

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

ELECTRONIC MEDIA CIRCULATION	Month	YTD
eBook	34,711	154,338
eAudiobook	19,663	99,549
eMusic	4,924	23,545
eVideo	5,768	20,725
eMagazines	1,566	7,507
TOTAL eCIRCULATION	66,632	305,664

STREAMING SERVICES	Month	YTD
Music	20,316	70,829
Movies	5,768	20,725
TOTAL STREAMING	26,084	91,554

VIRTUAL REFERENCE	Month	YTD
Email/LibAnswers	293	514
ASK CPL Live Chat	1,124	1,654
FAQ Views	670	1,159
TOTAL VIRTUAL REFERENCE	2,087	3,327

VIRTUAL PROGRAMMING	Month	YTD
Live Program Interactions	29	68
Recorded Program Views	2,931	5,468
TOTAL VIRTUAL PROGRAMMING	2,960	5,536

New Registrations	Month	YTD
eCards	657	1,985

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.

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

WIFI CONNECTIONS	Month	YTD
Main Library	-	28,644
Public Administration Library	74	1,633
Addison	139	2,152
Brooklyn	82	3,845
Carnegie West	364	4,749
Collinwood	319	3,836
East 131st St	249	3,889
Eastman	46	3,496
Fleet	504	5,292
Fulton	371	5,523
Garden Valley	257	3,882
Glenville	611	7,042
Harvard Lee	429	6,892
Hough	13	3,737
Jefferson	40	2,138
Langston Hughes	138	3,289
Lorain	1,169	8,770
Martin Luther King, Jr.	43	4,135
Memorial-Nottingham	610	7,912
Mt. Pleasant	1,133	8,823
Rice	153	3,975
Rockport	310	5,175
South	540	5,069
South Brooklyn	214	3,363
Sterling	510	5,310
Union	402	4,747
Walz	513	4,075
West Park	148	2,816
Woodland	1,412	10,102
Total Wifi Usage	10,719	134,034