2021 IN REVIEW July 1, 2020 to June 30, 2021

970,598 VISITORS TO BRANCHES

300,997 ACTIVE LIBRARY CARDHOLDERS
Having used their accounts within the past two years

259,337 TOTAL PROGRAM ATTENDANCE

8,957 TOTAL PROGRAMS

206 JOB HELP-THEMED PROGRAMS

5,221,219 TOTAL ITEMS BORROWED

2,462,821 DIGITAL ITEMS BORROWED

334,479 STUDENTS
Have used their school Library accounts from the program’s 2015 inception through June 2021*

218,006 ATTENDANCE
For pre-third grade literacy programs

ONE Access, or “One Number Equals Access,” allows students in local colleges, charter and private schools, home school students and those in CMS have access to Library resources with their school identification numbers instead of separate Library cards.
Funded by CARES grants, the Merancas Foundation and private donations, MeckTech distributed free laptops to Mecklenburg County adults without a home computer. Each kit included a refurbished computer with preloaded applications to help bridge the digital divide. This program earned a 2020 Top Innovator award from the Urban Libraries Council.

7,583,590 TOTAL MINUTES READ
2,507 PROGRAM COMPLETERS

Social Media Followers
Facebook – 20,593
Instagram – 7,293
LinkedIn – 5,034
Twitter – 11,200

LAPTOPS DISTRIBUTED THROUGH MECKTECH AS OF JUNE 30
1200 from original CARES grant Oct-Nov 2020
855 from City of Charlotte/United Way CARES funding Jan-Feb 2021
87 from Merancas Foundation April-June 2021

861,224 REFERENCE QUESTIONS
Received in person or over the phone
117,156 were technology instruction questions

QUESTION CATEGORIES
82,992 Education and Lifelong Learning
160,264 Reader’s Advisory
28,184 Workforce Development
199,056 Library Account Information
252,668 Directional
138,060 Other