

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

CIRCULATION ACTIVITY	Monthly Total		Year-to-Date		YTD
	2020	2019	2020	2019	Gain/Loss
Main Library	83,244	131,036	878,775	1,664,309	-47%
Branches	87,114	245,641	1,304,047	3,021,915	-57%
Mobile Units	83	1,222	1,875	30,258	-94%
Library for the Blind	23,631	37,172	324,549	478,025	-32%
OLBPD BARD	24,039	13,401	203,147	147,223	38%
eMedia	68,652	54,355	765,437	609,206	26%
TOTAL CIRCULATION	286,763	482,827	3,477,830	5,950,936	-42%

ELECTRONIC MEDIA CIRCULATION	Monthly Total		Year-to-Date		YTD
	2020	2019	2020	2019	Gain/Loss
eBook	35,807	25,906	396,026	297,679	33%
eAudiobook	21,196	19,991	242,700	217,082	12%
eMusic	4,766	4,699	58,002	55,889	4%
eVideo	5,051	2,258	50,527	19,019	166%
eMagazines	1,832	1,501	18,182	19,537	-7%
TOTAL eCIRCULATION	68,652	54,355	765,437	609,206	26%

Included in circulation activity

	Month	YTD
eCARDS ISSUED	439	4897
eMEDIA NEW USERS	639	25863
CURBSIDE SERVICES	16792	52970

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

VIRTUAL REFERENCE	Month	YTD
Email/LibAnswers*	602	4,256
ASK CPL Live Chat*	325	6,054
FAQ Views	786	6,637
TOTAL VIRTUAL REFERENCE	1,713	16,947

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.

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CLEVELAND PUBLIC LIBRARY
BRANCH TOTAL CIRCULATION FOR DECEMBER 2020

	a	b	c	d	e	f	g
BRANCH	Branch Circulation	Sent from Other Branches	Sent from Main	Sent from Other CLEVNET Systems	Total Direct Circulation (a+b+c+d)	Sent to Other CLEVNET Systems	Total Circulation (e+f)
Addison	416	535	394	635	1,980	250	2,230
Brooklyn	530	363	152	323	1,368	326	1,694
Carnegie West	1,133	662	1,147	1,449	4,391	1,162	5,553
Collinwood	469	274	262	689	1,694	376	2,070
East 131st	365	196	69	93	723	227	950
Eastman	1,042	1,035	932	1,533	4,542	2,037	6,579
Fleet	1,195	497	508	728	2,928	397	3,325
Fulton	831	448	308	493	2,080	404	2,484
Garden Valley	154	189	41	116	500	110	610
Glenville	391	295	206	503	1,395	238	1,633
Harvard-Lee	674	264	297	485	1,720	450	2,170
Hough	528	283	214	270	1,295	280	1,575
Jefferson	943	434	550	826	2,753	622	3,375
Langston Hughes	419	324	189	361	1,293	258	1,551
Lorain	759	314	166	325	1,564	416	1,980
Martin Luther King, Jr.	284	288	276	468	1,316	311	1,627
Memorial-Nottingham	971	546	760	1,372	3,649	746	4,395
Mt. Pleasant	338	461	290	580	1,669	220	1,889
Rice	510	342	358	552	1,762	660	2,422
Rockport	2,149	1,111	1,125	2,049	6,434	1,317	7,751
South	1,945	582	318	683	3,528	1,424	4,952
South Brooklyn	1,575	864	1,281	2,211	5,931	1,496	7,427
Sterling	491	352	270	259	1,372	369	1,741
Union	215	279	149	390	1,033	233	1,266
Walz	1,142	728	656	1,039	3,565	791	4,356
West Park	1,318	1,137	2,162	3,877	8,494	1,487	9,981
Woodland	424	308	128	256	1,116	412	1,528
TOTAL	21,211	13,111	13,208	22,565	70,095	17,019	87,114

CLEVELAND PUBLIC LIBRARY
BRANCH TOTAL CIRCULATION COMPARATIVE FOR DECEMBER 2020

BRANCH	Monthly Total		Year-to-Date		YTD	YTD
	2020	2019	2020	2019	Gain/Loss	%G/L
Addison	2,230	9,517	43,355	105,751	-62,396	-59%
Brooklyn	1,694	5,482	30,105	64,625	-34,520	-53%
Carnegie West	5,553	11,113	66,434	138,656	-72,222	-52%
Collinwood	2,070	7,955	36,796	89,337	-52,541	-59%
East 131st	950	4,510	17,395	49,124	-31,729	-65%
Eastman	6,579	15,448	90,752	189,076	-98,324	-52%
Fleet	3,325	9,796	50,568	127,770	-77,202	-60%
Fulton	2,484	8,409	45,695	107,588	-61,893	-58%
Garden Valley	610	3,251	13,950	44,732	-30,782	-69%
Glenville	1,633	7,483	35,711	94,701	-58,990	-62%
Harvard-Lee	2,170	6,639	33,133	80,530	-47,397	-59%
Hough	1,575	6,182	30,351	81,311	-50,960	-63%
Jefferson	3,375	6,116	40,343	74,570	-34,227	-46%
Langston Hughes	1,551	7,231	35,058	89,480	-54,422	-61%
Lorain	1,980	8,011	32,868	89,181	-56,313	-63%
Martin Luther King, Jr.	1,627	6,254	29,377	78,583	-49,206	-63%
Memorial-Nottingham	4,395	11,764	63,232	142,053	-78,821	-55%
Mt. Pleasant	1,889	4,298	22,655	56,181	-33,526	-60%
Rice	2,422	11,909	50,049	143,011	-92,962	-65%
Rockport	7,751	18,396	105,034	227,842	-122,808	-54%
South	4,952	9,905	65,609	124,794	-59,185	-47%
South Brooklyn	7,427	16,591	101,272	200,510	-99,238	-49%
Sterling	1,741	6,132	26,638	69,654	-43,016	-62%
Union	1,266	5,097	24,055	63,108	-39,053	-62%
Walz	4,356	10,970	64,405	156,451	-92,046	-59%
West Park	9,981	18,455	111,192	227,328	-116,136	-51%
Woodland	1,528	8,727	38,015	105,968	-67,953	-64%
TOTAL	87,114	245,641	1,304,047	3,021,915	-1,717,868	-57%

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

OTHER TRANSACTIONS		Monthly Total		Year-to-Date		YTD
		2020	2019	2020	2019	Gain/Loss
Loans* to:						
	CLEVNET	53,615	65,133	495,547	845,295	-41%
	Other Libraries	**	386	**	4,429	#VALUE!
		53,615	65,519	495,547	849,724	-42%

*Totals included in Main Library and Branch circulation counts

REFERENCE QUESTION LOAD		Monthly Total		Year-to-Date		YTD
		2020	2019	2020	2019	Gain/Loss
	Projected	1,616	12,640	44,199	158,299	-72%
	Virtual Reference	1,713	552	16,947	6,523	160%
	Interlibrary Loan Requests	**	1,340	**	10,748	#VALUE!
		3,329	14,532	61,146	175,570	-65%

CHANGES IN PERMANENT COLLECTION		Monthly Total		Year-to-Date		YTD
		2020	2019	2020	2019	Gain/Loss
	New Titles Added	3,789	3,641	65,616	58,416	12%
	Total Items Added	10,782	13,702	120,754	223,503	-46%

HOURS OPEN		Monthly Total		Year-to-Date		YTD
		2020	2019	2020	2019	Gain/Loss
	Main Library	0	192	1,400	2,416	-42%
	Branches	0	5,525	37,619	69,106	-46%

OHIO BRAILLE & AUDIO READING DOWNLOAD (BARD)		Monthly Total		Year-to-Date		YTD
		2020	2019	2020	2019	Gain/Loss
	Downloads	24,039	13,401	203,147	147,223	38%
	Users	754	684	8,954	7,998	12%

Included in circulation activity

STREAMING MEDIA		Monthly Total		Year-to-Date		YTD
		2020	2019	2020	2019	Gain/Loss
	Songs	19,101	16,909	219,776	192,468	14%
	Users	310	300	3,512	3,336	5%

**Data not available at time of reporting