Dear Maricopa County,

Public libraries across the nation are facing increasingly difficult challenges. I’m proud to share our 2019 annual report, which demonstrates that we have not only found ways to stay relevant, but to continue to innovate. Some highlights of the past year include:

• Eliminating overdue fines, restoring library card access to thousands of Maricopa County residents
• Boosting our digital collection, use of which has increased by 16% compared to last year
• Increasing active cardholders by 15% compared to 2018
• Processing 41,635 card renewals online, a 19% increase vs. 2018
• Holding more than 6,700 programs for kids, teens, and adults that attracted more than 160,000 attendees
• Improving summer reading program completion rates to a countywide average of 44%

We are looking forward to an even better and busier 2020. Sign up for information from your library at mcldaz.org/subscribe.

Cindy Kolaczynski
Director/County Librarian

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**By The Numbers**

- **Physical Collection**: 717,853
- **Library Visits**: 2.9M
- **Website Visits**: 8.1M
- **Online card renewals**: 41,635
- **Summer Reading Program Participants**: 82,982
- **Completion Rate**: 44%
- **eMedia Circulation**: 2.2M
- **Physical Circulation**: 6.6M
- **Hours Volunteered**: 28,237
- **Total Programs**: 6,775
- **Total Attendees**: 160,613
- **Employees**: 283

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Citizen Science
MCLD offers easy to use kits for check out.
Customers can measure light pollution, rain levels, even track insects, and share their findings with the scientific community.
Learn More »

Wifi Hotspots
Gila Bend Library is lending laptops and Wi-Fi hotspots to local residents so they can continue their education at home.
Learn More »

No Fines
On May 22, MCLD eliminated all current and future overdue fines restoring access for thousands of Maricopa County residents.
Read More »

Author Visits
MCLD welcomed Diana Gabaldon, bestselling author of the Outlander novels, to our Queen Creek Library in January.
Watch the Talk »
MCLD offers more digital resources than ever. They fall into three types: eLearning, eMedia, and eResearch.

**eLearning**
(online help with homework and test taking, starting a business, language learning)

33,649 eLearning Uses

**eMedia**
(digital audiobooks, music, movies, tv shows, and magazines)
MCLD customers streamed or downloaded items 2.2 million times in FY ’19.

17,116,268 eMedia Collection
2,214,115 eMedia Circulation

**eResearch**
(online job search help, personal finance, news, health and wellness, consumer research)

219,538 eResearch Uses
MCLD’s West Region includes Maricopa County’s White Tank Library and partnerships with the Town of Gila Bend, and the Cities of Goodyear and Litchfield Park. In FY 2019, this region had 377,868 visitors. They held 1,734 programs with 40,000 attendees.
MCLD’s East Region includes Maricopa County’s Ed Robson Library and partnerships with the Towns of Fountain Hills, Guadalupe, and Queen Creek. In FY 2019, this region had 512,066 visitors. They held 1,430 programs with 27,000 attendees.
MCLD’s North Region includes Maricopa County’s Aguila Library and partnerships with the City of El Mirage, the Deer Valley Unified School District, and the Sun City Recreation Centers. In FY 2019, this region had 607,505 visitors. They held 1,321 programs with 27,500 attendees.
MCLD’s Surprise Region includes a partnership with the City of Surprise. In FY 2019, this region had 421,976 visitors. They held 896 programs with 21,600 attendees.
MCLD’s Gilbert Region includes partnerships with the Town of Gilbert and Chandler Unified School District. In FY 2019, this region had 960,155 visitors. They held 1,394 programs with 41,400 attendees.