

Annual Report

2020



Thankful November

FAMILY CREATIVITY KIT

READ

- "I've Got the Right Stuff" Thanking "Thanksgiving" by Dav' Piker
- "Don't Stop Thinking About That Boy" by Melissa Stewart
- "Mystery of the Marsh" by Kimberly Brubaker Bradley
- "The Day After Tomorrow" by Mary Pope Osborne
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Thanksgiving on Thursday "and" "Pumpkin" by Mary Pope Osborne- "The Day After Tomorrow" by Mary Pope Osborne
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Spokane County Library District logo

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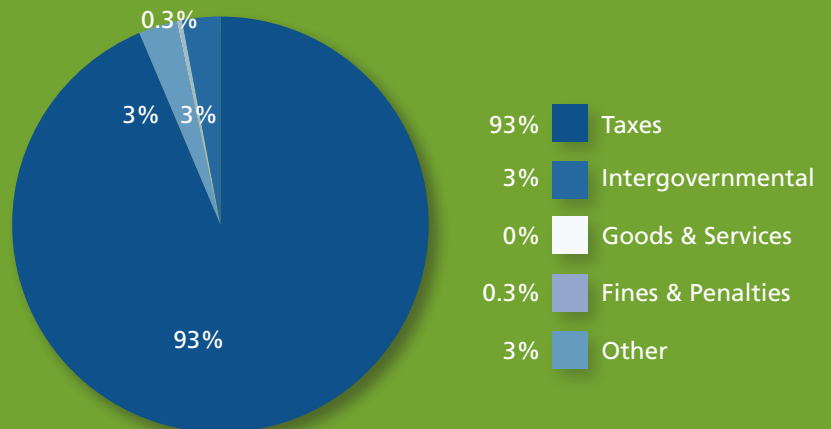
2020 Financial Information

A property tax levy of \$.4762 per \$1,000 of assessed valuation in the District service area accounts for more than 95% of annual funding. Remaining revenue is derived from interest earnings, other fees and charges, and miscellaneous revenues, such as gifts and donations.

Revenues

Year 2020 (from C4 for revenues)

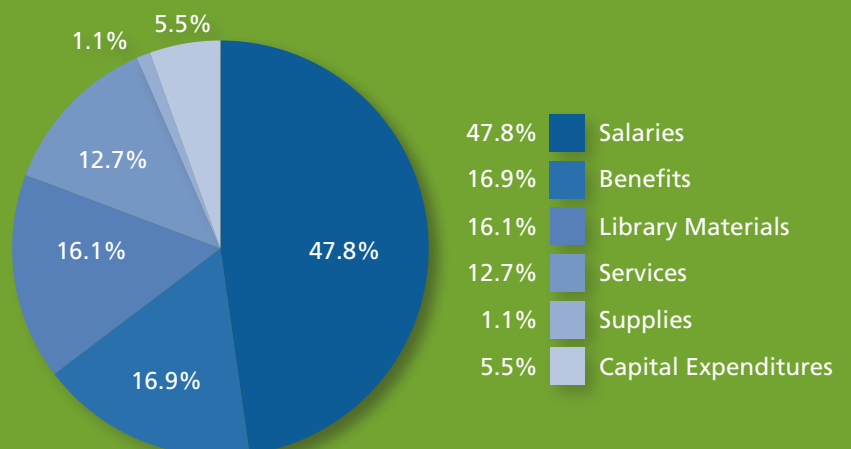
Taxes.....	14,916,508
Intergovernmental.....	483,385
Goods & Services.....	6,947
Fines & Penalties.....	52,727
Other.....	470,343
Total Revenues.....	15,929,910



Expenditures

From internal statements for expenses

Salaries.....	6,688,882
Benefits.....	2,368,450
Library Materials.....	2,250,717
Services.....	1,775,835
Supplies.....	150,629
Capital Expenditures.....	769,338
Total Expenditures.....	14,003,851



Community Engagement Plan | 2019–2021

VISION

An engaged community that learns, works, creates, and thrives together.

MISSION

Providing resources, experiences, and places that empower people to learn, explore, and succeed.

ENGAGEMENT, STABILITY, and CONNECTEDNESS are the strategic directions of Spokane County Library District's Community Engagement Plan. The year 2020 challenged this strategy, to say the least. While the global pandemic closed all Spokane County Library District buildings to the public in March, the Library District was far from shut down. Despite the limitations of operations required at the state level, library staff, while working socially distanced themselves, focused on the virtual world and online opportunities to continue serving the community with services and resources. The following are a few of the ways the District's mission helped guide the library and the community learn, work, create, and thrive together in 2020.

2020 highlights

THE COLLECTION – Anticipating an increased demand for downloadable eBooks and audiobooks, the District shifted the collection budget to immediately increase our digital offerings to meet demand. Approximately 65% of the entire materials budget purchased digital content. This is 14% more than what was allocated for digital content in the 2020 budget.

The digital checkouts and streaming services circulation for the year was 761,212. This is a 19% increase in digital checkouts over the previous year and includes downloadable eBooks and audiobooks, along with streaming movies, music, audiobooks, eBooks, and television.

CURBSIDE PICKUP – Curbside pickup was introduced in June to a positive response from customers. Through December, the District delivered 382,939 items to 76,598 customers' vehicles.

The busiest curbside day was September 19 with 866 curbside customers. It was the first day the library was open after a week of wildfire smoke-related closures.

BOOK BUTLER – To go along with curbside pickup, the District began a Book Butler service in August where customers could indicate their preferred genre, and librarians then bundled a selection of titles for the customer to pickup curbside. There were 416 Book Butler requests after the service was introduced in late July.

MOBILE HOTSPOTS – The District received mobile hotspots via a grant through the Washington State Library, which had received CARES Act funding from the Institute of Museum and Library Services. This funding was provided in response to expanding digital network access during the pandemic. The grant provided 30 Verizon Ellipsis Jetpack devices and \$12,000 in funding to fund the wireless internet service. Due to popularity of the hotspots, 20 additional units were purchased by the District at the beginning of December to better meet the high demand.

The District also expanded the availability the library buildings' wireless network to 24/7, increasing connectivity access for the public from our parking lots.

MOBILE PRINTING – In October, mobile printing was introduced. Customers can send a print job from wherever they are to the library's printer and then pick up the printouts via curbside. During the last three months of the year, 2,535 print jobs, totaling 20,743 pages, were sent to library printers.

2020 at a glance

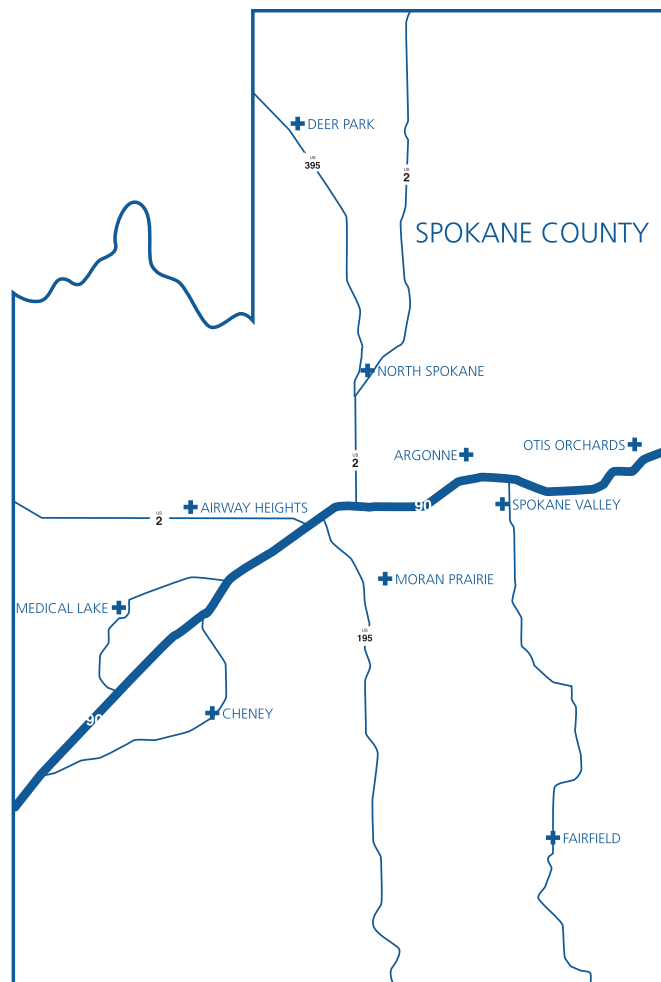
Programs and events became virtual with video conferencing and social media. Through online platforms, the District offered:

 **419** Storytimes with
9,741 in attendance

 **316** Education & Enrichment
events with **6,946** in attendance

 **95** Business & Career Development
programs with **780** in attendance

Trivia games were consistently popular, November's Disney Trivia had over 100 players. The Instant Pot programs were in demand online as much as they were in-person the previous year, and a virtual library version of "Nailed It!" had 49 contestants attempting to decorate a turkey-shaped cake.



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