



MEMPHIS PUBLIC LIBRARIES

2020 YEAR IN REVIEW



1,771

Total Readers

Youth Participation being

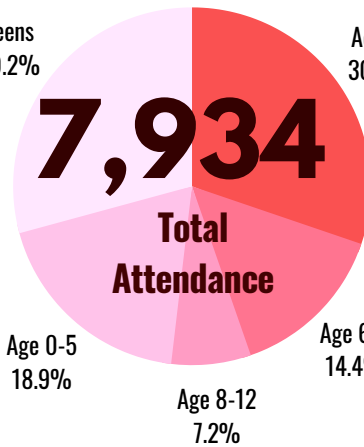
70%

 of total readers

744 Virtual Programs

Teens
29.2%

Adults
30.2%



After a brief closure, libraries opened with limited hours providing **computer access** and **book checkout**, including **children's book bundles** and a new **curbside pickup service**.

MAY-DEC IN-PERSON STATS

Book Checkouts **367,572**

Computer Usage **112,220**

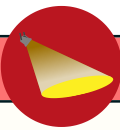
Library Card Registration **4,593**

Take Home Arts & Craft Kits **1,772**

992,488

minutes read as part of MPL's

2020 Reading Challenges



SPOTLIGHT ON REMOTE AND VIRTUAL RESOURCES



eCollection Checkouts

445,358

ebooks/eaudio/emagazines checked out in 2020!

42%

 INCREASE OVER 2019

DATABASE USAGE

INCREASED 50%

 IN 2020

TOP 3 RESOURCES

Lynda
198,192
retrievals

87%

DIG Memphis
133,027
retrievals

40%

Commercial Appeal/
Newsbank
110,302
retrievals

330%



LINC/2-1-1

saw a **10%** increase in calls, compared to 2019. LINC staff answered

67,957

 CALLS

directly related to COVID-19, food assistance, and other library & community resources.



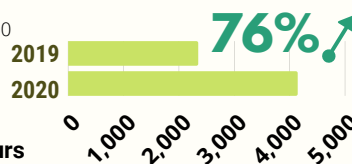
8,660

customers registered online for new library cards, providing immediate access to our online resources.

A **45%** increase over 2019!

Virtual Reference

With in-person services limited, Librarians continued to provide assistance to customers through our Virtual Reference Service.



In 2020, customers relied on virtual services more than ever. MPL's website was a place to obtain crucial information and also provided a space to connect with others for special events.

Special Online Exhibits	8,565
COVID-19 Information	5,268
2020 Election Info	45,267



TOP 3 SPECIAL ONLINE EXHIBITS

- 1) DIG Memphis Mysteries
- 2) Juneteenth Celebration
- 3) Virtual College Campus Tours

NEW RALEIGH BRANCH OPENS!



The new Raleigh Library Branch celebrated its grand opening in November. Part of the Raleigh Springs Civic Center, the Library boasts a **75%** increase in space, with room for a demo kitchen, STEAM activities, and more!



COMMUNITY ASSISTANCE

Throughout 2020, library staff stepped up to help the community. MPL staff took part in **CONTACT TRACING** for **Shelby County Health Department**, delivering meals for **MIFA MEALS ON WHEELS**, and distributing meals with **SCS and YMCA** at library branches. The Library's TV station, **WYPL**, also produced the City of Memphis/Shelby County **Joint Covid Task Force** updates.

STRATEGIC PLAN

2020-2025

ENHANCE
EQUITABLE
ACCESS

CHAMPION
LITERACY
FOR ALL
AGES

PROMOTE
WORKFORCE
DEVELOPMENT

ADVANCE
ROLE AS
COMMUNITY
ANCHOR

INCREASE
COMMUNITY
AWARENESS
OF OFFERINGS

REACH BEYOND
LIBRARY WALLS
WITH STRATEGIC
OUTREACH AND
INNOVATION

STRENGTHEN
THE BACKBONE
OF MPL BY
SUPPORTING
STAFF