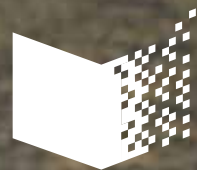
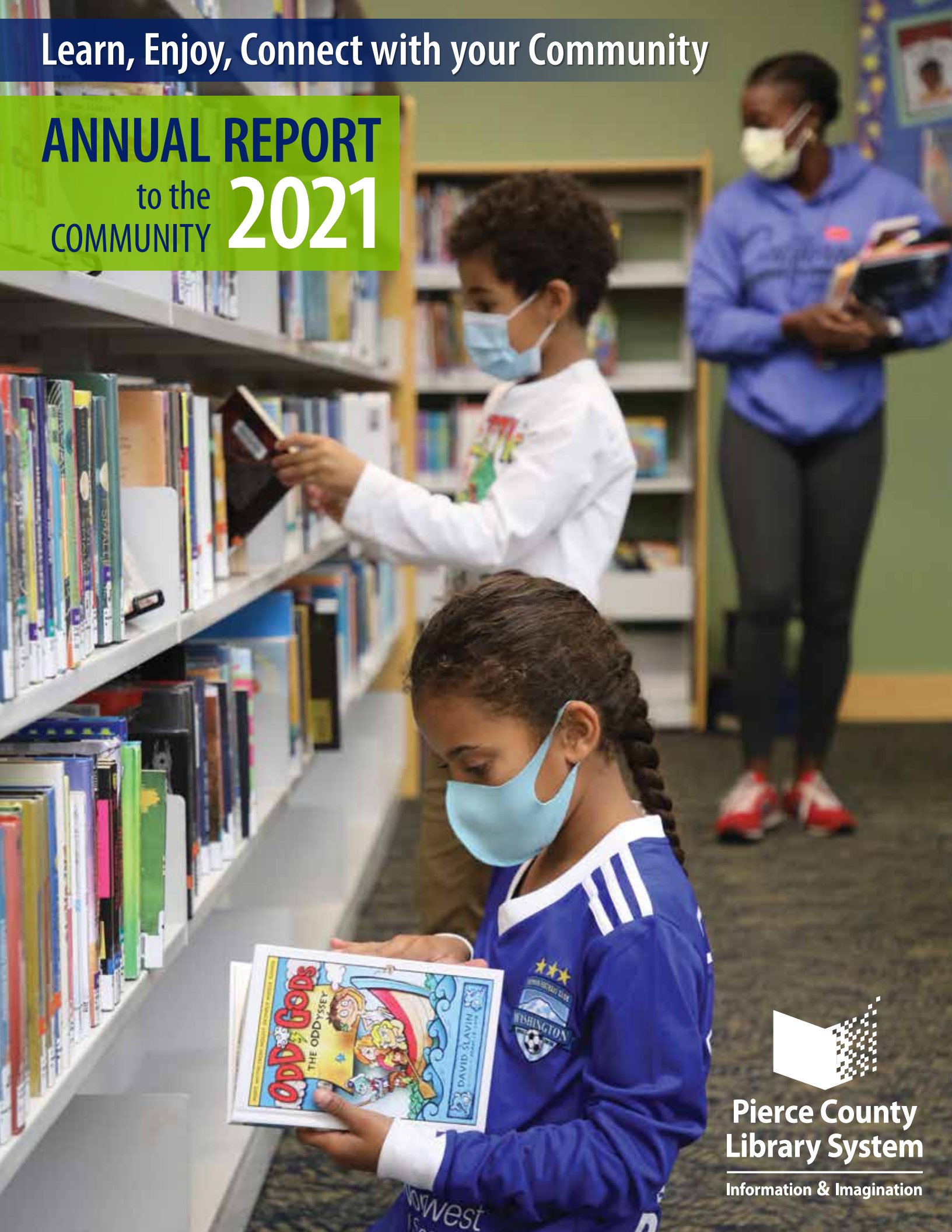


Learn, Enjoy, Connect with your Community

ANNUAL REPORT
to the
COMMUNITY 2021



**Pierce County
Library System**

Information & Imagination

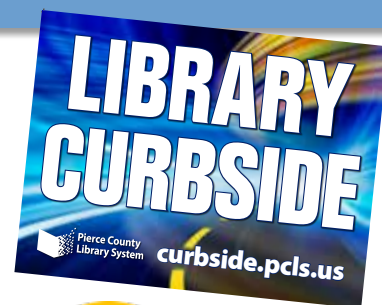
Expanding access

The Pierce County Library System continued to serve Pierce County during the COVID-19 pandemic and expanded access to libraries and resources. The Pierce County Library continued to reimagine and evolve services during the pandemic and provide valuable innovations and services people need and value.

Along with most organizations, on March 14, 2020, the Pierce County Library closed its buildings to the public to help slow the spread of COVID-19.

In February 2021, the Library started reopening some libraries with limited access to technology. By summer of 2021, all 19 libraries were open, with buildings set up to serve safely and skilled staff to support learning, enjoyment, and community. People returned to the libraries and browsed bookshelves, checked out books, movies, and other materials, and used technology such as computers, printers and Wi-Fi for the first time in more than a year! In 2021, the Library continued offering Library Curbside pick-up for books, movies, and printing to library printers.

Throughout the pandemic, in libraries and online, staff continued to serve communities with their expertise and exceptional customer service.



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.



Technical Certifications

Testing for technology certifications continued in a virtual format, allowing people to get certified from home or elsewhere online, outside of library buildings.

Digital Literacy

In 2021, the Library System debuted Northstar Digital Literacy, a self-paced online learning platform where people may learn computer and internet basics including Microsoft Word and Excel, and social media.



"I got a little teary when I walked in. This feels really good. I just like the smell. It's so different than just picking books up curbside."
—Graham Pierce County Library customer





ENJOYMENT

The 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.



"Yay! Books again! It's wonderful. I've been waiting and waiting."
—Graham Pierce County Library customer

Enjoy BOOKS!

Three series— spring, summer, and fall to support residents' reading, engaging, and talking about great books to build and grow a community of readers.

Enjoy
BOOKS!



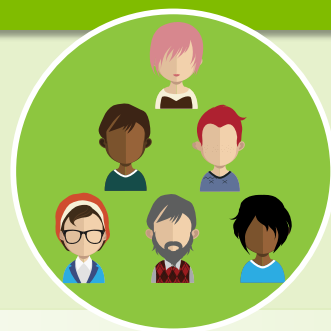
Online Videos

In 2021, the Library System added videos to its offering of online e-books, audiobooks, and magazines. People can stream shows and movies from computers, tablets, or mobile devices with internet access.



COMMUNITY

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



75th Anniversary

The Library System celebrated 75 years with StoryWalks in English and Spanish throughout the community, featuring the book "The Big Umbrella" by Amy June Bates and Juniper Bates.



"The library has been a consistent bright spot for us for years! During all of this COVID-19 stuff, as a family with an immunocompromised child, the library has provided such an amazing lifeline for us. We love the online events (really crossing our fingers those continue!), we are so thankful for curbside pickup, and often use the online resources as well."

—Milton/Edgewood Pierce County Library customer

Equity, Diversity, and Inclusion Strategy

Continued progress on a multi-year, strategic framework and implementation plan to embed equity, diversity, and inclusion core concepts into daily work, library services, and community interactions.



Pop-up Libraries

Brought library services into the community to provide books and materials as well as technology and network resources where people need them most.



CORE SERVICES

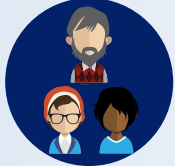
The Library System continually strengthens its core services to operate effectively and carefully advance taxpayers' investment. Some of its 2021 improvements include the following.



Materials

Reached a record-breaking 1.9 million digital book checkouts in 2021. The Pierce County Library is one of 121 public library systems worldwide to surpass 1 million digital checkouts in 2021.

e-books record-breaking
1.9 MILLION
checkouts



Staff

Eagerly welcomed people back into libraries and continued to reimagine services during the pandemic.



Spaces



Sumner Pierce County Library: The Library System purchased the property planned to house the Sumner Library. The Pierce County Library began conducting a comprehensive capital campaign with the Pierce County Library Foundation to raise funds for the new library, as well as resources for building improvements and innovative ways to deliver services throughout the system.



Technology

Wi-Fi: Installed faster and more flexible Wi-Fi, extending Wi-Fi to parking lots and exteriors of library buildings.



Partnerships

COVID-19 Vaccines: Offered free COVID-19 vaccines at libraries in partnership with Pierce County Emergency Management and the Tacoma-Pierce County Health Department.

COVID-19 Testing: Provided free COVID-19 test kits at all Pierce County Libraries through a partnership with the local health department.

Housing Assistance: Free legal housing assistance and help in applying for rental/utility assistance programs in partnership with Pierce County Human Services and Tacomaprobono.



Classes and Events

Virtual Library: Using Facebook groups and Zoom, hosted virtual story times for children and their caretakers, STEAM (Science, Technology, Engineering, Arts and Math) events for school-age children, and book discussions and other events for teenagers and adults.

Outdoor Classes and Events: Offered the classes and events people wanted in parking lots, fields, and other outdoor spaces for children, teenagers, and adults.



Business Processes

As the pandemic continues, the Library has extended not charging fines and fees on overdue materials or other services, such as photocopying, printing, and faxing. In 2022, the Library plans to eliminate fines and fees permanently.

Updated human resources software to a more current and efficient system.

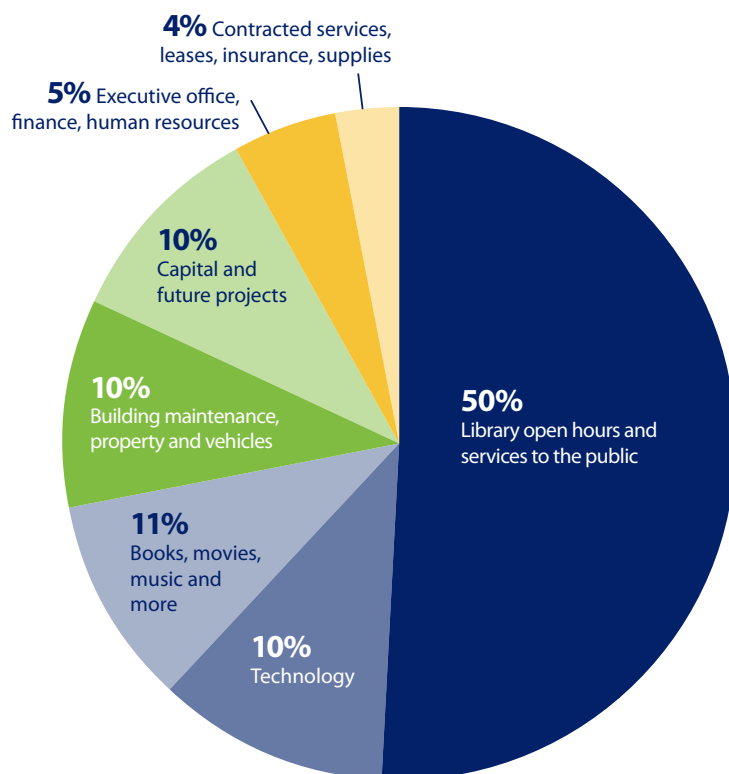
Your investment in the Pierce County Library

The Library's Board of Trustees approved a plan for a multi-year funding cycle to ensure stable, sustainable funding to deliver library services for at least 10 years. With funding from a restored levy approved by voters in 2018, revenues exceed what the Library needs for operational expenses for the first few years of a multi-year funding cycle and allows the Library to sustain operations for multiple years. In 2021, the Library invested in services to support residents' growth and curiosity, offer excellent reading choices, and work to connect and strengthen growing and changing communities.

The Board did not charge fines on overdue books and materials, to avoid further financial burdens from the pandemic and economic crisis.

Total 2021 revenues: \$40,180,600

Total 2021 expenditures: \$39,394,700



"Happy 75th birthday to my treasured Pierce County Library System! I absolutely love and thank the library for its incredible service to our communities. Learning to read is by far the most significant experience for me and I thank libraries for that tremendous gift."
Gig Harbor resident Nancy Nelson, 40-year card holder

Overview of the Pierce County Library System

- ▶ Established in 1946.
- ▶ Includes unincorporated Pierce County and 15 annexed cities and towns.
- ▶ Serves approximately 634,000 people through 19 libraries and online services.
- ▶ Operates as an independent taxing district and reports to a volunteer Board of Trustees.



FAST Facts 2021



1,724,211

Visits

732,606 to 19 libraries
and **991,605** to website

4,396,941

**books/materials
checked out**

2,118,456 from shelves
2,278,485 from online e-books
and audiobooks



467,334

**uses of online
databases/e-sources**

CR Consumer Reports™

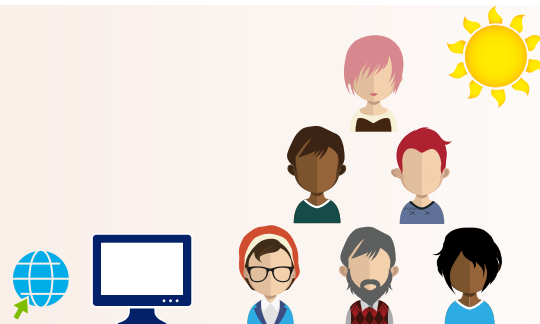
DEMOGRAPHICS NOW
Business and People



brainfuse
HelpNow
Online Homework Help

8,057

**event attendance
online and outdoors**



291,195

cardholders

It is **THE CARD** to have!

Thank you to Foundation and Friends for 2021 Contributions

The Pierce County Library Foundation's third annual Trivia BEE: Home Edition was a successful online fundraiser. Seventy-four participants played, raising more than \$21,000 to support critical library services and programs.

As the pandemic continued in 2021, unfortunately Friends of the Library activities were not part of the Library's offerings. In 2022, the Library System is working with the 17 Friends organizations, which are eager to restart their support and participation to support county-wide services.

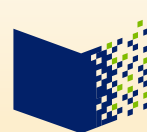


BEE-cause of donors like you,
the 2021 Trivia BEE raised

\$21,000

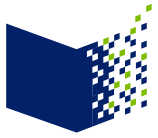


Donor contributions



**Pierce County
Library Foundation**

\$600,420



Pierce County Library Foundation

2021 DONORS

Key

- (M)** Individuals who have included the Foundation in their estate plans
- (P)** Donors making consecutive annual gifts for 2+ years
- (S)** Individuals making recurring donations of any amount
- (1)** Donors making annual contributions of \$1,000+

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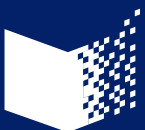
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