

Charlotte Mecklenburg Library By the Numbers

Charlotte Mecklenburg Library’s mission is to improve lives and build a stronger community. Through its 20 locations across Mecklenburg County, its digital platforms and community outreach services, the Library continues to thrive as a trusted, essential community institution. Take a moment to learn more through this quick snapshot of our impact in Fiscal Year 2020.* Please note that all numbers were severely impacted by the COVID-19 Library closure and reduced operating hours from March 17, 2020 to May 31, 2020 and may be lower than previous fiscal years.

Library as Trusted Source




358,878
people were active Library cardholders, having used their accounts within the past two years.



Library users accessed wireless internet 1,220,400 times.

1,220,400 times

5,689,259
total items borrowed



+



+

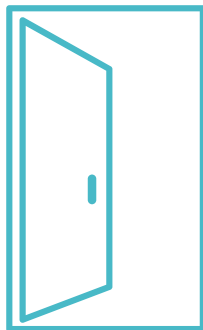


2,088,948
digital items borrowed

Library as Welcoming Place



2.5 M
visitors



Charlotte Mecklenburg Library welcomed a combined 2.5 million visitors through its doors at all 20 branches from July 1, 2019 to March 17, 2020 and again June 1-30, 2020.

The shift to virtual programming during the COVID-19 closure made programs more accessible with direct digital delivery into homes. Virtual storytimes alone generated:

- 88,814 views
- 34,675 engagements
- 465 video shares

and reached **206,030 people**



Virtual storytime allowed the Library to reach people across the globe including the following four countries: **South Africa, South Korea, Spain and Sweden.**

*All statistics are from Fiscal Year 2020, July 1, 2019 to June 30, 2020, except where otherwise noted.

Library as Community Partner



The Library encouraged the love of reading and learning by offering

22,137 programs  464,594[†] total attendance

†Includes virtual views and attendance.

The Library and Charlotte-Mecklenburg Schools expanded early literacy programming for pre-third-grade students. Attendance for these Library programs was 390,330[†]

†Includes virtual views and attendance.

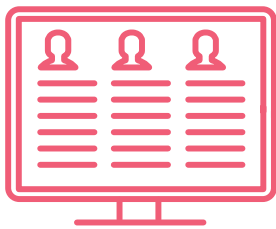
Summer Break: A fresh take on summer reading

The Library's Summer Break program engages participants with learning and literacy during the summer, when children are most at risk of losing academic gains made throughout the school year.



Numbers for 2020: A new, two-part virtual program

- Total minutes read – 5.9 million – equivalent to 4,097 days/11.2 years or the time needed for a child to reach sixth grade!
- Program completers – 16,787



10,907 people used computers in the Job Help Center and experienced 170 job help-themed programs.

Since launching ONE Access™ with Charlotte-Mecklenburg Schools in 2015,



289,140 students have used their free Library accounts as of July 2020.

1,241 volunteers  38,496 hours of library service
That's nearly 4,812 donated work days.

Library as Essential Leader



During FY2020, the Library worked closely with Mecklenburg County to deliver critical information to the community about Census 2020. The Library also promoted COVID-19 safety information by sharing visual aids that dispelled myths and highlighted the importance of following guidelines established by the Center for Disease Control (CDC).



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