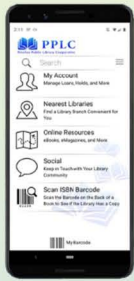


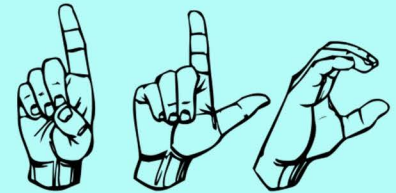
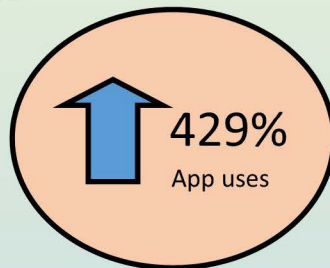
While libraries across the County, State, and Nation were closed during the pandemic quarantine period, PPLC staff stayed in place and continued to provide daily services to the community. Office staff assisted patrons online and over the phone, DLC staff assisted the Deaf Community in the same way, while TBL staff served a much larger portion of the state when other Talking Book Libraries were closed.



PPLC introduces new, easier to navigate website and user friendly app!

7,022,285 Mobile app uses

332,077 Website hits



DEAF LITERACY CENTER

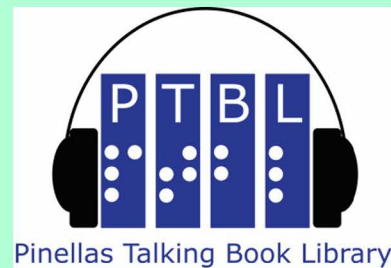
- 2,970 Classes & events
- 19,770 Total attendance
- **719 events during COVID-19 pandemic**

Staff Development Day



“Libraries Light the Way”

320 participants

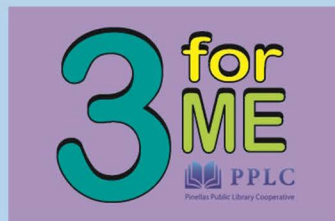


- 173,777 Items loaned
- 457 New Patrons
- **56% increase in items loaned during COVID-19 pandemic**



Museum Pass Program

4,760 Museum Passes borrowed



3 for Me

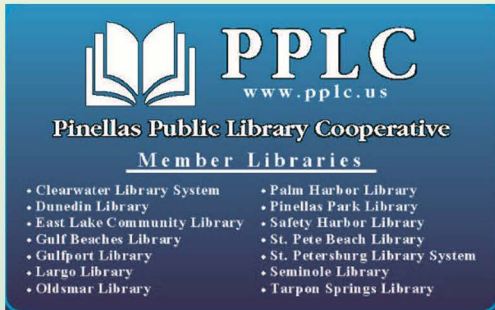
- 6,145 children with “3 for Me” cards
- 11,818 total items borrowed

Ukuleles

- 77 Ukulele Kits
- 310 Loans



All Member Libraries were closed from March until June. Libraries provided robust curbside delivery service, innovative take-home kits, created virtual outreach and educational events, and more! Use of electronic items and platforms soared during this time period, and the levels did not fall after libraries re-opened.



Borrowers

- 469,509 Registered borrowers
- 147,473 Patrons with expired cards purged in 2020
- 436 Virtual Card registrations during COVID-19

Circulation

- 4,377,603 Physical items borrowed
- 809,794 Electronic items borrowed
- **49% Increase in e-book downloads during COVID-19 pandemic**
- 486,940 Items shared between Member Libraries
- 8,631 Reciprocal borrowers
- 76,508 Items loaned to reciprocal borrowers

21% Increase in electronic items borrowed

430,022 Database Searches

↑ 27%

