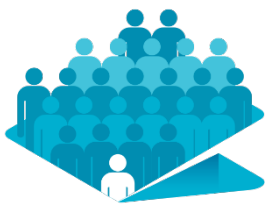




# FY 2020 HIGHLIGHTS

Richland Library is a vibrant, contemporary organization that provides resources and information that advance the Midlands. Offering state-of-the-art technology, a variety of literary and cultural programs and 13 bustling facilities located throughout the county, Richland Library offers a truly customizable, modern library experience for residents and visitors alike.



**244,137**

Total cardholders

*including*

**24,382**

new cardholders



**4,108,572**

Items checked out

*including*

**1,456,814**

digital & streaming items



**110,362**

People attended library programs

**42,408**

People attended a program online

**3,200+**

People viewed our first virtual storytime via Facebook

*1,100 was the average number of views per virtual storytime*



**1,333,984**

Visits systemwide

**43%**

Increase in visits to Northeast

**5,125**

Items circulated since opening of Lower Richland location

**2,300**

People received social work services



# OUR NUMBERS

## REVENUES

**29,391,734**

County Appropriation

**3,211,614**

Bond Revenue

**769,008**

State Aid

**805,360**

Miscellaneous

**\$34,177,716**

TOTAL

## EXPENDITURES

**21,234,206**

Personnel

**4,284,244**

Operations

**3,571,135**

Materials

**2,003,748**

Capital Projects

**\$31,093,333**

TOTAL

# FY 2020 COVID-19 HIGHLIGHTS

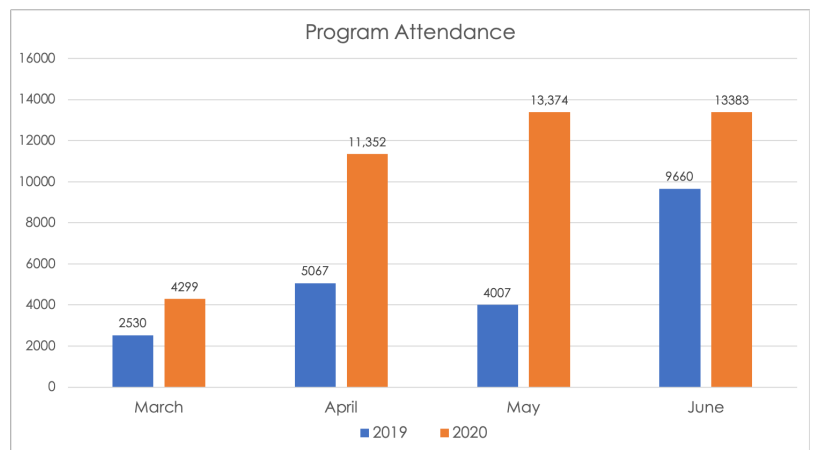
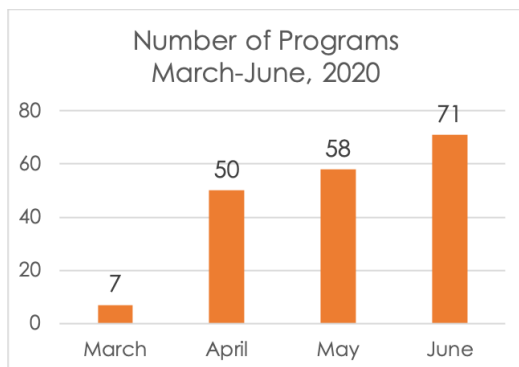
**March 16 – June 30, 2020**

For the safety of staff and customers, Richland Library's physical locations were closed on March 16, 2020 in response to the global pandemic. While our physical locations remained closed through the end of the fiscal year, library staff and customers found innovative ways to utilize the library's resources—continuing to offer opportunities to learn, create and share while also helping to bridge the digital divide in Richland County.

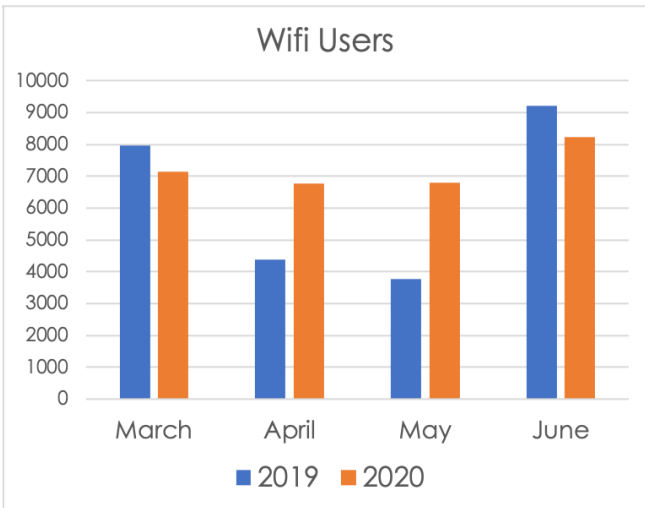


## 186 Programs with 42,408 attendees

While the number of programs decreased significantly from March - June (down 88%), the library saw a 99% increase in program attendance thanks to quickly transitioning our events online—including 36,706 people who attended an online storytime or streaming performance.

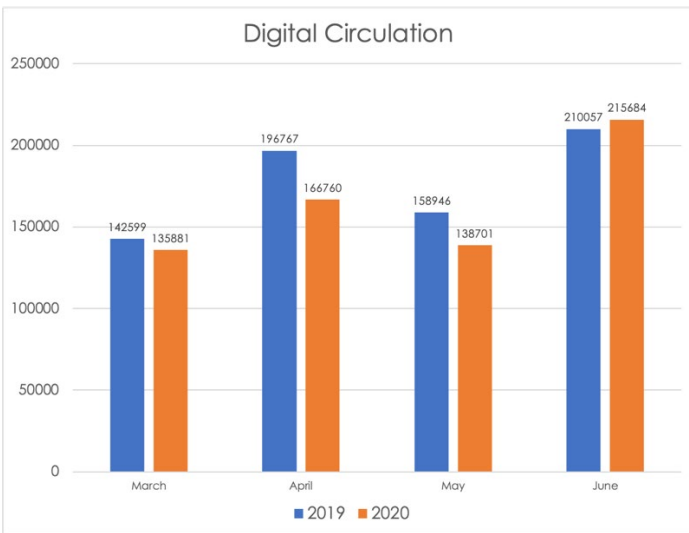






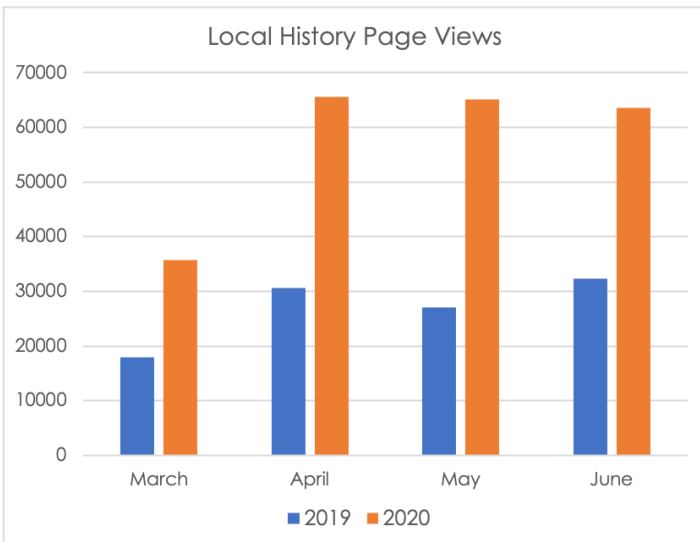
### Digital Divide:

Library Wi-Fi was intentionally left on so that customers could access the internet from the parking lots and outdoor spaces—resulting in a 13% increase in the number of customers over the same time last year.



### Digital Circulation:

Digital circulation of books, movies and music, remained steady, and sometimes increased, during the 4<sup>th</sup> quarter of 2020.



### Digital Archives:

Local History, already in the midst of a major digitization project, saw a 111% increase in page views of their digital archives.