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 2019.*

Library as Trusted Source

367,020 people were active Library cardholders, having used their accounts within the past two years.

1,347,542 times

Library users accessed wireless internet 1,347,542 times, an increase of 30.8%.

6,375,652 total items borrowed

1,752,712
digital items borrowed

Library as Welcoming Place

3.2 M visitors

Charlotte Mecklenburg Library welcomed a combined 3.2 million visitors through its doors at all 20 branches.

2/3 Mecklenburg County residents

reported using a public library in the last 12 months in a Mecklenburg County Community Survey.

98%

Library customers expressed satisfaction with services.

*All statistics are from Fiscal Year 2019, July 1, 2018 to June 30, 2019, except where otherwise noted.
Library as Community Partner

The Library encouraged the love of reading and learning by offering 29,691 programs with 455,279 total attendance.

The Library and Charlotte-Mecklenburg Schools are expanding early literacy programming for pre-third-grade students. Attendance for these Library programs was 371,899.

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.

Growth from Fiscal Year 2018:
• Total minutes read – 31.4 million (4% increase) – equivalent to 21,806 days or 59.7 years.
• Program completers – 12,717 (3% increase)

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

253,000 students have used their free Library accounts as of July 2019.

12,198 people used computers in the Job Help Center and experienced 249 job help-themed programs.

1,480 volunteers provided 54,605 hours of library service.

That’s nearly 6,825 work days.

Library as Essential Leader

98% Mecklenburg County residents (library users and non-users) agreed the Library is a top institution in the community.