

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

ELECTRONIC MEDIA CIRCULATION	Month	YTD
eBook	34,024	221,765
eAudiobook	19,972	138,976
eMusic	4,901	33,522
eVideo	4,317	29,273
eMagazines	1,526	10,594
TOTAL eCIRCULATION	64,740	434,130

STREAMING SERVICES	Month	YTD
Music	18,441	127,830
Movies	4,317	29,273
TOTAL STREAMING	22,758	157,103

VIRTUAL REFERENCE	Month	YTD
Email/LibAnswers	260	1,078
ASK CPL Live Chat	915	3,782
FAQ Views	803	2,554
TOTAL VIRTUAL REFERENCE	1,978	7,414

VIRTUAL PROGRAMMING	Month	YTD
Live Program Interactions	592	798
Recorded Program Views	1,900	8,368
TOTAL VIRTUAL PROGRAMMING	2,492	9,166

PATRONS AND SERVICES	Month	YTD
eCards issued	412	2,397
eMedia New Users	3,498	22,871
Curbside Services Provided	10,062	10,949

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	4,071	37,062
Public Administration Library	130	1,858
Addison	210	2,521
Brooklyn	242	4,242
Carnegie West	637	6,069
Collinwood	320	4,666
East 131st St	283	4,401
Eastman	273	4,107
Fleet	469	6,224
Fulton	669	6,927
Garden Valley	374	4,613
Glenville	851	8,607
Harvard Lee	20	7,500
Hough	691	4,719
Jefferson	172	2,471
Langston Hughes	275	3,791
Lorain	988	10,819
Martin Luther King, Jr.	221	4,584
Memorial-Nottingham	1,389	10,689
Mt. Pleasant	1,186	11,223
Rice	194	4,316
Rockport	512	6,051
South	464	6,054
South Brooklyn	154	3,720
Sterling	942	7,036
Union	503	5,742
Walz	497	5,122
West Park	240	3,291
Woodland	1,126	12,542
Total Wifi Usage	18,103	200,967