

**MARICOPA
COUNTY
LIBRARY DISTRICT**

Annual Report

**Fiscal Year 2024
July 1, 2023 - June 30, 2024**





“It’s these magical moments with our community that make our libraries so extraordinary”

What an incredible year for MCLD!

From launching a fresh new website design to earning three prestigious NACo Awards and unveiling the first countywide book-sharing service, we achieved some remarkable milestones as the Maricopa County Library District!

Alongside these incredible accomplishments are the simple, everyday moments that make our libraries so special: the joy in a child’s smile during storytime, the excitement on a customer’s face as they rave about the book we

recommended, or the energy of teens collaborating to create a special event for their community. It’s these magical moments with our community that make our libraries so extraordinary, driving us to continually evolve and redefine what public library service means for Maricopa County.

Here’s just a snapshot of our standout moments and incredible impact from our last fiscal year.

-Jeremy Reeder, *Director & County Librarian*

Mission

The Mission of the Library District is to provide access and services so residents experience an improved quality of life.



Vision

As the vibrant community front porch, we aspire to meet the changing needs of our diverse and connected residents.



Discovery

We inspire curiosity in our customers.

We introduce customers to their *next favorite thing*.

144,227 Cardholders



584,423

Items in Physical
Library Collection



3.4M

Physical Items
Checked Out



20.3M

Items in Digital
Library Collection



4.4M

Digital Library
Check Outs &
Usage

Engagement

We deliver exceptional **customer experiences.**

We initiate **community conversations.**



1.7M

Customer
Visits



1,299

Book-A-Librarian
Virtual Appointments



5.5M

Website
Visits



9,038

Volunteer
Hours

Community

We listen.

We ensure that each of our libraries is an *integral part of its community.*



4,407

Library
Events



84K

Event
Attendees



97K

Countywide
Summer Readers



48%

% of Summer
Readers Who
Completed
Program

Access

We provide access to **technology, digital services and information**

We cultivate collections **of timely, in-demand materials**



120K

Hours Customers
Used Public
Computers



3,266

Hotspot &
Chromebook
Checkouts



131K

Wi-Fi
Users



917K

Uses of Online
Databases &
Classes

Innovation

We embrace change.

We encourage *creativity and adaptability.*



17K

Non-Traditional Library
Items Borrowed
*(seed library, science kits,
culture passes, & more!)*



92K

Self-Guided &
Take-Home
Activities
Participation



1,344

Online Events
on MCLDNow



12,349

Online Event
Views on
MCLDNow



Award-Winning Programs



Memory Care Kits

Sun City Library

The Sun City Library is truly a community hub at the heart of this community, with nearly 105,000 visits over the last fiscal year alone. The city of Sun City has a large population of retired citizens, with more than 75% of the city's population being over the age of 65, according to the U.S. Census Bureau. Since this demographic is more prone to memory issues, the library often serves customers looking for books and resources to help loved ones with memory care.

Prior to the creation of this program, library staff had been directing customers to the children's area to find basic or beginner level books when approached about finding reading materials for someone experiencing memory care issues. During these interactions, it was very awkward for staff to direct fully capable and competent adults to basic children's books when there are other materials out there that would be more appropriate for an adult reader. It could also be a

frustrating experience for customers when they had a specific need that we were only able to indirectly meet. The staff knew they wanted to provide a more robust service to these affected individuals in the area by increasing access to resources that can help sharpen memory skills.

Through a partnership with The Friends of the Sun City Libraries, the library created a program to provide Memory Care Kits to the community. The kits are intended to assist any individuals suffering from memory loss issues, and are given out to take home and own with no expectation of returning. They contain specific and dedicated resources that are not available in the library's typical materials, like adult picture books, fidget toys, puzzles, activity sheets, and resources for caregivers, all in a large typeface. They also contain a link and QR code that direct people to a webpage on the library website connecting them to additional resources.



Award-Winning Programs

Minecraft SMP

Litchfield Park Library

Nestled among three large West Valley cities, the City of Litchfield Park is a community deeply connected to its local library programs. The Litchfield Park Library boasts a diverse and busy programming schedule, hosting an impressive 247 events this fiscal year, drawing 4,625 attendees.

Among these programs, the Minecraft SMP Gaming Club stands out, receiving an award for its innovative approach to engaging teenagers. This bi-weekly program, designed for ages 12 to 18, seamlessly blends cooperative gameplay with scientific exploration. Participants tackle weekly challenges that foster collaborative problem-solving within the immersive universe of Minecraft, all while uncovering scientific concepts embedded in the game's mechanics.

Each challenge is thoughtfully crafted to incorporate real-world scientific principles.



Players experiment with redstone circuits (electrical engineering), explore various biomes (biology), investigate the properties of different materials (chemistry), and test the laws of physics through gameplay. By providing an unconventional pathway to learning, the Minecraft SMP Gaming Club cultivates curiosity, critical thinking, and scientific literacy among its participants, enriching their educational experience in an engaging and enjoyable way.



Award-Winning Programs



Connecting Colleagues

Districtwide

Connecting Colleagues is MCLD's mentorship program designed to pair experienced mentors with less-experienced staff, fostering skill development, enhancing staff retention, and opening pathways for professional growth.

Program coordinators carefully match mentor pairs based on shared goals, interests, and the mentor's expertise.

The mentor pairs are encouraged to meet at least once a month from January through December, with the flexibility to connect more frequently if desired. Connecting Colleague coordinators maintain regular check-ins to ensure the program runs smoothly and meets the needs and expectations of all participants.

Throughout the year, participants can access additional professional development opportunities, including panel discussions with administrators and training sessions led by external presenters. The program concludes with a wrap-up ceremony, where mentor pairs share their experiences and celebrate their achievements.

Over the course of this program, eight of the participants have received a promotion, either within MCLD or at another library system. Several reported that their mentors' coaching on professional development and interview strategies were instrumental to their success.



In Partnership with Maricopa County Library District



Watch Now!



7,972

Books Shared in
FY24



18,714

Books Shared Since
Launch
(thru Dec. 2024)

Finding your next favorite read got a little easier this year, thanks to Maricopa County's new book sharing service, MAX. The service, which is operated and funded by Maricopa County Library District, creates a book borrowing and lending partnership between 14 public library systems across the county.

With MAX, a customer can borrow a book from a different library system using their current library card account. Using a courier service, the book will be shipped to the customer's desired pickup library at no cost to them. The service was dubbed MAX, alluding to its goal of providing maximum library access to all Maricopa County residents, regardless of where they live.

MAX partner libraries include:

- Avondale Public Library
- Buckeye Public Library
- Chandler Public Library
- Desert Foothills Library
- Glendale Public Library
- Maricopa County Library District
- Mesa Public Library
- Peoria Public Library
- Scottsdale Public Library
- Surprise Public Library System
- Tempe Public Library
- Tolleson Public Library
- Wickenburg Public Library
- Youngtown Public Library

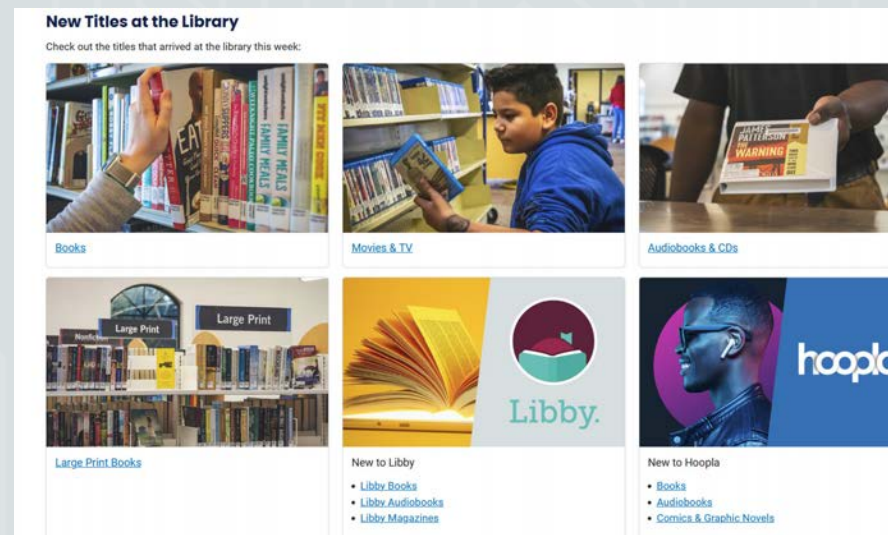
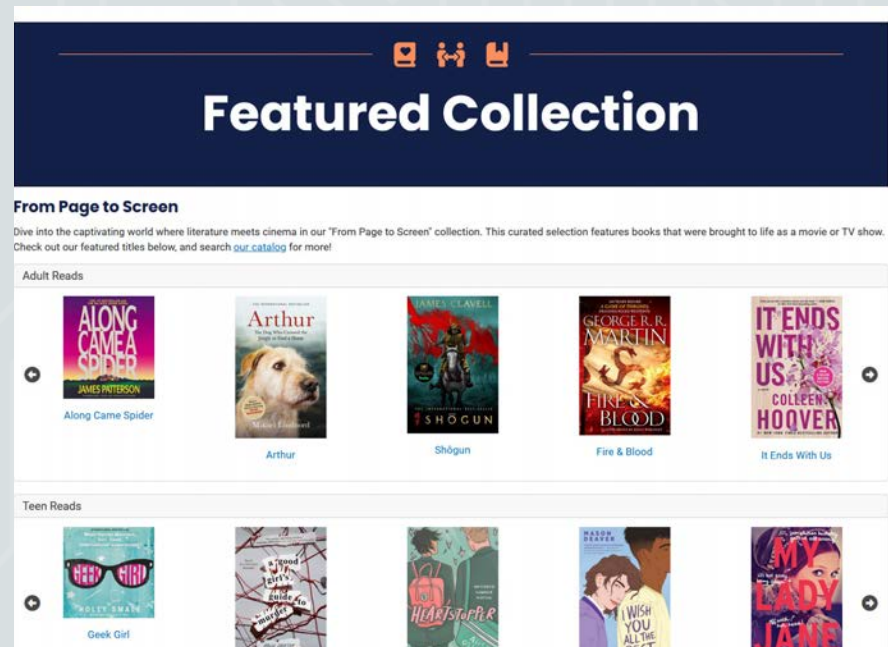
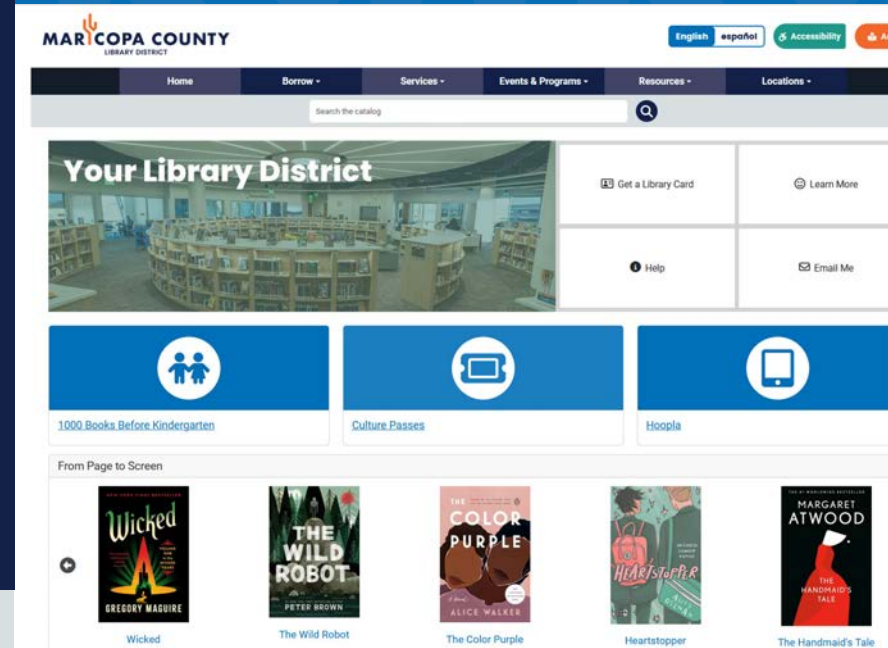
Reimagining Customer Experience on MCLD's Website

From connecting our community to services and resources to browsing materials and finding events, MCLD's website is truly seen as a virtual library branch, serving 6 million customers this year. In 2023, MCLD began a Website Improvement Project, seeking to improve customer experience and better connect our community to all of the library's offerings.

MCLD used this data to support the website redesign, putting customer experience at the forefront of the navigation, content, and design of the site. The first phase of the project was research, which included a staff survey, staff user experience testing and a customer personas project, in partnership with Maricopa County Innovation Studio.

The redesigned website launched in May of 2024, with additional improvements continuing into 2025 to improve website accessibility, digital library navigation, and resource connections.

[Visit MCLD website](#)



Library–Municipal Partnership Model

The operational model of each of our libraries is dependent on its population size and classification.

1

Unincorporated community

MCLD funds operations

MCLD owns the facility and is responsible for its maintenance

This model provides access to a public library in unincorporated areas of the County where operational funding may not be available.

2

Population < 50K

MCLD funds operations

Municipality owns the facility and is responsible for its maintenance.

Through an Intergovernmental Agreement with a municipality or school district, this model provides access to a public library in small towns or unincorporated areas where operational funding may not be available.

3

Population 50K+

Municipality funds operations

Municipality owns the facility and is responsible for its maintenance.

Through an Intergovernmental Agreement, the municipality utilizes MCLD's expertise in library operations and gives the community increased access to materials and services at a lower cost compared to self-operation.

Our Libraries: Operations Overview

Municipality-owned, Municipality-funded

Georgia T. Lord Library (Goodyear, AZ)

Perry Library (Gilbert, AZ)

Queen Creek Library (Queen Creek, AZ)

Southeast Regional Library (Gilbert, AZ)

Municipality-owned, County-funded

El Mirage Library (El Mirage, AZ)

Fairway Library (Sun City, AZ)

Fountain Hills Library (Fountain Hills, AZ)

Gila Bend Library (Gila Bend, AZ)

Guadalupe Library (Guadalupe, AZ)

Litchfield Park Library (Litchfield Park, AZ)

North Valley Regional Library (Anthem, AZ)

Sun City Library (Sun City, AZ)

County-owned, County-funded

Aguila Library (Aguila, AZ)

Ed Robson Library (Sun Lakes, AZ)

White Tank Library (Waddell, AZ)

Supporting the Maricopa County Library Community

Many communities across the county operate their own public library systems, separate from MCLD. The Library District allocates funds from the countywide tax to these library systems, providing support for programs and services with a significant impact on literacy, education, and access.



The Library Assistance Program*
Funding to increase materials access



The Annual Summer Reading Program
Program infrastructure provided to all public libraries



Digital Resources
A package of 26 online databases for research, learning, and entertainment



Countywide Library Courier System
Regular delivery to public libraries for the return of materials



Hosting of Integrated Library Software**
Manages all cardholder accounts, cataloging, and circulation



MAX**
Countywide book-sharing catalog and courier service

**In FY24, MCLD allocated \$3.7 million between all independent, public library systems. This calculation is based on the Primary Assessed Valuation (property value) and the number of total library cards issued to non-residents that live in Maricopa County.*

***with the exception of Phoenix Public Library*

Our Libraries

Maricopa County Library District (MCLD)

is a special taxing district that operates 15 libraries in 13 municipalities across Maricopa County.

ED ROBSON LIBRARY 20 YEARS

Aguila Library

51300 US-60
Aguila, AZ 85320



209

Cardholders



9,590

Customer
Visits



7,088

Circulation

mcladaz.org/aguila

Ed Robson Library

9330 E Riggs Rd
Sun Lakes, AZ 85248



4,320

Cardholders



42,982

Customer
Visits



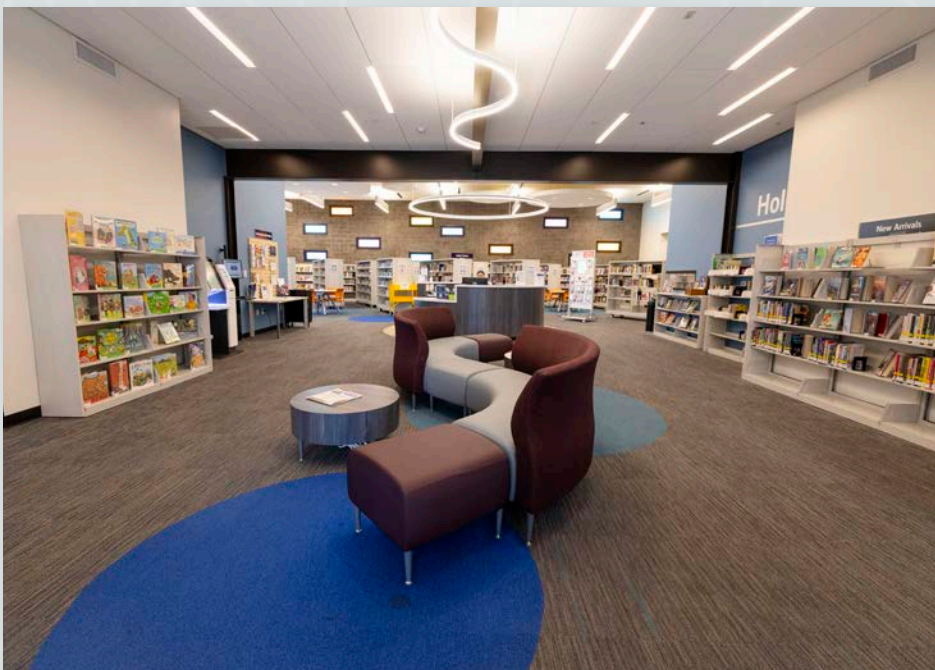
58,300

Circulation

mclidaz.org/ed-robson

El Mirage Library

13513 N. El Mirage Road
El Mirage, AZ 85335



3,112

Cardholders



35,785

Customer
Visits



75,001

Circulation

mclidaz.org/el-mirage

Fairway Library

10600 W Peoria Ave
Sun City, AZ 85351



3,001

Cardholders



51,258

Customer
Visits



54,709

Circulation

mclaz.org/fairway

Fountain Hills Library

12901 N La Montana Dr
Fountain Hills, AZ 85268



7,170

Cardholders



71,782

Customer
Visits



123K

Circulation

mclaz.org/fountain-hills

Georgia T. Lord Library

1900 N. Civic Square
Goodyear, AZ 85395



17,754

Cardholders



192K

Customer
Visits



314K

Circulation

mclidaz.org/georgia-t-lord

Gila Bend Library

777 N. Logan Ave.
Gila Bend, AZ 85337



512

Cardholders



57,606

Customer
Visits



20,409

Circulation

mclidaz.org/gila-bend

Guadalupe Library

9241 S Avenida Del Yaqui
Guadalupe, AZ 85283



1,259

Cardholders



50,415

Customer
Visits



15,751

Circulation

mclidaz.org/guadalupe

Litchfield Park Library

101 W Wigwam Blvd
Litchfield Park, AZ 85340



6,156

Cardholders



61,488

Customer
Visits



132k

Circulation

mclidaz.org/litchfield-park

North Valley Regional Library

40410 N Gavilan Peak Pkwy
Anthem, AZ 85086



7,298

Cardholders



58,371

Customer
Visits



159K

Circulation

mclidaz.org/north-valley

Perry Library

1965 E Queen Creek Rd
Gilbert, AZ 85297



9,354

Cardholders



197K

Customer
Visits



352K

Circulation

mclidaz.org/perry

Queen Creek Library

21802 S Ellsworth Road
Queen Creek, AZ 85142



16,744

Cardholders



188K

Customer
Visits



544K

Circulation

mclidaz.org/queen-creek

Southeast Regional Library

775 N Greenfield Rd
Gilbert, AZ 85234



42,064

Cardholders



501K

Customer
Visits



1.26M

Circulation

mclidaz.org/southeast

Sun City Library

16828 N 99th Ave
Sun City, AZ 85351



8,995

Cardholders



105K

Customer
Visits



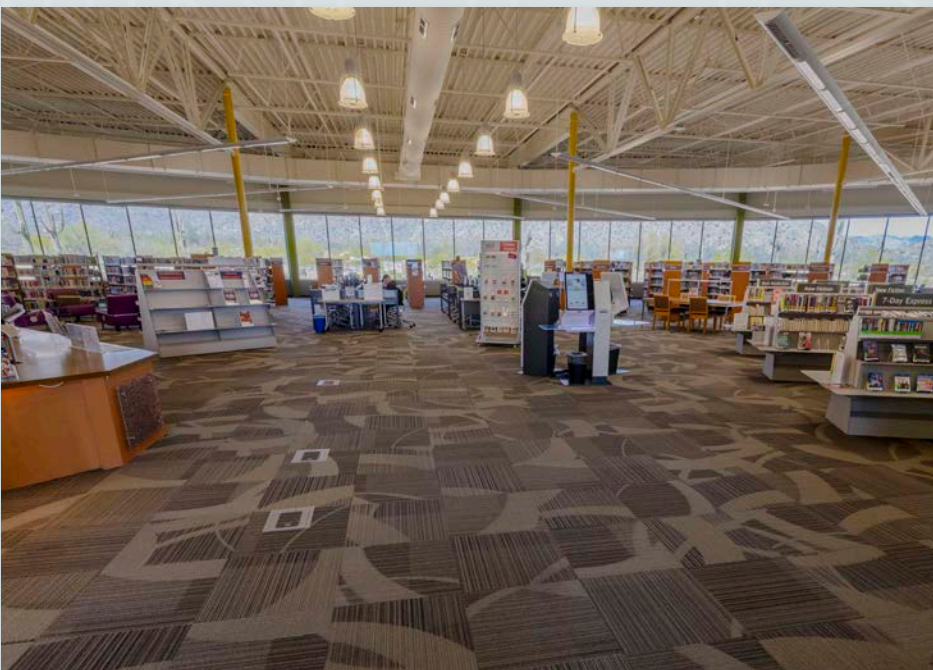
169K

Circulation

mclaz.org/sun-city

White Tank Library

20304 W White Tank Mountain Rd
Waddell, AZ 85355



16,279

Cardholders



71,200

Customer
Visits



154K

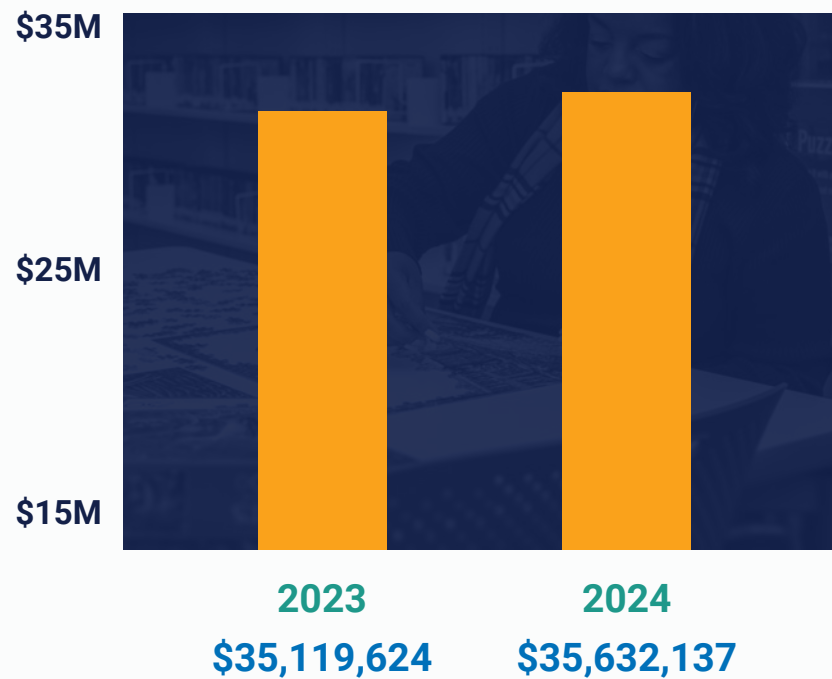
Circulation

mclaz.org/white-tank

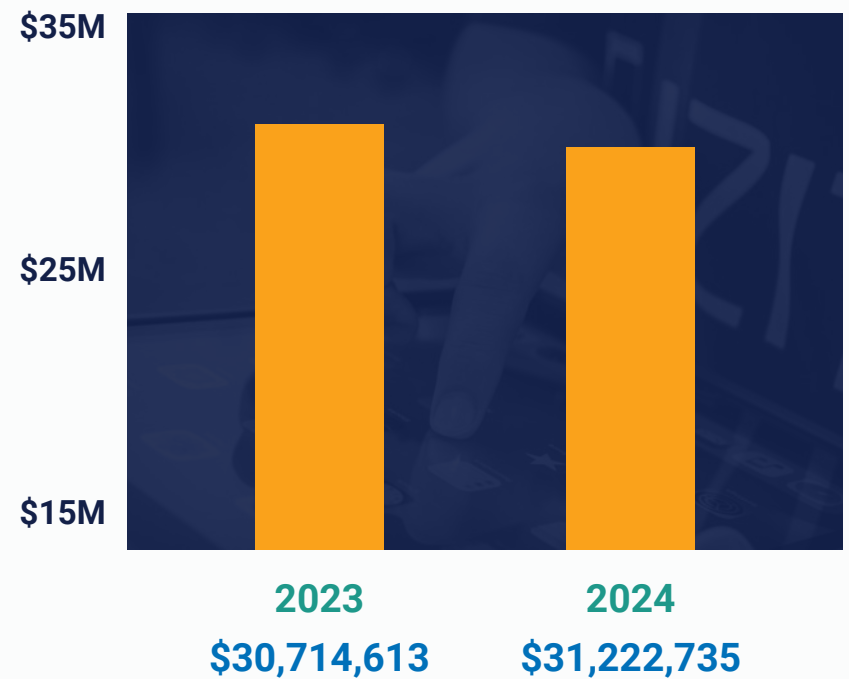
Finances

MCLD Operating Fund

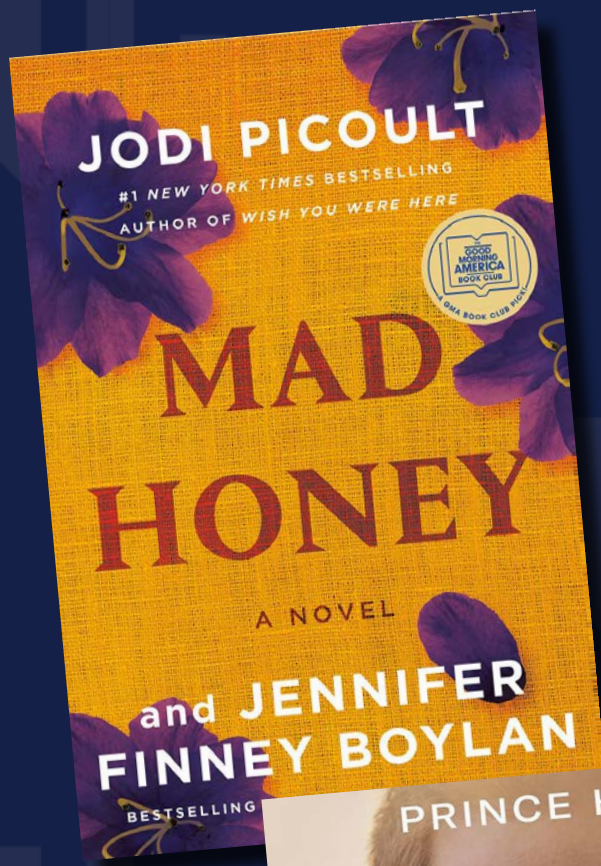
Revenue



Expenditures



Top Checkouts



Adults

Fiction

Mad Honey: A Novel

by Jodi Picoult

It Starts With Us

by Colleen Hoover

Verity

by Colleen Hoover

The Boys From Biloxi

by John Grisham

The Housemaid

by Freida McFadden

Nonfiction

Spare

by Prince Harry, The Duke of Sussex

Atomic Habits: Tiny Changes, Remarkable

Results: An Easy & Proven Way To Build

Good Habits & Break Bad Ones

by James Clear

I'm Glad My Mom Died

by Jennette McCurdy

Friends, Lovers, And The Big

Terrible Thing: A Memoir

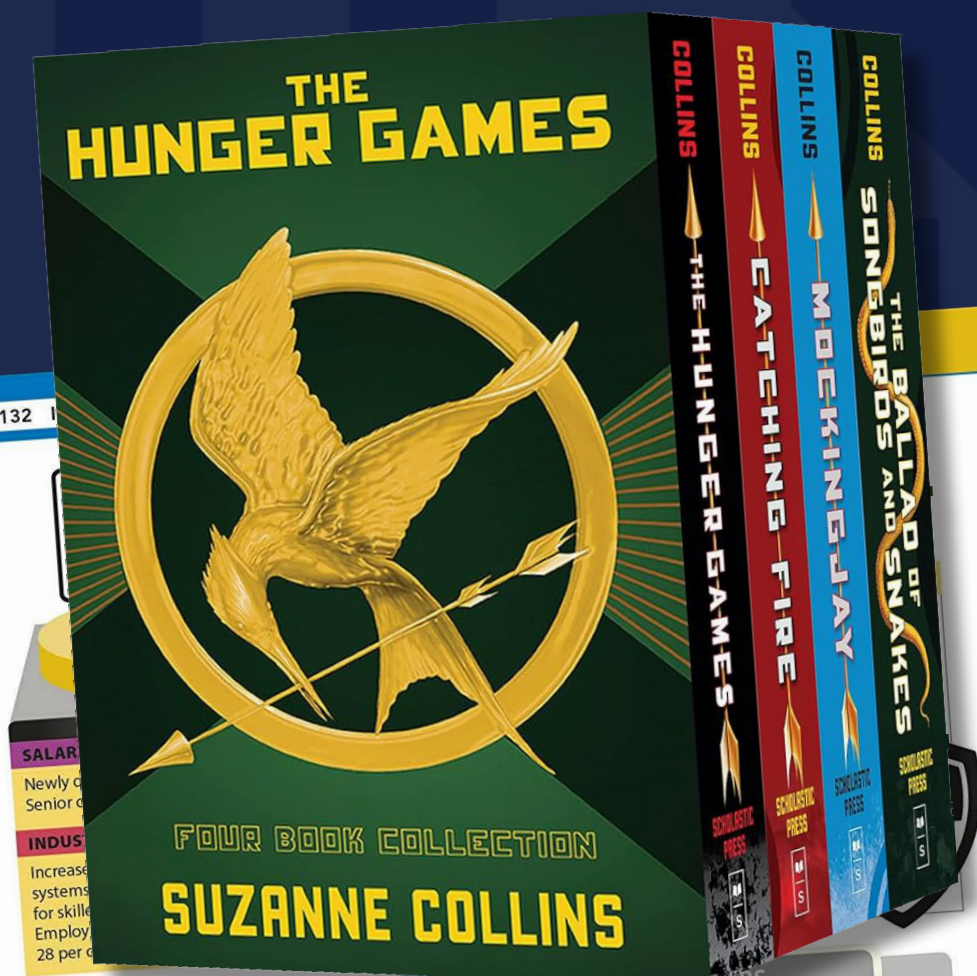
by Matthew Perry

American Prometheus: The Triumph And

Tragedy Of J. Robert Oppenheimer

by Kai Bird and Martin Sherwin

Top Checkouts



AT A GLANCE

-  **YOUR INTERESTS** IT • Software engineering • Database design • Computer networks • Mathematics • Physics • Law
-  **ENTRY QUALIFICATIONS** A degree in software engineering or computer science is essential. A higher qualification in cyber security is useful.
-  **LIFESTYLE** Regular office hours are the norm, but cyber-security analysts may be expected to work extra hours if there is a threat to their employer's system.
-  **LOCATION** This job is normally office-based, but working remotely from home is possible in some jobs. Some travel to visit clients is required.
-  **THE REALITIES** Cyber-security analysts must keep up to date with new systems, technologies, and threats. The high level of responsibility can be stressful.

RELATED CAREERS

- ▶ **SOFTWARE ENGINEER** *see pp. 118–119*
- ▶ **NETWORK ENGINEER** *see pp. 124–125*
- ▶ **POLICE OFFICER** *see pp. 240–241*
- ▶ **CYBER-CRIME LAWYER** Specializes in the legal aspects of data security and online crime.
- ▶ **IT CONSULTANT** Advises businesses on how to improve their IT infrastructure. An IT consultant needs an extensive knowledge of databases, IT networks, and software.

More than 10 million cyber attacks are reported every day, and the number is growing.

Teens

Fiction

Hunger Games Series: The Ballad Of Songbirds And Snakes

by Suzanne Collins

The Hunger Games

by Suzanne Collins

Throne Of Glass (Book 1)

by Sarah J. Mass

Hunger Games: Catching Fire

by Suzanne Collins

Six Of Crows (Book 1)

by Leigh Bardugo

Nonfiction

Everything You Need To Ace Pre-Algebra And Algebra 1 In One Big Fat Notebook: The Complete High School Study Guide

by Workman Publishing

Everything You Need To Ace Chemistry In One Big Fat Notebook: The Complete High School Study Guide

by Workman Publishing

Unbroken: An Olympian's Journey From Airman To Castaway To Captive

by Laura Hillenbrand

Careers: The Ultimate Guide To Planning Your Future

by DK Publishing

An Indigenous Peoples' History of The United States For Young People

by Roxanne Dunbar-Ortiz

adapted by Jean Mendoza and Debbie Reese

typically work with the police and other law-enforcement agencies.

With senior IT staff, update and organize systems to ensure their reliability.

activities and provide evidence in prosecutions.

then fix them.

Top Checkouts

Kids

Fiction

Diary Of A Wimpy Kid. 02: Rodrick Rules

by Jeff Kinney

Diary Of A Wimpy Kid. 01: Greg Heffley's Journal

by Jeff Kinney

Diary Of A Wimpy Kid. 17: Diper ÖverlöDe

by Jeff Kinney

Diary Of A Wimpy Kid. 08: Hard Luck

by Jeff Kinney

Diary Of A Wimpy Kid. 11: Double Down

by Jeff Kinney

Nonfiction

Minecraft: Guide To Redstone

by Mojang Studios, illustrations by Ryan Marsh

Lego Ideas On The Go

by Hannah Dolan, models by Jessica Farrell

Minecraft: Guide To Exploration

by Mojang Studios, illustrations by Ryan Marsh

Minecraft Super Bite-Size Builds: With Over 20 Epic Mini-Projects

by Thomas McBrien

Minecraft. Guide To Combat

by Craig Jelley, illustrated by Ryan Marsh



Picture Books

If You Give A Mouse A Brownie

by Laura Numeroff, illustrated by Felicia Bond

The Pigeon Needs A Bath!

by Mo Willems

The Pigeon Will Ride The Roller Coaster!

by Mo Willems

The Pigeon Has To Go To School!

by Mo Willems

The Duckling Gets A Cookie!?

by Mo Willems



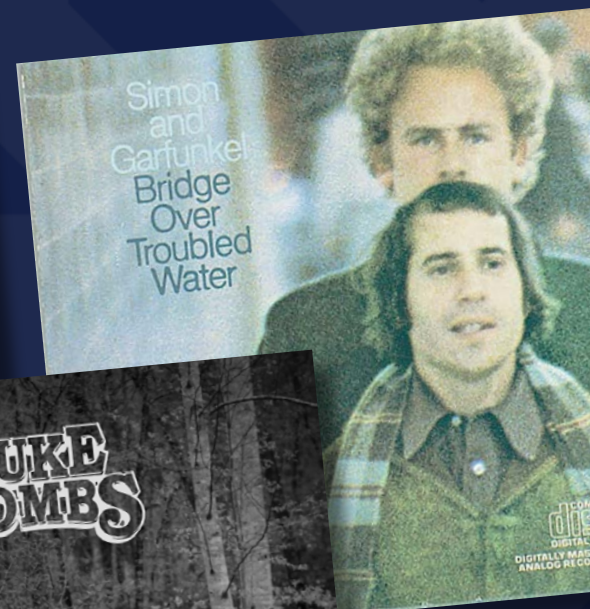
Top Checkouts

Most-Streamed Artists on Freegal:

- Billy Joel
- Bob Dylan
- Willie Nelson
- Journey
- Paul Simon
- Luke Combs
- Miley Cyrus
- Beyonce
- Simon & Garfunkel
- Van Morrison

Music CDs

- Taylor Swift: Lover
- Taylor Swift: Midnights
- Taylor Swift: Red (Taylor's version)
- Taylor Swift: Evermore
- Taylor Swift: Speak Now



Top Checkouts



Most-Streamed Movies on Hoopla:

- Oppenheimer: The Real Story
- Leap!
- Miss Willoughby and the Haunted Bookshop
- The Whale
- The Pigeon Finds A Hot Dog!

DVDs & Blu-Rays

- Oppenheimer
- The Super Mario Bros. Movie
- Sonic the Hedgehog 2
- John Wick: Chapter 4
- Dune



Top Checkouts



New York Times

4



South China Morning Post

30 Dec 2024



The Economist (North America)

21 Dec 2024



USA Today US Edition

4



The Boston Globe

30 Dec 2024



Rolling Stone

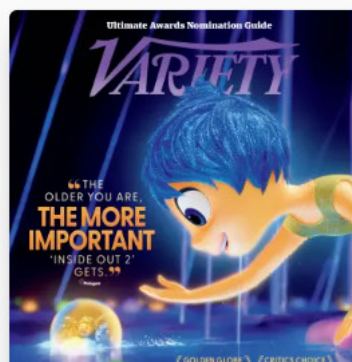
3 Dec 2024

Top-Read Newspapers on PressReader

- USA TODAY US Edition
- The Economist
- Aftenposten
- 世界日報 (舊金山)
- The Boston Globe
- Chicago Tribune
- Finansavisen
- Regina Leader-Post
- The Wall Street Journal

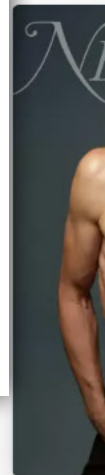
Top-Read Magazines on Flipster

- People
- Consumer Reports
- Real Simple
- The Atlantic Monthly
- Time
- Consumer Reports Buying Guide
- All Recipes
- Woman's Weekly
- Southern Living



Robb Rep

10 Dec 2024



New York Times

30 Dec 2024

Top Checkouts

The screenshot shows the Value Line website's 'Markets' section. At the top, there is a navigation bar with 'DASHBOARD', 'BROWSE RESEARCH', 'MARKETS', 'FIND IDEAS', and 'INV'. Below this is a green header with 'Overview', 'Stock Market Today', and 'Economic Calendar'. The main content area features a large green banner with the word 'Markets' in white. Below the banner, there is a paragraph of text: 'Big-picture industry coverage. Delve into analyst evaluations of over 90 industries. You can explore the competitive dynamics of each industry. Our expert coverage lets you probe into the financial and anticipated performance of the industries. Take away independent, action-oriented investment decisions.' Below this, there is a breadcrumb trail: 'Home > Markets'. A prominent section titled 'Stock Market Today' is highlighted, with the subtext 'Our daily market updates put you in the driver's seat'. A small gear icon is visible in the bottom left corner of the screenshot.

Digital Library — Databases

MCLD cardholders are using the Digital Library for much more than just ebooks and audiobooks! From researching a next big purchase to building a family tree, here are the most used Digital Library databases this year:

Consumer Reports

Provides reviews and ratings for a wide range of products and services, including electronics, appliances, vehicles, health products, and more.

Value Line

A research and investment advisory service that provides comprehensive information and analysis on stocks, mutual funds, and other investment vehicles.

NovelList

A tool to explore book recommendations by topic, genre, or interest.

HeritageQuest

A database of genealogical sources, local and family histories, and research aids. It contains records for individuals in more than 60 countries dating back to the 1700s.

Morningstar

An investment research firm that provides data, analysis, and insights on a wide range of financial products, including mutual funds, stocks, exchange-traded funds (ETFs), and more.

Ancestry

A genealogical website that provides users with tools and resources to trace their family history and build family trees.

“We have a

wonderful library.

It’s a highlight of our week to make our library visit.”

“I love the library

for both the help I receive for my kids’ homework, but also for the ability to read both paperbacks and digital media.”

“I really value public libraries and

**can’t imagine my
life without them.**

Having a local library nearby is an important resource for me and my family.”



“Love the library!

It’s such an integral part of our community.”

“I am pleased with the way

**they always display
new information**

regarding events, programs, books, places to visit & general information that I might have missed if not for their signs.”

“I think the library is a

great resource

and offers multiple services.”

A Year in Photos: Around The District



Aguila Library



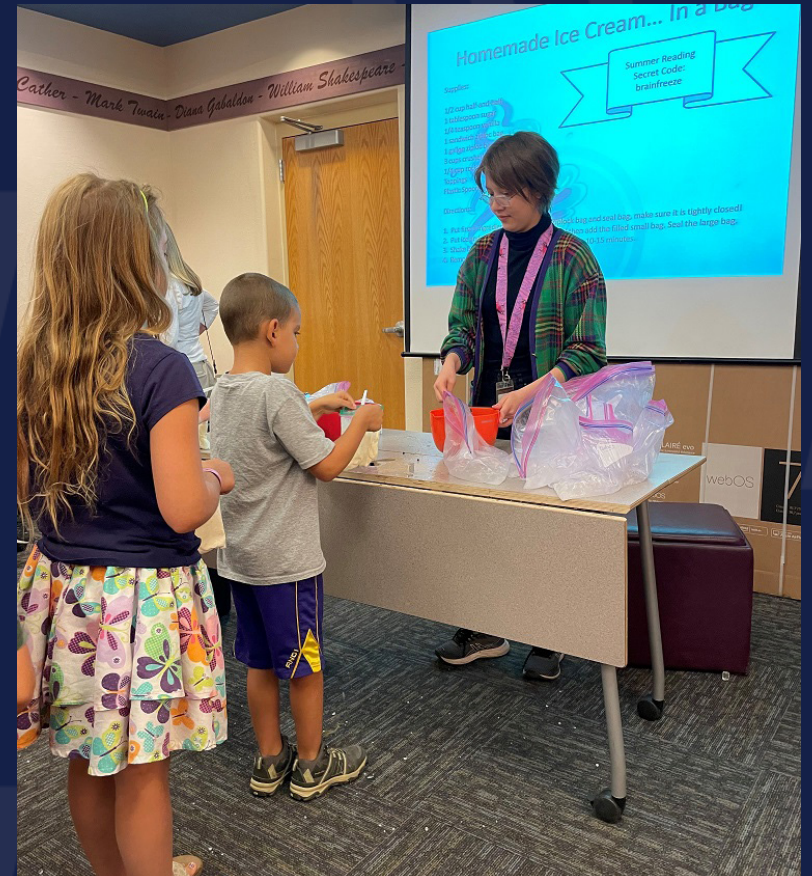
El Mirage Library



Fairway Library



Fountain Hills Library



Gila Bend Library



Georgia T. Lord Library



Guadalupe Library



Litchfield Park Library



North Valley Regional Library



Perry Library



Queen Creek Library



Ed Robson Library



Sun City Library



Southeast Regional Library



White Tank Library

