



# CONTRA COSTA COUNTY LIBRARY

## ANNUAL REPORT

### 2019



**Twenty nineteen** was a busy year for the library, a year full of major accomplishments and new challenges. We kicked off by eliminating overdue fines on all library materials and forgiving balances on every cardholder account. We introduced five new library cards with colorful designs, launched a new modern website and a new catalog interface with improved search capabilities and options to create reading lists and find recommendations from others. In November, we celebrated the grand reopening of the El Sobrante Library. The library suffered major damage from a fire in 2018 and what was one of the older libraries in the system, dark and in need of upgrades, is now reimagined and full of light. It boasts windows, skylights, brand new paint, carpet, furniture and a completely new collection. All of our efforts in 2019, aimed to further the library's strategic goals to champion literacy and reading, provide easy and equitable access to services, deliver a consistent and high-quality experience, and promote the Library's value to the community.

We are very proud of the achievements made during past year and look forward to bringing more services and resources to library patrons in 2020.

*Melinda S. Cervantes*

Melinda S. Cervantes  
County Librarian

## MOST POPULAR BOOKS



EARLY  
READER

The Thank You Book  
by Mo Willems



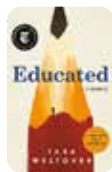
MIDDLE  
READER

Harry Potter And The  
Sorcerer's Stone  
by J.K. Rowling



TEEN  
READER

Turtles All The Way Down  
by John Green



ADULT  
READER

Educated  
by Tara Westover

## BY THE NUMBERS



Virtual  
visits

3,592,202



In person  
visits

3,540,968



Open hours  
each week

1,068



Wi-Fi  
sessions

461,191



Summer  
Reading

7,810

reading records completed



Computer  
logins

441,905

## DISCOVER & GO



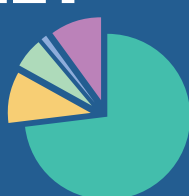
- Created by the Contra Costa County Library in **2011**
- Now used by **52** other member libraries in CA
- Includes **145** cultural venues
- More than **\$3M** in reserved tickets statewide

## BUDGET



PROPERTY TAX 88%  
TOWN / CITY 9%  
FINES / FEES 2%  
OTHER 1%

Revenue - \$32.5M



STAFF 73%  
MATERIALS 10%  
FACILITIES 6%  
OFFICE EXPENSES 1%  
OTHER 10%

Expenditures - \$32.5M

## DONATIONS



**\$333,892** + **\$23,014** = **\$356,906**

Friends/Foundations

Individuals or Bequests

Total



## GOALS SET AND ACHIEVED



10%  
increase

Items  
Checked Out



11%  
increase

Door  
Count



10%  
increase

Active Library  
Cards

As a result of three key strategic initiatives, New Library Cards, Goodbye to Fines and Read to 2020, we met or even exceeded our goals for 2019.



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## EL SOBRANTE GRAND OPENING



Saturday, November 23, 2019: Reopened and reimagined

- Natural light with new windows, skylights, and doors
- New collection with more than 22,000 items
- 21 new computers, including laptop lending
- Water bottle filling station and all gender restrooms
- All services are ADA accessible
- New shelving and furniture
- WiFi access throughout
- Early literacy interactive structure

## ONLINE BORROWING

**40% increase** Circulation of eBooks and eAudiobooks via Overdrive/Libby™



● eBooks, eAudiobooks - **599,744**

### INTRODUCED IN 2019

East Bay Times

**220,281**

Online views

New York Times™

**6,852**

Online views



## COUNTYWIDE EVENTS



	# of Events	Attendees
Preschoolers	3,078	135,254
Children	2,578	89,319
Teens	1,467	19,967
Adults	3,658	51,795
Total	10,781	296,335

## COMMUNITY ENGAGEMENT



- **445** outreach events with **32,832** attendees
- **1,204** volunteers gave **35,670** hours

## ADULT LITERACY



### Project Second Chance Groups

**175** Adults learned to read, write, and spell better

**15,567** Volunteer hours dedicated to this important work



## NEW LIBRARY CARDS

Introduced September 2019

**26** Locations

**District I Supervisor John Gioia**  
El Cerrito  
El Sobrante  
Kensington  
Pinole\*  
San Pablo

**District II Supervisor Candace Andersen**  
Danville  
Dougherty Station  
Lafayette  
Moraga  
Orinda  
San Ramon  
Walnut Creek\*

**District III Supervisor Diane Burgis**  
Brentwood  
Oakley  
Prewett

**District IV Supervisor Karen Mitchoff**  
Clayton  
Concord  
Pleasant Hill  
Walnut Creek\*  
Ygnacio Valley

**District V Supervisor Federal Glover**  
Antioch  
Bay Point  
Crockett  
Hercules  
Martinez  
Pinole\*  
Pittsburg  
Rodeo

\*Shared library

The Contra Costa County Library is the pulse of the community. Working together, we spark imagination, fuel potential, and connect people with ideas and each other.