

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

ELECTRONIC MEDIA CIRCULATION	Month	YTD
eBook	33,521	119,627
eAudiobook	19,017	79,886
eMusic	4,929	18,621
eVideo	5,498	14,957
eMagazines	1,802	5,941
TOTAL eCIRCULATION	64,767	239,032

STREAMING SERVICES	Month	YTD
Music	17,512	70,829
Movies	5,498	14,957
TOTAL STREAMING	23,010	85,786

VIRTUAL REFERENCE	Month	YTD
Email/LibAnswers	409	611
ASK CPL Live Chat	530	530
TOTAL VIRTUAL REFERENCE	939	1,141

VIRTUAL PROGRAMMING	Month	YTD
Live Program Interactions	39	39
Recorded Program Views	2,537	2,537
TOTAL VIRTUAL PROGRAMMING	2,576	2,576

New Registrations	Month	YTD
eCards	383	1,328

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.

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

WIFI CONNECTIONS	Month	YTD
Main Library	1,398	28,644
Public Administration Library	64	1,559
Addison	120	2,013
Brooklyn	244	3,763
Carnegie West	486	4,385
Collinwood	140	3,517
East 131st St	182	3,640
Eastman	-	3,450
Fleet	423	4,788
Fulton	210	5,152
Garden Valley	267	3,625
Glenville	693	6,431
Harvard Lee	395	6,463
Hough	190	3,724
Jefferson	2	2,098
Langston Hughes	144	3,151
Lorain	1,155	7,601
Martin Luther King, Jr.	33	4,092
Memorial-Nottingham	424	7,302
Mt. Pleasant	1,187	7,690
Rice	130	3,822
Rockport	445	4,865
South	495	4,529
South Brooklyn	137	3,149
Sterling	444	4,800
Union	507	4,345
Walz	315	3,562
West Park	148	2,668
Woodland	1,384	8,690
Total Wifi Usage	10,300	123,315