

Charlotte Mecklenburg Library By the Numbers

Charlotte Mecklenburg Library’s mission is to improve lives and build a stronger community. Through its 20 locations across Mecklenburg County, its digital platforms and community outreach services, the Library continues to thrive as a trusted, essential community institution. Take a moment to learn more through this quick snapshot of our impact in Fiscal Year 2018.*

Library as Trusted Source



384,450

people were active Library cardholders, having used their accounts within the past two years.



Library users accessed wireless internet 1,029,992 times, an increase of 18.7%.

1,029,992 times

6,011,818

total items borrowed



+



+



1,325,209

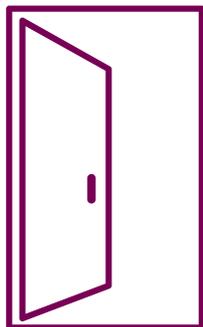
digital items borrowed

Library as Welcoming Place



3.4 M
visitors

Charlotte Mecklenburg Library welcomed a combined 3.4 million visitors through its doors at all 20 branches.



2/3 Mecklenburg County residents

reported using a public library in the last 12 months in a Mecklenburg County Community Survey.

98%



Library customers expressed satisfaction with services, an increase of almost 2%.

*All statistics are from Fiscal Year 2018, July 1, 2017 to June 30, 2018, except where otherwise noted.

Library as Community Partner



The Library encouraged the love of reading and learning by offering

28,962 programs  398,848 total attendance

The Library and Charlotte-Mecklenburg Schools are expanding early literacy programming for pre-third-grade students. Attendance for these library programs was **331,748**

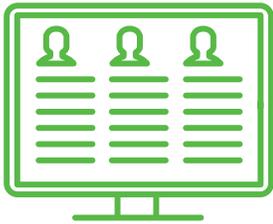
Summer Break: A fresh take on summer reading

The Library's Summer Break program engages participants with learning and literacy during the summer, when children are most at risk of losing academic gains made throughout the school year.



Growth from Fiscal Year 2017:

- Program participants - **38,643 (20% increase)**
- Total minutes read - **29.7 million (41% increase)** - equivalent to **20,625 days or 56.5 years.**
- Program completers - **12,001 (29% increase)**



12,352

people used computers in the Job Help Center and experienced **334 job help-themed programs.**

Since launching ONE Access™ with Charlotte-Mecklenburg Schools in 2015,



239,000

students have used their free library accounts as of July 2018.

1,421 volunteers



53,386

hours of library service

That's nearly 2,225 days or more than six years.

Library as Essential Leader



95% Mecklenburg County residents (library users and non-users) agreed the Library is a **top institution in the community.**



310 North Tryon St., Charlotte, NC 28202 • (704) 416-0100 • cmlibrary.org



CHARLOTTE MECKLENBURG
LIBRARY