

**DATE:** October 1, 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 Arivaca Library, Board of Directors  
Friends of the Esmond Station Library, Board of Directors  
Friends of the Kirk-Bear Canyon Library, Board of Directors  
Friends of the Oro Valley Public Library, Board of Directors  
Friends of the Pima-Green Valley Library, Board of Directors  
Pima Library Foundation, Board of Directors

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

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

	August 2020	August 2019	Percent Change
<b>Circulation - Physical</b>	125,994	385,016	-67%
<b>Circulation - Digital</b>	217,982	188,543	16%
<b>Gate Count</b>	25,447	422,415	-94%
<b>Website Visits</b>	385,571	487,617	-21%
<b>Active Cardholders</b>	160,423	190,802	-16%
<b>Total Cardholders</b>	337,109	309,309	9%
<b>Percent Active Cardholders</b>	48%	62%	-23%
<b>Computer Sessions</b>	11,007	79,080	-86%
<b>Computer Sessions per Available Computer</b>	116	116	0%
<b>Online Homework Help Attendance</b>	2,033	570	257%
<b>Virtual Reference Service</b>			
<b>Email</b>	1,250	316	296%
<b>Phone</b>	3,809	4,168	-9%
<b>Mail</b>	557	173	222%
<b>Programming</b>			
<b>Number of Virtual Programs</b>	16	0	
<b>Virtual Program Attendance</b>	599	0	
<b>Average Virtual Attendance</b>	37	0	
<b>Number of In-Person Programs</b>	146	1,100	-87%
<b>In Person Program Attendance</b>	5,244	17,027	-69%
<b>Average In-Person Attendance</b>	36	15	132%

Library Advisory Board Activity Report August 2020  
Limited services and hours due to COVID-19

BRANCH	Physical Circulation	Computer Use	Gate Count	Number of Programs	Program Attendance
Bookmobile / Books By Mail	410	0	0	0	0
Caviglia-Arivaca	542	0	237	0	0
Dewhirst-Catalina	2,296	0	0	0	0
Dusenberry-River	4,303	0	0	0	0
Eckstrom-Columbus	3,292	2,079	3,930	5	217
El Pueblo	259	0	0	5	93
El Rio	2	0	0	0	0
Flowing Wells	1,525	0	0	24	377
Himmel Park	7,361	0	0	0	0
Joel D Valdez Main	3,623	1,250	2,972	0	0
Joyner-Green Valley	8,286	800	1,222	0	0
Kirk-Bear Canyon	8,124	0	3,250	0	0
Martha Cooper	4,041	0	0	6	68
Miller-Golf Links	14,341	0	0	0	0
Mission	2,644	1,164	1,897	5	155
Murphy-Wilmot	11,570	2,467	3,067	8	153
Nanini	11,244	0	0	5	153
Oro Valley	12,132	752	4,020	0	0
Quincie Douglas	1,263	0	0	9	236
Sahuarita	2,831	0	0	0	0
Salazar-Ajo	868	128	1,131	0	0
Sam Lena-South Tucson	342	746	998	0	0
Santa Rosa	141	0	0	25	1,808
Southwest	493	0	0	21	240
Valencia	1,426	0	0	21	152
Web Renewal	6,653	0	0	0	0
Wheeler Taft Abbett	9,253	0	0	0	0
Woods Memorial	6,729	1,621	2,723	21	118
Adult Services	0	0	0	0	0
Youth Services	0	0	0	7	2,073
<b>TOTALS August 2020</b>	<b>125,994</b>	<b>11,007</b>	<b>25,447</b>	<b>162</b>	<b>5,843</b>
<b>TOTALS August 2019</b>	<b>385,016</b>	<b>79,080</b>	<b>422,415</b>	<b>1,100</b>	<b>17,012</b>
<b>Percentage Change</b>	<b>-67%</b>	<b>-86%</b>	<b>-94%</b>	<b>-85%</b>	<b>-66%</b>

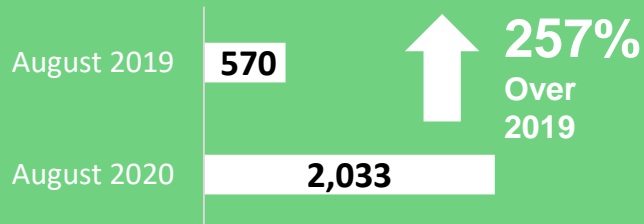
# Pima County Public Library



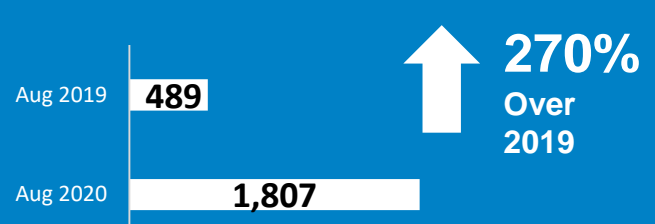
## August 2020

### We are a resource for you

#### Online Homework Help Sessions



#### Email + Mail



### We are customer focused

From an askalibrarian customer...

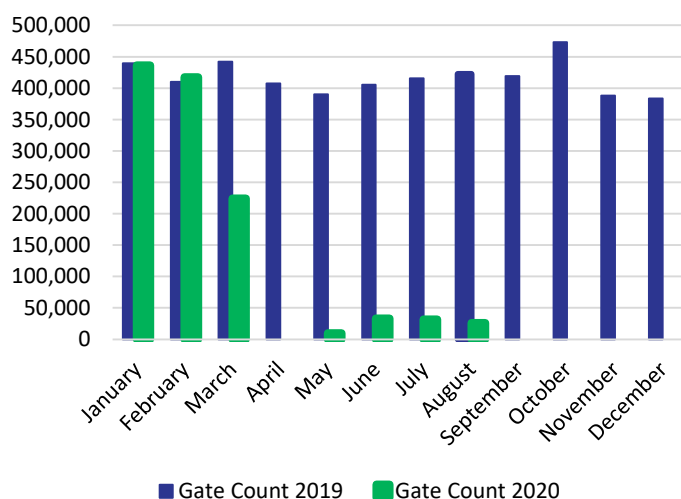
Your collection is fantastic. No matter whether I am looking for the book *End Everyday Pain 50+*, looking for the latest fiction release by Susan Mallory, or curious as to how an Amplified Bible reads, you have it all!

From a curbside pickup customer...

It was a good experience. Park, call, pop the lid, library person drop offs the book & closes lid & I drive home. Just like picking up the groceries! Could not be any easier or safer. Thanks for your efforts.

### Impacts of limited hours and services

Pima County Public Library  
Gate Count



Pima County Public Library  
Total Circulation

