



CONTRA COSTA COUNTY LIBRARY

ANNUAL REPORT

2020



Two thousand twenty was a year of unprecedented and difficult challenges for the Library, as it was for the rest of the world. Not only did we find ourselves adjusting to the realities of COVID, we were also hit with ransomware and still recovering when libraries were ordered closed. As difficult as the year was, there were also many bright spots. The challenges we faced pushed us to find new ways to serve our patrons that increased staff efficiencies and removed many barriers. As a result of more than 70 staff members being deployed as disaster service workers, we forged stronger relationships with other county departments. We launched a multitude of online services for students and families to help them navigate working and schooling from home and expanded the services available to patrons who sign up for an eCard. The Library also started its journey to understand and address racial inequity. We are committed to doing the hard work of furthering the Library's goal of equitable access for all and in becoming an anti-racist institution.

We are looking forward to being on the other side of these very challenging times and welcoming the public back into our facilities in 2021.

Alison McKee
County Librarian

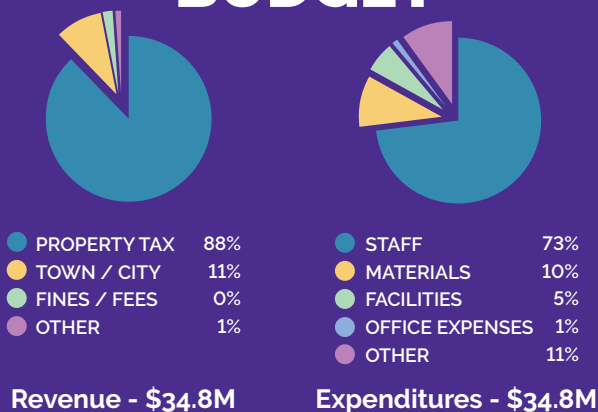
MOST POPULAR BOOKS

 EARLY READER Let's Go For a Drive by Mo Willems	 TEEN READER Lord of the Flies by William Golding
 MIDDLE READER Diary of a Wimpy Kid: The Meltdown by Jeff Kinney	 ADULT READER Eleanor Oliphant is Completely Fine by Gail Honeyman

VIRTUAL SERVICES

6,834 Chat Sessions	54,776 Texts	2,312 Emails
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BUDGET



BY THE NUMBERS



OverDrive eBook checkouts
1.26M | 110%*

New York Times views
380,387
800%*

East Bay Times views
553,654
151%*



Kanopy
594,500
156%*



Flipster
545,784
34%*



New eCards
14,245



OverDrive Instant Digital Cards
10,295

*Percentages are based on increases from 2019 to 2020



FRONT DOOR SERVICE

ITEMS BORROWED
776,775

GRAB BAGS REQUESTED
19,101

APPOINTMENTS BOOKED
74,610



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COVID-19 RESPONSE

The Library provided space, staff and technology to help in the County's pandemic response.



76

Disaster Service Workers

2

Testing Sites

3D PPE Printing Program

3,000+ printed clips = 200,000+ redeployed masks

*Urban Libraries Council Innovation Honorable Mention

COUNTYWIDE EVENTS IN PERSON / VIRTUAL



	# of Programs	Attendees
Children	918	53,380
Teens/Adults	1,529	101,143
Video/Streaming Storytime	108	42,836
Total	2,555	197,359

COUNTYWIDE READING PROGRAMS



SUMMER READING

2,517 participants



SPRING INTO READING

1,013 participants

COCO READS

Total checkouts

2,404



LUNCH PROGRAMS

7

Locations

12,071

Meals Served



How Much of These Hills is Gold
by C Pam Zhang

NEW PLEASANT HILL LIBRARY PROJECT

- Genealogy collection moved to Walnut Creek Library
- Historical collection moved to Historical Society
- New Pleasant Hill Library Groundbreaking

BAY POINT LIBRARY



Increased open hours by

16.5 HOURS

26

Locations

District I Supervisor John Gioia
El Cerrito
El Sobrante
Kensington
Pinole*
San Pablo

District II Supervisor Candace Andersen
Danville
Dougherty Station
Lafayette
Moraga
Orinda
San Ramon
Walnut Creek*

District III Supervisor Diane Burgis
Brentwood
Oakley
Prewett

District IV Supervisor Karen Mitchoff
Clayton
Concord
Pleasant Hill
Walnut Creek*
Ygnacio Valley

District V Supervisor Federal Glover
Antioch
Bay Point
Crockett
Hercules
Martinez
Pinole*
Pittsburg
Rodeo

*Shared library

The Contra Costa County Library is the pulse of the community. Working together, we spark imagination, fuel potential, and connect people with ideas and each other.