

COVID-19 SERVICES - MONTHLY REPORT

Oshkosh Public Library

March - October 2020

PHYSICAL MATERIALS	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	YTD 2020
Curbside Pickup Appointments		560	3,107	2,201	3,443	3,245	3,436	3,372	19,364
CFOS - Book Bundles				26	27	28	73	85	239
CFOS - STEAM kits					173	494	64		731
CFOS - Monster Yarns Story Kits (incl STEAM & Literacy Elements)								300	300
CFOS - High Flyers Seasonal Kits (incl STEAM & Literacy Elements)								107	107
<b>CFOS Kits Total</b>						494	64	407	1,138

**Notes on curbside services**

\*Service started April 24

\*FFPS staff quarantine - June 10 - June 21

ELECTRONIC MATERIALS	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	YTD 2020
Hoopla New Users	122	91	37	56	37	33	43	23	442
Hoopla Number of Users	294	341	305	304	288	303	305	300	2,440
Hoopla Circulation	1,112	1,607	1,306	1,215	1,202	1,244	1,297	1,254	10,237

LIBRARY VISITS	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	YTD 2020
2nd floor - computers, vulnerable						33	21	19	73
2nd floor - computers						204	265	325	794
15 minute express computer						67	105	132	304
<b>Computer Use Visits</b>						304	391	476	1,171
Business Center: Fax or Copier						45	62	45	152
Notary						10	18	14	42
Device Charging						3	2	2	7
<b>Other Service Visits</b>						58	82	61	201
<b>Total Library Facility Traffic</b>						362	473	537	1,372

TELEPHONE CONTACTS	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	YTD 2020
Children's Dept	51	31	54	87	114	130	131	222	820
First Floor Public Services Dept	863	1,444	5,694	4,660	6,906	6,769	6,747	7,107	40,190
Information Services Dept	606	897	1,148	1,381	1,595	1,879	1,819	1,673	10,998
<b>Incoming Telephone Contacts</b>	1,520	2,372	6,896	6,128	8,615	8,778	8,697	9,002	52,008
Children's Dept	25	3	11	16	19	34	55	115	278
First Floor Public Services Dept	100	1,125	3,836	1,962	2,721	1,866	2,053	2,487	16,150
Information Services Dept	206	386	452	643	919	1,218	1,079	920	5,823
<b>Outgoing Telephone Contacts</b>	331	1,514	4,299	2,621	3,659	3,118	3,187	3,522	22,251
<b>TOTAL TELEPHONE CONTACTS</b>	1,851	3,886	11,195	8,749	12,274	11,896	11,884	12,524	74,259

**Notes on telephone contacts**

\*FFPS staff quarantine - June 10 - June 21