

Impact on Adult Learning

- We launched virtual programs such as English Circle, English classes and Family Storytelling helped reduce feelings of social isolation during the pandemic.
- We created the Your Next Job service with King County Library System, Sno-Isle Libraries and Seattle Jobs Initiative, serving more than 300 people with one-on-one support.
- We participated in almost 140 programs for older people, including art programs with SilverKite.

Impact on Local Businesses

- Our Library to Business team pivoted to start offering one-on-one business appointments remotely.
- We partnered with 25 community-based organizations on 72 virtual events.
- With the UW Entrepreneurial Law Clinic, we offered 20 legal consults with approximately 70 attendees.



The Seattle Public Library's 2020 Impact at a Glance

Impact on Student Success

- For the Global Reading Challenge's 25th year, two semi-final rounds were held virtually, before schools were closed.
- With more than 50,000 Seattle Public Schools students suddenly learning from home, we expanded Library Link access to include all K-12 students and staff.
- We launched a free, one-on-one virtual tutoring service through Tutor.com.
- We launched virtual story times.
- We distributed nearly 26,000 books to youth and families.

Providing Access During COVID-19

- On Friday, March 13, 2020, the day before Library buildings closed due to COVID, patrons checked out a record 104,000 items. More than 406,000 items were checked out in total, 28% of the collection.
- In April, we launched an instant access digital Library card.
- We opened restrooms in April at five locations to support community hygiene needs.
- By early May, we restored access to phone, email and chat service.
- In August, a contactless Curbside Pickup Service was launched. By December, 11 branches offered Curbside service. We also added free printing.

Impact on Cultural & Civic Engagement

- A Reflections virtual dance festival reached over 4,500 viewers while celebrating Native and Black performing arts groups.
- We partnered to support BLOOM, a food justice pilot program that involved 11 BIPOC youth aged 17 to 25.
- Seattle Reads featured Tommy Orange, author of "There There" at a virtual event, with 600 attendees.
- Responding to patron demand, we increased investment in e-books about anti-racism.
- The Library's Special Collections team launched the COVID-19 Community Collection.



The Seattle Public Library's **2020 Statistical & Financial Summaries**

Facilities: Central Library, 26 neighborhood branches and Mobile Services **Staffing:** 657 (part-time and full-time)

Physical circulation

Print	1.7 million
Media (CDs, DVDs, audiobooks)	677,000
Equipment (laptops, tablets, hot spots)	9,400
Total physical circulation	2.36 million

Digital circulation

E-books and e-audiobooks	4.3 million
Streaming and downloadable media	2.1 million
Total digital circulation	6.4 million
Total circulation	8.8 million

Collection size

Central Library collection	1.01 million
Branch collections	813,000
Digital collection	716,500
Total collection size	2.5 million

Patron visits

Central Library and branches	981,000
Curbside visits	140,000
Online visits (website and catalog visits)	9.4 million
Total visits	10.6 million

Service levels and programs

Assisted Information questions answered	214,000
Holds placed on physical or digital items	4.1 million
Database sessions	343,000
Library classes, events or activities	1,710
Library programs attendance	76,000
Virtual classes, events or activities	1,100+
Computer & Wi-Fi sessions	460,000
Volunteers hours contributed by 430 people	3,940

Operating budget (does not include private gifts)

Personnel	\$62.1 million
Books and materials	\$9.5 million
Maintenance, security and utilities	\$4 million
Equipment	\$1.1 million
Supplies	\$739,000
Other	\$6.2 million
Total operating budget	\$83.6 million

Statistics in 2020 were heavily impacted by library closures and program limits related to the COVID-19 pandemic.