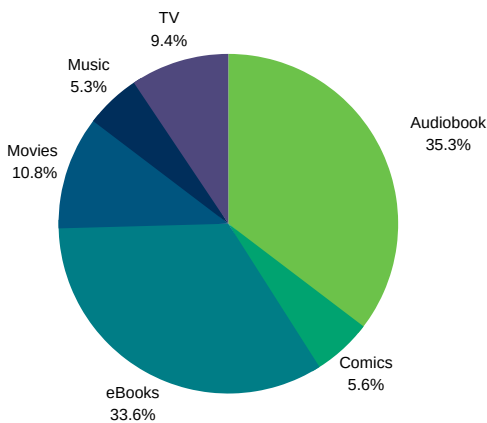


# Digital Services Report

## August 2020

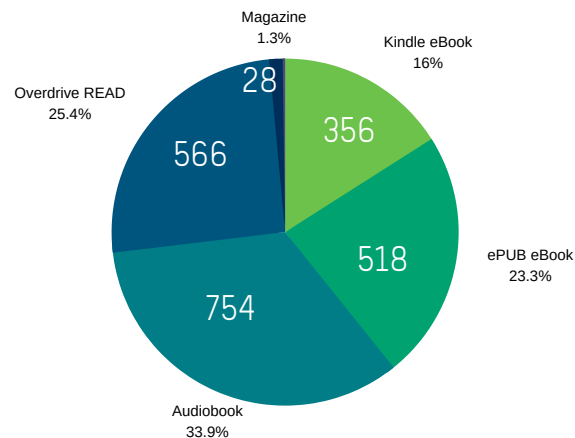
Hoopla Digital  
Total Checkouts: 798



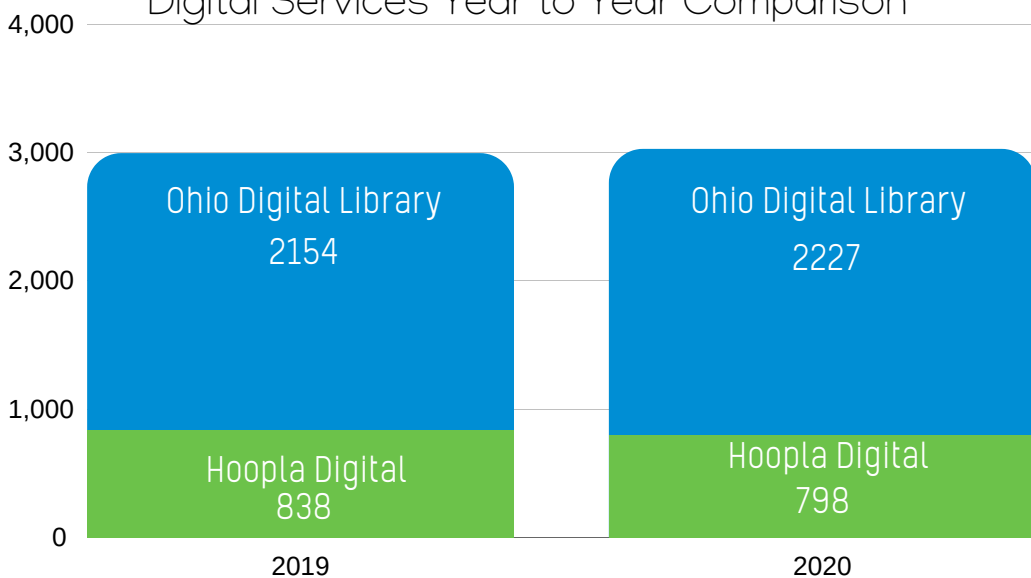
Digital Services  
Use Summary

Online Catalog	1,441
Public Website	2,821
Digital Content	3,025
ACPL Purchased Databases	154
Statewide Databases	2,223
Online Chat Tech Help	12

Ohio Digital Library  
Total Checkouts: 2,227



Digital Services Year to Year Comparison



- Usage Increase of  
**33 Checkouts**
- Percentage Increase of  
**1.10%**
- Hoopla New Patrons  
 2019: 19 Patrons  
 2020: 10 Patrons  
 Percentage Decrease of  
**90%**

This month we have finally completed our switch over to Office 365. It was a long and difficult process for several months, but I think it is very worth it. For the long term communication of the Library, It will help tremendously. Not only will it help communication, but it also improves our workflow. We now have access to edit documents simultaneously and share them instantly.

Another big task for this month was to get all media updated and ready for our opening for appointments. I worked on updating the website, created and mass-marketed email detailing our plan moving forward, and also worked on updating our phone automation system. All of these will help let our patrons know our plan, and it helps them get that information more readily. We are all looking forward to serving our community as best as we can during these crazy times. It is fantastic to have patrons coming back into the library, even if it is on a limited basis for now.