Annual Report

FY 2020

Maricopa County Library District

Jeremy Reeder
Director

Dear Maricopa County,

As I step into the role of Director, I am especially proud to share this year's annual report with you that highlights just some of the extraordinary work done by our libraries—much of which was completed in the unprecedented time of a global pandemic. Even with the unforeseen challenges this year brought, our libraries remained a destination for quality library service that met the needs of its community, whether virtual, in-person or curbside. While we may not know what the next few months bring during this extraordinary time, I do know this:

No matter what is going on in the world, the library is always here for you.

I know that both opportunities and challenges lie ahead and I am confident Maricopa County Library District will continue to serve our community with high quality library services that provide access, foster creativity and inspire learning.

Impact

18
Libraries

262
Employees

7.2M
Website Visits

1.9M
Library Visits

19,226
Hours Volunteered

5,164
In-Library Programs

103,949
In-Library
Program Attendees

55%
Summer Reading
Program Completion

> "This is what libraries should look like. Activities for families, kids, and adults!"
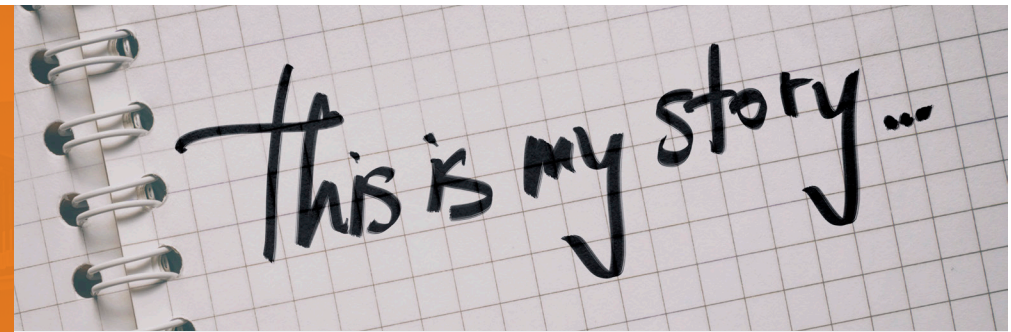>
> —LIBRARY CUSTOMER

> "You're doing it! Constantly listening to the needs of the community. Thank you!"
>
> —LIBRARY CUSTOMER

> "Today, my daughter and I attended a toddler playtime with some friends and she had a blast! … It was very engaging and great social stimulation for the little ones."
>
> —LIBRARY CUSTOMER

This is my story...

Rising Writers

North Valley Regional Library wanted to find a way to capture the incredible life stories of its community that are often only shared through conversations. "Turning Memories into Memoirs" was a workshop series built to help community members develop their writing skills and capture these stories on paper. The success of this program has sparked many new writing programs, which continues to enrich the quality of resources the library is offering its community.

Access

4.5M
Physical Circulation

713,940
Physical Collection

19.5M
eMedia Collection

495
Computers

212,782
Computer Hours Used

147,646
Wi-Fi Users

2.4M
eMedia Streams & Downloads

595,821
eLearning Uses

79,327
eResearch Uses

All Abilities Monthly Program

Northwest Regional Library launched this program in order to create a dedicated and inclusive space for adults with disabilities and special needs to engage with the library. Each month, a new hands-on activity is featured to encourage critical thinking, problem solving, team work, and creativity.

"As a disabled person, I really appreciate the ability to access books and information online."

–LIBRARY CUSTOMER

"I am so thankful for digital books through the MCLD. This service has been a blessing to me."

–LIBRARY CUSTOMER

"Thanks for being an amazing service - we feel that the MCLD system is already about 90% of the value we pay in taxes. You guys are great!!"

–LIBRARY CUSTOMER

Big Moments This Year

The Asante Library opened in Surprise, AZ. The 10,000 square foot library includes 16 computers, 3 study rooms and dedicated areas for children and teens.

A record number of 1,529 books were donated to Maricopa County Head Start classrooms from Summer Reading participants.

MCLD established an Equity, Diversity & Inclusion Internal Taskforce and dedicated hours to district-wide social justice training.
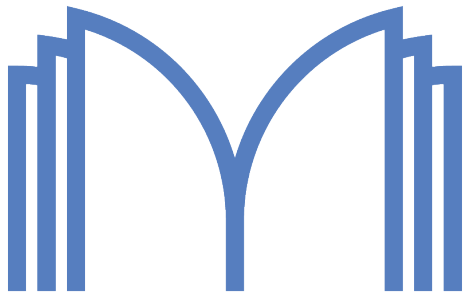

The Ed Robson Library remodel was completed this year as part of ongoing efforts to save public funding and financial resources for the County.
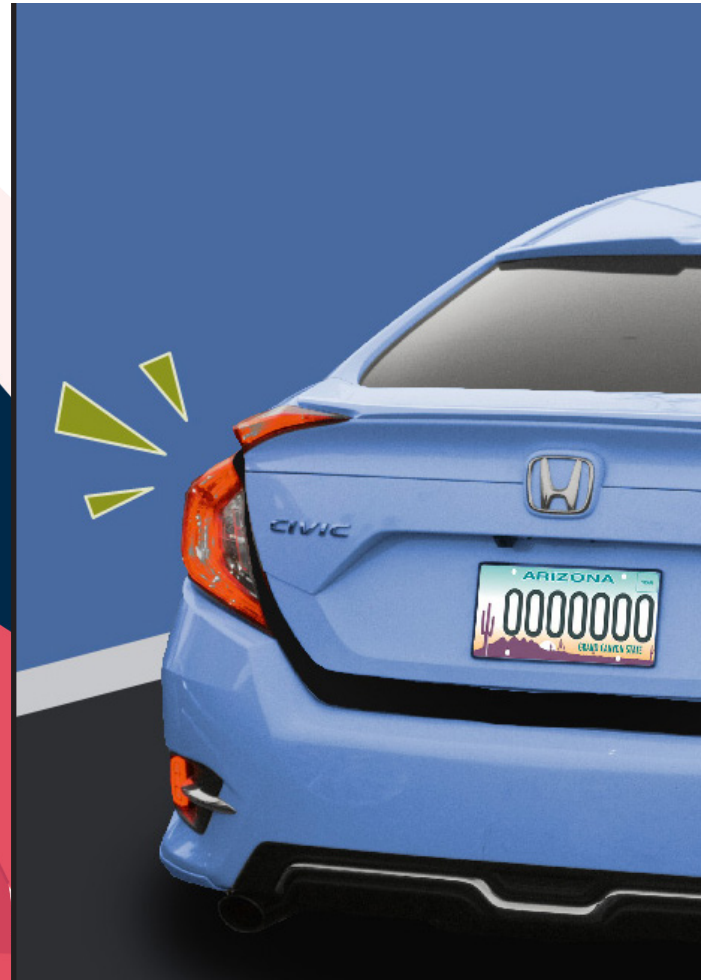
COVID-19

In order to ensure the safety of staff and customers during the COVID-19 crisis, MCLD closed public access to its libraries on March 16, 2020. Within days, our libraries stepped up to create new and innovative ways to serve our community by safely providing access to library services. Recognizing the heightened need for access to the library's digital resources, MCLD also increased digital checkout limits, added 138,000 new digital materials to its collection and launched new video streaming services.

MCLD Now

Online events for all ages
[Learn More »](#)

Book-A-Librarian

One-On-One virtual appointments with librarians
[Learn More »](#)

Curbside Pickup

Contactless pickup of library materials
[Learn More »](#)

Virtual Transition

709
Online Events

47,577
Curbside Pickup Customers

55,412
Online Event Viewers

1,302
Book-A-Librarian Appointments

24%
Increased Digital Resource Use

"The Library system has been amazingly supportive to the community during this pandemic!!!"

–LIBRARY CUSTOMER

"Thanks for offering the community the online meeting and digital services while the city is shut down!"
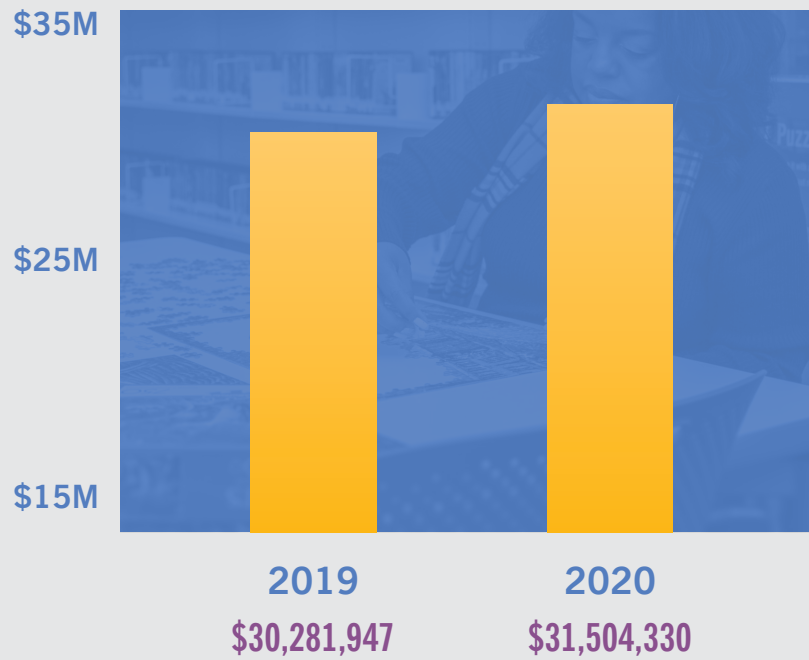
–LIBRARY CUSTOMER

"I am SO very impressed with your librarians and their willingness to provide all sorts of educational and fun videos to the community. THANK YOU ALL!!!"
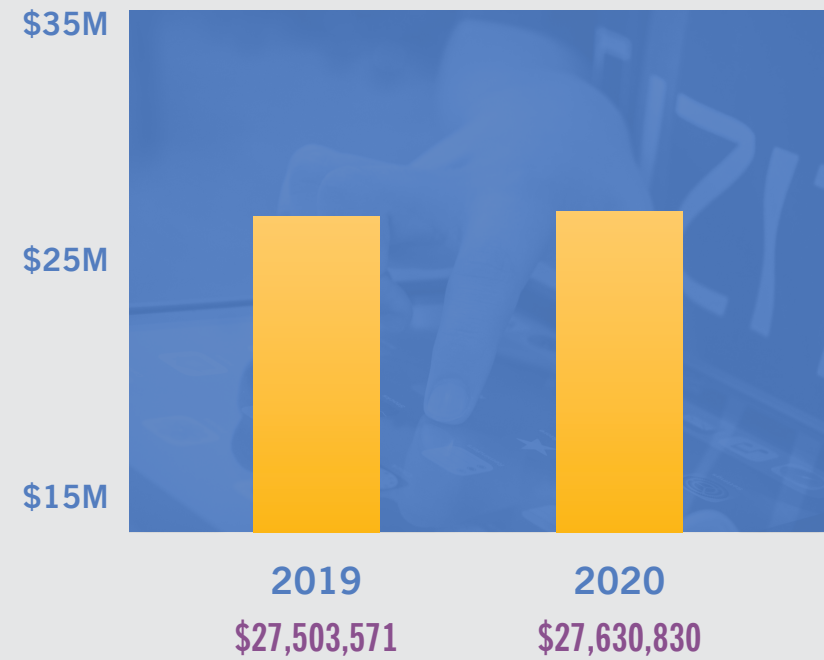
–LIBRARY CUSTOMER

Finances

Revenue

$35M

$25M

$15M

2019	2020
$30,281,947	$31,504,330

Expenditures

$35M

$25M

$15M

2019	2020
$27,503,571	$27,630,830

Our Libraries

Aguila Library (Aguila, AZ)

Asante Library (Surprise, AZ)

Ed Robson Library (Sun Lakes, AZ)

El Mirage Library (El Mirage, AZ)

Fairway Library (Sun City, AZ)

Fountain Hills Library (Fountain Hills, AZ)

Gila Bend Library (Gila Bend, AZ)

Goodyear Library (Goodyear, AZ)

Guadalupe Library (Guadalupe, AZ)

Hollyhock Library (Surprise, AZ)

Litchfield Park Library (Litchfield Park, AZ)

North Valley Regional Library (Anthem, AZ)

Northwest Regional Library (Surprise, AZ)

Perry Library (Gilbert, AZ)

Queen Creek Library (Queen Creek, AZ)

Southeast Regional Library (Gilbert, AZ)

Sun City Library (Sun City, AZ)

White Tank Library (Waddell, AZ)