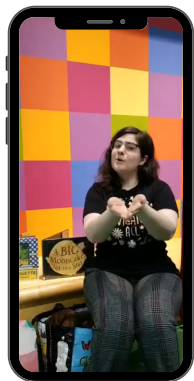




MEMPHIS PUBLIC LIBRARIES

By the
NUMBERS
MAR-APR 2020



VIRTUAL PROGRAMMING

Library branches were closed, but customers were still able to attend exciting programs online!

4,000 CUSTOMERS tuned in to see their favorite librarians on Facebook, where we offered **60** UNIQUE PROGRAMS!

"I noticed there have been tons of books being added to OverDrive, which my family has been super excited about!"

After the Safer at Home order went into effect, the library increased OverDrive eBook/eAudio collection size by **34%** adding nearly **12,000** NEW TITLES!



489%
INCREASED USAGE

of Newsbank's Commercial Appeal Archive since temporary expansion of access back to 1894!

Lynda.com had a **350%** INCREASE (with Microsoft Teams being one of the top trainings)

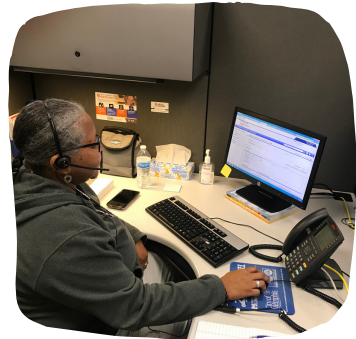


LINC/2-1-1

saw a **27%** increase in calls, compared to previous months. In March and April, staff answered

2,760 CALLS

directly related to COVID-19, in addition to many other calls for food assistance.



"Thank you for my card! Books are so important these days! 😊"



Online Library Card Registrations, eBook/eAudio/eMagazine checkouts

have all seen a **50%** increase compared to our average in previous months.

"Thank you for your online offerings. Thoroughly enjoy reading the paper, magazine articles, books... day & night!"

- All comments obtained during virtual reference transactions.

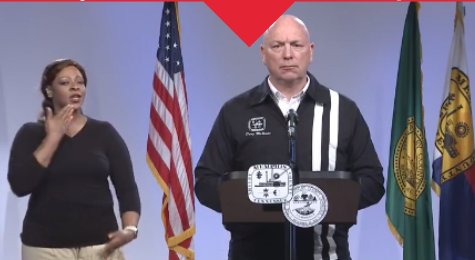


Throughout March and April, library staff assisted each week packing and delivering meals for MIFA Meals on Wheels.

56 over **200**
MPL staff shifts



While library buildings were closed, **50** MPL STAFF served as part of the team doing CONTACT TRACING for the Shelby County Health Department, and the Library's TV Station, WYPL, has produced the City of Memphis/Shelby County Joint Covid Task Force updates.



The Library partnered with SCS and the YMCA to distribute meals at 5 library locations. Instead of shipping library books, Library drivers delivered **1,300** meals a day to the food distribution sites.

18,600
MEALS
DISTRIBUTED

**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