



CONTRA COSTA COUNTY LIBRARY

ANNUAL REPORT

2020



Two thousand twenty was a year of unprecedented and difficult challenges for the Library, as it was for the rest of the world. Not only did we find ourselves adjusting to the realities of COVID, we were also hit with ransomware and still recovering when libraries were ordered closed. As difficult as the year was, there were also many bright spots. The challenges we faced pushed us to find new ways to serve our patrons that increased staff efficiencies and removed many barriers. As a result of more than 70 staff members being deployed as disaster service workers, we forged stronger relationships with other county departments. We launched a multitude of online services for students and families to help them navigate working and schooling from home and expanded the services available to patrons who sign up for an eCard. The Library also started its journey to understand and address racial inequity. We are committed to doing the hard work of furthering the Library's goal of equitable access for all and in becoming an anti-racist institution.

We are looking forward to being on the other side of these very challenging times and welcoming the public back into our facilities in 2021.

Alison McKee
County Librarian

MOST POPULAR BOOKS

Let's Go For a Drive
by Mo Willems

EARLY READER

Lord of the Flies
by William Golding

TEEN READER

Diary of a Wimpy Kid: The Meltdown
by Jeff Kinney

MIDDLE READER

Eleanor Oliphant is Completely Fine
by Gail Honeyman

ADULT READER

VIRTUAL SERVICES

6,834

Chat Sessions

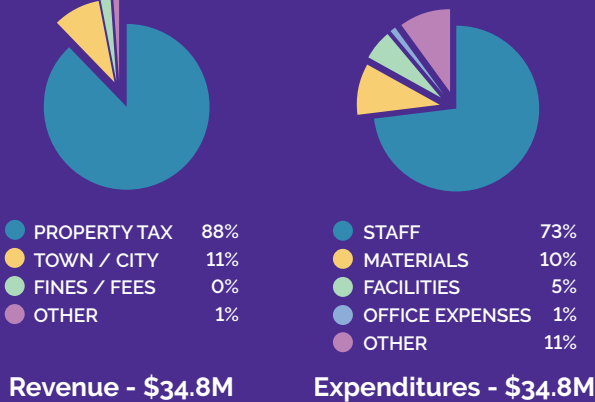
54,776

Texts

2,312

Emails

BUDGET



BY THE NUMBERS



OverDrive eBook checkouts
1.26M | 110%*

New York Times views
380,387
800%*

East Bay Times views
553,654
151%*



Kanopy
594,500
156%*



Flipster
545,784
34%*



New eCards
14,245



OverDrive Instant Digital Cards
10,295

*Percentages are based on increases from 2019 to 2020



FRONT DOOR SERVICE

ITEMS BORROWED
776,775

GRAB BAGS REQUESTED
19,101

APPOINTMENTS BOOKED
74,610



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COVID-19 RESPONSE

The Library provided space, staff and technology to help in the County's pandemic response.



76
Disaster Service
Workers

2
Testing Sites

3D PPE Printing Program

3,000+ printed clips = 200,000+ redeployed masks

*Urban Libraries Council Innovation Honorable Mention

COUNTYWIDE EVENTS IN PERSON / VIRTUAL



	# of Programs	Attendees
Children	918	53,380
Teens/Adults	1,529	101,143
Video/Streaming Storytime	108	42,836
Total	2,555	197,359

COUNTYWIDE READING PROGRAMS



SUMMER READING

2,517 participants



SPRING INTO READING

1,013 participants

COCO READS

Total checkouts

2,404



LUNCH PROGRAMS

7

Locations

12,071

Meals Served



How Much of
These Hills is Gold
by C Pam Zhang

NEW PLEASANT HILL LIBRARY PROJECT

- Genealogy collection moved to Walnut Creek Library
- Historical collection moved to Historical Society
- New Pleasant Hill Library Groundbreaking

BAY POINT LIBRARY



Increased open hours by

16.5
HOURS

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.