

AUSTIN PUBLIC LIBRARY

ANNUAL HIGHLIGHTS

FY 2019/2020
(Oct '19 – Sept '20)

Despite the challenges of the COVID-19 pandemic closing mid-March, this year brought out the best in our team—from staff working on City COVID efforts, to staff supporting and delivering curbside services that started in June to pivoting to virtual programming.



Library 6 Priorities

- 1 Literacy Advancement
- 2 Civic / Community Outreach Engagement
- 3 Equity, Diversity, & Inclusion
- 4 Workforce / Economic Development
- 5 STEM / Digital Inclusion
- 6 Staff Development

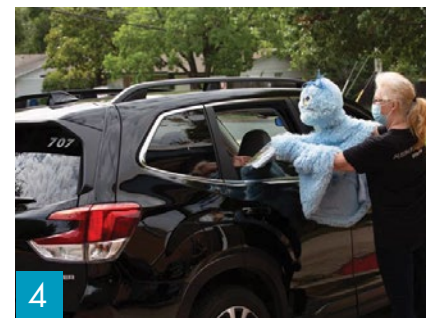
Awards

- Austin Central Library named a 2020 American Institute of Architects (AIA) Committee on the Environment (COTE) Top Ten Awards Winner
- Urban Libraries Council (ULC) 10 Top Innovators Award in the Customer Experience category for APL+, a video platform for Austin Public Library's virtual programming

Accomplishments

- Provided 81,215 library cards to Austin ISD students and 11,568 cards to Del Valle ISD students to give youth free access to library resources and materials, regardless of residency.
- Over 80 essential (Custodial, Maintenance, and Security) staff members continued to work on location during the pandemic.
- Opened 11 APL locations to curbside service, giving customers access to all collections within three months after the pandemic began.
- Increased virtual library usage by 200%, with a 13.5% increase in total cardholders.
- Provided robust online services during the pandemic through the Virtual Library, including the launch of APL+ in April 2020 and the Job Portal. APL+ features video content such as book talks, children's programming, cooking, crafting, and more. The online job portal features information on finding a job, resume writing, interview tips, and appointments with an APL job coach.
- Provided outreach in the community through the APL Mobile Library. The book mobile provides free books at community events across Austin while raising awareness of library services, COVID-19, 2020 Census, Elections, and services for people experiencing homelessness.

1 Library Resource Fair 2 Grow with Google 3 Tween Library Council 4 AISD Meal and Library Book Give-away



"This year has proven how important it is for the Austin Public Library to quickly change and adapt to the needs of our community. We are proud of the services we were able to offer in this difficult time and eager to continue to serve our customers in creative and innovative ways."

— Director Weeks





Virtual Collection Size 881,956
Virtual Circulation 3,716,473



Physical Collection Size 1,185,218
Physical Circulation 2,995,490



Web Hits 20,772,737
WiFi Sessions 347,685



Reference Interactions Online 57,177
Reference Interactions In-Person 32,392



Visitors 1,596,937
Central Library Visitors 556,200



ACTIVE Cardholders 274,429



Materials Budget \$5,232,169



Curbside Holds Picked Up 211,812
Holds Requested 706,319



All Programs 3,264
Attendance 105,466

“Austin Public Library has done exceptionally well in modifying their service delivery to incorporate the job portal and coaching service during one of the most economically challenging times in our history. We are grateful for this partnership which allows us to collaborate and serve the Austin community.”

— Lekeysha Hutchins, Intake & Eligibility Specialist
 Goodwill of Central Texas



- 1 Census Civic Action Outreach
- 2 Equity Training, Library Staff
- 3 Eco Day
- 4 AISD Meal and Library Book Give-away
- 5 Teen Library Council
- 6 Curbside Hold Pickup Service



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