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
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.

29% 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.
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
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