

2021

IN REVIEW

July 1, 2020 to
June 30, 2021

CHARLOTTE MECKLENBURG
LIBRARY



300,997

ACTIVE LIBRARY CARDHOLDERS

Having used their accounts within
the past two years



970,598
VISITORS TO
BRANCHES



8,957
TOTAL PROGRAMS

259,337

TOTAL PROGRAM
ATTENDANCE



5,221,219 TOTAL ITEMS
BORROWED

206
JOB HELP-
THEMED
PROGRAMS



2,462,821
DIGITAL ITEMS
BORROWED



334,479
STUDENTS

Have used their school Library
accounts from the program's 2015
inception through June 2021*



218,006
ATTENDANCE

For pre-third grade
literacy programs



ONE Access, or "One Number Equals Access," allows students in local colleges, charter and private schools, home school students and those in CMS have access to Library resources with their school identification numbers instead of separate Library cards.

2021 IN REVIEW

CHARLOTTE MECKLENBURG

LIBRARY



7,583,590

TOTAL MINUTES READ

2,507

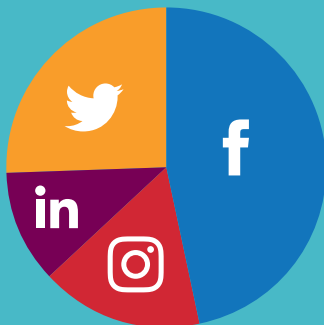
PROGRAM COMPLETERS

Funded by CARES grants, the Merancas Foundation and private donations, MeckTech distributed free laptops to Mecklenburg County adults without a home computer. Each kit included a refurbished computer with preloaded applications to help bridge the digital divide. This program earned a 2020 Top Innovator award from the Urban Libraries Council.



2,522

LAPTOPS DISTRIBUTED
THROUGH MECKTECH
AS OF JUNE 30



Social Media Followers

Facebook - 20,593
Instagram - 7,293
LinkedIn - 5,034
Twitter - 11,200

1200

from original CARES grant Oct-Nov 2020

855

from City of Charlotte/
United Way CARES funding Jan-Feb 2021

87

from Merancas Foundation April-June 2021

861,224

REFERENCE QUESTIONS

Received in person or over the phone

117,156

were technology instruction questions

QUESTION CATEGORIES

82,992	Education and Lifelong Learning
160,264	Reader's Advisory
28,184	Workforce Development
199,056	Library Account Information
252,668	Directional
138,060	Other

310 North Tryon St., Charlotte, NC 28202 • (704) 416-0100 • cmlibrary.org

