

DART 2020

Grand total DART transactions:
9,681

Average transactions per DART week:
3,227

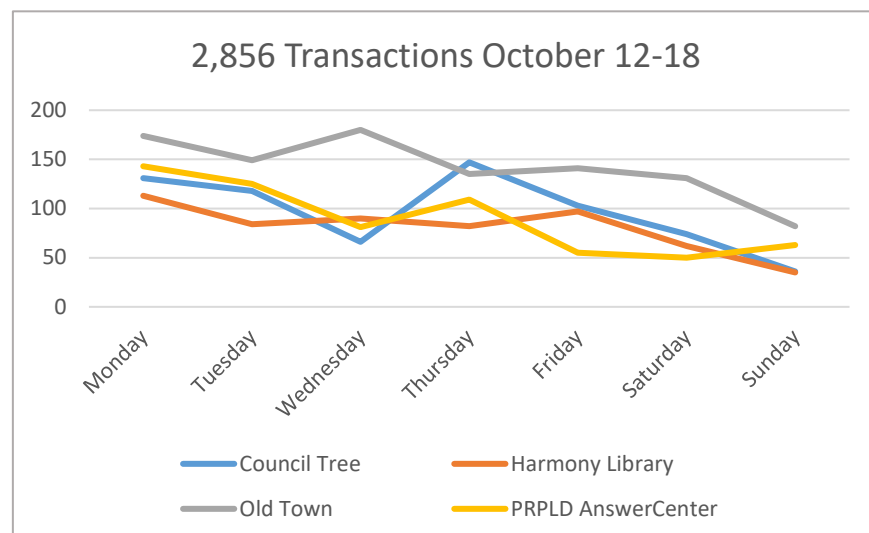
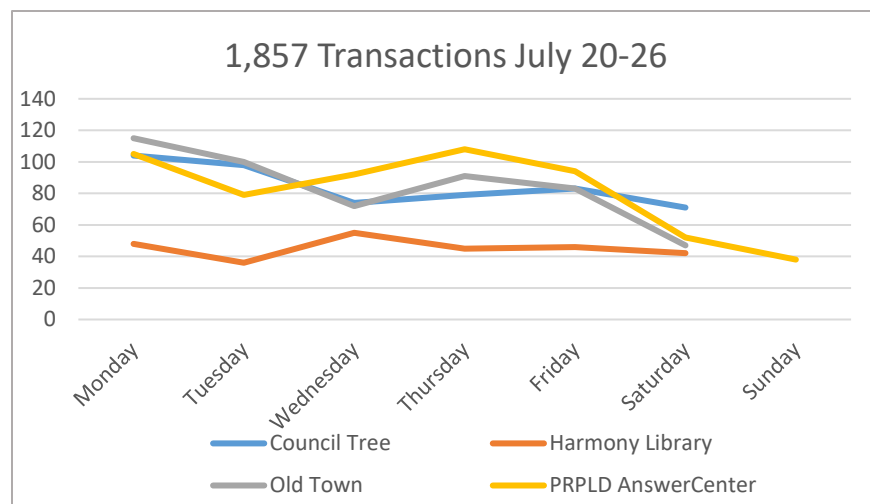
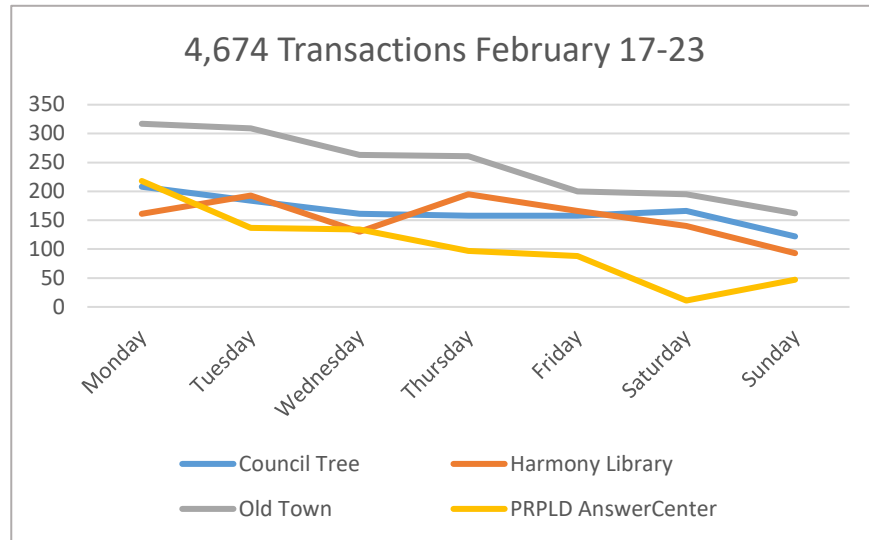
Projected transactions of all types for **35-week** operating (open to the public) year:
112,945

DOWN 58% from 2019

2020 Covid-19 operations and curbside service:

25 weeks buildings closed to the public, March 15-July 12 and Nov 9-Dec 31.

Curbside services outputs are not accounted for in DART.

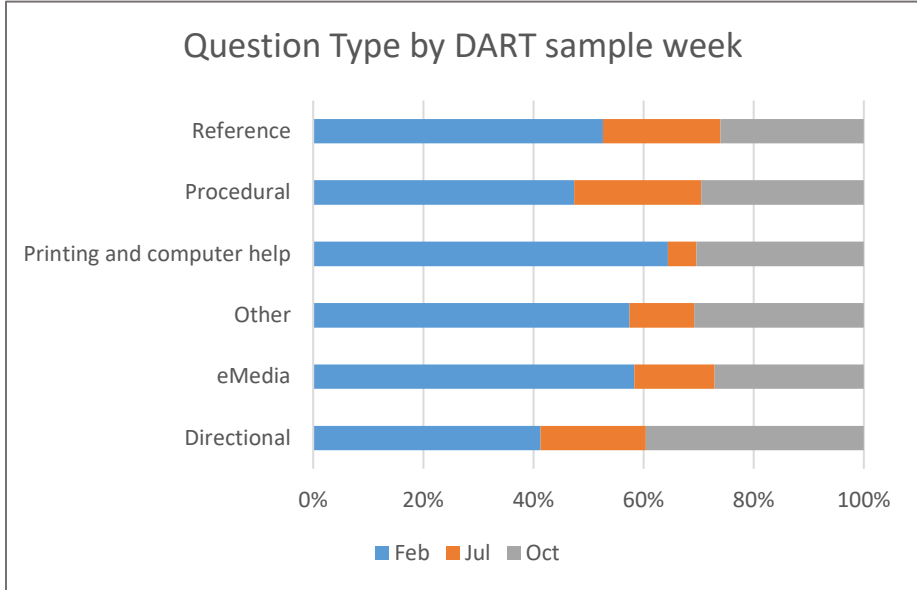


2020 Covid-19 operating hours:

Pre-pandemic combined libraries and Answer Center operating hours per week: **284**

July in-building + Answer Center operating hours per week: **164**, or 58% of pre-pandemic.

October in-building, Answer Center and curbside combined operating hours/week: **232**, or 80% of pre-pandemic.



Reference transactions compared to 2019

99,348 projected Reference transactions 2019 (51-week operating year)
32,900 projected Reference transactions 2020 (35-week operating year)
 1,948 average Reference transactions per week 2019
940 average Reference transactions per week 2020
Down 52% from 2019

Reference + Printing and computer help + Emedia = 2,694

Average R + PC + Em per week = **898**

Projection R + PC + Em for **35-week** in-building access year = **31,430**

Information Guides service handled **294** transactions total (all reference)
 Information Guides ran for 7 full weeks
 Average IG transactions per week = 42
Average R + PC + Em + IG per week = 940

940 average R + PC + Em + IG = **32,900 projected total Reference transactions in 2020**

