



DATE: November 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 W. Anne Gibson-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: September 2021

	September 2021	September 2020	Percent Change
Circulation and Visits			
Circulation - Physical	185,549	132,850	40%
Circulation - Digital	167,633	203,505	-18%
Gate Count	160,963	25,496	531%
Website Visits	336,673	371,425	-9%
Cardholders			
Active Cardholders	109,660	155,057	-29%
Total Cardholders	284,160	309,261	-8%
Percent Active Cardholders	39%	50%	-23%
Computer Use			
Computer Sessions	21,059	11,690	80%
Computer Sessions per Available Computer	68	122	-44%
Virtual Reference Service			
Email	358	900	-60%
Phone	2,262	3,847	-41%
Mail	257	334	-23%
Programming			
Number of Virtual Programs	188	36	422%
Virtual Program Attendance	1,293	154	740%
Number of In-Person Programs	318	164	94%
In Person Program Attendance	6,978	4,080	71%

Library Advisory Board Activity Report
September 2021

BRANCH	Physical Circulation	Computer Use	Gate Count	Number of Programs	Program Attendance
Bookmobile / Books by Mail	345	0	67	0	0
Caviglia-Arivaca	583	25	346	4	31
Dewhirst-Catalina	2,528	149	946	85	0
Dusenberry-River	11,580	447	5,751	1	40
Eckstrom-Columbus	4,541	1,615	8,577	11	633
El Rio	607	37	506	0	0
Flowing Wells	2,491	1,072	6,396	25	1,011
Frank De La Cruz-El Pueblo	452	655	4,651	4	7
Himmel Park	8,795	573	6,322	1	21
Joel D Valdez Main	4,983	1,804	15,858	0	0
Joyner-Green Valley	10,941	841	7,250	0	0
Kirk-Bear Canyon	9,028	362	5,665	0	0
Martha Cooper	5,010	1,143	5,558	22	745
Miller-Golf Links	15,030	822	7,406	6	246
Murphy-Wilmot	15,945	2,019	12,461	7	1,110
Nanini	16,123	815	7,790	1	75
Oro Valley	19,461	541	14,401	0	0
Quincie Douglas	2,340	752	5,836	22	361
Richard Elias-Mission	4,491	1,032	6,662	25	384
Sahuarita	6,263	462	0		0
Salazar-Ajo	1,550	181	2,373	0	0
Sam Lena-South Tucson	473	918	2,805	26	404
Santa Rosa	488	689	3,533	22	1,394
Southwest	556	248	1,423	21	112
Valencia	3,708	1,108	4,306	2	132
W. Anne Gibson-Esmond Station	6,981	171	2,567	1	15
Wheeler Taft Abbett	12,662	1,049	8,855	4	297
Woods Memorial	10,499	1,529	12,652	21	160
Web Renewal	7,095	0	0	0	0
Adult Services	0	0	0	157	971
Youth Services	0	0	0	38	122
TOTALS September 2021	185,549	21,059	160,963	506	8,271
TOTALS September 2020	132,850	11,690	25,496	200	4,234
Percentage Change	40%	80%	531%	153%	95%

Sahuarita did not have a gate counter in September to record gate count.



September 2021

11,653

Attendance at virtual English language classes during the last 12 months

Study rooms are now available to the public. There were

914

study room uses in September



Live Chat service has averaged **567** chats per month since starting in August 2020. In addition to chat, we help customers through email, by phone, and in person.

From email customers:

“THANKS (I had given up on phone and the bots).”

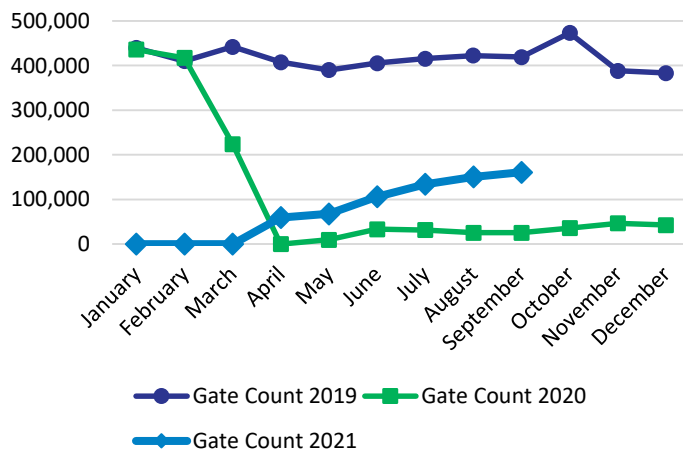
The support is terrific. I had a problem... so contacted support via the email option. I got a quick response to fix the problem.....

From survey respondents

Easy to use. Phone support on the only problem I had was 10++

Very helpful, answers questions and helps you find what your looking for. A cheerful crew

Pima County Public Library Gate Count



Pima County Public Library Total Circulation

