



**DATE:** May 6, 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: March 2021**

	March 2021	March 2020	Percent Change
<b>Circulation and Visits</b>			
<b>Circulation - Physical</b>	127,052	217,087	-41%
<b>Circulation - Digital</b>	188,940	189,574	0%
<b>Gate Count</b>	0	224,009	-100%
<b>Website Visits</b>	350,066	361,707	-3%
<b>Cardholders</b>			
<b>Active Cardholders</b>	106,622	192,173	-45%
<b>Total Cardholders</b>	314,385	342,812	-8%
<b>Percent Active Cardholders</b>	34%	56%	-40%
<b>Computer Use</b>			
<b>Computer Sessions</b>	0	38,003	-100%
<b>Computer Sessions per Available Computer</b>	0	56	-100%
<b>Virtual Reference Service</b>			
<b>Email</b>	702	518	36%
<b>Phone</b>	4,314	3,438	25%
<b>Mail</b>	308	330	-7%
<b>Programming</b>			
<b>Number of Virtual Programs</b>	325	31	948%
<b>Virtual Program Attendance</b>	1,711	118	1350%
<b>Number of In-Person Programs</b>	229	660	-65%
<b>In Person Program Attendance</b>	10,985	10,922	0.6%

Library Advisory Board Activity Report  
March 2021

BRANCH	Physical Circulation	Computer Use	Gate Count	Number of Programs	Program Attendance
Bookmobile / Books by Mail	168	0	0	0	0
Caviglia-Arivaca	555	0	0	0	0
Dewhirst-Catalina	2,335	0	0	0	0
Dusenberry-River	8,562	0	0	3	25
Eckstrom-Columbus	2,780	0	0	23	365
El Rio*	2	0	0	0	0
Flowing Wells	1,482	0	0	23	335
Frank De La Cruz-El Pueblo*	44	0	0	0	0
Himmel Park	6,740	0	0	0	0
Joel D Valdez Main	2,632	0	0	0	0
Joyner-Green Valley	12,106	0	0	0	0
Kirk-Bear Canyon	6,287	0	0	0	0
Martha Cooper	3,385	0	0	22	778
Miller-Golf Links	10,800	0	0	0	0
Murphy-Wilmot	10,985	0	0	0	185
Nanini	13,822	0	0	22	972
Oro Valley	12,436	0	0	0	0
Quincie Douglas	918	0	0	22	337
Richard Elias-Mission	3,169	0	0	23	311
Sahuarita*	13	0	0	0	0
Salazar-Ajo	1,783	0	0	0	0
Sam Lena-South Tucson	335	0	0	22	353
Santa Rosa	321	0	0	24	3,031
Southwest*	0	0	0	0	0
Valencia	1,757	0	0	22	1,182
W. Anne Gibson-Esmond Station	3,284	0	0	0	0
Wheeler Taft Abbett	7,891	0	0	0	0
Woods Memorial	6,939	0	0	22	1,098
Web Renewal	5,521	0	0	0	0
Adult Services	0	0	0	289	1,612
Youth Services	0	0	0	37	2,112
<b>TOTALS March 2021</b>	<b>127,052</b>	<b>-</b>	<b>-</b>	<b>554</b>	<b>12,696</b>
<b>TOTALS March 2020</b>	<b>217,004</b>	<b>38,003</b>	<b>224,009</b>	<b>691</b>	<b>11,040</b>
<b>Percentage Change</b>	<b>-41%</b>	<b>-100%</b>	<b>-100%</b>	<b>-20%</b>	<b>15%</b>

PCPL provided service curbside to help slow the spread of COVID-19.

\* Closed

# Pima County Public Library



March 2021

We are a resource for you

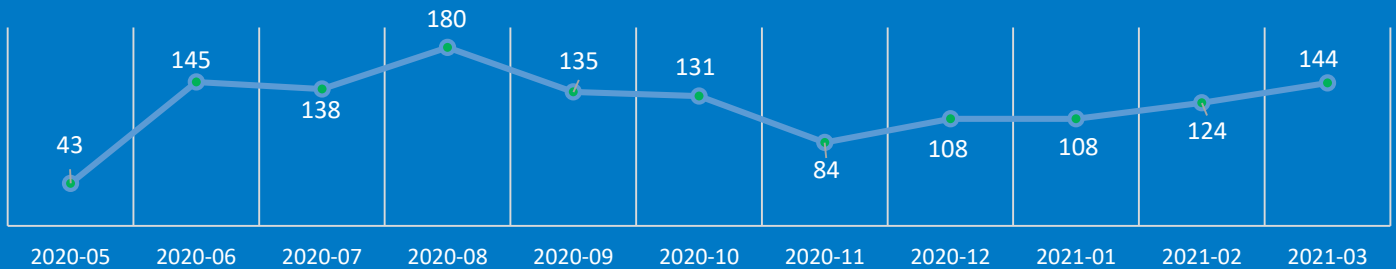
## Service to Homebound Customers

Books by Mail offers home delivery of large type books and audiobooks for people who are visually impaired or who cannot read due to a physical disability.



May 2020 – March 2021  
**1,340** total books delivered to an average of  
**50** customers per month

Number of Books Sent to Books by Mail Customers



## We are customer focused

From askalibrarian customers:

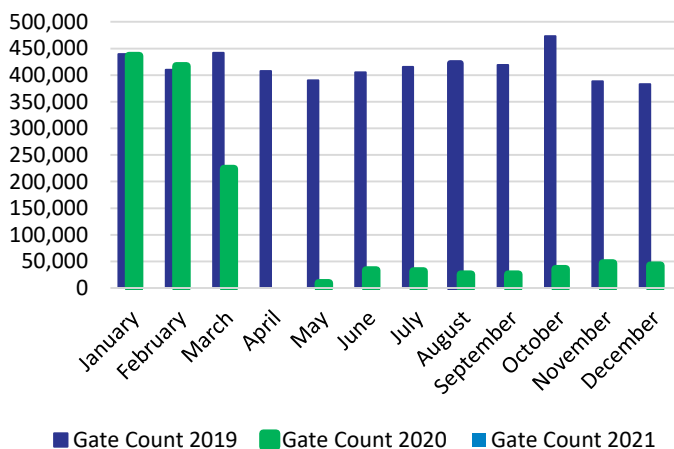
“This is fantastic sleuthing. Librarians are the best 🐾❤️♣️.”

“Libraries are stupendous, and librarians are wonderful magical beings who should get medals at least once a year for the work you do.”

From a survey respondent: “I’m ready for the library to be open to patrons on a limited basis.”

## Impacts of limited hours and services

Pima County Public Library Gate Count



Pima County Public Library Total Circulation

