	-31,737	-59%
East 131st	1,493	6,516	24,949	84,160	-59,211	-70%
Eastman	3,818	7,752	36,857	94,168	-57,311	-61%
Fleet	2,651	6,290	25,873	84,637	-58,764	-69%
Fulton	2,708	5,008	23,321	62,409	-39,088	-63%
Garden Valley	1,248	3,055	16,151	42,073	-25,922	-62%
Glenville	2,179	4,026	21,822	51,068	-29,246	-57%
Harvard-Lee	2,225	6,226	27,042	66,978	-39,936	-60%
Hough	1,875	5,458	21,740	68,943	-47,203	-68%
Jefferson	438	4,731	16,710	50,155	-33,445	-67%
Langston Hughes	1,766	4,455	17,561	61,465	-43,904	-71%
Lorain	2,039	4,807	19,019	58,233	-39,214	-67%
Martin Luther King, Jr.	1,149	4,916	19,369	53,210	-33,841	-64%
Memorial-Nottingham	2,150	4,455	21,641	55,316	-33,675	-61%
Mt. Pleasant	1,433	2,781	13,387	35,121	-21,734	-62%
Rice	1,987	9,155	35,219	108,524	-73,305	-68%
Rockport	3,157	6,199	35,750	84,445	-48,695	-58%
South	1,424	5,590	21,667	64,066	-42,399	-66%
South Brooklyn	2,862	8,894	37,896	113,911	-76,015	-67%
Sterling	2,307	7,357	27,721	85,330	-57,609	-68%
Union	1,082	5,282	17,929	64,208	-46,279	-72%
Walz	2,408	5,806	23,084	63,650	-40,566	-64%
West Park	2,724	6,221	27,570	78,359	-50,789	-65%
Woodland	2,825	6,086	31,647	79,139	-47,492	-60%
<b>TOTAL</b>	<b>55,715</b>	<b>147,017</b>	<b>639,414</b>	<b>1,822,293</b>	<b>-1,182,879</b>	<b>-65%</b>

**CLEVELAND PUBLIC LIBRARY  
MONTHLY ACTIVITY REPORT FOR NOVEMBER 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>	58,460	65,138	441,932	780,162	-43%
<b>Other Libraries</b>	511	525	1,531	4,043	-62%
	<b>58,971</b>	<b>65,663</b>	<b>443,463</b>	<b>784,205</b>	<b>-43%</b>

\*Totals included in Main Library and Branch circulation counts

<b>REFERENCE QUESTION LOAD</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>Projected</b>	5,473	12,304	41,659	145,245	-71%
<b>Virtual Reference</b>	1,541	521	15,231	5,971	155%
<b>Interlibrary Loan Requests</b>	527	1,525	2,570	9,408	-73%
	<b>7,541</b>	<b>14,350</b>	<b>59,460</b>	<b>160,624</b>	<b>-63%</b>

<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>	3,409	3,449	61,827	54,775	13%
<b>Total Items Added</b>	12,249	13,806	109,972	209,801	-48%

<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>	160	192	1,400	2,224	-37%
<b>Branches</b>	4,617	5,451	37,619	63,581	-41%

<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>	16,958	11,395	179,108	133,822	34%
<b>Users</b>	733	662	8,200	7,314	12%

Included in circulation activity

<b>STREAMING MEDIA</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>Songs</b>	18,330	15,773	200,675	172,483	16%
<b>Users</b>	305	279	3,202	3,259	-2%