

Oshkosh Public Library  
 COVID-19 Services Report  
 Jan - Nov 2020

	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	YTD 2020
<b>NEW CARD REGISTRATIONS</b>	208	205	102	54	32	44	64	73	94	74	43	0	993

<b>PHYSICAL MATERIALS</b>	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	YTD 2020
<b>Curbside Pickup Appointments</b>				560	3,107	2,201	3,443	3,245	3,436	3,946	2,796	0	22,734
<b>Requested items retrieved from shelves</b>	6502	5703	2,742	5,319	7,316	6,545	9,058	9,098	9,773	9,899	5,798	0	77,753
<b>CFOS - Book Bundles</b>						26	27	28	73	85	85	0	324
<b>CFOS - STEAM kits</b>							173	494	64		0	0	731
<b>CFOS - Monster Yarns Story Kits (incl STEAM &amp; Literacy Elements)</b>										300	0	0	300
<b>CFOS - High Flyers Seasonal Kits (incl STEAM &amp; Literacy Elements)</b>										107	0	0	107
<b>CFOS Kits Total</b>								494	64	407	0	0	1,138

**Notes on curbside services**

- \*Service started April 24
- \*FFPS staff quarantine - June 10 - June 21
- \*carryout pickup services started Nov 30

<b>ELECTRONIC MATERIALS</b>	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	YTD 2020
<b>Hoopla New Users</b>			122	91	37	56	37	33	43	23	33	0	475
<b>Hoopla Number of Users</b>			294	341	305	304	288	303	305	300	273	0	2,713
<b>Hoopla Circulation</b>			1,112	1,607	1,306	1,215	1,202	1,244	1,297	1,254	1,261	0	11,498

<b>LIBRARY VISITS</b>	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	YTD 2020
2nd floor - computers, vulnerable								33	21	19	33	0	106
2nd floor - computers								204	265	325	336	0	1,130
15 minute express computer								67	105	132	123	0	427
<b>Computer Use Visits</b>								304	391	476	492	0	1,663
Business Center: Fax or Copier								45	62	45	50	0	202
Notary								10	18	14	12	0	54
Device Charging								3	2	2	4	0	11
<b>Other Service Visits</b>								58	82	61	66	0	267
<b>Carryout Pickup Visits</b>											483	0	483
<b>Total Library Facility Traffic</b>								362	473	537	1,041	0	2,413

<b>TELEPHONE CONTACTS</b>	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	YTD 2020
Children's Dept			51	31	54	87	114	130	131	222	144	0	964
First Floor Public Services Dept			863	1,444	5,694	4,660	6,906	6,769	6,747	7,107	5,453	0	45,643
Information Services Dept			606	897	1,148	1,381	1,595	1,879	1,819	1,673	1,525	0	12,523
<b>Incoming Telephone Contacts</b>			1,520	2,372	6,896	6,128	8,615	8,778	8,697	9,002	7,122	0	59,130
Children's Dept			25	3	11	16	19	34	55	115	104	0	382
First Floor Public Services Dept			100	1,125	3,836	1,962	2,721	1,866	2,053	2,487	1,217	0	17,367
Information Services Dept			206	386	452	643	919	1,218	1,079	920	810	0	6,633
<b>Outgoing Telephone Contacts</b>			331	1,514	4,299	2,621	3,659	3,118	3,187	3,522	2,131	0	24,382
<b>TOTAL TELEPHONE CONTACTS</b>			1,851	3,886	11,195	8,749	12,274	11,896	11,884	12,524	9,253	0	83,512

**Notes on telephone contacts**

- \*FFPS staff quarantine - June 10 - June 21