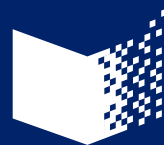


Your Learning, Enjoyment, Community Resource



Pierce County
Library System

Information & Imagination

Restored Levy

2019 marked the first year the Pierce County Library System operated with funding from a restored levy approved by voters in 2018. With the public's investment, the Library System continues supporting residents' growth and curiosity, offering excellent reading choices, and working to connect and strengthen growing and changing communities.

The restored levy is maintaining services residents value including open hours; books and other materials; staff to support learning; computers and technology; and community spaces.



ANNUAL REPORT
TO THE
COMMUNITY 2019

Significant Accomplishments and Unique Advances in 2019

The Library's Strategic Framework guides service through Learning, Enjoyment, and Community initiatives. Following are some of the significant accomplishments and unique advances in 2019.



LEARNING

The Library supports growth and curiosity, so children enter kindergarten ready to learn and people of all ages can navigate the real world and meet their goals.

Our Community Adventure

The Library inspired civic engagement for families through Our Community Adventure's activities for young children. In this community scavenger hunt, families learned together through an interactive game board and activities. Puyallup Public Library and Tacoma Public Library collaborated with Pierce County Library to provide this learning opportunity, and the Pierce County Library Foundation sponsored the service.



Our Community Adventure

KBTC Public Television's Journey to Jobs

KBTC and PBS selected the Pierce County Library's Job + Business Center as a featured story in a nationally televised series "Journey to Jobs." The public television stations highlighted the Library System's services for job seekers and small business owners/want-to-be owners along with other organizations offering similar services throughout the U.S.



Check Out Washington

With local State Park maps, field guides, binoculars, and a Discover Pass to Washington State Parks, the Check Out Washington backpack helped Pierce County residents explore state parks. The Library offered the service

in partnership with Washington State Parks, Washington State Parks Foundation, and Washington State Library.



3,867,493 VISITS

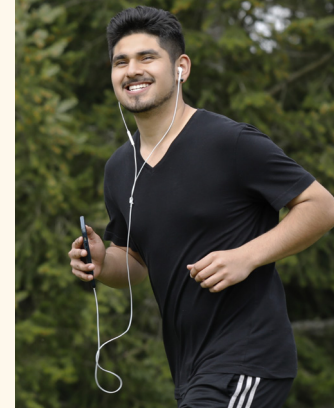
2,090,412 to 20 libraries

1,777,081 to website



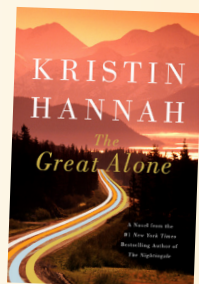
ENJOYMENT

Pierce County Library helps people enjoy their free time, so they discover outlets to offset the pressures of daily life, relax, and live balanced lives.



A Year of Reading

The Pierce County Library proclaimed 2019 a Year of Reading, starting with Pierce County READS showcasing bestselling author Kristin Hannah, author of "The Great Alone" and "The Nightingale." Thousands of people participated in the community one-book reading event, with 850 attending a conversation with Ms. Hannah.



A Year of Reading focused on growing a community of readers with good stories and amazing authors, personal reading shoppers in libraries and online, e-newsletters with reading recommendations, Read with a Dog to build children's reading skills, and other ways to engage and connect people with reading.

The Library System partnered with Puyallup Public Library and Tacoma Public Library to bring bestselling authors to Pierce County. The Pierce County Library Foundation sponsors many of the Library's reading events.




E-books and Online Audiobooks

For the third consecutive year, Pierce County Library was one of 73 public library systems worldwide to make the 1 million digital checkout list. In August 2019, the Library System focused on ensuring the community knows about this convenient, free resource.

 **1.5 million**
checkouts

4,000
checkouts/day 

 **14%**
more checkouts
than 2018

Summer Reading Program

Tens of thousands of people of all ages read, earned prizes, and learned about the universe in the Library's Summer Reading Program. The 2019 theme, A Universe of Stories, inspired by the 50th anniversary of the July 1969 moon landing, shaped the program with a series of space-themed events and activities to boost learning and enjoyment.



Summer Reading helps children move from summer into fall while retaining their learning and reading skills while having fun as they continue to build literacy skills all summer.

Summer Reading
minutes read





COMMUNITY

The Pierce County Library connects and strengthens communities, so people are engaged in thriving communities and are optimistic about their future.

Voter Points of Assistance

The 27 Pierce County Library, Tacoma Public Library, and Puyallup Public Library locations volunteered to be Points of Assistance on Election Days as part of a pilot program with the Pierce County Auditor's Office. Under the new Points of Assistance service, people may get help at a Pierce County Library on Election Day and register to vote, update voter registration, get a ballot and vote, and replace ballots that have been lost. The successful pilot is moving to full operations in 2020 and serving communities during five elections.



Mobile app

Pierce County Library launched a convenient mobile app, giving people quicker and easier access to services such as finding books, materials, and events; accessing and using the online catalog; viewing e-books, audiobooks, and online magazines, as well as using online e-sources such as Lynda.com, Consumer Reports, and homework help.

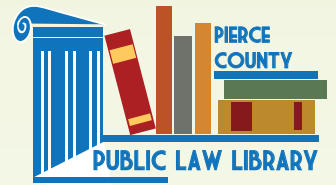


Mobile printing

The Library System has long offered printing from shared library computers, and in 2019 it launched mobile printing from individuals' personal computers and devices such as laptops, tablets, and smartphones. Now, people may print remotely and pick up their printed items when they arrive at the library.

Law Library Kiosks at Gig Harbor and Lakewood Pierce County Libraries

In partnership with Pierce County Law Library, the Library System opened a second law library kiosk inside Lakewood Library providing easy access to legal resources to residents.



In 2018, in partnership with Pierce County Law Library, the Library System opened its first law library kiosk inside Gig Harbor Library. The legal library includes free access to online and print resources for use in criminal and civil litigation and materials to help with common personal and business legal needs.



5,918,248
books/materials
checked out



Teen Volunteer League

2019 marked the second summer with the Teen Volunteer League serving the Library System and communities.

Teens learned hands-on job skills, gained leadership experience, earned community service, and spruced up their job or college applications.

A significant outcome of the program is the teenagers seeing how they can give back valued service to their community.



MakerFest

More than 2,000 people of all ages participated in MakerFest featuring nearly 50 exhibitors from coding, technology, robotics, and health to arts and crafts, homesteading, upcycling, and emergency preparedness. The community event inspired inner scientists, engineers, and artists, while bringing people together to connect around shared interests. Pierce County Library presented the county's largest maker event with Puyallup Public Library and Tacoma Public Library. The Pierce County Library Foundation sponsored MakerFest.



122 teens
1,716 hours



Thank you for investing in the Pierce County Library System

With a restored levy voters approved in 2018, the Library System promised to use the funding to deliver library services for at least five years. In order to fulfill this stewardship, the Library created a Fiscal Sustainability Plan. The plan sets aside a portion of the current levy revenue to fund services in future years when operating costs are projected to exceed revenue.

In 2019, property taxes provided 95% of the funds to operate the Library System. With voters' approval of a one-time permanent levy lid lift in 2018, in 2019, the Library System collected 50 cents per every \$1,000 of a property's assessed value, which is the maximum amount allowed by Washington State Law.

Total 2019 revenues: \$35,610,000.

Total 2019 expenditures: \$34,307,000.

Core Services

The Library System continually strengthens its core services to operate effectively and carefully use tax payer's investment. Here are some of its 2019 improvements.



Spaces. The Library spoke with many residents in Lakewood, Tillicum, and Sumner to learn their interest about potential new libraries in new locations to better serve those communities.

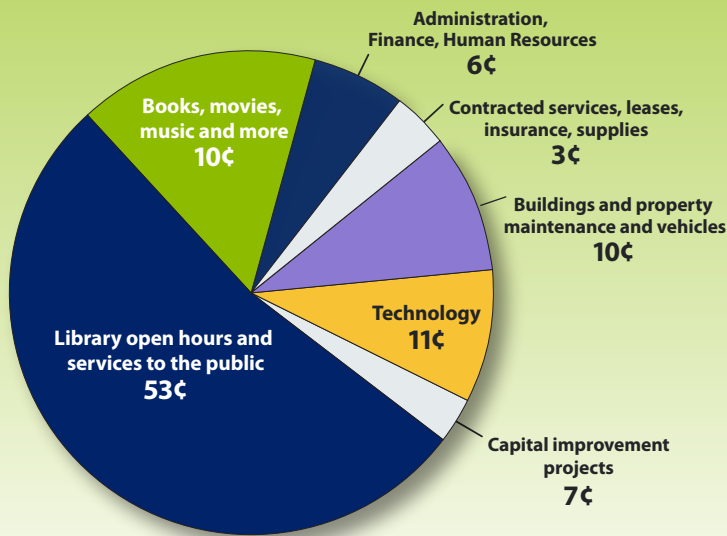


Partnerships. As a civic leader, the Library System is committed to strategic partnerships with numerous organizations – including for-profit, nonprofit, and public agencies/governments. Partnerships are critical to

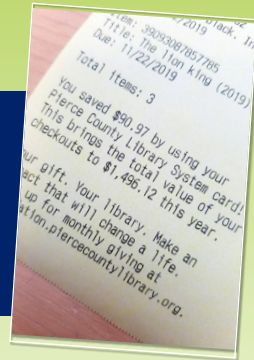
advance the Library's services and serve all people. In 2019, the Library gave a concerted effort to reviewing its policies involving partnerships, reviewed its partnerships, and provided an overview of its partners to the Library's Board of Trustees. Partnerships enrich service to Pierce County communities and connect people of all ages. Often partnerships create unique opportunities to reach new audiences and cross promote library services, while raising awareness of the Library's offerings.

**84% of Lakewood
survey respondents
are interested in new libraries
in Lakewood.**

**88% of Sumner
survey respondents
are interested in a new
library in Sumner.**



In 2019, the Library shared with people the money each person saves with their check outs of books, movies, and other items. Last year, **people saved \$96.7 million** by checking out materials from the Library versus buying the items at a retail store.



Full budget at:
piercecountylibrary.org/about-us/administration/finance

Library System's Continued Commitment in 2020

As the Library System was preparing this document, the world and communities the Library serves were changing in response to the novel coronavirus pandemic 2019 (COVID-19). In response, the Library changed to provide library services our communities need and value, and in this case, during a pandemic.

Following is an overview of some of the services the Library planned to do during 2020.

Learning...encouraging lifelong learning:



- **STEAM-Science to Go.** The Library will introduce coding backpacks for school-age students, as part of its STEAM services (science, technology, engineering, art, and mathematics).

- **STEAM-Mobile Maker.** This service enhances the Library's workshops and events with hands-on STEAM activities for people of all ages.



The types of activities the Library will employ have proven to reduce frustration they may have when learning and make people more resilient to the constant changes facing them.

Enjoyment...inspiring the love of reading:

- **Library Curbside pick-up** for books, movies, and printing remotely to library printers.
- **Poetry in the Park.** With signs featuring selected poems in parks in Pierce County, people may stimulate their minds and ignite their curiosity through reading, writing, and nature. The Library System partners with the Tahoma Audubon Society for this program.



- **Pierce County READS.** Celebrating 12 years of bringing the community together to engage, read, and talk about great books. 2020 features bestselling author Amy Stewart's "Girl Waits with Gun." Canceled due to COVID-19.

Community...engaging with residents:

- Refresh interior of the Parkland/ Spanaway Pierce County Library.
- Inspire civic engagement for families through Our Community Adventure's activities for 2 to 5 year olds.



OVERVIEW of the Pierce County Library System

- ▶ Established in 1946.
- ▶ Includes unincorporated Pierce County and 15 annexed cities and towns.
- ▶ Serves approximately 614,000 people through 20 locations and with mobile and online services.
- ▶ Operates as an independent taxing district and reports to a volunteer Board of Trustees.



Thank you to Foundation and Friends for 2019 Contributions

The Pierce County Library Foundation supported many important programs including Pierce County READS and Summer Reading, keeping thousands of students and adults reading all summer. Hundreds of donors participated in the Foundation's first-ever Library Giving Day, which was a one day online fundraising campaign for people throughout the country to give to their library. Also, in 2019, the Foundation hosted its first Trivia Bee where teams competed and had a lot of fun fundraising for the Foundation's support of the Library System.

Thank you for the many generous contributions from thousands of individuals, corporations, and private foundations to Pierce County Library Foundation and Friends of the library organizations for their support for valued library services.



Pierce County
Library Foundation



Friends
Connection

\$353,959
from **1,267 Donors**

\$88,202
In-kind from **6 Donors**

\$111,537
from **17 Friends
Organizations**

FAST FACTS 2019



3,867,493 Visits

2,090,412 to 20 libraries and 1,777,081 to website



5,918,248
books/materials checked out

4,461,625

from shelves

1,456,623

from online e-books and audiobooks



1,485,579

Uses of online databases/e-sources

DEMOGRAPHICSNOW
Business and People



ancestry.com



lynda.com



CR Consumer Reports



115,045
event and class attendance



9,555
**Public meeting
room bookings**



362,779
cardholders





2019 DONORS

Foundations

American Endowment Foundation
Dimmer Family Foundation
Greater Tacoma Community Foundation
The Hyde Family Foundation
D.V. and Ida J. McEachern Charitable Trust
The Norcliffe Foundation

Library Champions



Company \$2,500+



Company \$1,000-\$2,499

Alaska USA Federal Credit Union
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Property Professionals LLC
Puyallup Public Library
Tacoma Public Library

Company \$500-\$999

Andrews & Arbnz, PLLC
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Kroger Stores (Fred Meyer)
Overdrive
Starbucks Coffee Company

Company \$1-\$499

7Seas Brewing Company
Amazon Smile
Fireside Storytellers League
National Association Of Letter Carriers
Precept Wine
Superior Linen Service
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First Edition Leadership Circle \$1,000+

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