



**DATE:** August 6, 2020

**TO:** Library Board, Pima County Public Library

Pima County Board of Supervisors  
 Pima County Administration  
 Friends of the Pima County Public Library, Board of Directors  
 Friends of the Pima-Green Valley Library, Board of Directors  
 Friends of the Kirk-Bear Canyon Library, Board of Directors  
 Friends of the Arivaca Library, Board of Directors  
 Friends of the Oro Valley Public Library, Board of Directors  
 Pima Library Foundation, Board of Directors

**FROM:** Karyn Prechtel-Altman  
 Deputy Library Director

**SUBJECT:** Circulation and Activity Measures: June 2020

	June 2020	June 2019	Percent Change
<b>Circulation - Physical</b>	99,934	374,917	-73%
<b>Circulation - Digital</b>	208,460	153,978	35%
<b>Gate Count</b>	33,197	405,318	-92%
<b>Computer Sessions</b>	13,333	78,475	-83%
<b>Website Visits</b>	377,604	465,585	-19%
<b>Active Cardholders</b>	177,495	195,593	-9%
<b>Total Cardholders</b>	334,555	301,038	11%
<b>Percent Active Cardholders</b>	53%	65%	
<b>Online Homework Help Attendance</b>	956	599	60%
<b>Virtual Reference Service</b>			
<b>Email</b>	1,270	242	425%
<b>Phone</b>	4,419	3,825	16%
<b>Mail</b>	118		
<b>Snack &amp; Meal Programs</b>			
<b>Number of Programs</b>	259		
<b>Attendance</b>	9,843		
<b>School Ready Programs (Virtual)</b>			
<b>Number of Programs</b>	7		
<b>Attendance</b>	76		

Data for Snack and School Ready programs were not collected separately prior to July 2019.  
 El Rio and Dusenberry-River closed June 2020.  
 Limited services and capacity at all library locations.

Library Advisory Board Activity Report: June 2020  
Limited Hours and Services at all Locations due to COVID-19

BRANCH	Physical Circulation	Computer Use	Gate Count	Number of Programs	Program Attendance
Bookmobile / Books By Mail	309	0	0	0	0
Caviglia-Arivaca	525	0	187	0	0
Dewhirst-Catalina	1,645	0	0	0	0
Dusenberry-River	0	0	0	0	0
Eckstrom-Columbus	2,728	1,377	3,175	22	1,943
El Pueblo	172	516	1,044	22	431
El Rio	0	0	0	0	0
Flowing Wells	1,236	632	1,125	22	262
Himmel Park	5,967	0	0	0	0
Joel D Valdez Main	3,601	987	3,692	0	0
Joyner-Green Valley	6,825	750	1,273	0	0
Kirk-Bear Canyon	7,438	125	2,601	0	0
Martha Cooper	3,501	720	878	22	535
Miller-Golf Links	10,679	727	1,230	0	0
Mission	1,868	886	1,604	22	413
Murphy-Wilmot	9,693	1,719	2,263	17	755
Nanini	8,116	655	1,592	22	627
Oro Valley	11,050	406	3,053	0	0
Quincie Douglas	875	317	819	22	1,267
Sahuarita	1,610	0	0	0	0
Salazar-Ajo	1,036	125	1,359	0	0
Sam Lena-South Tucson	206	238	406	0	0
Santa Rosa	200	174	408	18	1,987
Southwest	423	143	1,114	22	524
Valencia	1,083	1,033	1,857	27	633
Wheeler Taft Abbett	6,965	654	1,310	0	0
Woods Memorial	7,297	1,149	2,207	44	671
Adult Services	0	0	0	0	0
Youth Services	0	0	0	13	2,109
<b>TOTALS June 2020</b>	<b>95,048</b>	<b>13,333</b>	<b>33,197</b>	<b>295</b>	<b>12,157</b>
<b>TOTALS June 2019</b>	<b>300,785</b>	<b>78,475</b>	<b>405,318</b>	<b>1,547</b>	<b>31,968</b>
<b>Percentage Change</b>	<b>-68%</b>	<b>-83%</b>	<b>-92%</b>	<b>-81%</b>	<b>-62%</b>

Circulation does not include web renewal.

El Rio and Dusenberry-River closed June 2020

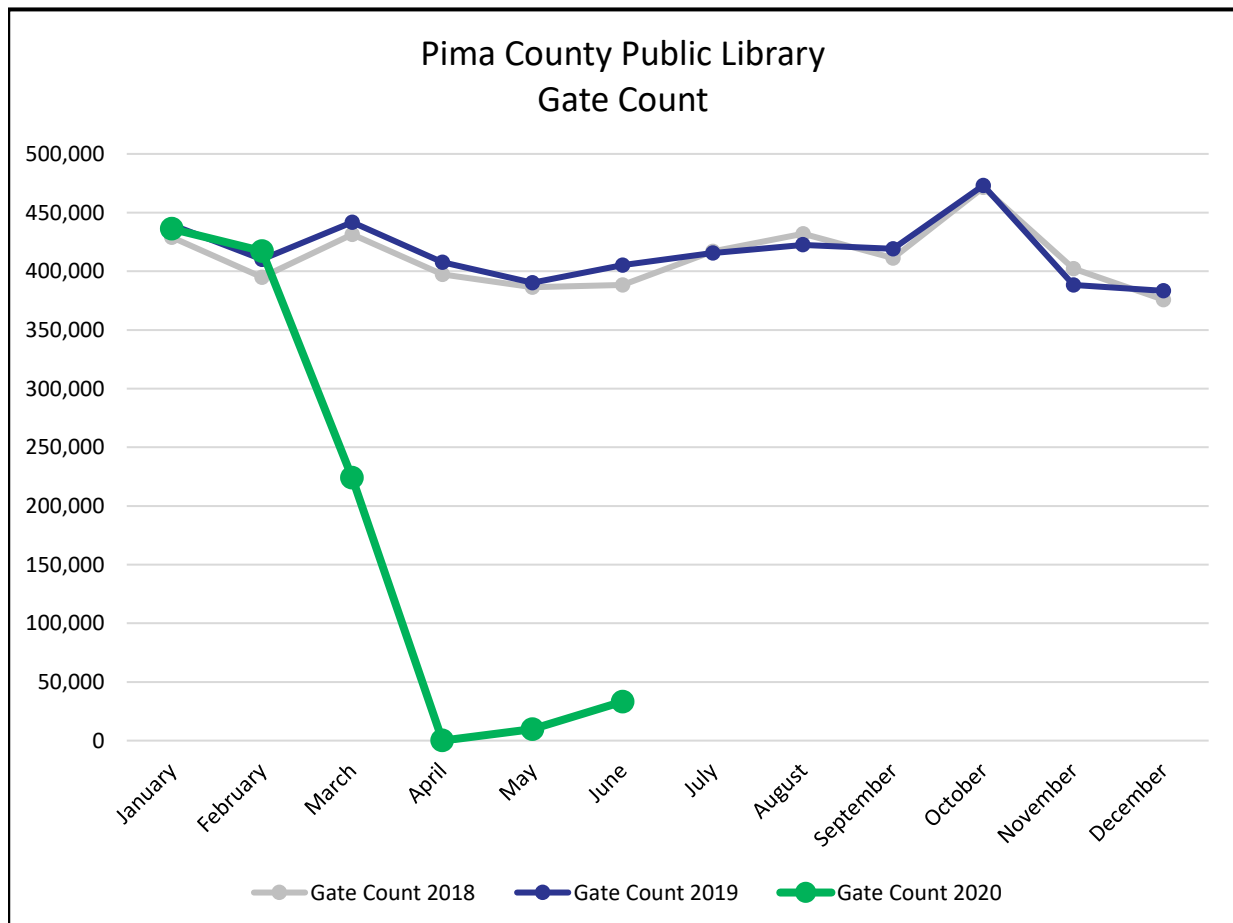
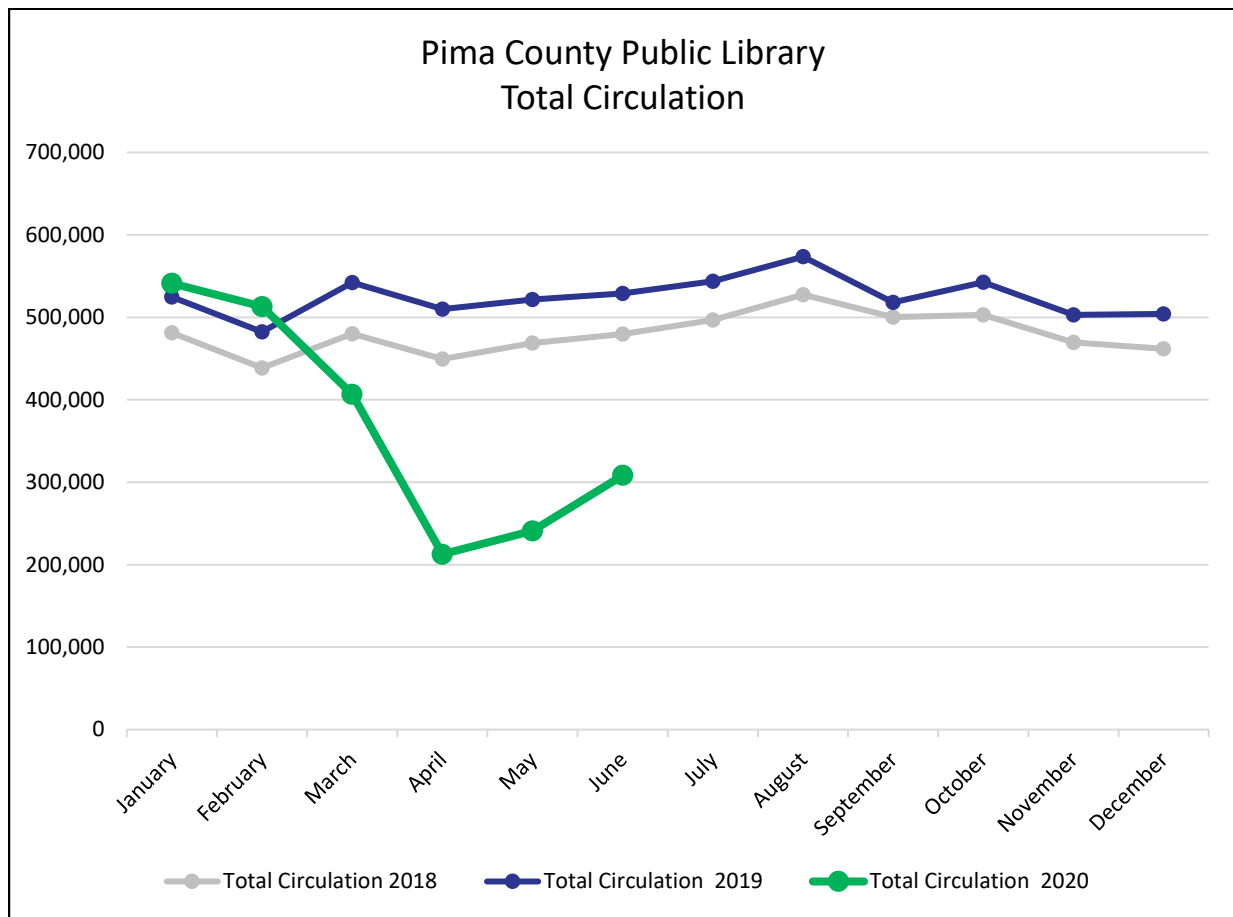
Library Advisory Board Report June 2020  
Physical Material Circulation

Limited services at all locations due to COVID-19. Browsing the collection was not allowed in June 2020

Library	June 2020 Circulation	June 2019 Circulation	% Change	FY19/20 to date Circulation	FY18/19 to date Circulation	% Change
Bookmobile/Readrunners	309	1,226	-75%	11,795	15,711	-25%
Caviglia-Arivaca	525	811	-35%	8,481	10,765	-21%
Dewhirst-Catalina	1,645	3,171	-48%	32,171	41,204	-22%
Dusenberry-River	0	22,518	-100%	174,200	266,500	-35%
Eckstrom-Columbus	2,728	9,730	-72%	82,281	114,711	-28%
El Pueblo	172	964	-82%	9,537	13,684	-30%
El Rio	2	2,768	-100%	23,477	31,202	-25%
Flowing Wells	1,236	5,417	-77%	46,545	40,283	16%
Himmel Park	5,967	14,700	-59%	132,668	181,548	-27%
Joel D. Valdez-Main	3,601	14,858	-76%	434,030	204,511	112%
Joyner-Green Valley	6,825	17,988	-62%	177,599	229,199	-23%
Kirk-Bear Canyon	7,438	17,328	-57%	137,395	201,716	-32%
Martha Cooper	3,501	8,079	-57%	71,777	91,939	-22%
Miller-Golf Links	10,679	30,305	-65%	247,436	333,119	-26%
Mission	1,868	8,012	-77%	68,572	100,093	-31%
Murphy-Wilmot	9,693	25,950	-63%	228,786	300,047	-24%
Nanini	8,116	25,973	-69%	215,585	301,747	-29%
Oro Valley	11,050	27,995	-61%	242,729	323,610	-25%
Quincie-Douglas	875	5,415	-84%	44,309	58,111	-24%
Sahuarita	1,610	4,906	-67%	40,357	59,344	-32%
Salazar-Ajo	1,036	2,585	-60%	29,279	35,579	-18%
Sam Lena-South Tucson	206	1,223	-83%	10,119	9,209	10%
Santa Rosa	200	873	-77%	5,904	9,210	-36%
Southwest	423	1,600	-74%	14,886	22,133	-33%
Valencia	1,083	7,392	-85%	58,435	88,671	-34%
Web Renewal	4,884	74,132	-93%	351,688	917,015	-62%
Wheeler Taft Abbett	6,965	21,444	-68%	175,566	236,714	-26%
Woods Memorial	7,297	17,554	-58%	152,212	208,737	-27%
<b>Totals</b>	<b>99,934</b>	<b>374,917</b>	<b>-73%</b>	<b>3,227,819</b>	<b>4,446,312</b>	<b>-27%</b>

Auto-renewal is a new service. June 2020 auto-renewal = 79,926.

# Pima County Public Library Circulation and Gate Count



All Library Buildings Closed March 18 - May 17, 2020

# Pima County Public Library

June 2020



**425%** increase in  
Askalibrarian emails  
Compared to June 2019




**4,419**  
Infoline calls  
answered



We provided  
food to over  
**9,800** people

**956** Online Homework Help Sessions

**↑60%** Compared  
to June 2019

**208,460**   
Digital Checkouts

**↑35%** Compared to June 2019

## COVID-19 Impacts

All libraries are offering limited services

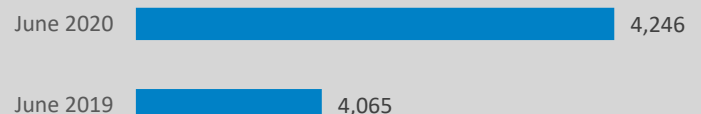
### Virtual Programming!

**Ready, Set, School!**  
In English and Spanish



**76** families learned skills necessary to  
succeed in kindergarten and beyond

### Database Sessions



↓ Gate Count  
↓ Physical Circulation  
↓ Computer Sessions

Library Advisory Board  
Activity Report  
Fiscal Year 2019-2020

BRANCH	Adult Programs	Adult Program Attendance	Teen / Children Programs	Teen / Children Program Attendance	Meeting Room Use	Meeting Room Attendance	Community Outreach Events	Community Outreach Attendees	Volunteer Hours	Computer Use	Wi-Fi Use	Gate Count
Bookmobile	0	0	0	0	0	0	12	2,712	0	0	0	2,187
Caviglia-Arivaca	161	718	88	628	145	727	6	150	104	1,248	6,799	39,505
Dewhirst-Catalina	54	170	20	304	139	794	0	0	60	4,513	11,987	64,553
Dusenberry-River	167	1,667	257	5,601	569	9,689	4	17	590	12,149	55,452	154,607
Eckstrom-Columbus	622	4,768	482	8,153	2,384	15,849	18	2,300	287	51,954	77,859	204,941
El Pueblo	308	1,220	116	3,312	0	0	1	29	4	18,646	43,777	74,055
El Rio	146	376	58	663	0	0	3	352	60	4,846	15,944	26,301
Flowing Wells	155	2,149	245	4,240	2,041	10,808	0	0	241	28,545	48,128	109,232
Himmel Park	285	3,448	116	2,878	1,488	10,702	0	0	267	20,419	45,232	160,459
Joel D Valdez Main	270	1,950	457	9,192	2,495	14,186	79	3,227	704	60,855	293,843	357,931
Joyner-Green Valley	748	9,041	173	3,267	1,031	14,125	10	1,039	3,431	25,407	64,918	185,170
Kirk-Bear Canyon	242	2,517	205	6,939	1,775	13,439	0	0	1,018	14,321	59,702	124,159
Martha Cooper	156	2,328	525	10,771	2,649	17,769	2	71	235	31,843	45,371	151,148
Miller-Golf Links	49	261	257	6,392	2,022	11,940	4	945	658	29,871	62,800	162,974
Mission	136	1,263	167	2,778	1,078	3,021	4	168	843	31,770	51,502	125,756
Murphy-Wilmot	302	4,583	447	9,997	2,486	18,016	4	309	241	51,602	77,992	204,586
Nanini	253	2,266	333	8,501	1,209	13,643	2	330	706	23,554	44,752	143,715
Oro Valley	401	5,901	285	7,703	2,504	19,140	4	439	1,556	20,483	51,565	260,848
Quincie Douglas	205	1,791	189	3,431	1,848	8,133	10	800	53	27,351	50,296	126,069
Sahuarita	31	179	55	1,036	194	1,043	2	125	0	4,489	18,151	21,476
Salazar-Ajo	83	657	145	716	155	793	7	98	64	5,676	30,115	26,317
Sam Lena-South Tucson	220	3,054	105	1,116	1,029	7,487	5	107	102	20,055	59,874	76,241
Santa Rosa	81	181	421	10,444	2,065	11,619	12	761	294	15,762	29,616	100,466
Southwest	46	248	122	2,294	0	0	1	30	25	8,724	14,046	31,513
Valencia	270	3,232	517	13,711	2,002	17,493	6	431	736	44,531	97,055	260,785
Wheeler Taft Abbett	86	868	207	6,696	1,994	16,686	31	864	768	33,689	63,780	181,457
Woods Memorial	314	4,529	335	7,715	1,974	6,350	3	230	20	50,790	96,058	245,497
Adult Services	17	85	0	0	0	0	36	1,676	0	0	0	0
Youth Services	0	0	259	22,117	0	0	14	6,535	0	0	0	0
<b>TOTALS FY 2019-2020</b>	<b>5,808</b>	<b>59,450</b>	<b>6,586</b>	<b>160,595</b>	<b>35,276</b>	<b>243,452</b>	<b>280</b>	<b>23,745</b>	<b>13,065</b>	<b>643,093</b>	<b>1,516,614</b>	<b>3,621,948</b>
<b>TOTALS FY 2018-2019</b>	<b>9,217</b>	<b>87,923</b>	<b>9,494</b>	<b>192,176</b>	<b>40,868</b>	<b>250,320</b>	<b>396</b>	<b>27,982</b>	<b>20,566</b>	<b>928,121</b>	<b>2,149,345</b>	<b>5,003,860</b>
<b>Percentage Change</b>	<b>-37%</b>	<b>-32%</b>	<b>-31%</b>	<b>-16%</b>	<b>-14%</b>	<b>-3%</b>	<b>-29%</b>	<b>-15%</b>	<b>-36%</b>	<b>-31%</b>	<b>-29%</b>	<b>-28%</b>

COVID-19 impacts:

All libraries closed March 18 - May 17.

Limited hours and services May 18 - June 30.