

**CLEVELAND PUBLIC LIBRARY
MONTHLY VIRTUAL ACTIVITY REPORT FOR JUNE 2020**

ELECTRONIC MEDIA CIRCULATION	Month	YTD
eBook	33,403	187,741
eAudiobook	19,455	119,004
eMusic	5,076	28,621
eVideo	4,231	24,956
eMagazines	1,561	9,068
TOTAL eCIRCULATION	63,726	369,390

STREAMING SERVICES	Month	YTD
Music	18,204	109,389
Movies	4,231	24,956
TOTAL STREAMING	22,435	134,345

VIRTUAL REFERENCE	Month	YTD
Email/LibAnswers	304	818
ASK CPL Live Chat	1,213	2,867
FAQ Views	607	1,766
TOTAL VIRTUAL REFERENCE	2,124	5,451

VIRTUAL PROGRAMMING	Month	YTD
Live Program Interactions	138	206
Recorded Program Views	1,000	6,468
TOTAL VIRTUAL PROGRAMMING	1,138	6,674

PATRONS AND SERVICES	Month	YTD
eCards issued	412	2,397
eMedia New Users	3,498	22,871
Curbside Services Provided	887	887

All in-person interactions and physical circulation services ceased operation at the close of business on March 13, 2020 due to precautions related to the COVID-19 pandemic. Curbside and Walk-up Services began June 8, 2020.

ASK CPL LibAnswers and LibChat virtual reference service launched on April 20, 2020.

WIFI CONNECTIONS	Month	YTD
Main Library	2,446	32,991
Public Administration Library	95	1,728
Addison	159	2,311
Brooklyn	155	4,000
Carnegie West	683	5,432
Collinwood	510	4,346
East 131st St	229	4,118
Eastman	338	3,834
Fleet	463	5,755
Fulton	735	6,258
Garden Valley	357	4,239
Glenville	714	7,756
Harvard Lee	588	7,480
Hough	291	4,028
Jefferson	161	2,299
Langston Hughes	227	3,516
Lorain	1,061	9,831
Martin Luther King, Jr.	228	4,363
Memorial-Nottingham	1,388	9,300
Mt. Pleasant	1,214	10,037
Rice	147	4,122
Rockport	364	5,539
South	521	5,590
South Brooklyn	203	3,566
Sterling	784	6,094
Union	492	5,239
Walz	550	4,625
West Park	235	3,051
Woodland	1,314	11,416
Total Wifi Usage	16,652	182,864