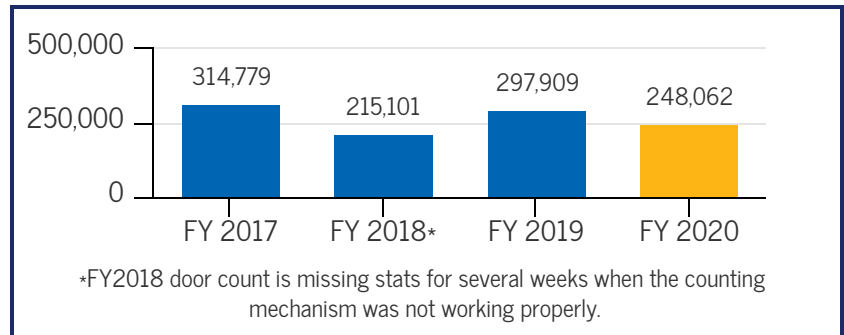


FY2019-2020 Annual Report

This report covers May 2019-April 2020. Closing our doors on March 15, 2020 in response to the COVID-19 pandemic affected our data in areas like door count, circulation, and meeting room bookings. For more information about the findings in this report, please contact Executive Director Mary Medjo Me Zengue at medjo@addisonlibrary.org.

We saw a total of
248,062

library visits between May 2019 and March 15, 2020, which is an average of **804** visitors per day we were open!



We also focused on connecting with patrons outside the building, connecting with
18,699

people during 290 outreach events. That's **54% more** people than we reached during last year's outreach events!



We also completed 24 home deliveries this year to our homebound patrons.

We closed our doors on March 15, 2020 in response to the COVID-19 pandemic, but we made our services available virtually!



We created **70** virtual, temporary library cards to residents of incorporated and unincorporated Addison



We answered **106** virtual reference questions



We hosted **44** virtual programs watched by **1,230** people

FY 2020 Annual Report

Our cardholders borrowed

230,344

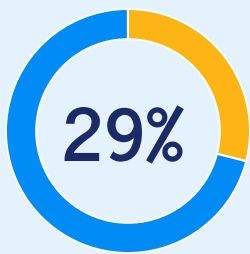
items from the library this year!

25,907 of those items were downloaded or streamed through the library's apps. This is an 18% increase in digital borrowing over last year!

Of our physical items, books made up 52% of the items borrowed. Audiovisual materials like movies and music made up 42% of items borrowed.

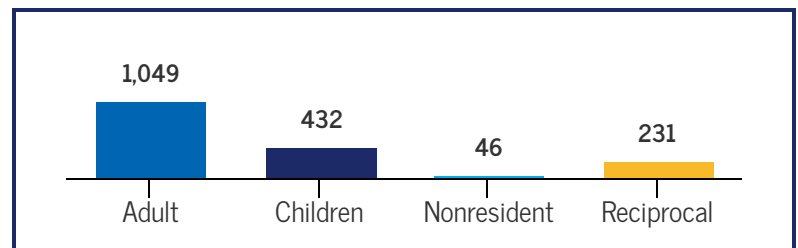
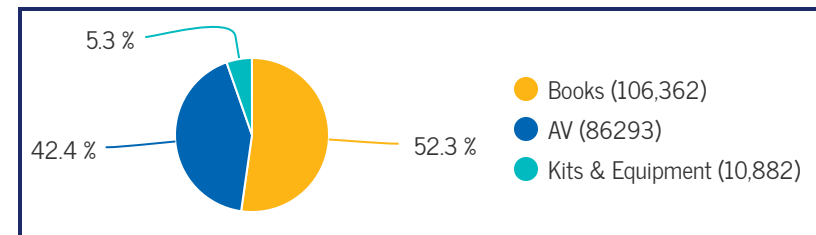
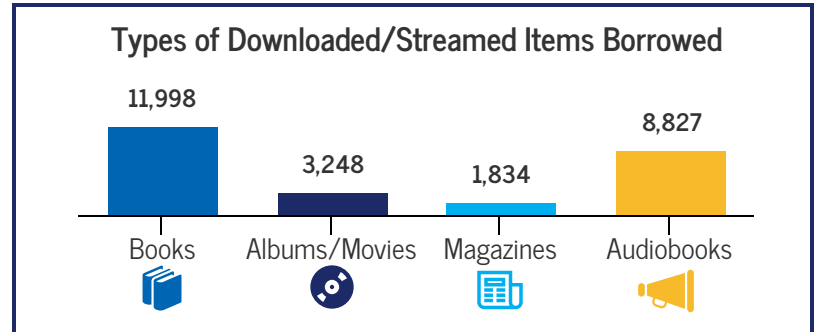
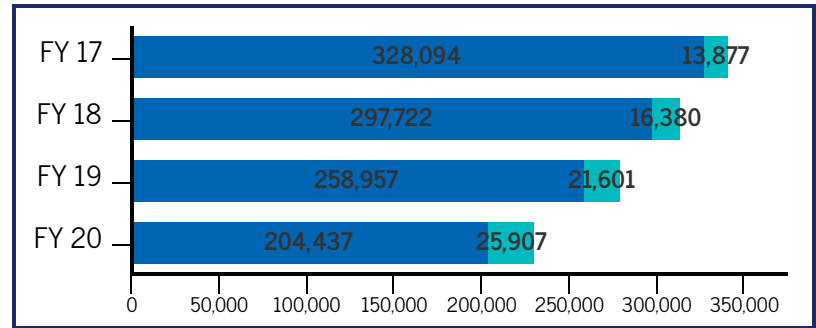


We also borrowed 1,780 items for our patrons from other libraries through Interlibrary Loan.



of Addison has a library card. This year, we created 1,758 new library cards.

Most of the new library cards we created this year were for adults in incorporated Addison.



FY 2020 Annual Report

Aside from borrowing materials, how do people use the library?



We answered
11,848 reference
questions



We loaned our
laptops to patrons
7,617 times



Patrons logged into
our computers
43,014 times



Patrons logged
into our Wifi
16,454 times



Our large meeting
room was booked
675 times



Our study rooms
were booked
5,096 times



Our Sound Studio
was booked
514 times

We also held **1,237** 1-on-1 appointments, where we helped patrons with things like:



Computer/technology help



Using library resources or doing research



Math skills and more for students



Early literacy tips for caregivers



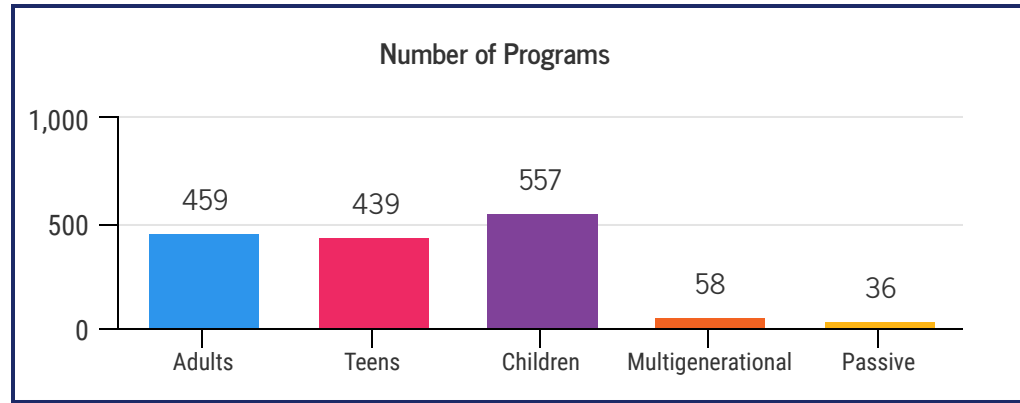
Job searches



Immigration, housing, food, and
other assistance

FY 2020 Annual Report

31,931 people
attended **1,549**
library programs this year,
which include things like:



- Book discussions
- Maker programs like 3D printing, sewing, and more
- Health and wellness activities
- Homework help, STEAM activities, and more afterschool activities
- Arts, culture, and history lectures
- Computer classes

Other highlights from the 2019-2020 fiscal year include:



Launching our **Book Box** service



Creating the **Library of Things** collection



Restarting **Trail Tales** with Addison Park District



Launching **Book Bins** with Hamdard Healthcare



77 teen volunteers gave a total of **2,843 hours of service** to the library over the summer



3 adults graduated from our **Career Online High School** program