



DATE: February 4, 2021

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: November 2020

	November 2020	November 2019	Percent Change
Circulation and Visits			
Circulation - Physical	115,616	331,080	-65%
Circulation - Digital	188,694	171,910	10%
Gate Count	46,768	388,324	-88%
Website Visits	317,525	412,631	-23%
Cardholders			
Active Cardholders	142,706	189,478	-25%
Total Cardholders	312,780	345,287	-9%
Percent Active Cardholders	46%	55%	-17%
Computer Use			
Computer Sessions	13,652	61,743	-78%
Computer Sessions per Available Computer	72	90	-20%
Virtual Reference Service			
Email	525	262	100%
Phone	2,580	3,646	-29%
Mail	164	171	-4%
Programming			
Number of Virtual Programs	340	30	1033%
Virtual Program Attendance	1,405	242	481%
Number of In-Person Programs	190	1,346	-86%
In Person Program Attendance	9,502	21,017	-55%

El Rio closed November 2020
 Limited services and capacity at all library locations

Library Advisory Board Activity Report November 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	363	0	41	0	0
Caviglia-Arivaca	624	38	308	0	0
Dewhirst-Catalina	2,051	44	239	0	12
Dusenberry-River	7,494	113	1,519	1	10
Eckstrom-Columbus	2,970	1,717	3,721	18	650
El Pueblo	263	496	954	18	453
El Rio	3	0	0	0	0
Flowing Wells	1,451	351	866	18	105
Himmel Park	6,485	87	1,269	0	0
Joel D Valdez Main	3,277	1,162	2,710	0	0
Joyner-Green Valley	8,079	719	2,253	0	0
Kirk-Bear Canyon	6,796	124	4,191	0	0
Martha Cooper	3,090	484	3,859	18	326
Miller-Golf Links	12,204	403	2,699	0	0
Murphy-Wilmot	9,744	1,901	3,769	0	164
Nanini	10,005	435	1,014	0	0
Oro Valley	11,968	479	4,059	0	0
Quincie Douglas	1,151	334	807	5	178
Richard Elias-Mission	2,460	933	1,845	18	188
Sahuarita	2,296	108	262	0	0
Salazar-Ajo	1,463	181	1,227	0	0
Sam Lena-South Tucson	337	698	1,025	18	74
Santa Rosa	218	276	404	17	2,345
Southwest	492	134	365	19	140
Valencia	1,519	642	1,797	19	1,317
Web Renewal	3,361	0	0	0	0
Wheeler Taft Abbett	8,300	363	2,328	0	0
Woods Memorial	7,152	1,430	3,237	18	240
Adult Services	0	0	0	304	1,121
Youth Services	0	0	0	39	3,584
TOTALS November 2020	115,616	13,652	46,768	530	10,907
TOTALS November 2019	331,080	61,743	388,324	1,346	21,017
Percentage Change	-65%	-78%	-88%	-61%	-48%

Pima County Public Library

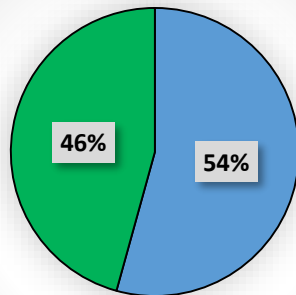


November 2020

We are a resource for you: Online access to reading and learning

We offer an instant OverDrive card through the website. Almost half of our new users have been able to access OverDrive without entering a library.

Pima County Public Library New Customers
April - November 2020

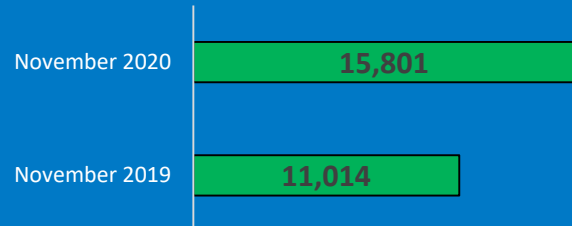


■ Number of New Library Cards
■ Number of OverDrive Instant Digital Cards

English Language Learning

Through our partnership with Literacy Connects, we offered **257** online English classes in November with attendance exceeding **1,000**.

43% Increase in Digital Magazine Checkouts over 2019



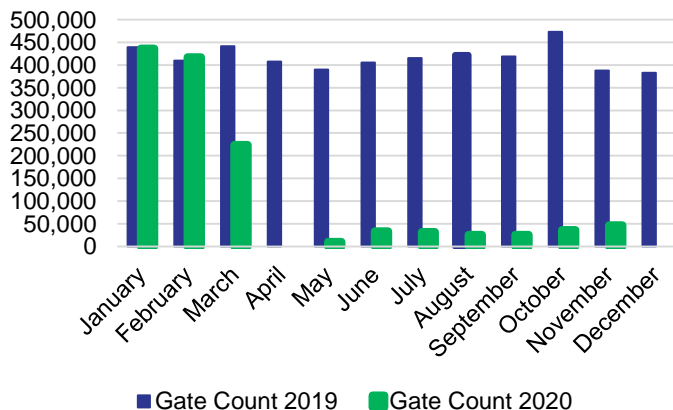
We are customer focused

You have been a lifesaver in the time of Covid. With your support I have read more books in the last 6 months than in the last 6 years.

From an Askalibrarian customer:
As I thank the first responders for keeping us safe, I thank you for keeping us sane.

Impacts of limited hours and services

Pima County Public Library
Gate Count



Pima County Public Library
Total Circulation

